Press Release

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Discover the Best Examples of User-Centric Public Services in European Cities and Regions

Add Your Services, Rate Others and Join the Network

BRUSSELS, Belgium (10 March 2022). UserCentriCities launches the **User-Centric Services Repository**, a unique online inventory of best practices in user-centric local public services.

[Visit the User-Centric Services Repository](#)

UserCentriCities is a 19-partner network that includes the Lisbon Council, VTT Technical Research Centre (Finland), Eurocities and 15 leading cities and regions (Barcelona, Espoo, Emilia Romagna Region, Ghent, Glasgow, Gothenburg, Helsinki, Lisbon, Ljubljana, Madrid, Milan, Murcia, Porto, Rotterdam, Tallinn and the Centre for C-Centricity in IE University).

Including world-class innovative services such as [Rotterdam's Digitale Balie](#), a digital counter for public-service delivery through video calling; [Madrid's Madrid Te Acompaña](#), a mobile application for the elderly to find accompanying volunteers; [Tallinn's AvaLinn](#) mobile application where citizens give feedback on city development plans; [Milano Partecipa](#), Milan's citizen participation platform, the User-Centric Services Repository will serve as a place for inspiration, knowledge-exchange and for highlighting genuinely user-centric digital services in Europe.

To further enrich the Repository, local and regional administrations (cities, municipalities, regions) are invited to submit their exemplary user-centric services. The services will be published online and will be eligible to receive the annual UserCentriCities Awards.

[Add Your User-Centric Service](#)

By submitting your user-centric services, you can:

1. Become a candidate for The 2022 UserCentriCities Award, which will be given this summer at high-level ceremony in a European city.
1. Offer inspiration and exchange of best practices to other cities and regions around Europe and the world.
2. Highlight your work and user-centric approach in the European level.

How to Join the UserCentriCities Network

UserCentriCities is always open to new cities and regions that are interested in joining the network. Partnership with the project is free and open to European cities, municipalities or regions that strive to design and deliver user-centric services for their citizens. For more information, visit https://www.usercentricities.eu/news/join-usercentricities

If you are interested, please don't hesitate to reach out by email and we will make sure to reply to your inquiry immediately.

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About UserCentriCities

UserCentriCities is a 19-partner consortium co-financed by the European Union. The consortium includes the Lisbon Council, VTT Technical Research Centre (Finland), Eurocities and 15 leading cities and regions (Barcelona, Espoo, Emilia Romagna Region, Ghent, Glasgow, Gothenburg, Helsinki, Lisbon, Ljubljana, Madrid, Milan, Murcia, Porto, Rotterdam, Tallinn and the Centre for C-Centricity in IE University). The project will provide metrics, a support toolkit, a repository and high-level policy debates for driving digital government at the local level. For more information, visit https://www.usercentricities.eu/.

About the Lisbon Council

The Lisbon Council for Economic Competitiveness and Social Renewal asbl is a Brussels-based think tank and policy network. Established in 2003 in Belgium as a non-profit, non-partisan association, the group is dedicated to making a positive contribution through cutting-edge research and by engaging politicians and the public at large in a constructive exchange about the economic and social challenges of the 21st century. Its website is www.lisboncouncil.net.