



An **Intelligent**
Public Administration

Why not?

01

PRESENTATION

An **Intelligent**
Public Administration

Why not?

“Intelligence is the
ability to adapt to
change”.

Stephen Hawking

That is why we
have titled our
Project as:

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02

BACKGROUND



REGTSA

is a provincial government agency established in 1992 with the purpose of collecting the public revenues the municipalities require to be able to deliver first-class public services to the citizens in the province of Salamanca (Spain). The income of our organisation stems from the price the municipalities pay us for the provision of our services.

□ The Spanish regulation allows that those municipalities that voluntarily agree to do so may delegate into the Provincial Councils (Diputaciones Provinciales) the provision of the services associated to the management and collection of municipal taxes and levies.

Our values



Financial
sustainability



Transparency



Development of our
people



Innovation



Social and
environmental
responsibility

REGTSA's HISTORY

- ✓ Self-financing since 2000
- ✓ Strategical Planning since 2004
- ✓ Process-driven Management since 2005
- ✓ Leadership Evaluation since 2006



EXTERNAL FACTORS

- ✓ The economic crisis, with its sequels in terms of unemployment growth and reduction of the disposable income of household
- ✓ The increased reliance on the Large Municipalities segment
- ✓ Aging and dispersion of the population in the rural environment



03

PROJECT

DEVELOPEMENT

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AN INTELLIGENT PUBLIC ADMINISTRATION



1

Listens to what is going on around by using permanent mechanisms to capture the needs and expectations of their main stakeholders: citizens, municipalities and public servants

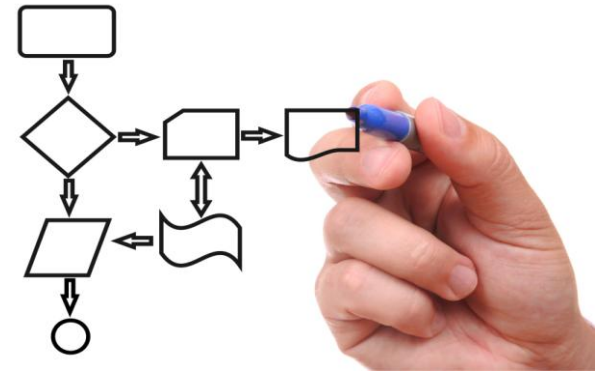
AN INTELLIGENT PUBLIC ADMINISTRATION



2

Has a **long-term vision and defines strategies** to incorporate the needs of its stakeholders into its Project

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3

Constantly improves their management system, by aligning objectives, resources, processes and structure to achieve increasingly better results

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4

Cultivates and develops the talent of its people and the teams making up the organisation



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5 **Learns and innovates** by wisely managing the knowledge, the technology and the internal and external networks

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6 Promotes **transparency** and
accountability before the citizens

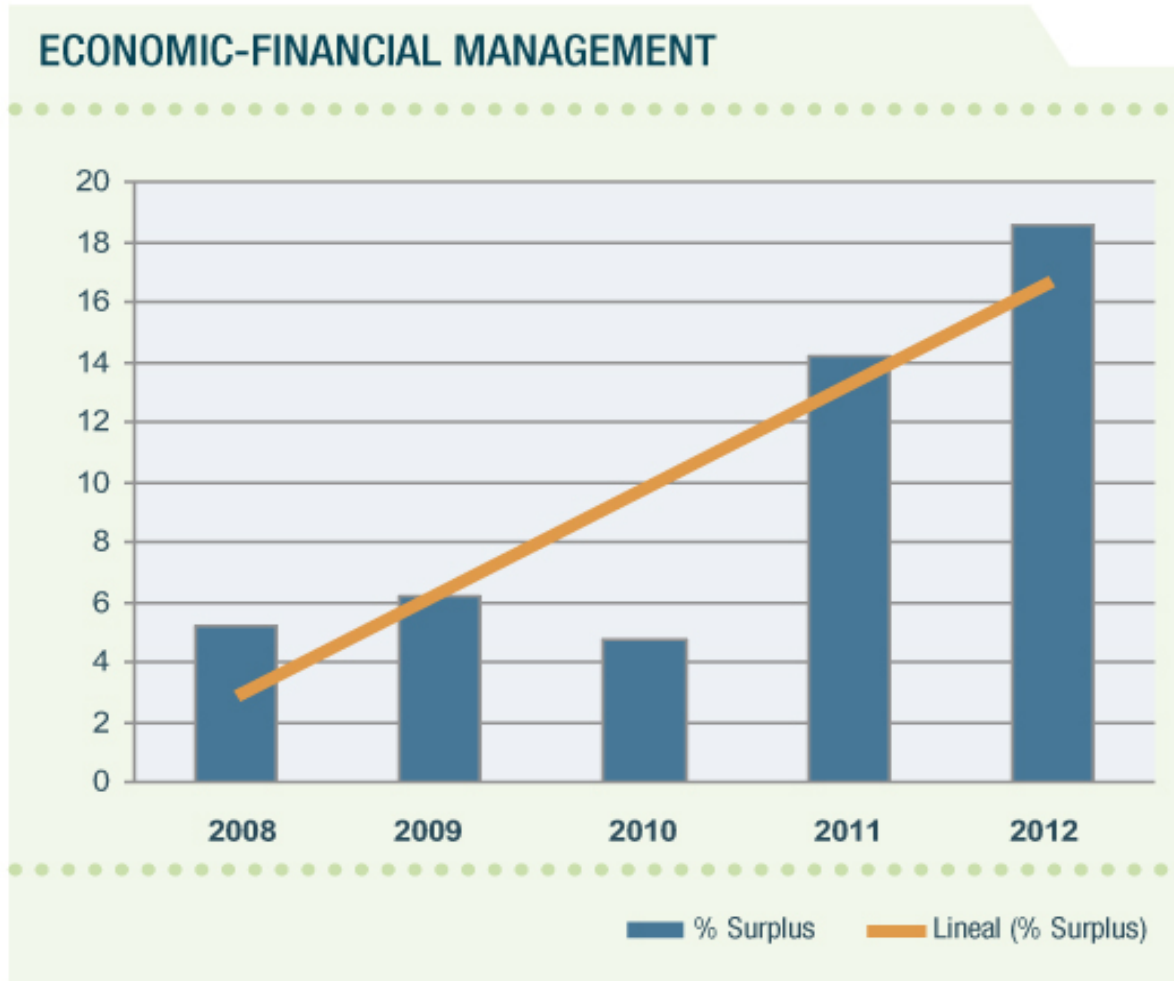


04 RESULTS

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ECONOMIC AND FINANCIAL RESULTS



ECONOMIC AND FINANCIAL RESULTS

PRODUCTIVITY AND EFFICIENCY



IMPACT

- **PRICE REDUCTIONS**
REACHING UP TO 20 %
- **INCREASING CASH ADVANCES**
FROM 75 % TO 90 %
- **SURPLUS REFUNDS**
FOR ABOUT 500,000 € PER YEAR

KEY RESULTS

ENFORCED MANAGEMENT RATIO

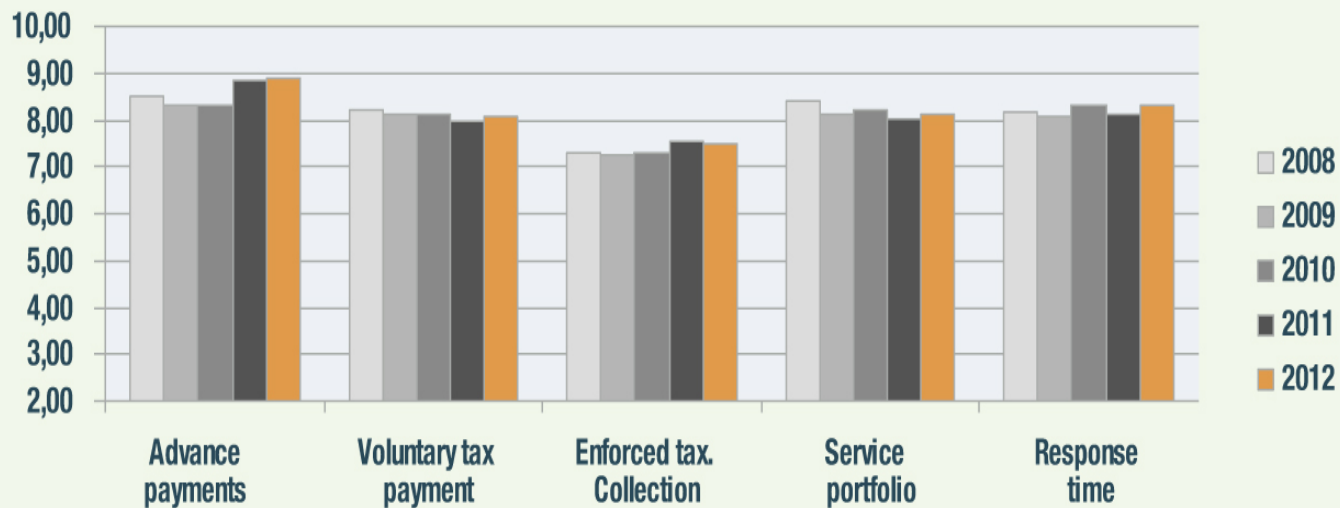


IMPACT

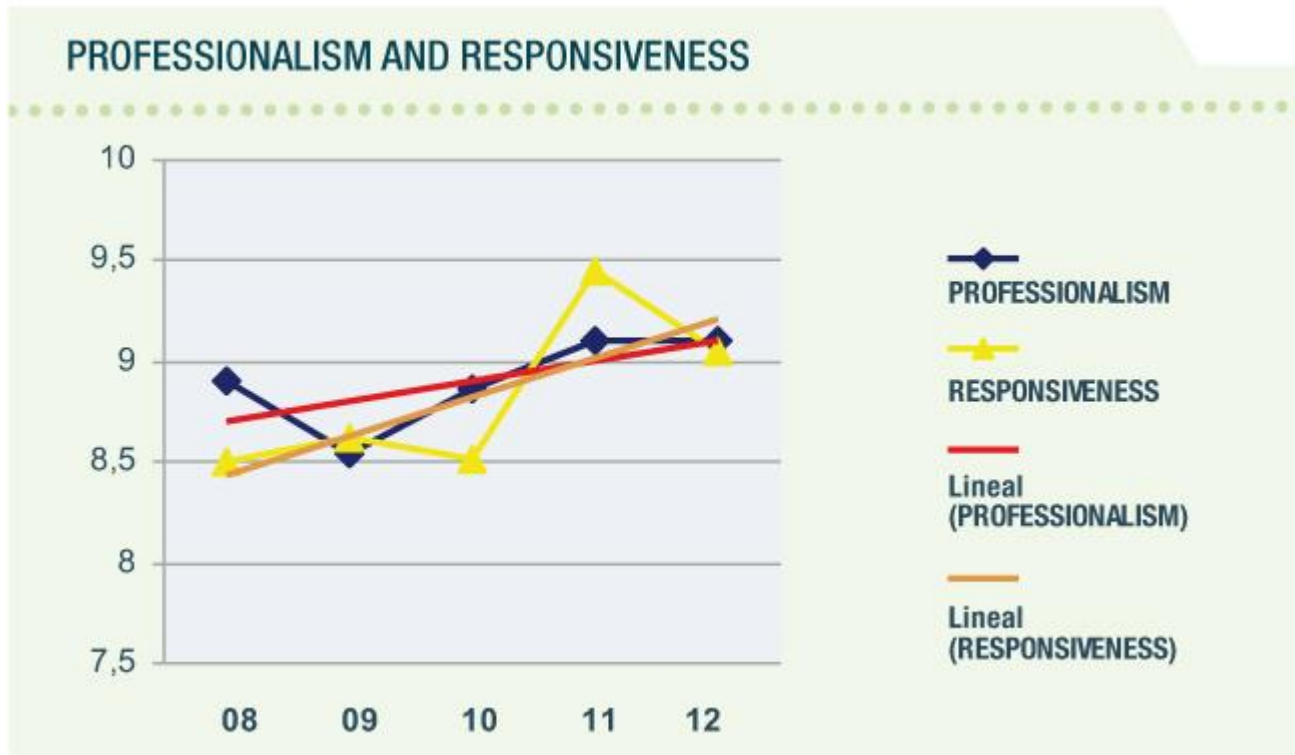
- **CONSOLIDATED THE BEST RESULTS**
IN OUR SECTOR
- **IMPROVED THE MUNICIPAL FINANCING**
BY 58 % SINCE 2007
- **FAIRER DISTRIBUTION**
OF THE TAX BURDEN

SATISFACTION OF STAKEHOLDERS GROUPS

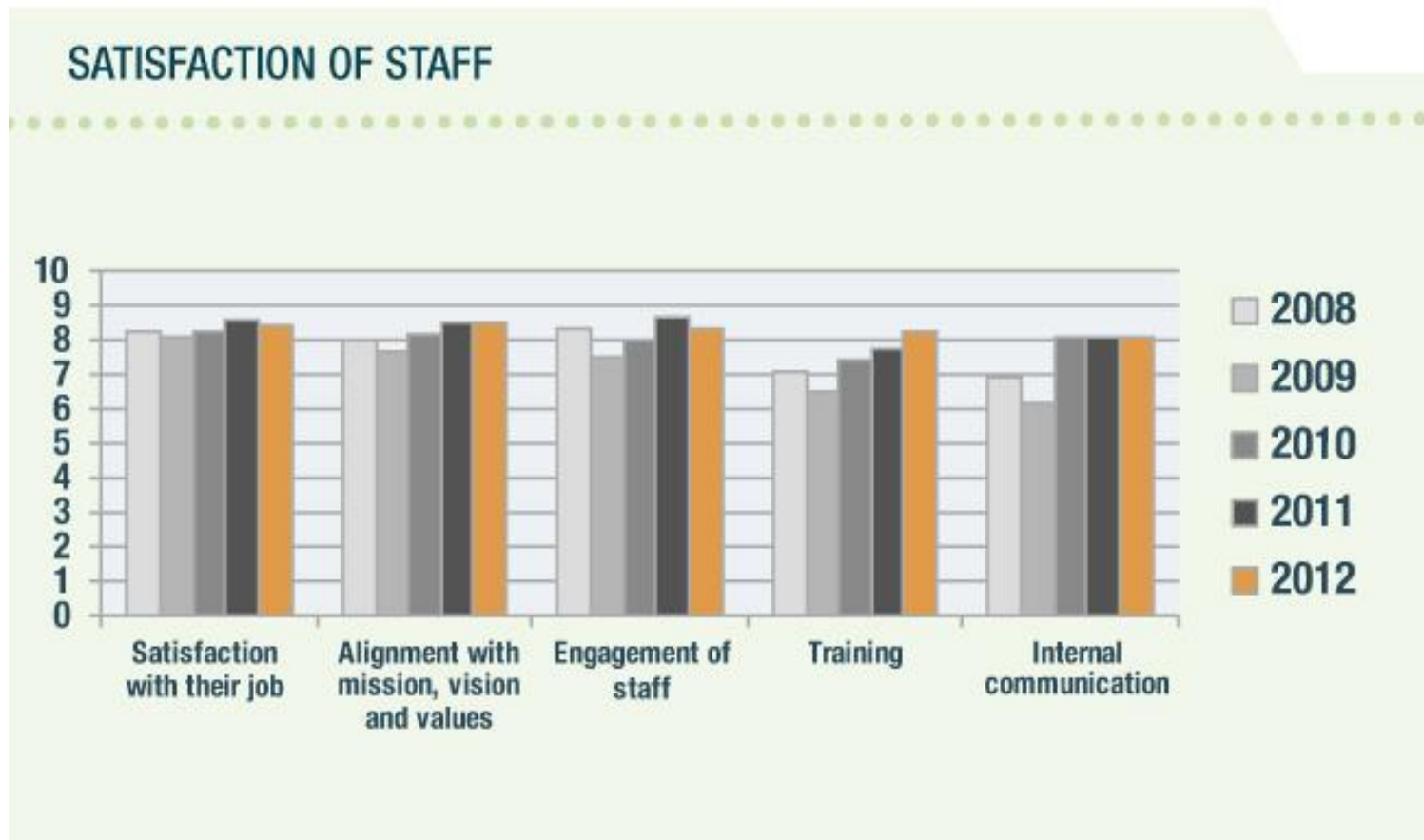
SCORING OF SERVICES FOR MUNICIPALITIES



SATISFACTION OF STAKEHOLDERS GROUPS



SATISFACTION OF STAKEHOLDERS GROUPS



IMPACT

- SERVICES TO
100 % OF MUNICIPALITIES
- 211 MUNICIPALITIES
EXTEND THE TERM OF THEIR AGREEMENTS
FROM 5 TO 15 YEARS

EXTERNAL RECOGNITIONS

REGTSA becomes a reference for other organisations, both nationally and internationally



2008:
Award to Excellence In Public Administration (Spain)



2009:
Iberoamerican Award to Excellence, Gold category



2011:
Finalist of the European Excellence Award (EFQM)



2012:
Iberoamerican Award to Excellence, Gold category



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