

VISOR URBANO: IMPROVING GOVERNMENT TRANSPARENCY AND EFFICIENCY

Visor Urbano is an online platform from the State of Jalisco, in Mexico. It facilitates the application process for construction and business licenses, making them online, and grants public access to information such as business requirements, development plans, licences and payments.

HOW DOES VISOR URBANO WORK?

Visor Urbano allows users to make their licencing procedures 100% online, in a simple and reliable process, with no need for in-person visits to public offices. The platform is open to the public and citizens can assess development plans and land use decisions in real time, which increases transparency and speeds up processing times.

WHY IS VISOR URBANO INNOVATIVE?

Visor Urbano is a configurable software, open source, that digitizes cities' properties. All data is also available in 3D for free consultation. The platform has displayed more than 250 hectares in Guadalajara's historic downtown, the largest model in Latin America, making available to residents georeferenced information about zoning and soil use.

Visor Urbano optimizes government procedures and fosters transparency by releasing information about all licences, helping to promote an open, digital and innovative government.

With Visor Urbano, Guadalajara was one of the five winners of Bloomberg Philanthropies' 2016 Mayors Challenge, a competition designed to help city leaders think big, be bold and uncover inventive –and, ultimately shareable– ideas that tackle today's toughest problems.

VISOR URBANO IN THREE STEPS



Users select the building on the map and choose the type of licence they need (construction or business).



The platform instantly analyses the request based on the regulation and informs whether the procedure is allowed or not. If it is, Visor Urbano lists the requirements.



Users upload the documents and the platform creates a digital protocol to activate the public offices involved. Users make the payment for the procedure, and the license is issued.

WHAT CHALLENGES CAN VISOR URBANO HELP YOUR CITY TO SOLVE?

- Long, complex and extensive bureaucratic procedures to obtain licenses, without a well defined criteria
- Processes with high level of participation of illegal intermediaries to speed up procedures through payment
- High level of corruption and favoritism to influence decisions which leads to urban sprawl

WHAT IS VISOR URBANO'S IMPACT?

500.000
properties
digitized

240.000
construction or
business licenses
georeferenced

↓ 84%
reduction on average
time for licencing
processes, with 100% of
the licences issued online

↓74%
fewer bribery
requests

WHAT DO USERS SAY ABOUT VISOR URBANO?



“Visor Urbano saves time, money and effort because the whole process **can be done at home**”

María del Carmen Martínez González, business owner and Visor Urbano's user

“Visor Urbano improves time and cost, providing security for anyone who needs a licence”

Alejandro Martínez Sánchez, architect and Visor Urbano's user



“With Visor Urbano, everyone, from public officials to citizens, has the same access to information, thereby **avoiding discretion**”

Carlos Romero, Visor Urbano's user



**DO YOU WANT TO
LEARN MORE ABOUT
VISOR URBANO?**

We want to disseminate Visor Urbano' experience to other cities or organizations facing similar challenges.

Please send us an e-mail: contacto@visorurbano.com

Visit our webpage: visorurbano.jalisco.gob.mx