

# SaC Annual Report 2020

## Executive Summary

Office of the Deputy Mayor  
Area Delegate for Territorial Coordination, Transparency and Citizen Participation  
Coordinator General for Districts, Transparency and Citizen Participation  
Directorate-General for Transparency and Quality  
Sub-Directorate General for Quality and Evaluation



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## July 2021 Madrid City Council

Office of the Deputy Mayor

Area Delegate for Territorial Coordination, Transparency and Citizen Participation

Coordinator General for Districts, Transparency and Citizen Participation

Directorate General for Transparency and Quality

Subdirector General for Quality and Evaluation

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# 1. SUGGESTIONS AND COMPLAINTS SYSTEM

Regulation of the Suggestions and Complaints System was established as part of the Mayor's Decree on Citizen Services of the 17th of January, 2005, and implemented on the 3rd of March, 2005 via the creation of a single computer application for suggestions and complaints that incorporated the files that remained pending in the defunct Municipal Office for the Protection of Neighbours, and progressively enabled the various channels for receiving suggestions and complaints established in the aforementioned decree: Internet ([www.madrid.es/contactar](http://www.madrid.es/contactar)), 010 Línea Madrid, Citizen Services Offices and Registry Offices.

The by-laws relating to Online Citizens' Services and Administration, approved in the Plenary Session of the Madrid City Council on the 26th of February, 2019, and published in the Official Bulletin of the Community of Madrid (BOCM), no. 59, of the 11th of March, 2019, consolidated the path already initiated by clearly establishing, among the strategic objectives of the Madrid City Council, the rational, fair and transparent management of local administration in an effort to bring these closer to the citizens.

The SaC System is an instrument for detecting both areas of service provision that can be improved and causes that impede normal operation of the same. It is also the appropriate means for planning proposals for action with the aim of achieving the best levels of efficiency, transparency and quality in regard to municipal services.

The Annual Report, which corresponds to the SaCs submitted in 2020, complies with the provisions of article 30 of the by-laws relating to Online Citizen Services and Administration, which provide for the preparation of an annual report on complaints submitted and deficiencies observed in the operation of municipal services, specifying any suggestions not accepted by the municipal administration.

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<sup>1</sup> The maximum allowed period for responding to suggestions, complaints, congratulatory messages and requests for information (of a tax nature) is two months.

In terms of methodology, the report begins with a general summary of the processing carried out in the SaC System as of the 1st of March, 2020<sup>1</sup> in an effort to offer an overall perspective on the handling of all submissions to the SaC System up to the 31st of December, 2020.

Following the general summary, the report is divided into two main sections:

**The first block** is dedicated to a quantitative study of the suggestions, complaints and congratulatory messages that entered the SaC System during 2020, and details the following information:

- Initial volume of quests submitted by citizens, the number finally processed following the SaC Service monitoring phase (Subdirector General of Quality and Evaluation) and the input channel through which these were incorporated into the SaC system.
- Analysis of the processing carried out following the monitoring phase with regard to General and Tax-related SaCs, respectively.

**The second block** complies with the Plenary Agreement of the 23rd of December, 2016. The analysis is articulated around different areas of activity, regardless of the number of SaC received, and allows the public's perception of municipal services to be ascertained, thereby making it a useful tool for municipal administrators in the various areas of competence by providing them with citizens' information regarding their performance in 2020.

The report finishes with three Appendices:

- **APPENDIX TO THE MEMORANDUM**, includes all the information affecting configuration of the SaC System.
- **AREAS OF ACTIVITY**. This provides complementary and detailed information on the various resources available to the Madrid City Council.
- **DATA**. This presents graphs and tables relating to the types of entry and the evolution of the main- and sub-areas.

## 2. SaC SYSTEM ENTRIES

### 2.1. INITIAL ENTRIES

The data corresponds to the number of entries submitted by citizens through the different channels enabled by the Madrid City Council for the presentation of suggestions, complaints, congratulatory messages and requests for information:

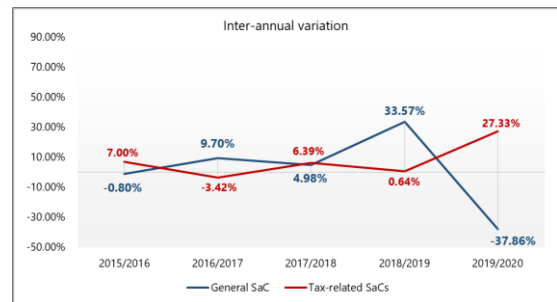
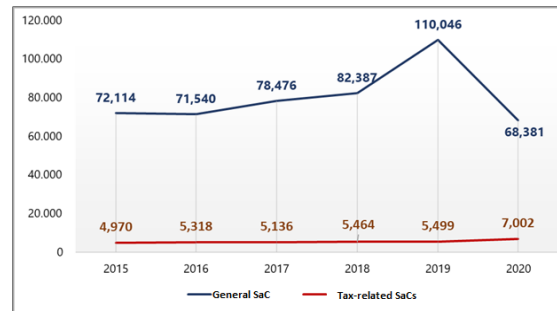
- Telematics channel: internet, mobile internet and email.
- Telephone channel: 010 Línea Madrid: available 24/7.
- In person: Registry Office located in Citizens' Advice Bureaux (OAC), Taxpayers' Advice Bureaux (OAIC) and offices of local government departments.

The Suggestions and Complaints Service carries out manual SaC System registration for both general and tax-related requests in the following cases: letters that have been sent from public bodies (Community of Madrid, Municipal Companies, etc.), those submitted via municipal registers but which, for various reasons, have not been entered in the application and, finally, those received by post or in the e-mail inboxes of the Suggestions and Complaints Service, the Subdirectorato General for Quality and Evaluation and the Directorate General for Transparency and Quality. In 2020, **875** general requests and **285** tax-related requests were received and registered through these channels.

As a result of SaC input through the aforementioned channels and manual registrations made by the Suggestions and Complaints Service, the total volume of submissions to the SaC System during 2020 amounted to **75,383** with the following distribution according to the type:

- General SaC: 68,381, which represents 90.71% of the total.
- Tax-related SaC: 7,002, which represents 9.29% of the total.

Initial registration data and year-to-year evolution for the years 2015, 2016, 2017, 2018, 2019 and 2020 are shown in the graphs below:



The data for each of the procedures, General and Tax-related, broken down by SaC type of the initial entry are shown in the following tables:

General SaC	2020
Suggestions	10,315
Complaints	56,309
Congratulatory messages	1,757
<b>TOTAL</b>	<b>68,381</b>

Tax-related SaC	2020
Suggestions	189
Complaints	5,925
Congratulatory messages	101
Requests for information	787
<b>TOTAL</b>	<b>7,002</b>

The data by SaC type from initial entries show that complaints constitute the principal type with higher percentages than the rest, both in general SaCs, where they account for **82.3%**, and in tax-related SaCs, where they account for **84.62%**. Suggestions account for **15.1%** in General SaCs, while in Tax-related SaCs, they account for only **2.70%**. In the case of congratulatory messages, the values are **2.60%** in general and **1.44%** in taxation-related SaCs.

Initial registration data and year-to-year evolution for the years 2015, 2016, 2017, 2018, 2019 and 2020, broken down by SaC type, are shown in the graphs below:

General SaC + Tax-related SaC	2015	2016	2017	2018	2019	2020
Suggestions	15,018	14,164	16,577	16,132	18,076	10,504
Complaints	60,032	60,501	64,358	68,423	94,391	62,234
Congratulatory	1,780	1,881	2,184	2,611	2,405	1,858
Requests for Info	254	312	493	685	673	787
<b>INITIAL REG. TOTAL</b>	<b>77,084</b>	<b>76,858</b>	<b>83,612</b>	<b>87,851</b>	<b>115,545</b>	<b>75,383</b>

## 2.2. FULL ENTRIES

### 2.2.1. General SaC Coordination Dept.

The General SaC Coordination Department of the Suggestions and Complaints Service operates as a supervisory unit for the SaC System. Its activity begins with the daily analysis of the SaCs submitted by citizens through any existing Madrid City Council channels (Internet, 010 Línea Madrid, Citizen Service Offices and municipal registry offices).

From this point onwards, from a SaC System management perspective, the following actions are carried out:

- Assignment process to the competent management units: **65,486**
- Division process for initial entries: **8,230**
- Non-admission of entries: **3,782**
- Registration of entries in the SaC system: **875**
- Changes of procedure: From General to Tax-related SaC or Requests for Information: **3,316**
- Direct SaC response by the Subdirectorato General for Quality and Evaluation: **144**

The following table offers an overview of the various monitoring tasks carried out:

		2015	2016	2017	2018	2019	2020
Assignment	Management Unit	66,385	68,865	73,023	77,031	105,548	65,486
	with Registration						
Completion	Multiple in nature	11,153	11,725	7,141	7,894	7,617	8,230
	Direct registration in SaC	719	133	2,329	1,236	656	875
	<b>Total</b>	<b>11,872</b>	<b>11,858</b>	<b>9,470</b>	<b>9,130</b>	<b>8,273</b>	<b>9,105</b>
Completion	Multiple	5,096	5,230	3,279	3,389	3,624	3,876
	Change of procedure	1,909	2,736	2,941	3,384	3,414	3,316
	Answered	507	250	216	460	212	144
	Not admitted	8,050	5,975	5,720	5,930	4,828	3,782
	Referral	--	109	417	76	13	0
<b>Total</b>	<b>15,562</b>	<b>14,300</b>	<b>12,573</b>	<b>13,239</b>	<b>12,091</b>	<b>11,118</b>	

So, for General SaCs, the final number of entries incorporated into the SaC System for processing was: initial entries, 68,381, plus 8230 generated by "multiple in nature": **76,611**

### 2.2.2. Tax-related SaC Department

In the case of Tax-related SaCs, the Subdirectorato General for Quality and Evaluation, through the Tax-related SaC Department, carries out the following tasks at the initial moment of analysis and reading of the SaCs received:

- Registration of entries in the system: **285**
- Changes in procedure: **307**
- Non-admission of entries: **443**

The evolutionary data for all actions carried out is as follows:

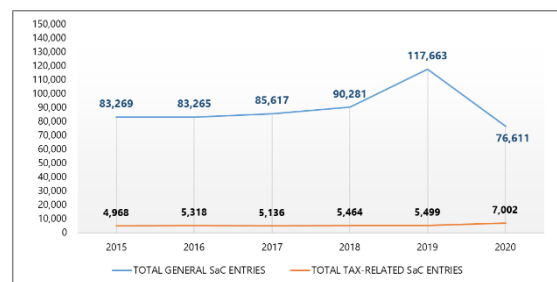
		2015	2016	2017	2018	2019	2020
Registration	Direct Registration	556	368	663	380	131	285
	Completion						
Completion	For change of procedure	362	443	485	421	430	307
	Not admitted	266	173	171	419	495	443
	<b>Total</b>	<b>628</b>	<b>616</b>	<b>656</b>	<b>840</b>	<b>925</b>	<b>750</b>

Total Tax-related SaC entries in 2020 saw a growth of 27% compared to 2019,

	2015	2016	2017	2018	2019	2020
TOTAL TAX-RELATED SaC ENTRIES	4,968	5,318	5,136	5,464	5,499	7,002

### 2.2.3. Overall data: General and Tax-related SaC

The number of entries finally entered into the system in 2020 totalled 83,613.



## 2.3. REGISTRATION CHANNEL

The principal channel used for registering suggestions, complaints, congratulatory messages or requests for information is, as in previous years, the telematic channel.

In 2020, the combined data for General and Tax SaCs (83,613), by type of registration channel, is as follows:

- **Telematic channel** represents **72%** of the total, with 59,980 entries.
- **Telephonic channel** represents **24%** with 19,784 entries.



- In person, 5%, or 3,769 entries were received.
- The postal service was used to present the remaining 0.10%, or 80 entries.

General + Tax-related SaC		2020	% of TOTAL ENTRIES	% of telematic entries
Telematics	Website	57,781	69.11%	96.33%
	Other	2,199	2.63%	3.67%
	<b>TOTAL</b>	<b>59,980</b>	<b>71.74%</b>	<b>100.00%</b>
010 Telephone		19,784	23.66%	
In person		3,769	4.51%	
Postal service		80	0.10%	
<b>TOTAL</b>		<b>83,613</b>	<b>100.00%</b>	

The evolutionary data for the years 2015-2020 is shown in the following table:

General * Tax-related SaC	2015	2016	2017	2018	2019	2020
Telematics	51,457	51,945	55,290	61,835	85,758	59,980
Telephone	28,109	28,047	27,117	24,208	27,811	19,784
In person	8,580	8,529	8,244	9,549	9,472	3,769
Postal service	91	62	102	153	121	80
<b>TOTAL</b>	<b>88,237</b>	<b>88,583</b>	<b>90,753</b>	<b>95,745</b>	<b>123,162</b>	<b>83,613</b>

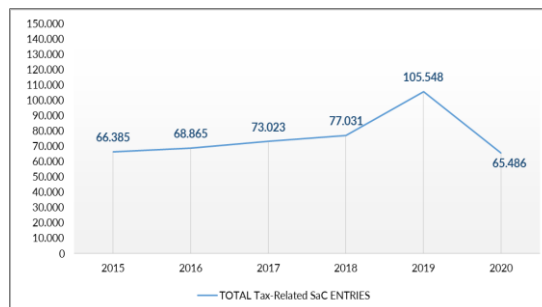
### 3. GENERAL SaC

Of the **TOTAL ENTRIES** (76,611 General SaCs), the General SaC Coordination Department carries out a variety of procedures and tasks, such as changing the procedure, replies to citizens, non-admission to the System and, where appropriate, referrals to the AVISOS-MADRID (notifications) System. All of this makes it possible to obtain what is known as **NET ENTRIES**, i.e. the SaCs that were finally assigned to the corresponding management units,

#### 3.1. PROCESSING IN THE MANAGEMENT UNITS

The Management Units are entrusted with processing the suggestions, complaints and congratulatory messages assigned to them as well as for controlling the deadlines and quality of the responses. In addition, in order to be able to evaluate and monitor the response process, these units must also incorporate the reports and other data used to respond to citizens into the institutional corporate application. In 2020, **65,486** entries were allocated to the Management Units, i.e. **85.48%** of the total entries into the SaC System: **76,611**. The

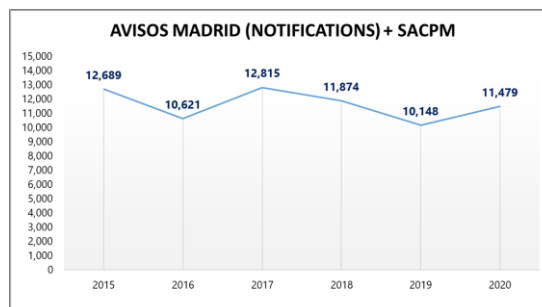
evolution (years 2015-2020) of allocation to the Management Units is shown below:



During the management process, some units refer certain SaCs to other municipal systems, either because their content refers to a breakdown, an incident or a malfunction that requires immediate repair, or because it is a demand for action. This referral occurs in the following units:

- AVISOS-MADRID (notifications):
  - Gen. Dept. for Cleaning and Waste Services 4,055
  - G.D. for Public Roads Maintenance ..... 3,136
  - G.D. for Sustainability and Environmental Control ..... 713
  - G.D. for Traffic Management and Surveillance 327
  - Madrid Salud..... 321
  - G.D. Water and Green Zone Management ..... 319
  - G.D. Public Spaces, Works and Infrastructure..... 1
  - TOTAL..... 8,872**
- SACPM (Request for Corrective, Preventative or Improvement Action):
  - G.D. of the Municipal Police ..... 2,607

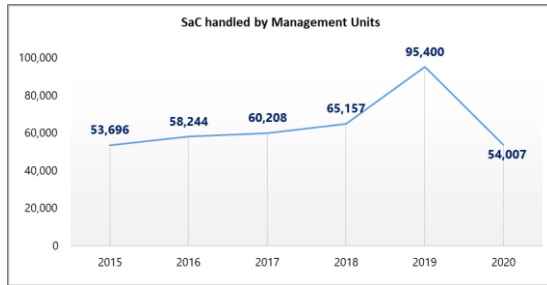
The evolutionary data for referrals to other systems is as follows:



Therefore, of the total entries initially assigned (65,486) to management units, after deducting those that were referred to other systems (11,479), the number of General SaCs finally handled by Management Units in 2020 was **54,007**.



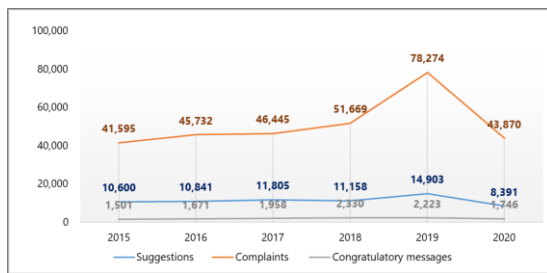
For the 2015-2020 period the evolutionary data for SaCs finally handled by Management Units is shown below:



In 2020, therefore, SaC System management units handled and processed 43% fewer entries than in 2019.

### 3.2. ANALYSIS BY SaC TYPE

In 2020, the 54,007 entries processed by the SaC System Management Units showed the following distribution:



In 2020 there was a percentage decrease in all types of SaC received. It should be taken into account that in 2019 there was an unusual increase in the number of entries received in the system due to the moratorium established for the initiation of sanctioning proceedings for infringements of traffic restrictions in Madrid Central in July.

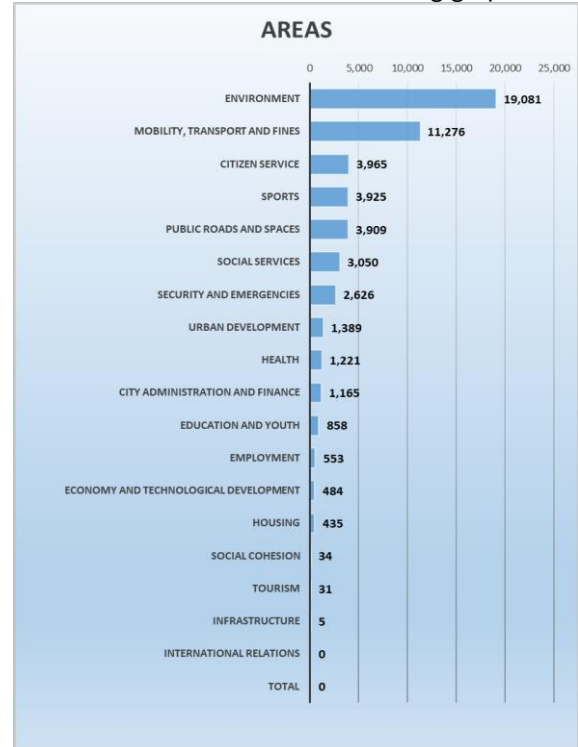
### 3.3. ANALYSIS BY AREA AND SUB-AREA

During 2020, the highest number of entries received were classified in the areas of "Environment" and "Mobility, transport and fines", with percentages of 35% and 21%, respectively.

Together, these two subjects represent 56% of the SaCs processed, followed by (with more than 1000 entries) "Citizen Services", "Sports", "Public Roads and Spaces", "Social Services", "Security and Emergencies", "Culture", "Urban Planning" and "Health". In all these cases the

percentage values presented lie between 7% (Citizen Services) and 2% (Health).

The number of entries received for each of these areas is shown in the following graph:



The evolution in percentage terms is shown in the table below:

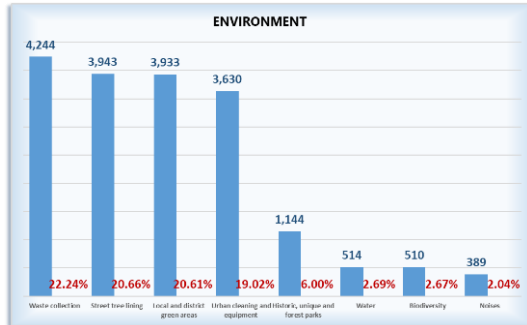
Area	INTER-ANNUAL VARIATION				
	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
Environment	22.29%	-4.77%	18.44%	-0.95%	-16.54%
Mobility, Transport and Fines	-6.14%	4.80%	-5.38%	198.79%	-71.82%
Citizen Services	14.19%	4.25%	5.96%	50.14%	-20.57%
Sports	30.41%	1.92%	7.54%	3.45%	-37.38%
Public Roads and Spaces	26.98%	41.08%	15.27%	-1.92%	-43.22%
Social Services	-9.85%	21.02%	32.35%	-12.05%	6.09%
Security and Emergencies	-4.61%	1.89%	-9.21%	-0.65%	31.50%
Culture	-28.63%	1.02%	22.17%	0.54%	-50.16%
Urban Planning	14.83%	-28.87%	-28.65%	12.27%	10.30%
Health	-0.40%	-7.57%	-9.38%	219.62%	-56.66%
City Administration and Finance	16.92%	4.43%	-33.68%	78.93%	-17.18%
Education and Youth	-5.11%	48.65%	15.32%	-38.29%	8.22%

In 2020 there were percentage increases in the areas of "Security and Emergencies", with 32%, "Urban Planning", with 10% and "Social Services" and "Education and Youth", with values of 6% and 8%, respectively. The remaining areas experienced decreases as compared to 2019, highlighting the area "Mobility, Transport and Fines", with a decrease of 72% (it should be noted that in 2019 there was an unusual increase due to the massive submission of entries relating to "Madrid Central"), "Health", with 57% (as with the previous area, this

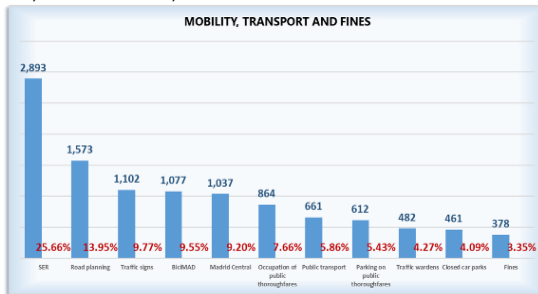
experienced massive increases in entries during 2019 ), "Culture", with a decrease of 50%, "Public Roads and Spaces", with 43%, "Sports", with 37%, and "Citizen Services", "City Administration and Finance" and "Environment", with percentage decrease values between 21% and 17%.

Breakdown by area:

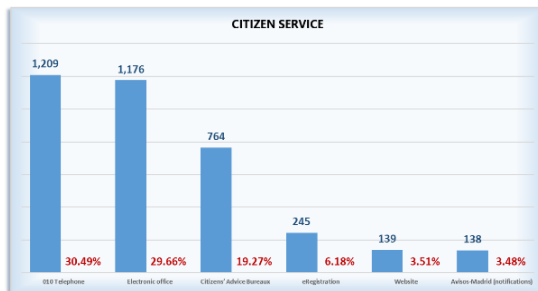
- **ENVIRONMENT:** 19,081 entries, 35% of the total.



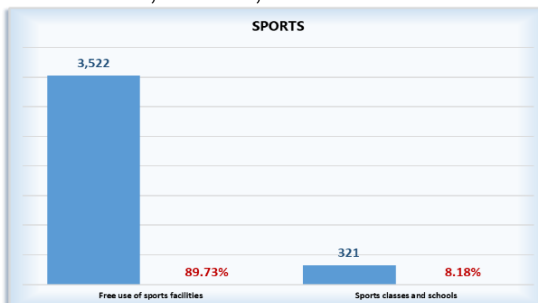
- **MOBILITY, TRANSPORT AND FINES:** 11,276 entries, 21% of the total.



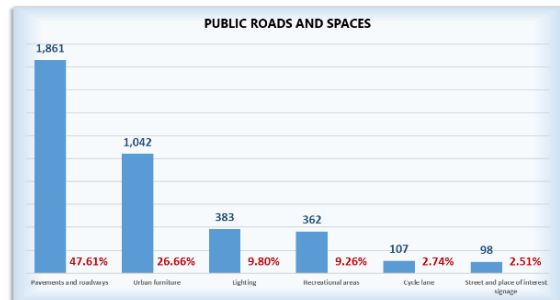
- **CITIZEN SERVICES:** 3,965 SaC, 7% of the total.



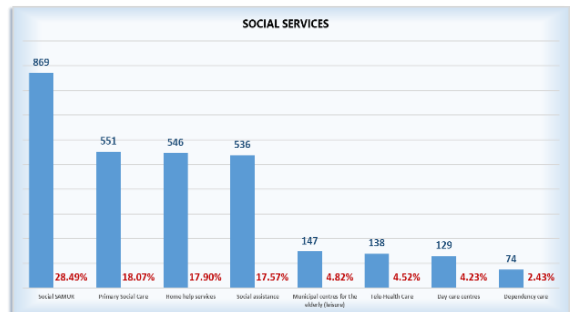
- **SPORTS:** 3,925 SaC, 7% of the total.



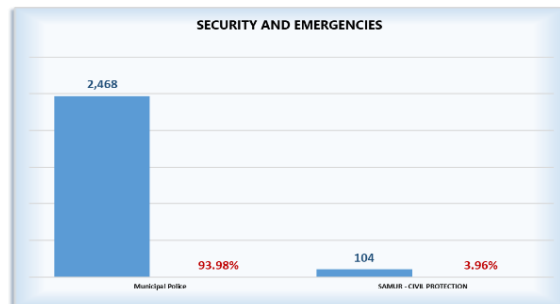
- **PUBLIC ROADS AND SPACES:** 3909 SaC, 7% of the total.



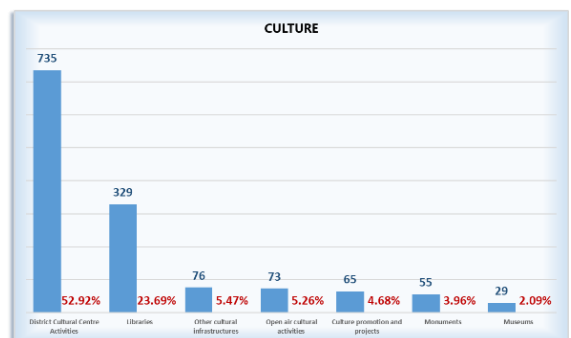
- **SOCIAL SERVICES:** 3,050 SaC, 6% of the total.



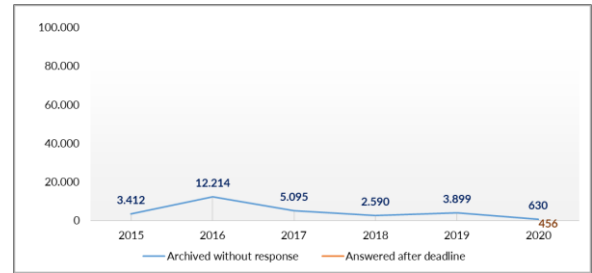
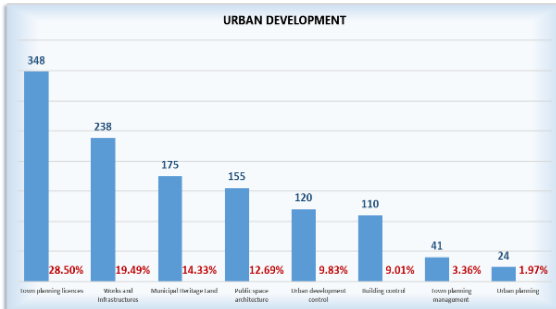
- **SECURITY AND EMERGENCIES:** 2,626 SaC, 5% of the total.



- **CULTURE:** 1,389 SaC, 3% of the total processed.



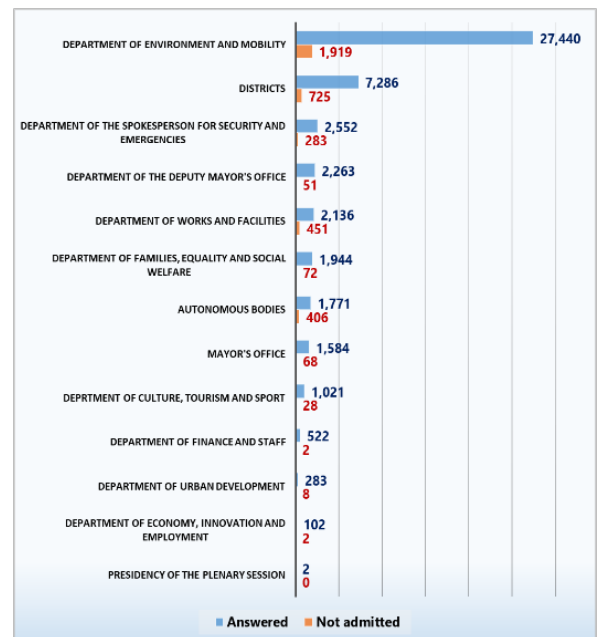
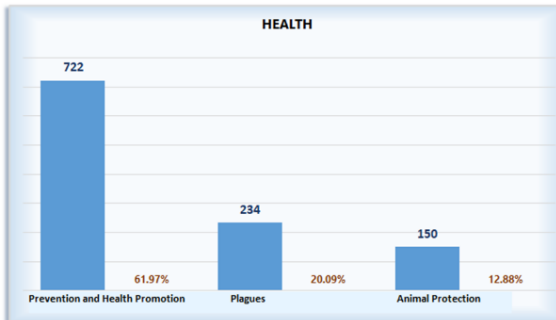
- **URBAN PLANNING:** 1,121 SaC, 2% of the total.



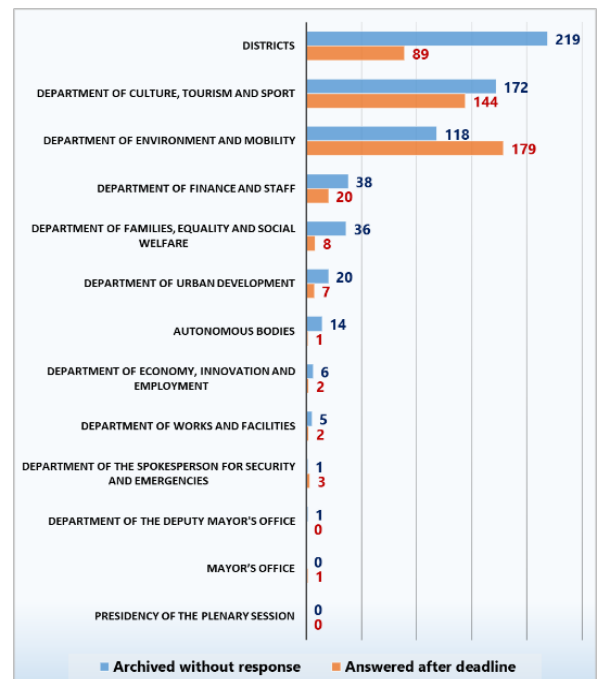
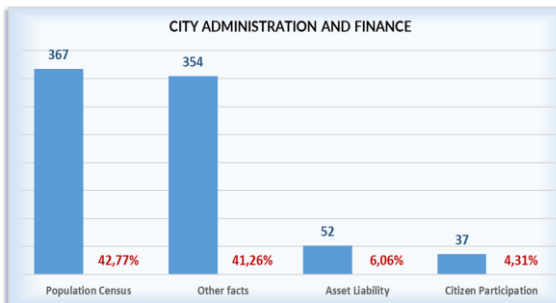
### 3.4.2. Analysis of completion by organisational area

The following table shows information on SaC completion by organisational area:

- **HEALTH:** 1,165 SaC, 2% of the total.



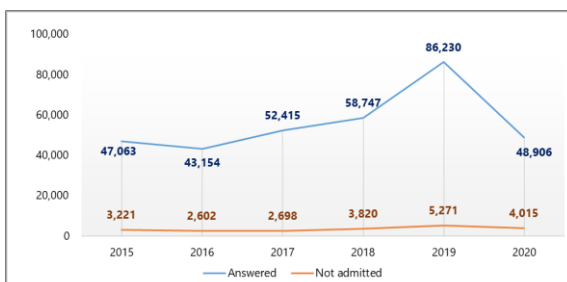
- **CITY ADMINISTRATION AND FINANCE:** 553 SaC, 1% of the total.



## 3.4. SaC COMPLETION

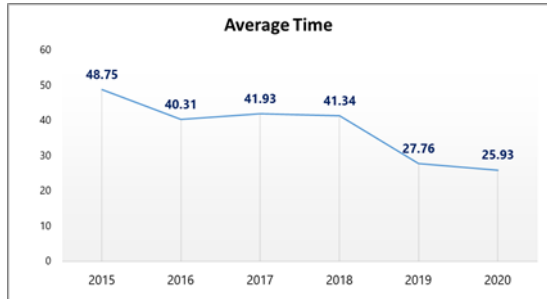
### 3.4.1. Overall data

This section details the end results of the processing carried out by the Management Units of the SaCs assigned to them. The evolutionary data is as follows:

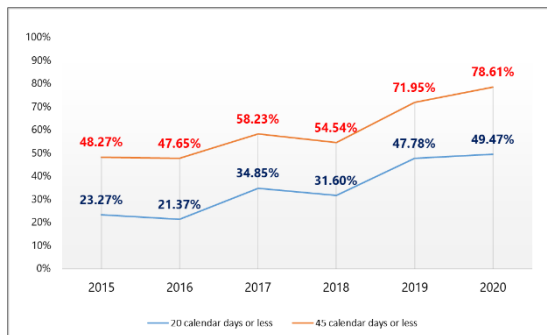
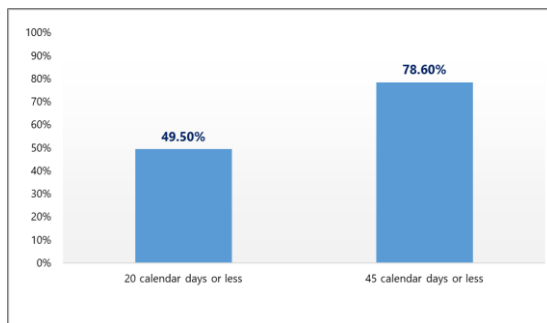


### 3.5. RESPONSE TIMES

The average response time for 2020 was 25.93 calendar days, the evolutionary data for average response times being as follows:



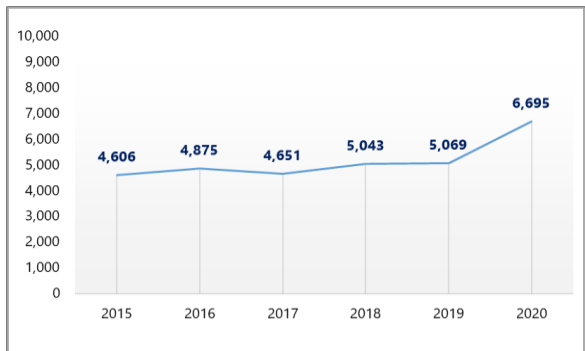
Regarding the percentages of SaC with response by calendar days:



## 4. TAX-RELATED SaC

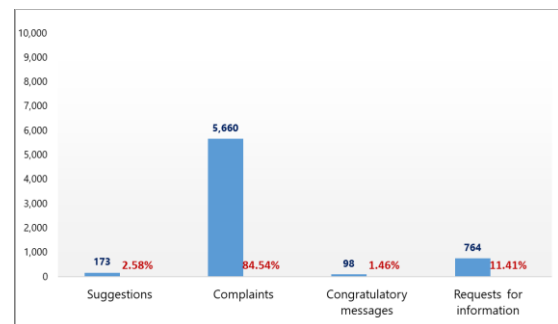
In 2020 a total of 7,002 tax-related entries were received (including 285 that were referred directly from the Suggestions and Complaints Service).

Of these Tax-related SaC entries (7,002) a total of 307 (4.38%) were referred to General SaCs during the monitoring phase on the basis of their content, making **6,695** the final number of SaCs handled and processed by the SaC Tax Department in 2020.



### 4.1. SaC TYPE

The 2020 distribution by request type is as follows:



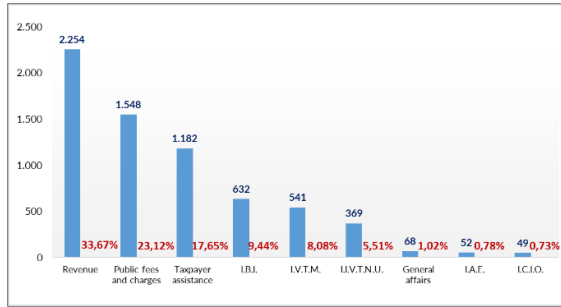
The evolutionary data by SaC type for the 2015-2020 period is shown in the following table:

	2015	2016	2017	2018	2019	2020
Suggestions	427	302	241	223	227	173
Complaints	3,858	4,184	3,867	4,082	4,131	5,660
Congratulatory messages	90	114	106	107	82	98
Requests for information	231	275	437	631	629	764
<b>TOTAL</b>	<b>4,606</b>	<b>4,875</b>	<b>4,651</b>	<b>5,043</b>	<b>5,069</b>	<b>6,695</b>

### 4.2. ANALYSIS BY AREA AND SUB-AREA

In 2020, the "Collection" area, with 2,254 entries and 34%, occupies the top position with regard to volume of entries. With the exception of 2019 (due to the significant growth of the "Public Fees and Charges" area arising from complaints regarding charges paid at Sports Centres, which users considered undue, whether these were subscriptions for free use acquired as a result of suspension of classes or due to abandonment of the same), this area has always occupied top position in terms of the volume of tax-related entries registered in the system, second and third place being occupied by "Public Fees and Charges" and "Taxpayer services", with percentages of 23% and 18%

respectively. Below 10% we find areas such as "IBI" (Property Tax), "IVTM" (Motor Vehicle Tax) and "IIVTNU" (a kind of municipal Capital Gains Tax), which account for 9%, 8% and 6%, respectively. The remainder are barely significant as they stand at 1% and below.

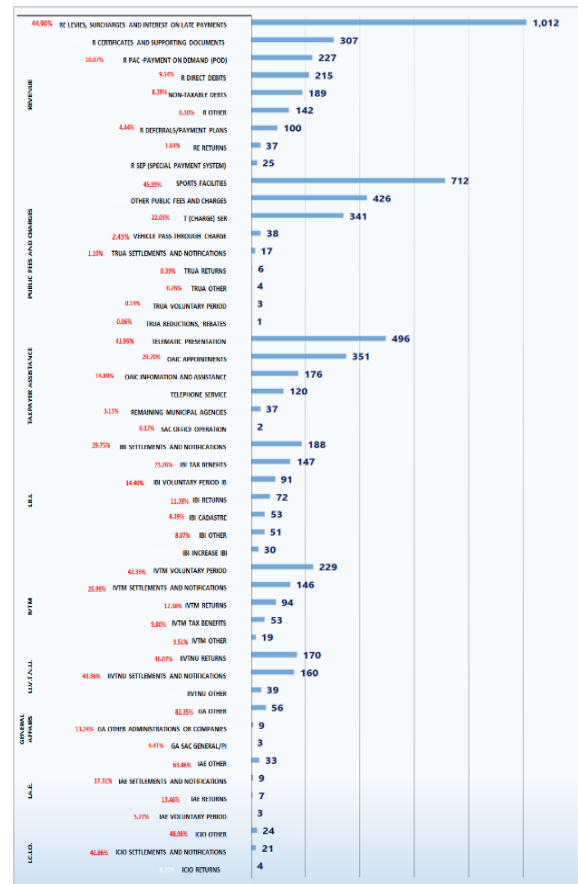


SaC evolutionary data for the 2015-2020 period is shown in the following table:

Area	2015	2016	2017	2018	2019	2020
Collection	2,029	2,125	1,633	1,454	1,235	2,254
Fees and Charges	340	583	735	1,425	1,518	1,548
Taxpayer Services	512	790	817	792	924	1,182
Property Tax (IBI)	714	618	573	530	394	632
Motor Vehicle Tax (IVTM)	681	562	476	431	539	541
Capital Gains Tax (IIVTNU)	205	144	287	283	328	369
General affairs	98	17	99	83	78	68
Business Activities Tax (IAE)	11	18	16	26	22	52
Construction, Installations and Works Tax (ICIO)	16	18	15	19	31	49
<b>TOTAL</b>	<b>4,606</b>	<b>4,875</b>	<b>4,651</b>	<b>5,043</b>	<b>5,069</b>	<b>6,695</b>

Regarding year-to-year variation, the increases in "Collection" and "IBI" stand out (percentage increases of 83% and 60%), and even more so considering that in previous years they had experienced continuous decreases. On the other hand, "Taxpayer Services" maintains the increase that had begun in 2019, with a 28% increase in 2020. Finally, it is worth highlighting the continuous decrease in "General Affairs" from 2018 onward, with a percentage decrease of 13% for 2020 as compared to 2019.

The distribution of sub-areas within each tax area is shown below:



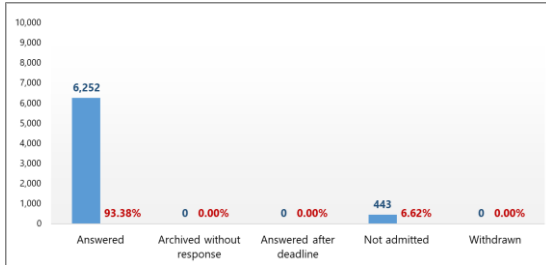
The four sub-areas with the highest number of entries in 2020:

SUB-AREA	2015	2016	2017	2018	2019	2020
RE - Levies, surcharges and interest on late payments	378	243	229	107	279	1,012
Sports facilities	5	31	90	764	1,017	712
Telematic presentation	148	177	251	230	423	496
Other fees and PP	69	205	108	93	282	426

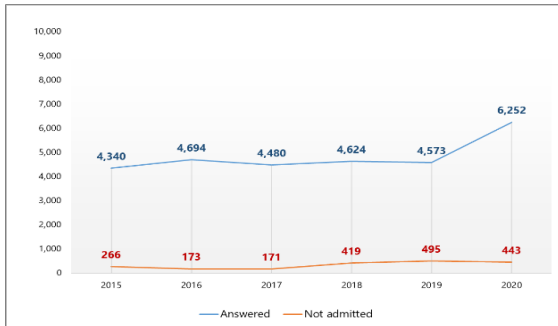
It can be seen that the sub-area "Levies, surcharges and interests on late payment" (Enforcement Office) is the area that, during 2020, received the highest number of SaC System entries (1,012), with an increase in the percentage variation with respect to 2019 (already initiated in the previous year) amounting to 263%. In terms of percentage increases this is followed by the sub-areas "Telematic presentation" and "Other Public Fees and Charges", with 17% and 51%, respectively. On the other hand the sub-area "Sports facilities", following several consecutive years of pronounced percentage increases, experienced a significant decrease of 30% in 2020.

### 4.3. SaC COMPLETION

The results of the processing of Tax-related SaCs are as follows:

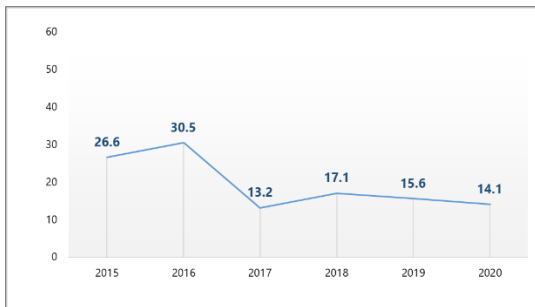


The evolutionary data for the five years in question is shown below:

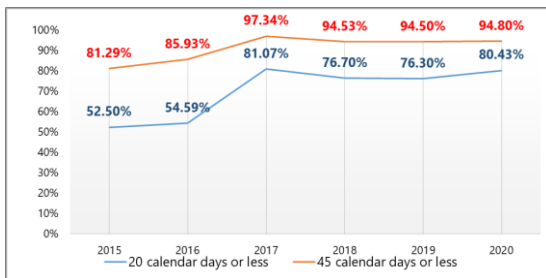


### 4.4. RESPONSE TIMES

In 2020 the average response time for Tax-related SaCs was **14.14 calendar days**.



Analysis of the year-to-year evolution is shown below:



## QUALITATIVE ANALYSIS

On the 23rd of December, 2016, the plenary session of the Madrid City Council unanimously (all the local political groups) approved an agreement urging the Government Department responsible for suggestions and complaints to include a qualitative analysis of the data on suggestions and complaints in the Annual Report. This agreement meant the 2016 Annual Report would include a specific section dedicated to a qualitative analysis of all the SaCs received during the year in question, offering municipal and political leaders a valuable tool for clearly identifying local areas requiring improvement.

Systematically analysing the public services that Madrid City Council makes available to citizens contributes to generating knowledge about the way in which services are provided, about which contexts are most efficient and useful, about who is best placed to successfully implement them, about the response given by the different municipal units, etc. In short, it provides political and municipal decision-makers with knowledge on how to better provide public services

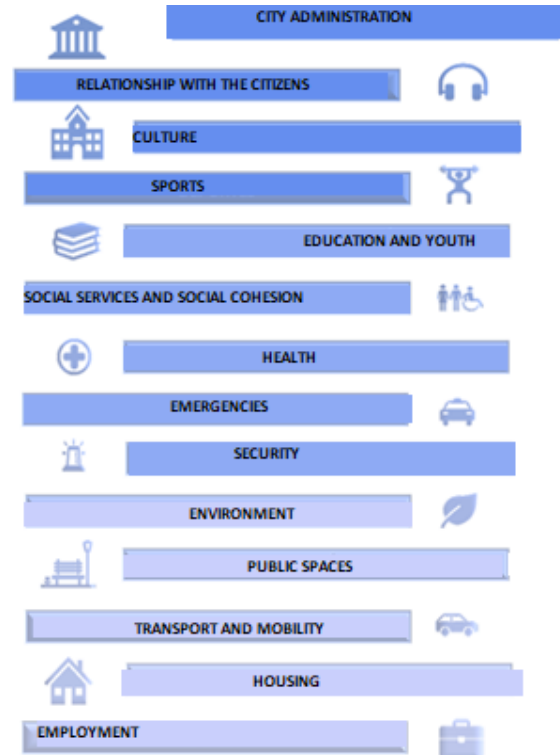
From a methodological perspective the 2020 Annual Report maintains the orientation of the previous year, analysing all areas of the city of Madrid in which governmental action is requested or commented on. This approach, framed in areas of activity in which municipal action is decisive, has the advantage of being able to deal with all SaCs globally, without having to establish criteria to exclude those which, due to the volume received, would not form part of the set of issues on which the study is carried out.

Finally, it should be noted that this section's analysis is structured in two blocks, the first referring to SaCs of a general nature, the second to SaCs relating to taxation.

### General SaC

With regard to suggestions, complaints and congratulatory messages of a general nature, the diagram below shows the AREAS OF ACTIVITY identified for the analysis of the

principal aspects of the city on which citizens have submitted entries into the SaC System:



The table below shows the correspondence between the **AREAS OF ACTIVITY** and **BLOCKS OF ANALYSIS**.

AREAS OF ACTIVITY	BLOCKS OF ANALYSIS
CITY ADMINISTRATION	<ul style="list-style-type: none"> <li>Political assessments and management of the government team</li> </ul>
RELATIONSHIP WITH THE CITIZENS	<ul style="list-style-type: none"> <li>Citizen services</li> <li>Citizen participation</li> <li>Electronic administration</li> <li>Transparency</li> </ul>
CULTURE	<ul style="list-style-type: none"> <li>Cultural activities</li> <li>Libraries</li> <li>Other culture-related infrastructures</li> </ul>
SPORTS	<ul style="list-style-type: none"> <li>Sports facilities</li> <li>Sports activities</li> <li>Sports services and promotion</li> </ul>
EDUCATION AND YOUTH	<ul style="list-style-type: none"> <li>Centres, educational activities and socio-educational resources</li> <li>Maintenance and human resources public education centres</li> <li>Coordination and management of artistic education</li> <li>Projects targeting youth</li> </ul>
SOCIAL SERVICES AND SOCIAL COHESION	<ul style="list-style-type: none"> <li>Primary social care and assistance</li> <li>Social Services targeting specific collectives: prevention and protection</li> <li>Housing emergency</li> <li>Equality</li> </ul>



HEALTH	<ul style="list-style-type: none"> <li>Prevention and health promotion</li> <li>Public health</li> <li>Addictions</li> </ul>
EMERGENCIES	<ul style="list-style-type: none"> <li>Fire Service activities</li> <li>Civil Protection (SAMUR) activities</li> </ul>
SECURITY	<ul style="list-style-type: none"> <li>Neighbourhood coexistence</li> <li>Citizen security</li> <li>Road safety</li> <li>Service quality</li> <li>COVID-19</li> </ul>
ENVIRONMENT	<ul style="list-style-type: none"> <li>Cleaning of open public spaces</li> <li>Waste collection and treatment</li> <li>Water</li> <li>Trees and green areas</li> <li>Recreational areas</li> <li>Atmospheric pollution</li> <li>Odours</li> <li>Air quality</li> </ul>
PUBLIC SPACES	<ul style="list-style-type: none"> <li>Public thoroughfare damage</li> <li>Urban furniture</li> <li>Lighting</li> <li>Street signs</li> <li>Works</li> </ul>
MOBILITY AND TRANSPORT	<ul style="list-style-type: none"> <li>Traffic and circulation</li> <li>Parking</li> <li>Cyclist mobility</li> <li>Parking and Residential Priority Areas</li> <li>Occupation of public thoroughfares</li> </ul>
HOUSING	<ul style="list-style-type: none"> <li>Assistance programmes</li> </ul>
EMPLOYMENT	<ul style="list-style-type: none"> <li>Active employment policies</li> <li>Administrative handling of selection processes and employment exchanges</li> </ul>

Each of the analysis blocks in the table above gathers information from the sub-areas of the SaC System in which entries submitted by citizens are classified.

It should be borne in mind that many of the deficiencies that have led to the presentation of complaints and suggestions, at the date of preparation of this Annual Report or presentation to the Special Committee on Suggestions and Complaints, may have already been resolved as a result of the implementation of corrective measures by the competent units.

## 5. CITY ADMINISTRATION

SaCs classified within the City Administration area constitute 2% of those processed by the Management Units.

These are issues that, due to their general nature, either transcend the sphere of competence of a single government area or are transversal decisions that affect various bodies. We are faced, therefore, with a set of entries

submitted by citizens that are configured as a multidimensional concept in that they refer to a multitude of other associated concepts.

Within the SaC System these have, by and large, been classified within the sub-area Coordination and Others, while during the year 2020, as will be seen in the subsequent analysis, they have also been referred to other sub-areas (road planning, prevention and health promotion, etc.) as they represented issues arising from the COVID-19 health crisis.

Over the course of 2020 the principal reasons for suggestions and complaints can be grouped as follows:

- The issue that triggered the highest number of SaCs was the management of the health crisis caused by COVID-19. Almost 700 entries were directly related to prevention and health promotion, specifically COVID-19. It is also worth mentioning that the municipal management of the pandemic has also led to the highest number of congratulatory messages received (more than 100). Within this section, the following distribution can be established:
  - Complaints relating to the distribution of face masks and requests for delivery by the City Council. There are also suggestions in this regard and communication of errors in some deliveries.
  - Requests for the opening of roads for pedestrians and/or public gardens and green areas.
  - Requests referring to disagreements with the restrictions on the mobility of vehicles during the confinement period.
  - Entries proposing improvements to pedestrian mobility during the confinement, principally the pedestrianisation of Calle Fuencarral at weekends and, to a lesser extent, Paseo del Prado and Avenida de Menéndez Pelayo.
  - Suggestions relating to the rules established for the limitation of exits from homes. In these cases proposals included the introduction of time constraints for certain groups, restrictions for certain age groups and prohibitions on certain outdoor activities, especially sports.

- Proposals on the mandatory use of face masks in public spaces. In particular, a lot of references were made to those practicing outdoor sports.
  - Requests for prohibition and/or suspension of works on public thoroughfares or in private homes during confinement.
  - Written petitions requesting that extensions to restaurant terraces on public thoroughfares not be allowed.
  - Proposals regarding the introduction of diagnostic tests for the entire population.
- Submissions relating to Christmas lighting, both in favour and against.
  - Implementation of the Law of Historical Memory, though the decline initiated in previous years continued in 2020. Almost all of these referred to a series of issues: that the changes of names made in the previous legislature be reversed, that the names of those who were leaders on the republican side during the civil war be removed or maintained, and disagreement with the removal of plaques from the memorial in La Almudena cemetery.
  - Suggestions relating to tributes to the deceased by COVID-19. In this case, suggesting that flags placed in Parque de Roma should not be removed.
  - Petitions relating to the presence of Spanish flags in public spaces. These referred to the need to change some flags due to deterioration or to the introduction of flags in certain places. There are also others requesting the removal of flags, mainly from two sites: the main façade of the Cibeles building and the masts installed in some of the city's squares and roundabouts.
  - Those relating to dog excrement on public thoroughfares. In these cases, it was suggested that a file containing the DNA of pets be set up in order to identify owners who do not comply with the collection of faeces.
  - Complaints relating to the Christmas bus service: Naviluz.

## 6. RELATIONSHIP WITH THE CITIZENS

SaCs classified within the Relationship with Citizens area comprise 7% of those handled by the Management Units.

The analysis of this area of activity is divided into the following blocks:

1. Citizen services
2. Electronic administration
3. Citizen participation
4. Transparency

The principal units responsible for processing SaC relating to this area of activity were: the Directorate General for Transparency and Quality, the Directorate General for the Digital Office, the Directorate General for Citizen Services, the Directorate General for Citizen Participation and the Madrid City Council Autonomous Body for Information Technology.

Analysis of the SaCs received in 2020 that fall within this area of activity allows us to point out the following most relevant aspects:

### 1. Citizen Services

**1.1. 010 Línea Madrid** - The main reasons for complaints received during 2020 refer to the difficulties encountered by citizens in contacting the service (excessive waiting times, lines down or busy, non-operation of the service, etc.), to the information received, which in many cases is considered deficient or erroneous (mistaken appointments, faulty information relating to the opening hours of municipal offices, and many others). In addition to this principal group of complaints, other complaints worthy of mention refer to the treatment received by the agents, improvements to the service, failures in the computer system that made it impossible to process the required service and/or make card payments, incorrect completion of procedures and formalities, inadequate attention and the excessively high volume of calls on hold.

The abolition of in-person customer service at the Citizen's Advice Bureaux on the 14th of March and the reopening of the same in May with reduced staff attendance and the need for prior appointments led to increased demand for the telephone customer service. The majority of complaints received in 2020 related to long waits followed by disconnection. During this year, the service has had situations of significant excess demand throughout the year.

**1.2. Website** – Analysis of SaCs relating to the website indicates that most of these refer to the difficulty of finding certain information on the site. Specifically, reference is made to difficulties with the search engine, rectification of errors in the information, complaints about the existence of links to incorrectly functioning information and proposals for improving the organisation of information in general. Reference is also made to help messages that give rise to confusion and are, in effect, not helpful.

**1.3. Social Networks** – regarding this service, the SaCs received principally refer to:

- Disagreement with information published via Twitter.
- Complaints regarding lack of response or erroneous information relating to services or procedures.

**1.4. Online chat** – Complaints have been received regarding its functionality. In general, complaints refer to the fact that it is not very useful and needs improvement. In most cases the complaints centre on the fact that their problems are not resolved, that there is either a lack of response or misinformation is offered regarding some services or procedures.

**1.5. AVISOS-MADRID app** – The Madrid City Council Incidents and Notifications app (AVISOS-MADRID) received complaints and suggestions referring to the following issues:

- Proposals for improvements in the communication of the status of processing of incidents.
- Requests for updating of the AVISOS-MADRID app.
- Complaints regarding malfunctioning, specifically that notifications are not attended to.
- Difficulties in uploading some documents.
- Complaints that citizen communication messages are incomprehensible or give rise to misinterpretation. Both City Council departments and, in many cases, staff from external contractors, as well as other citizens who submit entries, write and intervene in the AVISOS-MADRID system, with the result that citizens do not understand the information

**1.6. Citizens' Advice Bureaux** – Analysis of the SaCs received in the various Citizens' Advice Bureaux allows us to establish the following reasons for complaints and suggestions:

- Delays and appointment management.
- Dissatisfaction with attention and treatment by staff.
- Organisation of the service stations.
- Deficient functioning of IT systems.
- Incorrect information.
- Condition of facilities.

**1.7. In-person registration** – the principal reasons for complaints received in 2020 were:

- Excessive waiting times that people have had to wait for formalities to be completed.
- Complaints regarding delays and handling of appointments.
- Dissatisfaction with delays in the handling of written submissions.

**1.8. Suggestions and Complaints System** – suggestions and complaints received in relation to the System itself concern, in order of importance, the following issues:

- Incidents and difficulties in filling out the specific localisation field.
- Issues relating to the functionality of the SaC System and the processing procedure.
- Difficulties in accessing the response via the link sent by email.
- Problems with functionality of the online form.

**1.9. Census** – the principal reasons for entries submitted in 2020 were:

- Complaints regarding the lack of availability of electronic procedures and the difficulty in carrying out in-person procedures caused by mobility restrictions and the difficulty in obtaining prior appointments due to the health measures derived from COVID-19.
- Complaints due to delays in receiving mailed certificates of census registration requested through the 010 telephone number and the eOffice.
- Complaints regarding failures in obtaining census registration certificates through the eOffice.
- Complaints regarding the requirements for the accreditation of home addresses and/or the identification or representation of minors for census registration procedures.
- Complaints regarding the suspension of the request for procedures via forms that were enabled on an exception basis during closure of the Citizen's Advice Bureaux due to confinement.
- Complaints regarding time constraints for the carrying out of administrative residency registration procedures.

## 2. Electronic administration

The key question in terms of analysing suggestions and complaints in the area of eGovernment in 2020 is that, throughout the year, this constituted the essential channel for administrative processing and, over a period of several months, the only one available. The increase in the use of this channel in 2020 has risen from 14% to 40%, meaning that many citizens accessed it for the first time this year.

**2.1. Electronic registration** – The main cause of complaint was failures in connection to the electronic archive, resulting in annotations being made in the absence of accompanying documentation or annotations being prevented from being made.

**2.2. e-Office** – The most frequent reasons for suggestions and complaints were:

- Failures in the various central office and registry services required for submission of entries.
- Difficulties with identification and signature systems and with electronic registry entries.
- Lack of knowledge or use of the identification systems.

## 3. Citizen participation

In 2020 the number of suggestions and complaints received on this platform decreased considerably. The principal reasons for submission of SaC by citizens allow us to group the complaints and suggestions into the following blocks:

- Participatory processes in the citizen participation platform Decide Madrid.
- Citizen proposals in Decide Madrid.
- Participatory budgets: process, execution and unfeasibility of the winning projects in 2016, 2017, 2018 and 2019.
- Incidences in Decide Madrid.
- Espacio Asociativo/web madrid.es.

## 4. Transparency

Analysis of the SaCs received allows us to establish the following reasons for complaints and proposals:

- Suggestions for the publication of new datasets on the open data portal.
- Suggestions regarding the presentation, in a unified manner, of geo-referenced data and the offering of information relating to municipal personnel in both the Ordinance and Transparency Portals.

- Complaints regarding the lack of publication of the professional profile of the head of a management body.
- Suggestions regarding the structure of the information in the Register of Lobbyists.
- Complaints regarding the lack of updating of certain information in the transparency portal and in the open data portal.
- Suggestions for improvements in the changes made to transparency laws.
- Complaints regarding delays in resolving requests for access to public information.

## 7. CULTURE

SaCs classified within the Culture area of activity make up 3% of the total number of SaCs processed by the Management Units.

The blocks on which the study of SaCs is carried out allow the degree of impact and efficiency of the provision of municipal resources in the field of culture to be ascertained:

1. **Activities, programming and cultural offerings**
2. **Libraries**
3. **Other culture-related infrastructures**

Analysis of the identified blocks allows us to point to the following more relevant aspects:

### 1. Activities, programming and cultural offerings

**1.1 Activities in District Culture Centres** - complaints and proposals included in this section essentially related to the consequences of the COVID-19 pandemic situation: suspension of activities, refunds of course and workshop fees paid by users, closure of centres, loss of materials left behind by students when activities were cancelled, discomfort or disagreement with the security measures adopted during the confinement, disagreement with the ventilation measures established in the classrooms, restrictions implemented following opening of culture centres, non-compliance with preventive hygiene measures by some users and workers, etc.

In addition to this group of complaints and suggestions, the SaC System also received, although to a lesser extent, repeated entries referring to the general state of the facilities

where workshops and activities are held (generally due to lack of comfort), the programming and development of the activities and workshops (requests for new activities, delays and cancellations, the attitude and competence of the teaching staff or the handling of substitutions), the telematic procedures for registering for the activities, the procedures for allocating places on courses and workshops, and temporary closures due to maintenance and conservation works.

**1.2, Open air activities** – The main issues raised by the public regarding outdoor cultural activities in 2020 related to the following:

- Requests relating to celebration of Epiphany parades in the districts: disagreements with changes to the days on which they were to be held, with the reduction of the route, with the size of the sweets and with the organisation in general.
- Celebration of street festivities: due to the lack of security and COVID-19 prevention measures, the nuisance caused by traffic diversions and the noise, dirt and waste that these festivities generate.
- Summer (open-air) cinemas: due to the lack of preventive COVID-19 measures and the nuisance caused to the neighbourhood (noise)
- Website information: dissatisfaction with delays in and lack of updates to programmed activities.

**1.3, Cultural offering** - This section analyses SaC received by the Directorate General for Cultural Programmes and Activities, the municipal unit responsible for coordinating the promotion of culture in its different areas and artistic disciplines as well as programmes or actions that enhance and encourage citizens' access to culture. However, it should be pointed out that, with the exception of those activities and programmes during Easter Week or the Almudena Concert which are handled directly by this unit, the remaining cultural activities are organised and coordinated by the entity Madrid Destino, Cultura, Turismo y Negocio S.A., which, as indicated above, has its own suggestions and complaints mechanism.

Regarding the cultural offering analysis block, the study of SaC registered by the public allows us to make the following observations:

- The complaints received referred to incidents or anomalies in the functioning of the eOffice during the process of submitting requests made in 2020, incorrect information in the programmes for the popular festivals held throughout the year, disturbances occasioned by the "balcony cinema" activity, the cancellation of a concert by the Municipal Symphonic Band in the Chamartín District and the temporary non-operation of the Retiro Puppet Theatre.
- Suggestions were also received regarding the introduction of a municipal culture voucher, the holding of piano concerts in cultural centres, the holding of musical performances in the Casa de Campo, the holding of shows in open-air venues as a preventive measure against COVID-19 and, finally, proposals for the promotion of zarzuela (a Spanish lyric-dramatic genre) choirs in municipal centres and auditoriums.

## 2. Libraries

The Directorate General of Libraries, Archives and Museums oversees a network of 46 centres. During 2020, due to the consequences of the pandemic and COVID-19 containment measures, the service was significantly reduced. This is reflected in the number of SaCs submitted by the public.

**With regard to public libraries in general** - more than 300 SaC were received in 2020, a significant number of which were COVID-19-related, obliging the directorate to alter and, in some cases, temporarily suspend its services.

On the basis of a centre-by-centre analysis it is worth highlighting those centres that received the highest number of SaCs: Eugenio Triás, María Lejarraga, Benito Pérez Galdós and José Saramago. It is also worth mentioning that the Gabriel García Márquez Library did not receive any complaints in 2020.

Based on the analysis of the SaCs received during 2020, these can be grouped into the following categories:

- Facilities: incidents relating to closures, air conditioning and comfort as well as various issues relating to building maintenance.
- COVID-19: those referring to the closures of libraries due to the pandemic or the alteration of the services usually provided.



- Lending: concerning the suspension of inter-centre lending.
- Appointments in reading rooms: referring to the misuse by some users of the appointment bookings service, to wit they booked and then did not attend.
- Treatment and attention given to users by the centre staff.
- Internet and Wi-Fi: referring to connection difficulties, restricted access or browsing speeds.

For their part, specialised libraries received complaints and suggestions for the following reasons:

- Víctor Espinós Library: proposals for the completion of loan requests, disagreement and dissatisfaction with alleged irregularities in the instrument lending service (registration order and non-publication of the same) and the deterioration of some instruments.
- Archivo de la Villa: due to difficulties in reading part of the microfilmed collections and the excessive response time to requests made by users.
- Municipal newspaper archive: due to the impossibility of accessing collections without prior appointment.

### 3. Other culture-related infrastructures

This section analyses the SaCs received regarding municipal museums and monuments.

**Museums** - the issues raised were very varied and their content can be summarised under the following headings:

- Complaints relating to: delay in the payment of a research grant, the reduction in capacity of guided tours as a result of the pandemic, the opening hours of the Castillo de la Alameda, the treatment received by a citizen at the Temple of Debod, the search of a handbag by the security service at the History Museum, the lack of professionalism of the security service when taking photographs in the Temple of Debod, the texts of the permanent exhibition in the History Museum, the information on the web about the "piece of the month" in the San Isidro Museum, information received about discounts in cultural centres, etc.
- Suggestions referring to access via QR code to a brochure in English in San Antonio de la Florida, about the cleanliness of the area

around the Castillo de la Alameda, about the situation of the models that came from the former Museo de la Ciudad and are now housed in the Almacén de la Villa.

**Monuments and cultural infrastructures** - a high percentage of SaC received referred to conservation, maintenance, cleanliness and vandalism. Specifically, complaints referred to the state of conservation and cleanliness of sculptures and monuments, historic buildings and cultural infrastructures, while suggestions referred to the installation of new monuments, removals and/or changes of location, the installation of fences or grilles to increase protection and improvements in the surroundings and identification of some monuments and cultural infrastructures.

## 8. SPORTS

SaC classified under the Sports area constituted 7% of those processed by the Management Units.

Within this area of activity, the following blocks of analysis have been established:

1. **Activities, programming and sports-related offerings.**
2. **Municipal sports facilities**
3. **Sports services and promotion**

A study of the SaCs broken down by the various established blocks of analysis allows us to obtain the following information:

**1. Activities, programming and sports-related offerings:** these refer to activities and classes for the practice of physical activity and the learning and improvement of sports skills by means of different programmes. The main issues raised by the public related to the following:

- Those related to access and information available on the Madrid City Council website.
- On access to and use of the Municipal Sports Centres.
- Questions relating to the payment of registrations, renewals, etc.
- The booking system, for both seasonal bookings and the use of sports facilities.
- The temporary closure and suppression of services during the state of alert.
- Complaints regarding the processing of refunds of amounts paid by users.

- Disagreement with the system for renewing seasonal classes as a result of the application of COVID-19 measures.
- Disagreement with the manner in which teacher and coach substitutions are carried out: delays, etc.
- Dissatisfaction with the fees established for open sessions.
- Complaints relating to changes in programming from one season to the next.

2. **Municipal sports facilities:** suggestions and complaints received referred, both in the Municipal Sports Centres and other sports facilities, to the state of conservation and maintenance of the facilities, to requests for new facilities and to improvements in existing equipment.

a. Municipal sports centres:

- **Refurbishments, improvements, repairs and facility maintenance**
  - Complaints regarding delays in repairing defects, with the resulting discomfort for the centre's users.
  - Requests for refurbishment and improvements.
  - Complaints about the general state of conservation and maintenance of the facilities.
  - Demands for more lockers and complaints regarding maintenance of and thefts in lockers.
  - Complaints about the state of conservation of changing rooms: water in the showers, hairdryers, size, fittings, cleanliness, etc.
  - Air conditioning problems: excessive heat or cold and other installation problems.
  - Swimming pools: referring to water temperature or the lack of swimming lanes.
  - Lighting: improvements to court lighting.
  - Machines in sports facilities rooms: weight training and cardio machines.
  - Temporary total or partial closures (of rooms or spaces) due to capacity restrictions as preventive health measures.
  - Cleaning of the centres.
- **Personnel / organisation / service access waiting times**
  - Information provided to citizens.

- Treatment and attention received by centre staff.
- Shortage of staff at the ticket offices, mainly during the registration period or for access to the swimming pools in summer.
- Issues relating to opening hours, mainly requests for extension of opening hours.

b. Other sports facilities:

- **Refurbishments, improvements, repairs and facility maintenance**
  - Complaints relating to state of conservation and maintenance.
  - Requests for cleaning and removal of graffiti.
  - Complaints regarding closure of tracks and other facilities for refurbishments.
- **Opening times and bookings,**
  - Suggestions relating to opening and closing times.
  - Requests for improvements to the procedure for making reservations and for handling possible changes to the same.

3. **Sports services and promotion,** within this block the following different sections of analysis can be established:

Sports Promotion: in which the main reasons for requests were due to the inconveniences caused by a marathon in the El Pardo area, the promotional activities carried out by the City Council and the organisation of the timetables for the municipal games in Arganzuela.

Tournaments, Competitions and Trials: most of the complaints referred to the inconveniences caused to the neighbourhoods as a result of the holding of sporting events (traffic diversions, impossibility of parking and access to residences). As a result of this, a study and analysis of the proposed routes for future inner-city races was suggested.

## 9. EDUCATION AND YOUTH

SaCs classified within the Education and Youth area in 2020 constituted 1% of those processed by the Management Units.

Four blocks of analysis were established:

1. **Centres, educational activities and socio-educational resources**



2. **Maintenance and human resources in public school centres**
3. **Coordination and management of education in the arts**
4. **Projects aimed at young people**

In the Education and Youth area, 2020 saw an increase, compared with 2019, in the number of complaints submitted by citizens regarding Municipal Education Centres and Nursery Schools. Most of these were related to COVID-19 and the impact the pandemic had on the closure of and limitations to some services, such as the resulting reductions in classroom ratios, reductions in or changes to schedules and demands for information from the public on the action protocol and compliance with the same.

The principal suggestions and complaints raised by citizens in this area were as follows:

#### **1. Centres, educational activities and socio-educational resources:**

- Delays in the reimbursement of fees for the Easter Week Open Centres in English programme, as the activity was suspended due to the state of alarm decreed by COVID-19. In an effort to rectify this incident a massive fee reimbursement programme was undertaken.
- Improvements to information provided and dissemination of applications for Open Centres in English.
- Complaints about registration deadlines, formalisation, waiting lists and draws.
- Extensions to Open Centres in English activity days and opening hours.
- Increase in the age range for activity registration.
- Failures in telematic management when completing applications, via the application PLACT (Municipal Activities Platform). This change was intended to improve the management process (registration, allocation, payment and management of vacancies), for places in the "Open Centres in English" and "Special Centres" programmes, replacing the previous computer application CENAB.
- Complaints from some schools about the difficulties encountered in completing the online application for activities in the "Madrid, an open book" programme.
- Written requests for more municipal summer camps as the demand was considered to be very high.
- Difficulties in applying for summer camp places online.
- Dissatisfaction with the system for assigning places in summer camps.
- Complaints about the summer camps being considered incompatible with the health situation existent at the time.
- Complaints about delays in the start of extracurricular activities offered by the City Council in public schools.
- Complaints about the state of maintenance, conservation, cleanliness and comfort of some public schools: San Cristóbal, Guindalera, Camilo José Cela, San Eugenio and San Isidro.
- Requests for information on COVID-19 protocol in nursery schools.
- Temporary suspension of the Madrid City Council contract for nursery schools due to the declaration of State of Alert and the suspension of all non-essential services.
- Disagreement with the reopening of the municipal nursery schools during the month of July for families trying to reconcile work and family life.
- Request for the online publication of the list of admitted pupils.
- Delay in the opening of the newly created nursery school.
- Revision of the admission process points system.
- Failure in the electronic office application system for places in the admission process and scholarships in private nursery schools.
- Problems with operation of the heating and air conditioning system in the Sabina Nursery School.
- Incompatibilities in the ability to receive grants for schooling in privately owned nursery schools.
- Requests for the installation of awnings at La Oliva Nursery School.
- Complaints about the reduction of teaching hours and class ratios in basic training and musical language classes in municipal education centres.
- Requests to ensure and maintain interpersonal distance and ventilation in municipal music and dance school classrooms in view of the health crisis generated by COVID-19.
- Complaints requesting compliance with the use of masks in municipal education centres.
- Requests for changes to the timetables in municipal education centres.
- Complaints about the accumulation of public holidays on Mondays and the consequent

loss of classes in municipal music and dance schools.

- Suggestion for the installation of a table tennis table in the Hontalbilla Youth Centre.
- Demand for Arabic language courses.
- Proposals regarding extending the access age to language courses.
- Disagreement with student selection criteria.
- Requests for refund of deposit.
- Failure in the functioning of a registration link for various activities in youth centres.
- Dissatisfaction with the equipment provided for the development of different courses.
- Noise complaints in a number of centres: QuedaT, Arganzuela and QuedaT Vicálvaro.

## 10. SOCIAL SERVICES AND SOCIAL COHESION

The SaCs classified within the Social Services and Social Cohesion area constituted 5% of the total SaCs processed in the system.

For a proper understanding of this section, a primary aspect to take into account is the identification of the blocks on which the SaC analysis is carried out:

1. **Primary Social Care and social assistance.**
2. **Social services and actions aimed at specific groups for the prevention of and protection against discriminatory situations.**
3. **Housing emergency.**
4. **Gender violence and equality.**

Analysis of the SaC received during 2020 allows us to establish the following list:

### 1. Primary social care and social assistance

Firstly, it is important to point out that, in all municipal resources, measures have been adopted to ensure that the attention offered by the district's social services professionals is both more effective and more responsive to citizens' demands. In 2020 social services professionals faced one of the greatest challenges they have ever faced and the efforts made by them deserve special recognition. Among other things, they have managed to both personalise care and monitor cases in which responsibility for the provision of services did not lie with the Madrid City Council.

The main reasons for the submission of

suggestions and complaints by citizens were:

- **Arganzuela District:** the complaints received referred to the management of the appointments system, waiting times for appointments, telephone service, incorrect information and various issues relating to social benefits and assistance.

Regarding complaints relating to administrative processing, especially for benefits for the elderly, there was a notable decrease, as compared with 2019, even though administrative tasks were carried out telematically by the administrative unit team for a large part of the year.

Complaints filed relating to social benefits were due to delays in the receipt of basic benefits, including RMI (Minimum Integration Income), Minimum Vital Income, food aid, etc.

- **Carabanchel District:** the health crisis led to a considerable increase in the social needs of citizens. Most of the complaints related to social assistance, difficulties in requesting appointments by telephone (web, 010 Línea Madrid), claims for home and dependency help and, on occasion, requests for a change of assigned professional.

- **Centro District:** most of the complaints were a consequence of denial of social assistance, lack of information and lack of attention in the Puerta de Toledo Social Services Centre.

- **Chamartín District:** incidents related to the management of benefits in Primary Social Care and the management of leisure workshops held in the Municipal Centres for the Elderly.

- **Chamberí District:** complaints related to the application of the Dependency Law, as well as those referring to the care provided by professionals. Suggestions were aimed at the orientation or creation of new activities in the centres, while complaints referred to signage in the centres, the management of social assistance, care services and the suspension of activities in the centres due to delays in the awarding of contracts.

- **Ciudad Lineal District:** this district saw a significant increase in complaints in 2020 compared to 2019. Most significant were complaints relating to Primary Social Care, due

to the economic and social crisis experienced during 2020.

○ **Fuencarral el Pardo District:** entries submitted relating to Primary Social Care were due to difficulties in telephone and telematic attention as a result of the health situation and the impossibility of immediately attending to all requests.

○ **Hortaleza District:** the main complaints were due to the closure of the cafeteria at the Centro de Mayores Nuestra Señora del Carmen and the impossibility of making contact either by telephone or by email.

○ **Usera District:** the number of people in a situation of vulnerability increased throughout 2020 (and continues to do so). This led to an increase in the number of requests for family or food cards as well as subsidies, in addition to the usual activity of processing requests for aid for dependency and the elderly. The main complaints were motivated by:

- Difficulties in contacting the centre and no call-backs.
- Disagreements relating to refusal of social assistance.
- Incorrect information.
- Disagreements due to refusal of social assistance or non-acceptance of change of professionals.

○ **Latina District:** many complaints referred to the response time for calls to the Social Services Centres, while others referred to the appointments service. Many citizens request rapid and, on occasion, urgent attention, depending on their needs, and complain about delays and waiting lists. Finally, there were complaints relating to social benefits and poor home care.

○ **Moratalaz District:** the pandemic situation that occurred in March 2020 in the social services area led to the suspension of in-person appointments, with no immediate response to citizens' requests. This meant that the main reasons for SaC were related to difficulties in contacting the centres by telephone and the lack of support for family situations in a state of emergency.

○ **Puente de Vallecas District:** entries received in 2020 in the social services area can be grouped as follows:

- Attention to the public and summons: due to delays in or absence of telephone attention, waiting lists for in-person attention as well as complaints regarding the social assistance received.

- Delays in the assessment and granting of financial aid, dissatisfaction with other procedures carried out and complaints about the home-delivered meals service.

○ **Salamanca District:** in the area of social services there was a notable reduction in the number of SaCs received compared to 2019. In any event, complaints received related to inability to contact the centre, inability to arrange immediate appointments at the start of the confinement, requests for financial aid or for delays in the transfer of personal records.

○ **Tetuán District:** the difficulty citizens had in contacting social services centres was one of the most recurrent issues. Other repeated issues that were the subject of complaints were delays in obtaining the aid requested by applicants and general dissatisfaction with the management carried out.

**Villa de Vallecas District:** With regard to primary social care the majority of complaints were motivated by incidents with the system of appointments and associated tasks and with the attention received in response to requests.

With regard to social aid, we should highlight the applications received for emergency food aid during the state of alert and periods of confinement (food baskets, meals, food bank, etc.), the requests for family cards that could not be met because the applicants did not meet the requirements or because they were incompatible with other benefits and, finally, due to a negative perception of the attention received.

**Villaverde District:** The main complaints referred to service waiting times due to lack of attention either by telephone or from the social worker and the waiting time for accessing the meal service. There was also a persistent, repeated complaint from a citizen relating to the same issues with regard to food and medicine subsidies as well as about complaints about the treatment by the social worker. Finally, one of the most frequent categories of complaints related to requests for a change of professional.

The remaining districts experienced no relevant incidents in this area.

## **2. Social services targeting specific collectives-prevention and protection**

In this block the analysis is broken down according to the affected collectives:

### **a. The elderly (and people with disabilities)**

The home telecare service (TAD) received SaCs regarding:

- Treatment received.
- Malfunctioning of the entity or staff.
- Various reasons arising from COVID-19.
- Non-compliance with services.
- Delays in arriving at the user's home.
- Co-payments or user contributions.
- Alleged thefts or damages caused in users' homes.

The home help services (SAD) received SaCs regarding:

- Those arising from or related to the pandemic.
- Malfunctioning of the contracted entity or the lack of professionalism of the staff.
- Changes in assistants and timetables.
- Treatment received.
- Dissatisfaction with the services received.
- Dissatisfaction with the hours assigned.
- Alleged thefts or damages caused in users' homes.
- Non-compliance with timetables by the contracted company.
- Co-payments or contributions to be made by the user.

In day-care centres SaCs referred to:

- Entries related to COVID-19.
- Personal attention received by users.
- Financial contributions made by the users.
- Health care, preventive care and rehabilitation received.
- Personal attention received.
- Collection routes and transport provided.
- Food provided.
- Facilities.
- Preventive physiotherapy services provided.
- Dissatisfaction with the booking policy.

Municipal (leisure) Centres for the Elderly received SaCs relating to:

- COVID-19-related issues.
- The podiatry service provided.
- Activities carried out in the centres
- Tarjeta Madrid Mayor (Senior Citizen Card)

- Personal attention received.

It is worth pointing out that, in the TAD, SAD, Day Centres and Senior Citizen Centres, the majority of complaints were motivated by COVID-19, the main causes being:

- Lack of tests (PCR, antigens) and material for the protection of workers in the different services.
- Dissatisfaction with security measures and actions taken in the provision of services in the COVID situation.
- Closure of Day Care Centres and Municipal Centres for the Elderly.

With regard to the handling of applications for dependency care, the main reasons for SaC entering the system were related to:

- Processing times.
- The treatment received by staff.
- Disagreement with reviews of the degree of dependency or revision of the Individual Attention Programme (PIA) or the recognised degree of dependency.
- Disagreement with the services assigned in the PIA.

### **b. Family, children, adolescents:**

Residential Centres (for families and minors), received SaCs referring to disagreement with the end of periods of residence in the centres.

Child Care Centres (CAI) received SaCs relating to:

- Requests for information or documentation.
- Requests for a change of professional or centre.
- Disagreement with interventions carried out by the professionals.
- Request for assessment by the CAI.
- Refusal to provide information to health centres or schools.
- Disagreement with the content of reports drawn up by the CAI.
- Disagreement with protection measures adopted.

The Casa Grande Project received SaCs referring to the use of inclusive language in emails sent from Casa Grande Tetuan and how tedious it is to read when using "X" or "@" to refer to both sexes.

In Family Support Centres (CAF) the SaCs received referred to:

- A family who requested attention by an English-speaking therapist.
- Complaints about the state of conservation and maintenance of CAF 2 facilities, with specific reference to the poor conditions of the premises, which affected soundproofing, and lack of privacy for family interventions.
- A request for a report on family assistance in mediation processes.
- A user who expressed her dissatisfaction with the treatment received at the centre.
- Congratulatory messages acknowledging the attention and treatment received from the centres' professional teams.

The Parental Intervention Centre (CIP) received SaCs relating to:

- Professional performance
- Insufficient safety conditions in a COVID-19 pandemic situation due to lack of direct ventilation in rooms where visits were held.
- The centre being open in times of pandemic, thereby favouring the possibility of contagion.

In Family Meeting Points (PEF) suggestions and complaints made reference to:

- Professional conduct, either directly attributable to the worker for not providing supporting documents, not informing correctly about scheduled visiting times, not accepting the transfer of documents from one parent to another, etc., or for allowing actions by third parties.
- COVID-19-related issues such as insufficient safety in the centre (rooms without windows), restrictions on time and frequency of visits.
- Lack of coordination between these Meeting Points and other municipal resources, such as the CAPSEM (network for attention to gender violence).
- Alleged lack of neutrality of the professional team.
- Dissatisfaction due to the impossibility of accessing personal records.
- Complaints due to lack of response to complaints submitted.

### **3. Housing emergency**

Entries to the system in this block corresponded to requests for actions by SAMUR Social. From the point of view of distribution by categories, the main core refers

to the presence of homeless people on the streets (71%), followed by the presence of irregular settlements (shanty towns, squatters...) or more or less permanent groups (14%) in different areas of the city. Together these account for more than 80% of the total. However, it should be noted that in the case of SaCs relating to these settlements there has been an interesting reduction in 2020, continuing the trend that has been observed since 2018.

Other types of entry referred to complaints from users of the shelters, this being one of the cases in which there has been a notable percentage reduction in the number of entries submitted in 2020.

Also noteworthy was the presence of entries referring to the impact of the reception centres on the environment, those concerning the appointment system, and COVID-19-related issues.

Finally, we should also highlight the congratulatory messages and acknowledgements received regarding the service provided to the public.

On a territorial level the data shows that the Central District accounts for one fifth of the total (20%), with Arganzuela in second place with 8%. The complaints presented show the distribution of the presence of homeless people, whether individuals or groups, in the city, and this distribution follows, largely for historical reasons, the distribution of the facilities available to them. Outside this centre, an increase in complaints in districts such as Latina, San Blas-Canillejas and Villaverde was notable in 2020.

### **4. Gender violence and equality**

This block of analysis includes all the SaCs received in the areas of immigration, prostitution and trafficking of women, gender violence and the promotion of equality, The detailed analysis shows that the main reasons for the presentation of complaints and suggestions were as follows:

- Complaints about the resources available to the Municipal Comprehensive Care Network for Victims of Gender Violence in the area of partners or former partners.



- Matters dealing with the problem of sexual exploitation and advertising of prostitution.
- Complaints regarding actions carried out with victims of gender violence.

It is also worth highlighting the congratulatory messages received by the employees of the competent Directorate General for the organisation of activities for women and their children housed in the network's resources.

## 11. HEALTH

The SaCs classified within the Health area constitute 2% of those processed by the Management Units in 2020.

Analysis of the suggestions and complaints that have entered the SaC System and the study of the municipal structure with responsibility for health in Madrid City Council allows the following blocks of analysis to be identified:

1. **Prevention and health promotion**
2. **Health**
3. **Addictions**

The year 2020 was marked by the COVID-19 pandemic. The suspension of in-person assistance to citizens during the declaration of the state of alert, the subsequent modification of some services, the measures aimed at controlling the spread of the virus and capacity restrictions have had an impact on the number and type of entries received at Madrid City Council.

The SaCs received within this area of activity have been mainly motivated by:

- Lack of service provision, treatment received, incorrect service provision and/or service access waiting times.
- Those related to COVID-19: complaints requesting the possibility of going out to feed cat colonies during the confinement period, about restrictions on walking dogs, the request for free masks, and suggestions about carrying out information campaigns or proposals to reduce the risk of contagion.
- Suggestions regarding requests for new services.
- Congratulatory messages regarding treatment received and quality of care.

The study of each of these blocks of analysis allows us to highlight the following:

### 1. **Prevention and health promotion:**

The main reasons for complaints were related to COVID-19: the treatment received, lack of service provision, ease of access, waiting time and incorrect service provision. For their part, suggestions that entered the system referred to requests for new services, regulations, material and organisation and planning.

Finally, it should be noted that the majority of the congratulatory messages received referred to the quality of care and treatment received and to the organisation and planning of services.

### 2. **Public health**

In this block of analysis, in 2020, the main reasons for complaints related to the lack of service provision and the regulations in force.

Suggestions also referred to proposals for changes in regulations and requests for new services.

It is also worth mentioning that these services accumulated numerous congratulatory messages relating to the organisation and other qualities in the service provided.

The two departments that accumulated the highest number of SaC are:

- **Vector Control Department:**  
The SaCs received in this department were principally motivated by the continuance of pests following placement of warnings in the AVISOS MADRID system. Detailed analysis of the type of pest reported indicates that the majority of citizens reported problems with pigeons, followed by rats and cockroaches. In addition, many people reported or cited problems with rubbish, street cleaning and green areas, maintenance of urban material, etc., as secondary to pests.
- **Veterinary Services Department:**  
Approximately 73% of the entries received referred to the presence of cats in the city of Madrid and to the handling of these populations by the City Council.

40% of the SaCs submitted in relation to urban cats were rejected by PLATEA and

the files closed, these being those referring to the registration and notification of the presence of cat colonies, which have their own communication channel via the madrid.es portal (electronic office/procedures), and are therefore not admitted but are processed according to protocol.

The remaining SaCs referring to the presence of cats can be classified as complaints or requests for action relating to cat colonies in Madrid, whether these refer to specific cases or in general. In this regard, these were particularly relevant in terms of the number of entries, those formulated in order to raise issues arising from the various episodes of confinement due to the epidemiological situation caused by COVID-19, the closure of certain historical parks for the same reason, and delays in the sterilisation process.

### 3. Addictions

Most of the SaC received were in relation to the addictions care services (CAD): treatment received, incorrect provision of the service, availability of the staff, waiting times for access to the service, facilities of the residential resources, weekly menus and proposals for new services. Another group referred to delays in responding to requests. Finally, some suggestions or complaints were also received that were actually warnings relating to drug consumption or sale of drugs in public spaces.

## 12. EMERGENCIES

SaCs classified within the Emergencies area constituted 0.29% of those processed by the management units.

This area of activity is articulated around the Department of the Spokesperson, Security and Emergencies, from where all municipal services involved in emergencies and prevention of the same are coordinated.

The analysis blocks established for this area are:

### 1. Fire service activities

In 2020 the main reasons for suggestions and complaints received in the SaC System about the fire service concerned complaints about

noise, more specifically, the noise produced by vehicles on their way to firefighting operations.

The remaining complaints cover a variety of issues, among which we can highlight as relevant those referring to the noise produced in the fire stations, mainly due to the 24-hour activity 365 days a year, either due to the exercises, practices and manoeuvres, etc., that are carried out to maintain the technical-practical skills necessary for the development of the profession, the maintenance of facilities and vehicles, or the simple daily routines that take place in the stations. The remainder refer to interventions of a different nature, with a wide variety, divided into prevention, interventions, vehicle accessibility and service issues.

There were also entries regarding the presence of bees/wasps, which were dealt with both in writing and by telephone in order to raise public awareness regarding how to act in dangerous situations and so that procedures relating to bee protection could be explained to them.

The number of congratulatory message received, which account for 26% of the total, should not be ignored in this analysis.

### 2. SAMUR-Civil Protection activities

For 2020 it is worth highlighting the number of congratulatory messages received, which almost doubled the number of complaints submitted. In this regard, more than 300 personalised letters were sent to workers in this service in thanks for services carried out by specific teams of professionals.

Analysis of the SaCs received by the SAMUR-Civil Protection service over the course of 2020 allows us to establish the following grouping of reasons:

- Complaints due to the perception of inadequate care. Of particular note were problems arising from selective discharges in which the patient subsequently presented an undetected problem.
- Complaints due to perception of inadequate treatment.
- Complaints due to excessive response time or non-conformity with the response.
- Perception of problems in the transfer of patients to hospital.
- Generic complaints of siren noises.
- Lost property.



## 13. SECURITY

SaCs classified within the Security activity area constitute 5% of the total number of those processed by the Management Units.

The principal municipal resource in this area of activity is the Madrid Municipal Police Force.

Within this area of activity, SaCs received regarding interventions carried out by the Madrid Municipal Police Force related to operational procedures and the quality of the same:

1. **Neighbourhood coexistence**
2. **Citizen security**
3. **Road safety**
4. **Service quality**
5. **COVID 19**

It should be borne in mind that the majority of SaCs assigned to the Municipal Police, with the exception of those specifically relating to treatment received by the officers, do not refer directly to complaints about the service provided, but rather to the need for citizen intervention in situations of noise, parking, alcohol consumption on public roads, etc. The following reasons for the presentation of SaCs in the system can be established:

### 1. Neighbourhood coexistence

This includes all the nuisances that neighbours cause each other for various reasons:

- Nuisance caused by alcohol consumption on public roads.
- Complaints about dog owners: failure to pick up dog excrement on public thoroughfares, unleashed dogs, potentially dangerous dogs walking without a leash or muzzle, etc.
- Complaints about incivility: rubbish, cigarette butts, rubble, furniture, etc., thrown on public thoroughfares.
- Nuisance due to unauthorised street vending.
- Complaints about illegal settlements and homeless people.
- Various problems between neighbours, generally due to noise from inside the dwellings (refurbishments, dogs barking, private parties, music, etc.),
- Noise from inside business premises and from their clientele on the public thoroughfare.

- Street musicians.

### 2. Citizen security

These referred to offences and illegal activities, including the following:

- Suggestions for increased police presence to prevent robberies, muggings and thefts.
- Suggestions for increased police presence to control compliance with COVID regulations.
- Requests for increased action against the sale and consumption of narcotics on public roads.
- Requests for increased police presence to prevent nuisances caused by people cleaning at traffic lights and unauthorised valet parking.
- Suggestions for increased police presence in parks at night.
- Proposals to increase the number of police officers in order to provide a dissuasive presence and to be able to attend to all requests.

### 3. Road safety

- Requests for increased police presence to prevent illegal parking.
- Requests for increased police presence around schools due to difficulties with the COVID protocol.
- Proposals for increased action against users of electric scooters.
- Complaints about traffic closures as a result of activities and/or events on public roads.
- Complaints due to disagreement with fines.
- Complaints due to traffic delays due to improvement works on public roads.

### 4. Service quality

- Congratulatory messages relating to specific actions.
- Disagreement with the service provided.
- Complaints regarding perceived inadequate treatment.

### 5. COVID-19

- Home birthday greetings for children in confinement.
- Concentrations of people.
- Incorrect use of masks.
- Nuisances caused by gatherings and parties in flats.
- Premises and terraces in breach of regulations.

- Understandable issues relating to COVID protocol.

## 14. ENVIRONMENT

SaCs classified within the "Environment" area account for 35% of those processed by the management units.

The blocks of analysis identified in this area of activity are as follows:

1. **Waste collection and treatment**
2. **Cleaning of public open spaces**
3. **Trees and green areas**
4. **Recreational areas**
5. **Odours**
6. **Noise pollution**
7. **Water**
8. **Air quality**

Analysis of the suggestions, complaints and congratulatory messages received in the blocks identified within this area of activity allows us to highlight the following:

### 1. Waste collection

- Bad practices on the part of the contractors: incorrect positioning of containers once these have been emptied (these are not returned to their original position with the resulting nuisance), failure to clean containers and the surrounding area thoroughly with the required frequency, nuisance due to the noise produced by the staff and the collection vehicles, and failure to comply with the emptying frequency.
- Collection timetables: as they are considered inadequate and because of the nuisance they cause at night.
- Location of the containers. Suggested location changes.
- Demand for containers for all types of waste.
- Complaints about poor recycling and the lack of surveillance and penalties for improper behaviour.
- Suggestions for campaigns for correct recycling.
- Requests for an increase in the number of local recycling points. Requests for increased numbers of mobile recycling points and suggestions to improve routes.
- Complaints about the placement of construction site containers and their

improper use. As all types of waste are deposited, further controls and the imposition of sanctions were requested.

- Lack of resolution of incidents reported via the AVISOS-MADRID application.

### 2. Cleaning of open public spaces (thoroughfares, squares, green areas)

- Suggestions and complaints relating to special cleaning services that, in the opinion of the claimants, should be carried out due to the presence and spread of the pandemic, e.g. proposals for more frequent cleaning, the use of disinfectant products, specific cleaning of street furniture, etc.
- Inadequate frequency of cleaning in relation to the needs assessed by complainants.
- Insufficiency or practices considered inappropriate: sweeping, non-use of mechanical means, blowers, among others.
- Inadequate or negligent actions of the employees of the contractors: not performing correctly, improper parking, inappropriate treatment, etc.
- Complaints about inadequate cleaning of specific areas, such as embankments in green areas, areas of difficult access, certain streets and areas between houses.
- Complaints about the shortage of litter bins and poor location and frequency of emptying of the same.
- Complaints task scheduling, in particular the use of blowers and sweeping lorries at night.
- Complaints about inadequate cleaning of walkways and pedestrian tunnels.
- Complaints about graffiti on façades, walls, tunnels and walkways and monuments, among other surfaces.
- Suggestions and complaints requesting cleaning and clearing of public lots.
- Complaints regarding the abandonment of the cleaning of private lots.
- Complaints about insufficient penalties, in the opinion of the complainants, for uncivil behaviour (lack of collection of dog excrement, gatherings in squares and green areas without collecting waste, people who throw waste on the ground and not in litter bins, graffiti).
- Complaints about the lack of adequate response in cleaning areas that are subject to uncivil behaviour and are left dirty and for which the established frequency does

not resolve these situations; in particular, in popular festivals, public events and in general crowds for various reasons. In 2020 in particular complainants were very concerned about the effects of this waste.

- Suggestions proposing the implementation of educational campaigns on behaviour that has an impact on the cleanliness of the city (use of litter bins, appropriate behaviour in green areas and public squares, collection of dog excrement).
- Complaints about the lack of attention and resolution of incidents reported via the AVISOS-MADRID application.

### 3. District trees and green areas

2020 was a very unusual year, due to the repercussions of the pandemic, the circumstances of confinement and mobility restrictions in Madrid during most of the first half of the year. From March onwards, and for a period of some months, staff numbers were reduced to the minimum and regular works in parks and green areas were significantly reduced, with the exception of interventions deemed essential. Most of the resulting increase in complaints stemmed from the mandatory partial or total closure of parks, fountains, playgrounds and recreational areas due to COVID-19 containment measures.

Practically half of the complaints regarding green areas, parks and trees refer to maintenance of the same, i.e. watering, pruning and phytosanitary treatments. Among others, the following specific requests can be mentioned:

- Cleanliness and maintenance of green areas. Complaints about what was considered a lack of watering and about careless watering, leading to excessive water consumption.
- Complaints about excessive or inadequate pruning. Complaints about lack of pruning, particularly in street trees, in specimens with branches that cause nuisance to pedestrians or homes or impede driver visibility.
- Complaints about felling. Complaints about the non-reposition of trees and the closure of tree wells and suggestions regarding the need to replace trees.
- Complaints about the appearance of pests and the nuisance these cause, as well as the state of the affected trees (particularly galeruca beetles and processionary

caterpillars). Complaints about the existence of insects that are harmless to vegetation and people.

### 4. Playgrounds and leisure areas

During 2020 the service was greatly affected by the effects of the COVID-19 pandemic and radical changes were introduced over a period of several months. Use of playgrounds and leisure areas was temporarily suspended with bans on access to all sealed-off areas or according to confinement restriction in the basic health areas. Depending on the opening date, services in public areas were modified via the introduction of disinfection actions and additional services in the recreational areas.

Suggestions and complaints followed a similar pattern to previous years:

- Suggestions and requests for the implementation of new areas (playgrounds and calisthenics).
- Maintenance and cleaning.
- Provision of specific equipment.
- Requests for canine areas and recreational areas for dogs.

### 5. Odours

Traditionally, complaints regarding bad smells are mostly located in the southeast area of Madrid and the General Directorate of the Valdemingómez Technology Park intervenes in their resolution. Almost 98% refer to bad smells. The rest of the SaCs are of a generic nature, requesting the dismantling or relocation of some of the facilities at the Valdemingómez Technology Park.

### 6. Noise pollution

- Complaints as a result of noise at authorised events with sound reproduction equipment (popular festivals, festivals, concerts).
- Dissatisfaction with noise generated by traffic. Complaints about noise caused by road works.
- Noise nuisance caused by cleaning and waste collection services.
- Complaints about noise from private premises (private parties and meetings).
- Complaints about noise from trains in areas near railway infrastructures.
- Complaints about nuisance caused by street musicians.
- Complaints about nuisance caused by loading and unloading.

- Complaints about noise due to uncivil behaviour, night-time gatherings in public spaces.

## 7. Water

- Maintenance and upkeep of the sewerage network.
- Drinking water fountains.
- Efficient use of water and promotion of the use of reclaimed water.
- Conservation and maintenance of the Manzanares River.
- Hydrants and wastewater treatment plants.

## 8. Air quality

Suggestions and complaints on air quality in 2020 saw a significant decrease as compared to 2019. This reduction was significantly influenced by the situation caused by COVID-19.

As is customary, the most common entries bore relation to air pollution levels. January of 2020 saw an increase in concern about excess pollution in the weeks following activation of the action protocol for episodes of nitrogen dioxide pollution (approved on the 10th of December, 2018), which resulted in requests for measures to reduce pollution, comments relating to the effectiveness of the traffic speed reduction measure, information on activation of the same, and the delay in the arrival of SMS on the first day of application of the protocol. The reduction in pollution that occurred in spring due to household confinement was also highlighted.

# 15. PUBLIC SPACES

SaCs classified within the Public Spaces activity area make up 7% of the total number of SaCs processed by the Management Units.

Based on the SaCs that have entered the System during 2020, the following blocks of analysis have been identified within this area of activity:

1. **Defects on public thoroughfares**
2. **Street furniture**
3. **Lighting**
4. **Street signs**
5. **Public works**

In 2020, the submission of entries relating to the state of public spaces was strongly influenced by the consequences of the pandemic. The reduction in mobility undoubtedly influenced the significant drop in suggestions and complaints received.

### 1. Defects on public thoroughfares

Many SaCs of this type were submitted and it should be noted that a significant number of them were referred to the AVISOS-MADRID application by the competent municipal management unit for prompt attention as an incident.

Analysis of SaCs received in 2020 shows that the same incidents and problems that were highlighted in previous years continue to persist. The report issued by the municipal management unit on the SaCs received confirms that the main reasons leading to SaC System entries were maintained.

In relation to the SaC received in this block of analysis, a categorisation of the causes or reasons that determined the entries can be established:

- Suggestions for new conservation and maintenance work on pavements and roads.
- Proposals for the incorporation of solutions already applied in areas close to others that have recently been improved.
- Requests for improvements to pedestrian and vehicle safety and to widen pavements.
- Suggestions relating to actions on the current configuration of the public space. In general these constituted proposals, though some complaints are also included. Within this group of SaC received, a distinction can be made between those that refer to the use of marginal areas and plots of land, i.e. the conditioning of public spaces that the complainants consider unused or badly used, through urbanisation, improvements and reforms (construction of accesses, parking areas, squares, spaces suitable for sports and outdoor activities) and those that request the modification of the current situation in order to improve mobility, both for pedestrians, in terms of access and enjoyment of public space: changes to squares and streets, widening of pavements, installation of various

infrastructures to allow alternative uses of the space.

- Complaints about the state of paving and maintenance of pavements, roads, squares and other public places. The most numerous complaints received on this subject refer to the existence of potholes, raised paving slabs, paving slabs in poor condition and cracks. The complaints and suggestions made by citizens point to a lack of conservation and maintenance in this area. The report issued by the municipal unit responsible for this matter states that most of these entries submitted by citizens are transferred directly to the AVISOS-MADRID system for repair when they are relatively small defects that can be solved with specific interventions.
- Complaints about deficient information on asphaltting or pavement maintenance work.
- Complaints about broken tiles around tree pits.
- Complaints about the lack of resolution of notices on roads and public spaces. These were incidents reported via the Avisos (Notifications) system that were not dealt with. Complainants complain about the lack of attention, meaning incidents become problems.
- Complaints about accessibility difficulties, arising both from the existence of architectural barriers (kerbs without ramps, pavements in poor condition, lack of ramps, various obstacles in street furniture and signage), and from the existence of temporary barriers, caused by works and other temporary occupations of public thoroughfares (fences, containers, pavements and roads that have been cut off). In any event, the complaints refer to claims that cause difficulties in the mobility of people with functional diversity or reduced mobility. These are requests which, due to the deficiency they indicate, could be included in any of the previous groups, but which, due to the conditions of the persons making them, merit separate mention.
- Complaints about the inadequate maintenance and upkeep of the sewage system: grilles in poor condition and/or broken.

## 2. Urban furniture

Most of the suggestions received corresponded to requests for the installation of new furniture or the repair of existing furniture.

It should also be remembered that Madrid City Council currently offers the AVISOS-MADRID system for citizens to report this type of incidents or requests for new furniture, so many of these requests or communications ended up being referred to this system.

The main reasons for entries during 2020 were:

- Suggestions for the installation of bollards.
- Requests for the installation of new furniture: benches, bollards, public toilets, litter bins and pedestrian fences and railings, fundamentally.
- Complaints about the poor state of repair of benches.
- Complaints about the presence of public toilets in areas close to homes.
- Complaints about the state of conservation of public toilets.
- Complaints about the lack of resolution of entries referred to the AVISOS-MADRID system.
- Complaints about advertising installed on bus shelters and marquees.
- Complaints about the lack of action regarding the removal of old furniture that is in a poor state of repair.
- Complaints about the presence of bollards, benches, bicycle and motorbike forks that impede pedestrian mobility.
- Suggestions on the design of the furniture.

## 3. Lighting

Suggestions and complaints about lighting were made with conflicting intentions, there being requests both to increase lighting and to reduce the same, requests for more light points or for removal of the same in order to reduce consumption and light pollution. On many occasions this makes citizen satisfaction a tall order.

The principal motives for citizen suggestions and complaints were as follows:

- Suggestions for the installation of new streetlights in different streets, parks, avenues or public spaces in the city of Madrid.
- Proposals requesting that the lighting hours be brought forward,
- Suggestions to improve the lighting of monuments.



- Complaints about the lack of adequate lighting maintenance: streetlights out or not working, among other issues.
- Complaints about the nuisance caused to homes by the light from nearby streetlights.
- Complaints about excessive spending and light pollution.
- Complaints and suggestions about Christmas lighting in different areas of the city.
- Complaints about the lack of resolution of complaints made via the AVISOS-MADRID system.

#### 4. Street signage (urban and traffic)

The principal reasons for presentation of suggestions and complaints were:

- Updating of street name plaques.
- Complaints about unidentified streets after renovation of the façades or disappearance of the plaques.
- Complaints about the height at which street plaques have been placed.
- Complaints about lack of maintenance and upkeep of street plaques: rusted, partially detached, graffiti.
- Requests for replacement of street plaques.
- Requests for modification of placement for better visibility.
- Suggestions for rectification of errors in names.
- Suggestions that the names of streets bearing personal names should include biographical information of interest.
- Suggestions for horizontal and vertical traffic signs, urban information signs, special signs, parking reservations for people with reduced mobility, loading and unloading and parking for motorbikes and bicycles.
- Requests for the installation of parabolic mirrors.

#### 5. Public works

Due to the pandemic, a large number of suggestions and complaints were received in relation to public and private works being carried out in the city. Specifically, the main reasons were:

- Complaints about the dangerous nature of the activity. At the beginning of the confinement period most of the entries received sought to prohibit the activity as it was considered that it led to movement of people and situations in which there

could be contagion. After the banning of the activity in the period around Easter, the activity was resumed.

- Complaints about nuisance caused for many citizens who remained in their homes working remotely.

## 16. MOBILITY AND TRANSPORT

SaCs classified within the Mobility and Transport activity area make up 22% of those processed by the management units.

It goes without saying that mobility restrictions resulting from the pandemic situation led to a drastic reduction in the number of entries submitted to the SaC system, from a total percentage of 42% in 2019 to 22% in 2020.

In this area of activity, the following blocks of analysis have been identified:

1. **Traffic and circulation**
2. **Parking**
3. **Cyclist mobility**
4. **Parking and Madrid Central Low Emission Zone**
5. **Occupation of public thoroughfares.**

The principal units responsible for the management and processing of the SaCs received in this area of activity are the Directorate General for Traffic Management and Surveillance, the Directorate General for Sustainability and Environmental Control, the Directorate General for Mobility Planning and Infrastructures and the Directorate General for Municipal Police.

In addition to the above, which could be considered as the units traditionally responsible for mobility-related issues, the various district directorates were incorporated into the process and entrusted with all complaints relating to the reduction of parking spaces for residents in favour of larger authorised spaces for the installation of terraces, in compliance with the Resolution of the 14th of May, 2020, of the Commission for Hospitality and Catering Terraces, regarding support measures for the hotel and catering industry as a result of the state of alert due to the COVID-19 crisis. The district directorates were deemed to be the competent units for the handling of all applications for parking reservations (loading and unloading, reduced

mobility, parking for motorbikes, bicycles, etc.) on roads not belonging to the basic transport network, as well as permanent parking permits on any type of public road.

Analysis of the identified blocks allows us indicate the following aspects:

### **1. Traffic and circulation**

Most of these related to complaints about road closures due to the holding of events, popular races, demonstrations and similar events, as well as closures due to road planning requirements or works relating to public road conservation..

This constituted, logically enough, the block of analysis most affected by the COVID-19 health crisis. The ban on all activities involving crowds of people, such as concerts, shows or sporting events, the ban on night-time leisure activities, the restrictions on catering (more or less severe, depending on the time of year), the establishment of curfews, etc., as well as direct restrictions on mobility resulting from the perimeter confinements between basic health areas, as well as direct restrictions on mobility derived from perimeter confinements between basic health areas, municipalities and autonomous communities, allowing only those journeys considered necessary and duly justified, drastically reduced road traffic in the city, with the consequent decrease in the number of directly related complaints.

Via observation of submissions received in the various SaC System sub-areas, the principal motives for the same can be detailed as follows:

#### **1.1 Traffic:**

The customary traffic-related issues in the City of Madrid are:

- Complaints relating to excessive traffic, traffic jams and delays, practically non-existent in the first few months of the year, but which gradually made their presence felt. Of particular note are those motivated by the increase in temporary bus lanes, which were enabled as a result of the existent pandemic situation with the aim of achieving a greater frequency of passage of municipal buses, as well as for the tourist bus service, in an effort to maintain safety and hygiene measures among users, as well as the maximum capacity per bus.
- Complaints relating to uncivil behaviour at the wheel, such as speeding, improper

parking and, in general, all types of attitudes that put road safety at risk. Specifically, complaints relating to improper parking on public roads accounted for 6% of the total received by the Directorate General for Traffic Management and Supervision, especially motorbikes, bicycles and other vehicles on pavements or roads outside areas designated for this purpose, as well as the use of parking areas reserved for people with reduced mobility by vehicles without the required authorisation.

- Directly related to the above is the number of complaints related to the nuisance caused by the presence of badly parked motorbikes in the vicinity of home delivery companies, which were already experiencing a boom in their activity in times prior to the pandemic, and which has increased exponentially as a result of the pandemic.
- Complaints about speeding on certain stretches of road suggesting the need to limit speeding, or to ensure compliance with speed limits by implementing speed reduction measures, such as speed bumps, traffic light cameras or speed cameras. It is noteworthy that no suggestions to the contrary were received, advocating the extension of speed limits, an unmistakable symptom of a growing awareness of road safety on the part of the public.
- There were frequent suggestions in favour of closing certain areas to road traffic, either temporarily, due to a specific event, or permanently, requesting the pedestrianisation of a street. In 2020, the suggestions and complaints related to this issue were mainly motivated by the pedestrianisation of certain main streets at weekends and public holidays to facilitate social distancing as a means of avoiding contagion. It is noteworthy that the majority were in favour of the measure, calling for the measure to be extended.
- Redesign of the timing and positioning of traffic lights to improve traffic flow.
- Complaints and suggestions related to the Sustainable Mobility Ordinance.
- Parallel to the decrease in the use of the car as a means of individual transport, especially in the city centre, there has been a notable increase in the use of new forms of urban mobility, electric scooters and bicycles, and consequently complaints



relating mainly to inappropriate behaviour on the part of users of these. Circulation on pavements and pedestrian areas at high speeds was the usual subject of these complaints, in addition to those already mentioned regarding improper parking.

### 1.2 Traffic officers:

In the sub-area Traffic Officers, the number of SaCs received represented 22% of the total processed by the Directorate General for Traffic Management and Surveillance and referred to the competences and functions of the Traffic Officer Corps, mainly relating to traffic and/or parking offences, attention or treatment of citizens and requests for the presence of officers at certain points.

### 1.3 Municipal Police:

The main reasons for the presentation of SaCs in the area of mobility, and aside from issues relating to public safety, which are subject to their own classification and study, are basically the same as in the area of Traffic Officers. According to the annual report of the General Directorate of the Municipal Police, the SaCs have basically dealt with the following:

- Requests for increased police presence to prevent illegal parking.
- Requests for greater police presence around schools due to difficulties with the COVID-19 protocol.
- Complaints about traffic closures as a result of activities and/or events on public roads.

### 1.4 Public transport:

This sub-area includes, on the one hand, those SaCs referring to the Taxi service, which are the responsibility of the Subdirectorato General for Traffic Regulation and Taxi Service, and on the other hand, all those directed at other public transport services in the City of Madrid, municipal buses, intercity buses and the metro.

Many of the complaints included in this second large group were rejected on the grounds of lack of competence and were referred to the competent bodies in each case, EMT or the Madrid Regional Transport Consortium. On the other hand, the Subdirectorato General for Mobility and Transport Planning is responsible for complaints concerning public transport stops and lines and bus lanes.

In relation to the first group, the most numerous were those referring to excessive

fare and/or billing, lost property and periodic reviews and inspections. It is important to note that in 2020 complaints referring to service, treatment or uniforms decreased considerably compared to 2019 (from 21% to 8%).

With regard to the second group, entries relating to public transport can be grouped into three main issues or subjects:

- Public transport stops: adaptation of stops, accessibility, safety, creation of new stops, relocation of stops, noise, improved operation.
- Public transport lines: modification of existing lines, creation of new lines, etc.
- Bus lanes: creation of new bus lanes, modification of existing bus lanes, etc.

Two municipal projects generated a large part of the SaCs included in the previous sections, namely the Plaza España works and the pedestrianisation of Puerta del Sol, with the public requesting reinforcement of public transport services in the affected areas.

### 1.5 Road planning:

Quantitatively, the most important and significant part of the suggestions and complaints received by the Directorate General for Mobility Planning and Infrastructures were those directly related to road planning.

Proposals to modify the organisation of traffic, pedestrianisation, changes of direction, widening of pavements, increasing the number of traffic lanes, construction of roundabouts at problematic intersections, etc., were common. Also frequent were complaints about the configuration of special mobility lanes (bus - taxi - motorbike, bicycle), widening, elimination of sections, use, configuration of layout, and circulation in the same.

Included in the aforementioned topics there were also numerous entries specifically referring to the remodelling works in Plaza España, the pedestrianisation of Puerta del Sol, the increase in bus lanes, the demolition works on the Joaquín Costa bridge, etc.

### 1.6 Pedestrian and raised walkways:

Footbridges can be excluded from this sub-area, as their maintenance and cleaning is a municipal responsibility. Approximately half as many submissions were received in 2020 as compared with 2019.

Some SaCs were received requesting the opening of crossings that had been temporarily closed as a result of maintenance and improvement work, as well as requests for the creation of new crossings in specific locations.

### 1.7 Fines:

With respect to the data for 2019 there was an increase of 75%, mainly due to the suspension for a period of several months of specialised services in this area due to the state of alert caused by the pandemic, thereby obliging citizens to use alternative channels for complaints and suggestions, such as the SaC system.

Also worthy of note was the relatively high number of complaints received regarding incidents not only relating to fines, but in reference to all types of notification, occurring during the notification process itself.

### 1.8 Traffic signage:

Within this sub-area, three main subgroups can be distinguished: traffic lights, installation of new signs and maintenance of existing signs. Each of these subgroups is the responsibility of a different management unit.

Complaints relating to traffic lights include those SaCs referring basically to requests for new installation or modification of traffic light units, to reports of incidents in relation to the same, including acoustic warning devices for people with visual impairment, to existing information panels on the road network, proposing their installation, change of location, modification of phase intervals, proposing the dissemination of certain messages, etc. Requests for the installation of new signs were also frequent.

Another subgroup of entries included those relating to the maintenance of existing signs, as well as the installation of parabolic mirrors on public roads (at exits from private garages, which are the responsibility of the Municipal District Councils).

Most of the SaCs submitted in this sub-area related to incidents in which conservation actions are requested, basically cleaning of signs and repainting of road markings (basically pedestrian crossings), which is why they are reclassified and handled as AVISOS MADRID.

## 2. Car parks

This block of analysis includes all SaCs received in reference to the following sub-areas: changes of ownership, park-and-ride facilities, waiting lists, telephone information, improper use and requests for the construction of new car parks.

## 3. Cyclist mobility

This section includes all suggestions and complaints related to the use of bicycles as a means of personal transport in the city of Madrid, both through the use of the public electric bicycle rental service, BICIMAD, and the use of private bicycles. Also, inevitably linked to cycling mobility are all the issues related to exclusive bicycle lanes and cycle lanes.

In addition, complaints were received concerning the new mobility sharing project with electric bicycles without a fixed base, BICIMAD GO.

### 3.1 BICIMAD:

Compared to 2019, this represents a decrease of 13%, which is indicative of an improvement in the public's perception of the service.

This perception responds to a real effort by the City Council to expand and optimise the service, materialised in the implementation of 50 new BICIMAD stations, 22 of them outside the M30 (inner ring road) perimeter, reaching districts where the service was previously not present, such as Usera, Latina, Carabanchel and Fuencarral-El Pardo.

The SaCs formulated in 2020 dealt with the following topics: requests for new stations, incidents with amounts or balances and, to a lesser extent, the condition of the bicycles or totems.

### 3.2 Cycle lanes:

The sub-area Cycle lanes, is a clear example of the cross-cutting nature of the SaC system in a city as large and complex as Madrid, which can be the responsibility of different management units depending on the type of request in question:

- Complaints about the increase in cycle lanes, underused in the opinion of some citizens, with a negative effect on the circulation of other vehicles. And on the other hand, complaints from users of these lanes who consider them to be clearly insufficient,

requesting extensions to the routes.

- Complaints regarding road safety, improper use by pedestrians or other vehicles.
- Complaints regarding maintenance, upkeep and repair of the pavement, clearing of surrounding areas, painting of lines, signposting.
- Requests for improvement in the information contained on the municipal website.
- SaC relating to the Green Cycle Ring (Anillo Verde).

#### 4. Parking and Low Emission Zones Madrid Central and Madrid 360.

##### 4.1 SER (Regulated Parking Service):

In 2020 a downward trend has been consolidated in the number of SaCs submitted by citizens in this sub-area, with a 10% decrease in the number of SaCs compared to the previous year.

In this analysis, the impact of the COVID-19 pandemic and, in particular, of the first state of alert decreed by the government, on the submission of SaCs in the sub-areas managed by the Subdirector General for Mobility Management should be highlighted. A total of more than 230 SaCs were directly related to the pandemic, of which approximately 200 corresponded to the SER sub-area, with countless SaCs that were tangentially related to the consequences of the pandemic.

Due to the declaration of a state of alert by the government via decree on the 15th of March, 2020, the general system of operation of the SER was suspended on the 16th of March by the Delegate of the Government Area of Environment and Mobility. The service was resumed on the 1st of June, 2020, by virtue of decree by the same body on the 29th of May 2020. This led to the proliferation of SaC during the period from March to June, with the following arguments: requests for suspension of the service made in the days prior to the adoption of the measure, requests for the return of the general regime of the service and complaints about the occupation of resident places by those without resident status, in parallel with those contrary to the return of the general regime, when the announcement of its resumption took place and requests for the refund of fees corresponding to the period of suspension of the service that had been paid by the interested parties prior to the declaration of the state of alert.

One of the measures adopted on the occasion of the pandemic was the authorisation, under the COVID-19 support measures, of installation of hotel and restaurant terraces in regulated parking spaces. The installation of these terraces in parking spaces intended primarily for residents or green zones will gradually be compensated for by transforming blue regulated parking spaces into green zones within the limits of the same neighbourhood in which the authorised terrace is located and in the same number of affected parking spaces. However, this situation gave rise to numerous requests for compensation for residents' parking spaces occupied by hotel and restaurant terraces.

##### 4.2 Madrid Central and Madrid 360:

The main reasons for SaC entries in this sub-area related to the processing of access permits, due to the novelty and complexity of the matter and given the wide range of cases, both for the public and for management and citizen services, and to complaints made by persons whose vehicles were the subject of complaints for unauthorised access to the Madrid Central zone. To these were added complaints expressing disagreement with specific aspects of the regulations and those related to incidents verified in the access permits granted by public or private car parks within the Low Emission Zone.

##### 5. Occupation of public thoroughfares

More than 850 entries were received in this sub-area in 2020, the vast majority relating to authorisations for extensions to the space available for terraces, to the detriment of the number of parking spaces for residents, in implementation of measures designed to support the city's hotel and catering industry, which was badly affected by the COVID-19 crisis. These SaC were processed by the various districts.

## 17. HOUSING

The SaCs classified within the area of Housing that entered the system in 2020 constituted 0.06% of those processed by the management units.

A primary aspect that should be taken into account for a correct understanding of this area of activity is that Madrid City Council, in order to fulfil the objectives of the Municipal

Strategic Plan in this area, does so through the Empresa Municipal de la Vivienda y Suelo de Madrid S.A. (EMVS), a public limited company with 100% municipal capital that possesses its own suggestions and complaints system. All SaCs received through the Madrid City Council's general SaC system were forwarded from the Suggestions and Complaints Service to the EMVS's own system in order that citizens could receive a response.

The SaC Annual Report does not analyse those received by public bodies created by Madrid City Council that have their own suggestions and complaints systems.

According to the annual report issued by the Directorate General for Housing, Rehabilitation and Regeneration, the complaints received refer mainly to two issues:

- Status of the processing of applications for subsidies, with a special interest in the moment of payment of subsidies.
- General information on housing issues related to the market, real estate, advice to Property Owners' Communities, or clarification on who to approach for questions relating to these matters.

## 18. EMPLOYMENT

SaCs classified within the area of Employment make up 0.9% of the total number of SaCs processed by the management units.

Analysis of the SaCs falling within this area of activity has enabled the following blocks of analysis to be identified:

- 1- **Active employment policies**
- 2- **Administrative handling of selection processes and employment exchanges**

Analysis of the SaCs received during 2020, according to the established blocks, allows us to establish the following principal reasons for submission:

### 1. Active employment policies

Over the course of 2020 the Madrid Employment Agency processed more than one hundred entries relating to this block of analysis:

- Complaints about the treatment received in district agencies or training centres.
- Claims for study grants.

- Incidents with the website and/or sending documentation to employment technicians.
- Complaints about the implementation and handling of selection processes.
- Disagreement with the requisites for access to training and employment workshops or non-admission to the same.
- Entries referring to difficulties in accessing jobs in labour insertion actions.
- Complaints about difficulties in contacting training centres by telephone or accessing the district agencies in person.
- Proposals for more centres and courses in the hotel and catering sector.
- Suggestions regarding the granting of scholarships.
- Those referring to telework-oriented training.
- Proposals for training and employment workshops "Reporters on Covid-19 health and hygiene measures" in the District of Arganzuela.
- Suggestions requesting correction of errors on the website.

The number of congratulatory message received relating to the work carried out in the training programmes and those addressed to training service staff for the attention given by district employment agency staff should not be overlooked.

### 2. Administrative handling of selection processes and employment exchanges

Following analysis of the entries submitted in this block of analysis, it can be seen that most of these related to inadequate functioning of the website when submitting applications for participation in the selection processes carried out online, and to problems with the payment gateway. The remaining SaCs presented referred to various issues such as: performance of the selection tribunals, the slowness of the selection processes, the failure to fill vacancies in disability quotas, access to the employment exchanges and general information on examination dates, scheduling of selection processes, applications for internships, etc.

Finally, it should be noted that, while in 2019 a relatively high number of suggestions and complaints were received in relation to staff assigned to municipal public centres, in 2020

no complaints were received in this area, which would suggest an improvement in the handling of the service.

## TAX-RELATED SaC

Within the scope of Tax-Related SaCs, the Directorate General for Transparency and Quality is responsible for the reception, processing and resolution of complaints, suggestions, compliments and requests for information related, directly or indirectly, to matters relating to taxes.

With regard to tax-related SaC the following blocks of analysis have been established:

1. Tax-payer service
2. Taxes, fees and public charges

## 19. TAX-PAYER SERVICE

### 19.1. Obtaining proof of payment of municipal taxes

Many taxpayers complain about the difficulty of obtaining proof of payment of a specific tax (generally IVTM and IBI).

Currently, payment receipts requested online, via the Mi Carpeta (My Folder) app, in person at the Taxpayer's Advice Bureaux, and through the Citizen's Advice Bureaux (only IVTM payment receipts), are issued immediately.

Payment receipts requested in writing through the offices, or by means of a general request submitted through the Madrid City Council website ([www.madrid.es](http://www.madrid.es)), or at any registry, are sent to the applicant's home address.

Notwithstanding the above, despite the existence of a number of channels for obtaining proof of payment, many taxpayers report difficulties in obtaining them through the SaC system. The main reason for complaints is the delay in the time between the submission of the request for proof of payment and the definitive remission of the same. In addition, there is a significant group who express their disagreement because they need the receipt immediately (in this case, they usually request that the receipt be sent to the e-mail address provided in the complaint, remittance of the

same being carried out by the Tax Agency's Subdirectorato General for Collection).

In addition to the current Mi Carpeta service, consideration should be given to other ways of providing taxpayers with more flexible access to tax receipts which, according to most of the complaints received, are urgently needed, for example, for vehicle transfers or the purchase and sale of real estate.

The possibility for taxpayers to print out payment receipts directly and more easily would considerably reduce the number of complaints filed, as this is sometimes one of the most frequent issues submitted in the SaC system.

### 19.2. Solution to problems arising from telematic payment of municipal taxes

It would be advisable to coordinate or implement the appropriate means to improve the electronic relationship between citizens and Madrid City Council in tax matters as numerous complaints have been made about taxpayers' access to electronic tax management.

The problem is aggravated by the fact that the competent authority for resolving complaints regarding the processing and payment of taxes via the web is somewhat unclear, which clearly has repercussions in relation to improvements in the area of taxation, as citizens suffer the consequences of the lack of resolution of incidents reported in their submissions.

The common objective of municipal action, particularly in tax matters, is to facilitate citizens' compliance with their tax obligations, as we are committed to improving the provision of a quality service, which is why effective coordination between the Subdirectorato General for Electronic Administration, the Subdirectorato General for Tax Technology and Information and the IAM (Madrid City Council IT Body) is of great interest.

Failure to implement this will have repercussions for taxpayers who, faced with computer incidents that occur, have to wait for responses that are delayed due to the consecutive forwarding of requests for reports to one unit or another.



### 19.3. Comprehensive Taxpayer Service Offices

In comparison with previous years there has been a considerable increase in pandemic-related complaints referring to unease caused by unavailability of appointments for carrying out formalities at the Taxpayer Service Offices (OAIC), especially in matters related to the municipal capital gains tax.

OAIC agendas are monitored on a permanent basis and are modified on a daily basis, and the appointments made depend on the number of available staff. However, during 2020 this agenda was altered as, following the period of confinement, two out of the five OAIC were initially opened, the remainder opening on a gradual basis. In addition, due to the pandemic, it was necessary to request appointments beforehand for procedures that were formerly dealt with at the registry office.

Notwithstanding the above, it would be wise to consider other mechanisms or systems that would make it possible to deal, on occasions when taxpayers present themselves without appointment, with matters requiring urgent resolution, and particularly in November and December, when the highest number of complaints are received in this respect, mainly in relation to capital gains tax or the voluntary periods for payment of municipal taxes.

While taxpayers are attended to in urgent cases, after the office manager has assessed the urgency of the procedure and the available staff, one could consider, for example, setting up rapid reinforcement points for the simple preparation or printing of IIVTNU self-assessments.

In this regard, it should be added that although the ATM (Madrid Tax Office) is making efforts to update its web applications for the payment of taxes (more advantageous for taxpayers due to the speeding up of processing and the greater possibility of updating), the truth is that in some cases, and this is precisely the case with the self-assessment of IIVTNU, online completion is somewhat cumbersome, as reported by citizens in the complaints submitted.

Therefore, in addition to including or improving the instructions for the online processing of IIVTNU settlements, consideration should be given to the introduction of quick help points in

the OAIC at certain specific points, to simply assist citizens in the preparation and printing of capital gains tax returns. This would reduce the number of complaints filed due to the lack of appointments at the offices.

### 19.4. Standardisation of bank transfers as a municipal tax payment method

Although article 33 of the Tax Ordinance on Collection and Inspection Management establishes that payments by transfer will only be accepted in those cases in which the person liable for payment is notified by the competent municipal bodies, and that this payment method is considered exceptional, it would be advisable to improve both the regulation and manner in which payment by transfer is processed, so that it can be accessed with greater ease.

It is worth remembering that the ATM has already reported that efforts are being made to standardise this hitherto marginal payment procedure, trying to improve the information provided to taxpayers so that they can access the office responsible for processing these payments more quickly, either by telephone or in person at the Citizen Service Offices and the Comprehensive Taxpayer Service Offices.

Currently, only large payments can be made by certified or bank cheque or bank transfer, in the latter case, via express request by e-mail.

### 19.5. Telephone service 010 Línea Madrid for tax-related issues

010 is the telephone channel of the Línea Madrid Citizen Services Network, through which information can be obtained and numerous types of tax formalities can be carried out without the need for in-person presence at the municipal offices.

Citizen complaints about this channel refer to different issues, such as the excessive waiting times or the impossibility of connecting to the service at a given time, due to saturation. Requests were also made to listen to call recordings made via 010 Línea Madrid relating to tax formalities.

In the case of general information calls no recordings are made, so it is not possible to know the nature of conversations that took place, nor is it possible to offer a satisfactory or specific response to the citizen making the



complaint. In this case, ways of identifying or verifying the content, at least in summarised form, of the conversations held should be studied. It should be pointed out, with regard to complaints about taxpayers receiving erroneous information, that the 010 service always reinforces agent training on matters in which the citizen has received inaccurate information.

## 20. TAXES, FEES AND PUBLIC CHARGES

### 20.1. Property Tax (IBI)

In relation to Property Tax (IBI), we receive recurrent complaints from taxpayers who complain about not being aware of the effects of the direct debits they have requested.

In general, information on the deadlines for setting up direct debits and their effects - whether general or through the Special Payment System (SEP) or Payment on Demand (PAC), with the application, in the latter two cases, of the rebates included in the same - is available to the public on the Madrid City Council website ([www.madrid.es](http://www.madrid.es)), in the information leaflets published by the ATM, at the Taxpayer Service Offices and, finally, in the notifications of direct debits established.

Furthermore, the Madrid City Council ATM, in compliance with both the regulations in this respect and the principle of customer service, specifically with regard to communications of the Payment on Demand (PAC) plans, processes the sending of information notes by means of a standard letter. This letter contains the dates of the direct debits, both for the contracted instalments (in accordance with the PAC holder's request) and for the final settlement (15th December or the following working day). In this way, the PAC payment schedule is notified, by post, to the PAC holder at the beginning of each fiscal year,

Despite the above, the SaC system continues to receive numerous complaints from citizens indicating that they have not received the PAC information letters, or that they have received them late, when their respective bank accounts have already been debited.

On the other hand, in December (at the end of the voluntary IBI payment period) many complaints are received from taxpayers,

indicating that either the direct debit payment has not been applied or that they were not aware of the effects of the direct debit requested, and are unhappy with the initiation of the enforcement procedure, or request a refund of the amount paid in the case of payments that include surcharges.

So, in the first instance, complaints are received concerning the effects of complementary direct debits, which are not processed correctly and do not take effect for the current financial year. Secondly, complaints are filed because a direct debit has been made, for example, via the PAC method with effect for the following year, but the plan holder understands that a direct debit has automatically been generated for the current year.

In accordance with the above, it would be advisable, within the ATM's management capacity, and as far as possible, to insist on the search for mechanisms that ensure that the information provided to taxpayers allows them to know, in good time and without ambiguity, the effects of the direct debits processed.

### 20.2. Motor Vehicles Tax (IVTM)

In 2020 there was an increase in the number of suggestions and complaints requesting reductions in Motor Vehicles Tax (IVTM) as a result of limitations imposed on the entry of vehicles in certain areas of the capital, as well as for not having been able to circulate for reasons relating to the COVID-19 pandemic.

In this case further investigation would be warranted into the search for solutions and instruments that would allow satisfactory compliance with such measures, although this should occur outside the scope of the IVTM, since the Spanish constitution grants the original power to establish taxes exclusively to the state, by law, as well as the regulation of the essential elements of the same.

In accordance with the aforementioned constitutional principle, the state approved the Consolidated Text of the Local Tax Regulatory Law (TRLRHL), by Royal Legislative Decree 2/2004, of the 5th of March, including in its articles 92 to 99 the regulation of the essential elements of the IVTM and configuring it as a compulsory tax for local councils, i.e. the IVTM cannot not be levied in municipal districts.

### 20.3. Tax on the increase in value of urban land (IIVTNU) – municipal capital gains –

Claims continue to enter the SaC System (although in smaller numbers than in previous years) relating to the IIVTNU, derived from the Constitutional Court (TC) Rulings that determined the unconstitutionality and nullity of certain precepts of the revised text of the Law Regulating Local Treasuries, approved by Royal Legislative Decree 2/2004, of the 5th of March (TRLRHL), but only to the extent that situations of non-existent increase in value are subject to taxation.

The problem was cleared up by the Supreme Court (SC) via its cassation ruling of the 9th of July 2018 (no. 1,163/2018), which clarified that the articles affected by the TC (Constitutional Court) ruling will not be applicable only in situations where there is no increase in value and, consequently, perfectly applicable in situations that do express such an increase in value. It is therefore up to the taxpayer to prove that there is no increase in value, in order to assess whether or not the IIVTNU should be settled, and taxpayers' applications are processed in strict order of initiation. The processing of the appeals submitted is meticulous, as the evidence provided must be assessed and the corresponding resolution notified, stating the reasons for acceptance or rejection of the claim.

This process, already methodical in itself, was affected and delayed to a significant degree, firstly by the failure of the state legislator, the only one competent to undertake the task of amending the TRLRHL, to comply with the TC mandate to reform the legislation in force. And secondly, because of the time elapsed between the TC's rulings and the aforementioned pronouncement by the Supreme Court.

It is well known that the ATM has adopted special measures to deal with the resolution of the numerous IIVTNU cases filed by interested parties, such as the creation of special groups for processing of the same. However, the uncertainty caused by delays in the resolution of appeals filed has led to an increase in complaints, as well as in requests for information on the status of processing of these cases.

In this sense, the ATM could consider sending informative letters or notifications through other mechanisms ("Mi Carpeta") to inform affected persons of the status of investigations already carried out by the ATM and the forthcoming resolution and notification of their appeals, as well as apologies for any inconvenience caused.

On the other hand, in relation mainly to IIVTNU, numerous complaints continue to be received regarding the timetables established by credit institutions for payment of municipal taxes. It is true that the technical specifications governing the current Financial and Banking Services Contract, which regulates the collaboration between Madrid City Council and credit institutions, stipulate that citizens may pay municipal taxes any day that the offices are open to the public and throughout the opening hours established by the financial institution. Each office, therefore, may establish its own opening hours.

However, it is important to insist on the need to coordinate the necessary efforts (since the management of the aforementioned contract is the responsibility of the Department of Economy and Finance), so that the service in this area (payment of the tax) can be provided on all days that the offices are open to the public and during the opening hours of the cashier's office. In the meantime it must be guaranteed that at least the possibility of making payments of municipal taxes during the cashiering hours set by each office for this purpose is complied with.

### 20.4. Fees and public charges

A large number of complaints were received in 2020 regarding the functioning of the Sports App "Avisos Madrid", the main reasons being that the application is very slow and that when access is available on the day in question the service in question is fully booked or the QR code for entry to the swimming pool is not received.

There have also been a large number of complaints requesting refunds of the amounts paid for services that were not used because the users live outside Madrid, in confined areas, or because they were confined to home.

Throughout 2020, complaints continued to be received regarding the regulation of multi-purpose and physiotherapy vouchers.

Regulations relating to these vouchers, which are available in the Annex to the Plenary Agreement on Public Charges, in accordance with the latest amendments dated the 31st of October, 2017 and the 20th of December, 2018, determine that they are valid for one year from the date of purchase. The possibility of exchanging the voucher has therefore been eliminated and it was not deemed appropriate to refund amounts for non-consumed use of the voucher.

However, due to the exceptional circumstances experienced in 2020, the validity dates of multi-purpose and physiotherapy vouchers and annual clothing subscriptions purchased as of the 12th of March, 2019 were extended for one calendar year from their original expiry date by Decree of the 17th of June, 2020.

In relation to public charges for the provision of services for social-cultural, cultural and leisure activities, throughout 2020, numerous

complaints have continued to be received regarding the activity carried out in the municipal cultural centres. The complaints were motivated by the number of teachers or their suitability, modifications to the levels of the courses or workshops once these had started, or incompatibilities between the content of the courses and their titles, among other issues.

In such circumstances refunds of the amounts paid were requested, as they were considered undue payments. Thus, regardless of the fact that these refunds are only applicable when the service or activity is not provided or carried out for reasons not attributable to the party obliged to pay the charge, and provided that cancellations are requested within one month from the start of the corresponding quarter, the Directorate General for Transparency and Quality considers it advisable to improve the planning and control of both the courses offered and the training staff.

## APPENDIX – GENERAL SUMMARY OF ANNUAL SaC 2020

- **INITIAL ENTRIES:** corresponds to the number of entries received in the SaC system for which no monitoring process has yet been carried out.

	2020	%
Initial General SaC Entries	68,381	90.71%
Initial Tax-related SaC Entries	7,002	9.29%
<b>TOTAL</b>	<b>75,383</b>	<b>100.00%</b>

- *Distribution by SaC type*

General SaC + Tax-related SaC	2020	%
Suggestions	10,504	13.93%
Complaints	62,234	82.56%
Congratulatory messages	1,858	2.46%
Requests for information	787	1.04%
<b>TOTAL</b>	<b>75,383</b>	<b>100.00%</b>

- **TOTAL ENTRIES:** corresponds to the final number of entries received in the SaC system once the referral processes for entries that are multiple in nature, direct registrations, etc., have been carried out.

	2020	%
Total entries in the General SaC system	<b>76,611</b>	91.63%
Initial General SaC entries	68,381	
Multiple-nature (General SaC) entries	8,230	
Total entries in the Tax-related SaC system	<b>7,002</b>	8.37%
<b>Final number of registered SaC system entries</b>	<b>83,613</b>	<b>100.00%</b>

- *Distribution by entry channel*

General SaC		2020	% of TOTAL ENTRIES	% of entries by telematic channel
Telematic channel	Website	53,241	69.50%	96.48%
	Other	1,940	2.53%	3.52%
	<b>TOTAL</b>	<b>55,181</b>	<b>72.03%</b>	<b>100.00%</b>
010 Línea Madrid		<b>18,037</b>	23.54%	
In person		<b>3,319</b>	4.33%	
Postal service		<b>74</b>	0.10%	
<b>TOTAL</b>		<b>76,611</b>	<b>100.00%</b>	

Tax-related SaC		2020	% of TOTAL ENTRIES	% of entries by telematic channel
Telematics	Website	4,540	64.84%	94,60%
	Other	259	3.70%	5,40%
	<b>TOTAL</b>	<b>4,799</b>	<b>68.54%</b>	<b>100,00%</b>

010 Línea Madrid	1,747	24.95%
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In person	450	6.43%
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Postal service postal	6	0.09%
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<b>TOTAL</b>	<b>7,002</b>	<b>100.00%</b>
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General + Tax-related SaC		2019	% of TOTAL ENTRIES	% of entries by telematic channel
Telematics	Website	57,781	69.11%	96.33%
	Other	2,199	2.63%	3.67%
	<b>TOTAL</b>	<b>59,980</b>	<b>71.74%</b>	<b>100.00%</b>

010 Línea Madrid	19,784	23.66%
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In person	3,769	4.51%
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Postal service	80	0.10%
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<b>TOTAL</b>	<b>83,613</b>	<b>100.00%</b>
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- **General SaC:** This section includes both the data relating to the activity carried out directly in the Suggestions and Complaints Service which lead to processing as General SaC, as well as data relating to handling and processing by the management units.
  - *Suggestions and Complaint Service Activity (management unit)*

TASKS		2020
Completion in management unit	For being multiple in nature	3,876
	For change in procedure	3,316
	Answered	144
	Not admitted	3,782
<b>TOTAL</b>		<b>11,118</b>

	2020
Average completion time in calendar days	8.06

	2020	% of total entries
General SaC assigned to management units	65,486	85.48%

○ *Handling by management units*

	2020
SaC assigned to management units	65,486
SaC referred by management units to AVISOS MADRID and SACPM	11,479
SaC processed by management units	54,007

○ *Distribution by SaC type (processed by management units)*

	2020	%
Suggestions	8,391	15.54%
Complaints	43,870	81.23%
Congratulatory messages	1,746	3.23%
<b>TOTAL</b>	<b>54,007</b>	<b>100.00%</b>

○ *Classification by area*

Area	TOTAL	%
Environment	19,081	35.33%
Mobility, Transport and Fines	11,276	20.88%
Citizen Service	3,965	7.34%
Sports	3,925	7.27%
Public Roadways and Spaces	3,909	7.24%
Social Services	3,050	5.65%
Security and Emergencies	2,626	4.86%
Culture	1,389	2.57%
Urban Planning	1,221	2.26%
Health	1,165	2.16%
City Administration and Finance	858	1.59%
Education and Youth	553	1.02%
Employment	484	0.90%
Economy and Technological Development	435	0.81%
Housing	34	0.06%
Social Cohesion	31	0.06%
Tourism	5	0.01%
<b>Total</b>	<b>54,007</b>	<b>100.00%</b>

○ *SaC Completion*

	2020	%
Answered	48,906	90.55%
Filed without response	630	1.17%
Answered after deadline	456	0.84%
Not admitted	4,015	7.43%
<b>TOTAL</b>	<b>54,007</b>	<b>100.00%</b>



○ Average response time

	2020
Average response time in calendar days	25.93

○ Percentage of responses by time period

	2020
20 calendar days or less	49.47%
45 calendar days or less	78.61%

- **TAX-RELATED SaC:** this section details the handling data carried out by the Tax-related SaC Department of the Suggestions and Complaints Service.

○ Tax-related SaC Department activity

	2020	% of Sac System total
Initial Tax-related SaC Entries	7,002	8.37%
Referred to General SaC	307	
Final number of Tax-related SaC handled	6695	

○ Distribution by SaC type

	2020	%
Suggestions	173	2.58%
Complaints	5,660	84.54%
Congratulatory messages	98	1.46%
Requests for information	764	11.41%
<b>TOTAL</b>	<b>6,695</b>	<b>100.00%</b>

○ Classification by area

Materia	2020	%
Collection	2,254	33.67%
Public fees and charges	1,548	23.12%
Taxpayer Service	1,182	17.65%
IBI	632	9.44%
IVTM	541	8.08%
IIVTNU	369	5.51%
General affairs	68	1.02%
IAE	52	0.78%
ICIO	49	0.73%
<b>TOTAL</b>	<b>6,695</b>	<b>100.00%</b>

○ Completion

	2020	%
Answered	6,252	93.38%
Filed without response	0	0.00%
Answered after deadline	0	0.00%
Not admitted	443	6.62%
Withdrawn	0	0.00%
<b>TOTAL</b>	<b>6695</b>	<b>100.00%</b>



- *Average response time*

	2020
Average response time in calendar days	14.14

- *Percentage responses by time period*

	2020
20 calendar days or less	80.43%
45 calendar days or less	94.80%



JULY 2021

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