

Europe for citizens - Digitalization



PLœUC-L'HERMITAGE 
Source du Lié et Forêt de Lorge

Context

- We organized a debate on the subject of digitalization in Ploeuc-L'Hermitage on Friday the 29th November.
- We completed with a **questionnaire**, for people who wanted to let us know their ideas and feelings.
- We introduced the debate with a quick presentation of the numeric tools proposed by the city.



Debate – friday November the 29th

Positive points

- Digital can allow people to remain anonymous when they have specific requests
- Digital allows to be nomadic, and work at home but also access to public services
- It helps improve our productivity in our every day life, it helps us to save time for hobbies and so on.
- Open data could provide us new local services in the future.
- Development of the fiber, which will arrive in the whole Brittany very soon is a great opportunity for the area
- Speed, reliability and convenience for those who are comfortable with the digital tools
- Digitalization is a way to save time for city agents, so they can focus on other tasks for the benefit of the town.
- Many older people use an application to stay in touch with family.

Negative points

- Digital is transforming relationships between people : it becomes a customer relationship
- Digital is seen as a threat, especially in the labor market : new jobs are emerging, but will they benefit to our territory ? Will they all only be concentrated in the big cities ?
- The digital tools must be an additional service. Physical access should not be closed, because, for exemple the reception in the town hall is very important in rural ares.
- A digital platform developed by public service must be accompanied by public support, communication and explanation.
- There is a real digital divide : based on a social differences, an age differences and a territorial differences.
- Digitalization is killing local commerce.
- Not enough investments in the rural territories for new technologies.
- Some people also pointed that there is a weakness of investments for digital in the rural territories compared to urban areas

Points admitted by all participants

- It is important to provide personalized help to frail people (seniors)
- Our town is quite far from some administrative centers, we must keep public service nearby while offering the possibility to access
- People think in general rule that we have to go further in the digitalization, but we have to keep human contact to access to information
- Our Mayor has decided to go further and to propose an other questionnaire to people