

REPORT-PRESENTATION

TELEMATIC
APPLICATION
T-CANARIA AND THE
CANARY ISLANDS
TRANSPARENCY INDEX
(ITCANARIAS) FOR THE
SELF-DIAGNOSIS AND
EVALUATION OF
INSTITUTIONAL
TRANSPARENCY



#CALL FOR INNOVATIONS AT THE EDGE OF GOVERNMENT

Call from the OECD
Observatory of Public
Sector Innovation (OPSI)

EXTENDED
VERSION



COMISIONADO DE TRANSPARENCIA
CANARIAS EN CLARO

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1. Executive summary

The Canary Islands Transparency Index (ITCanarias) and the application which supports it and allows for the evaluation of transparency portals, T-Canaria, constitute a singularity in the measuring of the degree of compliance with transparency laws at a national level, given that neither the State nor the Autonomous Communities have similar instruments, with the Canary Islands being trailblazers in this matter. However, because it is inspired by the national MESTA methodology, it is possible for it to be applied throughout the country as a whole.

The configuration of a new system of institutional transparency and right to access information from public institutions has been developed over the past six years by means of a varied number of autonomic laws, regional regulations, and insular and municipal ordinances. As a whole, they have equated the country with those most advanced in this field; even though defects and shortfalls can be noted in a model that, similarly to others, can always be improved. However, even if on paper regulations are much more precise than those of 2013, the truth is that it is still not known how the over 20.000 public institutions and dependent entities are applying transparency laws, especially in regards to the so-called active advertising obligations, that is, the information that they are obligated to publish on their transparency portals or websites.

There are no consolidated statistics in regard to the right to access information in Spain: a paradoxical lack of information (in terms of the transparency about transparency) that notably improves in reference to data regarding claims presented by citizens before national and regional guarantor bodies when their right to access information is denied.

In just three years, ITCanarias has become the widest and most transversal evaluation of public policies currently in institutions of the Canary Islands (and unique in this field in Spain); as it has already reached 278 of 340 public organisations [institutions and dependent entities] in the last year by means of the collection of over two million data each year. This process would never be achievable for the small team in the Office of the Canary Islands Commissioner of Transparency without the collaboration of over 400 public servants in all institutions in the Canary Islands. The ITCanarias was recognised at the end of 2019 with two national awards ([Novagob](#) and [Fundación Compromiso y Transparencia](#)). Likewise, during the citizens' enquiries period, it was proposed for evaluation to be included in the IV Open Government Plan of the Government of Spain.

IMPACT. - The progressive fine tuning over three years of the Canary Islands Transparency Index (ITCanarias), through the telematic application T-Canaria, has allowed for the configuration of an online, inter-institutional, administrative procedure. The telematic mediation has made possible a permanent level of interaction and instantaneous collaboration each year, during the months on which the evaluation process takes place, between the small staff of the Office of the Commissioner of Transparency and the over 400 public servants in all institutions of the Canary Islands. Their experiences are the basis of a virtuous circle that progresses and gets feedback in a continuous and bidirectional manner; and thus, allows for the improvement, year after year, and in a demonstrable way, both of the quality of the ITCanarias Index and the informative richness of more than 80% of the Archipelago's transparency portals.

LEARNING. - The methodology and computing tool employed in the creation of ITCanarias do not only evaluate the compliance with transparency regulations on the Canary Islands. They have also permitted the analysis of the degree of compliance with active advertising obligations prescribed by the National Transparency Law (Law 19/2013); as they are included

in the obligation maps for all organisations in T-Canaria. The comparative evaluation does not reflect significant differences between the Compliance with Active Advertising Indicators in the Canary Islands and at a national level, respectively. On average, in the last evaluation, the difference between both indicators was just of three tenths of a point. For the second year in a row, the degree of compliance with the 61 regulations of the Basic Law has proven to be a good measuring sample of regional laws, which shows reliable and reasonable possibilities for a homogenous measuring of the compliance with regional laws all over the country with that sample of 61 obligations included in the national Basic Law. That is, this model can be employed all over Spain to obtain homogeneous results, comparable among all autonomous communities or all town councils.

2. Office of the Canary Islands Commissioner of Transparency and Access to Public Information

The Law 12/2014 defines the Office of the Canary Islands Commissioner of Transparency and Access to Public Information as the **body responsible for the development, analysis, control and protection of public transparency and the right to access** public information within the Canary Islands Autonomous Community, with full autonomy and independence in the exercise of its duties. Additionally, the Organic Law 1/2018, of 5 November, regarding the reform of the Statute of Autonomy of the Canary Islands grants **statutory character** to the Office of the Commissioner and introduces, for the first time, a guarantor body of this kind into the so-called «bloc of constitutionality».

Among the functions of this guarantor body, listed in article 63 of the Law 12/2014, the following can be found:

The **resolution of claims** filed against express acts or presumed rulings on requests for access to information on entities and bodies listed on article 2.1 of the law, as well as on insular councils, town councils and dependent institutions linked to them.

The **control of the compliance with the obligation of publishing information** listed in title II of the Law by the related bodies and institutions.

The **formulation of recommendations** for the compliance and uniform interpretation of the legal obligations in relation to the right to access and transparency.

Advising citizens and institutions on these matters.

Evaluating the degree of application and compliance with this law.

Also, in article 65 of said law, it is established that the Office of the Commissioner will produce an **annual report on the degree of application and compliance with this Law** in the previous year and the minimum content required for this document is listed.

As can be observed, the duties of the Office of the Commissioner are diverse and require a multidisciplinary team made up of personnel specialised in the legal, evaluation, control, promotion and dissemination of transparency fields.

Up to the end of 2019, the staff working at the Office of the Commissioner of Transparency consisted of a Head of General Issues and Complaints, a Head of Evaluation and Control of Transparency, two administrative assistants and two interns (there is currently one more). The services of the Parliament of the Canary Islands are employed for other general duties.

The following table shows a summary of the work performed by the guarantor body since its creation: the last four-month period of the year from 2015 to 2019.

Table 1. Operational statistics: Administrative files in the Office of the Canary Islands Commissioner of Transparency 2015 – 2019.

File Type	2015	2016	2017	2018	2019	Total
Claims for the right to access information	18	91	154	355	245	863
Complaints for the non-compliance with the Law of Transparency	0	0	7	6	6	19
Written inquiries	0	0	3	2	3	8
Written requests for access to the Office of the Commissioner's information	0	0	0	5	3	8
Evaluations of transparency portals		37	96	209	278	620
TOTAL	18	128	260	577	535	1.518

TABLE FOOTNOTE.- The table shows the 1.518 matters addressed through administrative proceedings by the Office of the Commissioner of Transparency team, four public servants and two interns in 2019, mainly through the electronic office (<https://sede.transparenciacanarias.org/>).

Not included are requests for information or inquiries solved in-person, via phone, e-mail or social media, or those addressed and solved on informative meetings held each year on the seven islands with over 400 public servants in charge of entities and institutions. Moreover, ten petitions redirected to the appropriate administrations were also processed.

It should be noted that the ITCanarias evaluations carried out each year refer to the state and quality of transparency portals in the previous year, and that in 2015 this was done in the last four-month period of the year. In 2020, the number of files on the evaluation of portals will increase considerably as, for the first time, the obligated private subjects with the highest public subsidies will also be reached. -

3. The Canary Islands Transparency Index (ITCanarias) and the telematic application T-Canaria

The 15 regional laws of transparency approved in Spain after the Law 19/2013, of 9 December, hold a high level of consistency in terms of the right to access public information inasmuch as the national regulation is basic and regulates a common and similar proceeding for all. Regional legislation differs notably in the regulation of «guarantor bodies» of transparency

that have to ensure the compliance of said regulations, as well as in the description of the active advertising obligations that all obligated subjects must publish and digitally update.

Nevertheless, **evaluating the degree of application and compliance with these obligations as prescribed by the national and regional laws is one of the challenges** faced by all guarantor bodies. The **complexity** stems from three factors: the high number of obligated subjects (public and private), their different legal nature and the lack of a standard methodology of evaluation. In fact, the Sindic de Greuges and the Office of the Canary Islands Commissioner of Transparency are the only guarantor bodies that carry out the task of evaluating a wide group of public subjects in their jurisdiction each year; and the evaluation of private subjects recipient of public subsidies or grants has not yet started. Even so, inasmuch as those regulations were essentially designed according to the Law 19/2013, it is possible to design an instrument that meets the needs and obligations of each of them.

In 2017, the Office of the Canary Islands Commissioner of Transparency created the Canary Islands Transparency Index (ITCanarias), taking as an essential frame of reference the Methodology of Evaluation and Monitoring of Transparency in Public Activity (MESTA, in its Spanish acronym), developed by the Council of Transparency and Good Governance (CTBG), a guarantor body at a national level, and the now extinct National Agency of Public Policies and Quality of Services Evaluation (AEVAL). It was a theoretical proposal that has been pragmatically adjusted to the Canary Islands model by putting it in practice. This methodology is applicable to all subjects obligated by transparency laws, regardless of their legal nature, which allows for comparisons with a single index.

Additionally, in order to facilitate the process of evaluation by ITCanarias, **at the end of 2017 the Office of the Commissioner approved the telematic application T-Canaria**. The first version was designed in December, 2016, was approved by the [Resolution of 22 December 2017](#) and became operational on 9 January. **It represents a real innovation in matters of transparency by allowing for a normalised evaluation through a tool that incorporates ITCanarias' mathematical algorithm**; applying –and this is very relevant– all the guarantees of administrative proceedings: strict procedural regulation and the specification of the transparency obligations determined by law and not by the evaluator.

Moreover, the application was designed with the goal of creating a tool based on the respect of the diversity of regulations and the facilitation of scalability, so it could be adopted by other autonomous communities, as it is being done already in three of them.

Both the evaluation and the development of the T-Canaria application have proved to have a **positive impact on the transparency** of institutions and their public sectors, which is also increased by the evaluation process being participatory and allowing for institutions to self-analyse, self-evaluate and improve the contents of their websites or transparency portals before reporting to the Office of the Commissioner.

Among the consequences of evaluation, the first one is the manifest and positive year-to-year global evolution of organisations, as well as the increase of participation in the evaluation: in 2016, only 96 public administration offices were analysed, reaching an average score of 3,14; while in 2018, 278 of the 340 public organisations registered in the Canary Islands participated and more than half of said institutions scored above 5. Secondly, there is an increase in the awareness about transparency obligations from the subjected organisations and a better knowledge from citizens of the functions of the Office of the Commissioner, given the media impact of scorings based on an objective exam.

The model of evaluation of public institutions (ITCanarias) (with its application, T-Canaria) was awarded the «Premio NovaGob Excelencia 2019 al buen gobierno e integridad» («NovaGob Excellency Award 2019 for good governance and integrity») on October 2019. On that same month, it was recognised in Madrid as one of the best transparency practices and good governances of 2018, both in Spain and Latin America; a recognition awarded by the Compromiso Empresarial Foundation and Telefónica. [More information.](#)

A. Creativity and knowledge

Transparency used to be channelled through dialogue, interaction or bilateral relations between public administrations and citizens and through the publication of annual reports or activity reports that frequently avoided the drier or more unpopular aspects of public management. After the enactment of Law 19/2013, of 9 December, of transparency, right to access public information and good governance, more importance is given to the previous and proactive information that each obligated subject has to publish digitally and at a very low cost, in that way avoiding part of the questions previously asked by interested parties.

Nowadays, technology plays a fundamental role and provides a series of notable resources and advantages. The data generated by each administration increases each year and it is expected that obligations about their automatic publication will also increase, as indicated by certain regulatory tendencies that support the automatic publication of any content generated, as long as it does not affect the access limitations considered in the regulations (articles 14 and 15 of Law 19/2013, of 9 December, of transparency, right to access public information and good governance and articles 37 and 38 of Law 12/2014, of 26 December, of transparency and right to access public information, especially the one related to the protection of data of a personal nature).

Therefore, active transparency and technology can be seen as leading a cultural and organisational shift within public institutions and their dependent entities. However, as it is still a novel practice in the public field, the existence of an evaluation that helps the development of efficient strategies to face the shift in optimal time period is still needed¹.

In the 19th century, the British physicist and mathematician William Thomson Kelvin established the basis of what is certainly the cornerstone of evaluating processes, summarising it in three sentences: «What is not defined cannot be measured. What cannot be measured cannot be improved. What cannot be improved always deteriorates».

In this way, **the first step towards being able to measure the active transparency of the Canary Islands entities is defining which the active advertising obligations** that must be included in portal or spaces devoted to transparency are. So, taking into account the legal nature of all the Canary Islands public entities, **26 maps of obligations were defined**. The following table shows the number of obligations per “type of information” for each obligated subject.

¹ Before the enactment of Law 19/2013, International Transparency conducted in Spain two different and non-mandatory annual evaluations of town councils with a population of over 100.000 and of the Public Administrations of Autonomous Communities.

Table 2. Map of obligations of public institutions of the Canary Islands.

Map of obligations according to the legal nature of the obligated subject	Institutional	Organisational	Free designation staff	Public Sector Employment	Retributions	Regulatory	Services and proceedings	Economic-financial	Patrimony	Planning and programming	Public works	Contracts	Management agreements and shares	Public services concession	Grants and subsidies	Urban planning	Statistics	Right to access	Grand Total
	9	11	6	7	7	15	8	23	7	7	2	22	20	1	8	5	3	4	165
Autonomous Community	9	11	6	7	7	15	8	23	7	7	2	22	20	1	8	5	3	4	165
Commercial Autonomous Bodies	3	6	5	7	7		8	10	1	7	2	22	18	1	5		1	4	107
Autonomous Bodies	3	6	5	7	7		8	10	1	7	2	22	18	1	5		1	4	107
Public Entities	3	6	5	7	7		8	10	1	7	2	22	18	1	5		1	4	107
Corporate Public Entities	3	6	5	7	7		8	10	1	7	2	22	18	1	5		1	4	107
Public Companies	3	6	4	6	6		6	7			22	18	1	5		1	4	89	
Foundations	3	6	4	6	6		7	7			22	18	1	5		1	4	90	
Consortiums	3	6	4	6	6		7	7			22	18	1	5		1	4	90	
Insular Councils	12	11	5	8	8	12	9	23	7	8	2	21	16	1	5	1	1	3	153
Autonomous Bodies	3	6	5	6	8		8	10	1	7	2	21	16	1	5		1	3	103
Corporate Public Entities	3	6	5	6	8		8	10	1	7	2	21	16	1	5		1	3	103
Public Companies	3	6	4	5	7		6	6			21	16	1	5		1	3	84	
Foundations	3	6	4	5	7		7	6			21	16	1	5		1	3	85	
Consortiums	3	6	4	5	7		7	6			21	16	1	5		1	3	85	
Town Councils	12	11	5	8	8	12	9	23	7	8	2	21	16	1	5	1	1	3	153
Autonomous Bodies	3	6	5	6	8		8	10	1	7	2	21	16	1	5		1	3	103
Corporate Public Entities	3	6	5	6	8		8	10	1	7	2	21	16	1	5		1	3	103
Public Companies	3	6	4	5	7		6	6			21	16	1	5		1	3	84	
Foundations	3	6	4	5	7		7	6			21	16	1	5		1	3	85	
Consortiums	3	6	4	5	7		7	6			21	16	1	5		1	3	85	
University	6	11	6	7	7	9	8	15	6	7	2	22	19	1	5		1	4	136
Autonomous Bodies	3	6	5	7	7		8	10	1	7	2	22	18	1	5		1	4	107
Corporate Public Entities	3	6	5	7	7		8	10	1	7	2	22	18	1	5		1	4	107
Public Companies	3	6	4	6	6		6	7			22	18	1	5		1	4	89	
Foundations	3	6	4	6	6		7	7			22	18	1	5		1	4	90	
Associations	6	8	3	7	7		6	12	4	7		21	7			1	3	92	
Grand Total	108	178	119	163	183	48	193	267	41	107	28	559	436	25	128	7	28	91	2.709

TABLE FOOTNOTE. - What is shown in the previous table is the amount of content or information that must be published online by each of the obligated subjects. For instance, the Public Administration of the Canary Islands must report on 165 obligations, of which 9 are classified as institutional, 11 are regarding the organisational structure, 6 are regarding free designation staff, etc. Likewise, the autonomous bodies and Corporate Public Entities that are dependent on the Autonomous Community have to publish 107 obligations: 22 related to contracts, 18 related to agreements and charges, 5 related to grants and subsidies, etc.-

Having defined what must be measured, the **second step** is to establish a methodology of evaluation.

1. The Canary Islands Transparency Index (ITCanarias)

The creation of ITCanarias was inspired by the [Methodology of Evaluation and Monitoring of Transparency in Public Activity \(MESTA\)](#). This methodology is applicable to all subjects obligated by transparency laws, regardless of their legal nature, which allows for comparisons of a single value in the amalgam of entities.

The Canary Islands Transparency Index (ITCanarias) is based on four indicators: the Compliance with Obligatory Information Indicator (ICIO), the Compliance with Web Support Indicator (ICS), the Compliance with Active Advertising Indicator (ICPA) and the Voluntary Transparency Indicator (ITV).

ITCanarias

It measures the **degree of active transparency**, obligatory or non-obligatory, of an entity. (maximum score: 10)

ICPA

It measures the **degree of compliance** with active advertising from obligated subjects. (maximum score: 10)

ITV

It measures different **non-obligatory practices** that favour or increase the transparency of an entity (maximum score: 1)

ICIO

It measures the degree of compliance with active advertising obligations, analysing the **characteristics of the information** and the mode of publishing. (maximum score: 1)

ICS

It measures the **technical features** required for the **web support** that contains the active advertising information (maximum score: 1)

With each of these indicators, different aspects, named criteria or attributes, that influence active transparency and the communication of information by the entity are assessed. In total, 15 criteria are scored: five for each of the obligations in the maps, four for web support and six for voluntary transparency.

Compliance with Obligatory Information Indicator (ICIO)

This indicator is used to measure the way in which each active advertising obligation is communicated. It is not enough to publish written or scanned reports; it is also necessary to provide the data with certain characteristics in order to facilitate the access and understanding of them.

The criteria assessed for each of the active advertising obligations are the following:

Content of the information
<ul style="list-style-type: none"> •It refers to the information to be published, with every piece of data, text, graphic, etcetera, regardless of the format, being considered information.
Mode of publication
<ul style="list-style-type: none"> •Whether the information is published directly (the citizen is taken to the content of the information) or indirectly (the citizen is taken to the website that contains the information, but they must search for it) is evaluated.
Update
<ul style="list-style-type: none"> •The dates that locate the information in time are checked, be it the date of the creation of the document or the date of its update/revision on the website.
Accessibility
<ul style="list-style-type: none"> •It refers to the ease or difficulty to reach information on the transparency portal.
Reusability
<ul style="list-style-type: none"> •The format of the information must comply with what was established by Law 37/2007, of 16 November, regarding the reusability of information in the public sector, and in its development regulation.

However, even though neither the law nor the MESTA methodology establish levels of importance within the criteria, it does not seem logical that the updating of the information and it being published directly or indirectly have the same importance. Because of this, these attributes are assessed according to the following weights:

Table 3. Assessment of the criteria of the Compliance with Obligatory Information Indicator.

Criterion	Content	Place of publication	Update	Accessibility	Reusability
Weight	40 %	5 %	30 %	5 %	20 %

Once the attributes are assessed, the value of each obligation is calculated. To this end, the scores of each criterion multiplied by the corresponding weight are added together. Then, the ICIO is calculated by averaging out the scores of the obligations.

Compliance with Web Support Indicator (ICS)

Web support references the space where active advertising obligations are published, whether it is a transparency portal or a section of a website or the entity's electronic office, so that, with this indicator, the technical features that facilitate access and navigation are measured.

The criteria taken into account are the following:

Web accessibility

- It denotes the properties that the system must incorporate, so that the greatest number of people possible and in the greatest number of circumstances can access and use it. (Royal Decree 1112/2018, of 7 September, about the accessibility of websites and phone applications of the public sector, and the regulation of their development).

Publishing location

- It describes whether the information is located on a section or tab, or if it is scattered throughout the website.

Structure

- It evaluates if the web support is configured according to the Canary Islands Law of Transparency 12/2014, in such a way that facilitates the identification and search for information by citizens, following the types of information regulated in articles 17-33 of said Law.

Search engine

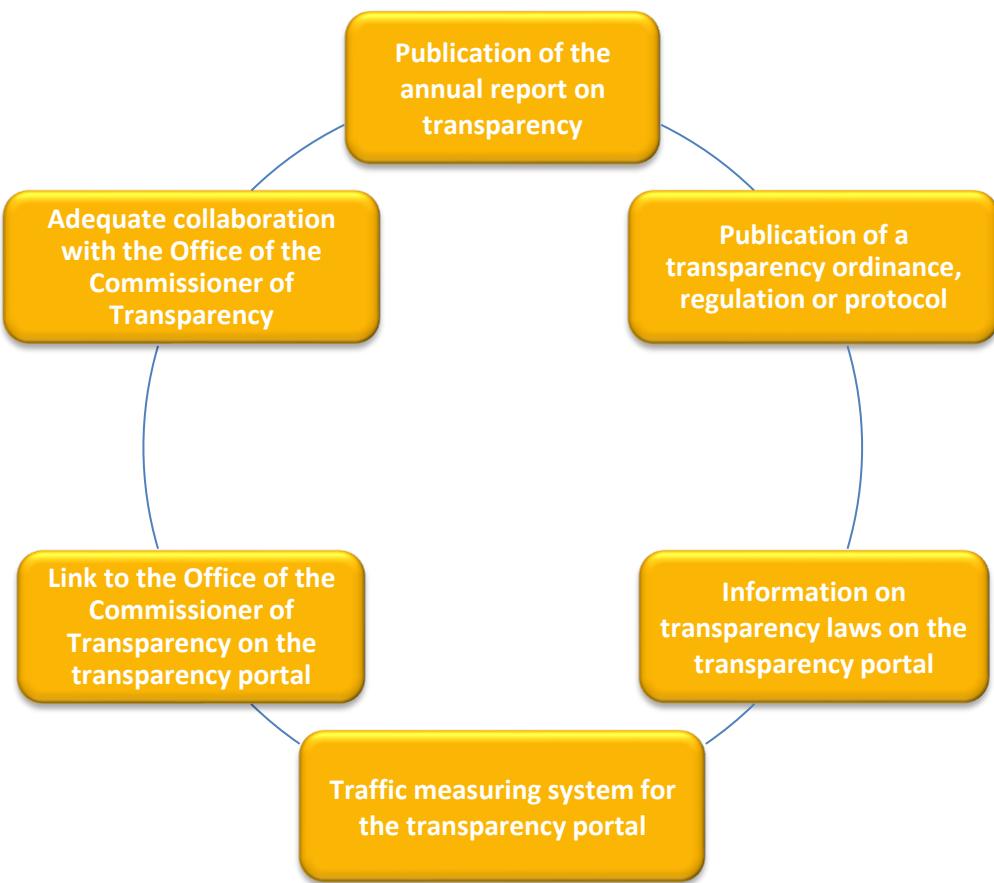
- It references the possibility of searching for information from the main page of the transparency portal or space, without having to browse said portal.

In this case, the four criteria have the same weight and are only assessed once because web support is unique. Therefore, to obtain the ICS the criteria are scored and the average is calculated.

Voluntary Transparency Indicator (ITV)

Finally, in order to assess Voluntary Transparency, a series of good practices not included in the regulations, but which increase and improve the degree of transparency of an entity are taken into account.

The good practices that are currently scored are:



However, as with the information criteria, these actions do not present the same level of difficulty and, thus, are given the following assessments:

Table 4. Assessment of good practices of Voluntary Transparency.

Action	Annual report	Transparency ordinance	Information about transparency laws	Measuring system	Link to the Office of the Commissioner	Collaboration
Weight	30 %	10 %	10 %	10 %	10 %	30 %

Therefore, in order to calculate the ITV, these actions are assessed and the scores multiplied by their weight are added together.

Compliance with Active Advertising Indicator (ICPA)

This indicator measures the degree of obligatory transparency of an entity, that is, how much information it publishes, how it publishes it, where it publishes it and how easy it is to access it; and this is calculated combining the Compliance with Obligatory Information Indicator (ICIO) and the Compliance with Web Support Indicator (ICS).

However, it would not make sense for the format of the information to hold the same, or even more, weight than the information itself and, thus, they are given 70 % - 30 % weights. Therefore, the ICPA is calculated multiplying the ICIO by 7 and the ICS by 3 and adding them together.

The Canary Islands Transparency Index (ITCanarias)

Lastly, the ICPA and ITV indicators generate the Canary Islands Transparency Index, which is the final score in the evaluation of the transparency of an entity. This value is calculated adding together the ICPA and the ITV, that is:



However, even if the ICPA has a maximum score of 10 and the ITV a maximum score of 1, the highest possible score for the ITCanarias will not be 11 points, but 10. Therefore, if any entity surpasses this limit, its ITCanarias will be 10 points regardless².

It should be noted that, even though neither the transparency laws nor the MESTA methodology establish assessments for the different types of information, it is not logical for the contract or planning and programming obligations to have the same value as the entity's institutional information. Because of this, the possibility of adding different assessments for the obligations according to the difficulty of compliance and their public importance is being developed.

Next, the **third step** that must be followed to be able to measure active transparency is explained: developing a tool that allows for that measuring.

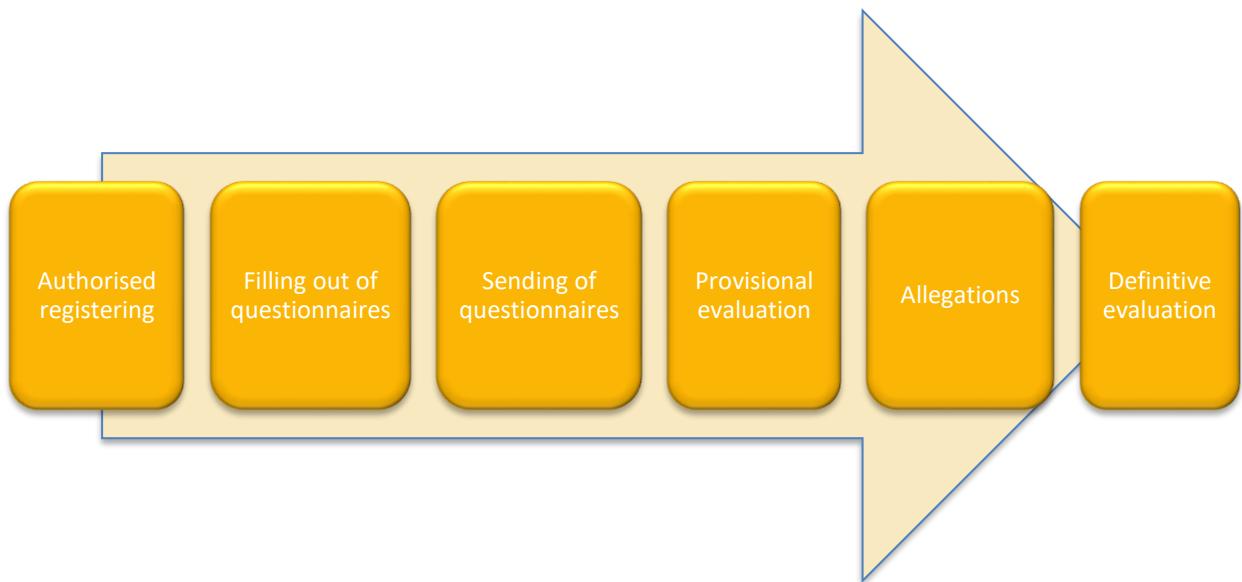
2. Telematic Application T-Canaria

In order to facilitate the evaluation process and the communication between entities and the Office of the Commissioner, by means of the [Resolution of 22 December 2017](#) the telematic application for the Evaluation of the Canary Islands Transparency Index (ITCanarias), named [T-Canaria](#), was approved. This application is hosted on the guarantor body's electronic office and provides the results for the indicators by means of three questionnaires that entities must answer: one for active advertising, one for the right to access, and one for general information. At the same time, it allows for an annual and interannual monitoring of entities and enables the treatment of the evaluation information and the comparisons among the different public entities.

² For more information on the evaluation methodology of ITCanarias, the Manual for the T-Canaria Application can be consulted on the following link: <https://sede.transparenciacanarias.org/publico/evaluacion>.

On the main page of the application, both the user manual and the map of obligations for all entities according to their legal nature can be downloaded and are available for all citizens.

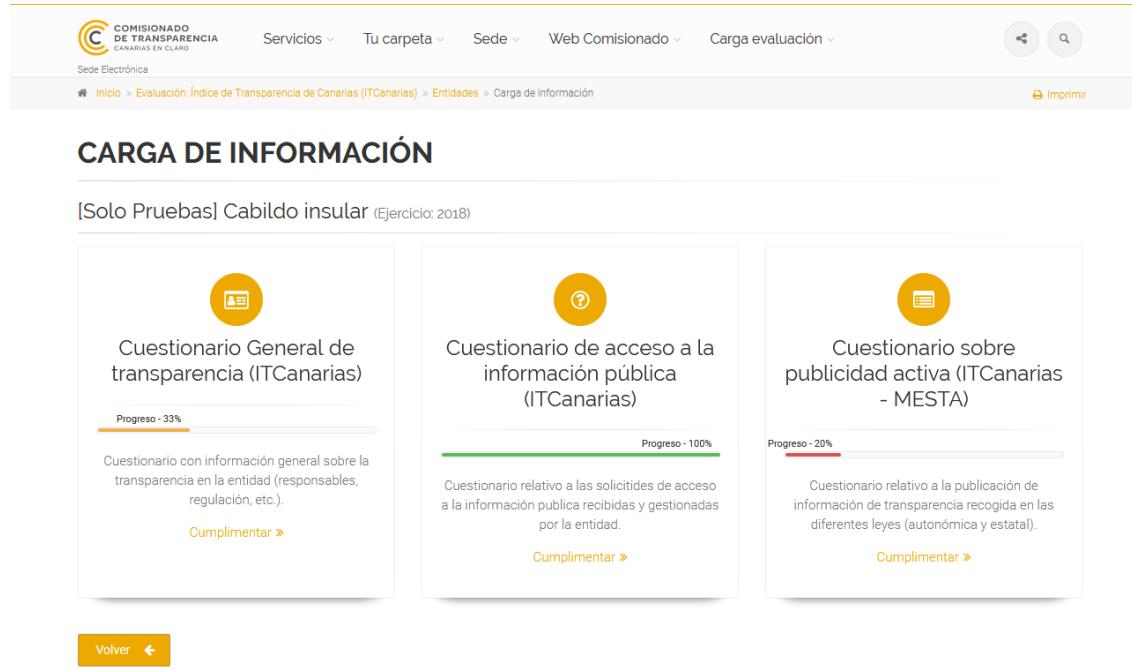
The process of evaluation within the application comprises six stages:



On the first stage, Authorised registering, an entity has to designate the person in charge of operating the application, either filling out the questionnaires or/and signing and sending them to the Office of the Commissioner. To this end, they must fill out the Request for authorised registering available on the main page of the application.

The next two stages are simultaneous, that is, once the filling out stage starts, the sending stage will also commence and both will remain open until the sending stage is completed.

During these stages, entities must fill out the three questionnaires available on the application, which are the General Transparency Questionnaire, the Questionnaire on the Access to Public Information and the Active Advertising Questionnaire.



CARGA DE INFORMACIÓN

[Solo Pruebas] Cabildo insular (Ejercicio: 2018)

Cuestionario General de transparencia (ITCanarias)
Progreso - 33%
Cuestionario con información general sobre la transparencia en la entidad (responsables, regulación, etc.).
[Cumplimentar >](#)

Cuestionario de acceso a la información pública (ITCanarias)
Progreso - 100%
Cuestionario relativo a las solicitudes de acceso a la información pública recibidas y gestionadas por la entidad.
[Cumplimentar >](#)

Cuestionario sobre publicidad activa (ITCanarias - MESTA)
Progreso - 20%
Cuestionario relativo a la publicación de información de transparencia recogida en las diferentes leyes (autonómica y estatal).
[Cumplimentar >](#)

[Volver <](#)

At all times, the application will show how much of the questionnaires has been filled out and will also offer the possibility of **self-evaluation**. Thus, entities are able to improve their transparency portals before the evaluation of the Office of the Commissioner.

It should be mentioned that the application is not only able of calculating the indicators following the Canary Islands methodology, but also the national ones, so that if a national evaluation following the MESTA methodology were conducted, entities in the Canary Islands would be able to know their potential scores and compared themselves with any other evaluated subject in the country.

From the moment of its design, scalability and reusability in other regional, provincial and municipal areas were taken into account, so that enriching comparisons could be made in order to promote a healthy competition and improvements, as it usually happens with most quality rankings of public services.

Next, images of the three questionnaires are displayed.

CUESTIONARIO GENERAL DE TRANSPARENCIA (ITCANARIAS)

[Solo Pruebas] Cabildo insular (Ejercicio: 2018)

Completado al: 23%

[Validar](#) [Información](#) [Borrador](#) 

IDENTIFICACIÓN (1) > REGULACIÓN (2) > PUBLICIDAD ACTIVA (3) > DERECHO DE ACCESO (4) > ACLARACIONES

1. Identificación del sujeto obligado

1.1 Datos de la entidad

1. Presupuesto definitivo aprobado por la entidad para el ejercicio evaluado (excluidas las transferencias internas) o importe neto de la cifra de negocios del ejercicio inmediato anterior, según proceda:

Formato: 99999999,99 (No separe los miles con puntos y utilice una coma para los decimales)

99999999,99

2. Número de empleados de la entidad durante el ejercicio evaluado:



1.2 Alto cargo o directivo responsable en materia de transparencia

3. Nombre y apellidos del cargo o directivo:

4. Denominación del cargo o puesto oficial:

5. Correo electrónico:

6. Teléfono de contacto:



CUESTIONARIO DE ACCESO A LA INFORMACIÓN PÚBLICA (ITCANARIAS)

[Solo Pruebas] Cabildo insular (Ejercicio: 2018)

%

[Información](#) [Borrador](#) 

Otra información a cumplimentar

Plazo medio de resolución (en días)

Realice las aclaraciones que considere oportunas (Máx. 300 caracteres)

0 

Tipo de información	Institucional	Organizativa	Personal de libre nombramiento	Empleo en el sector público	Retribuciones	Normativa	Servicios y procedimientos	Económico-financiera	Patrimonio	Planificación y programación	Obras públicas	Contratos	Convenios y encomiendas de gestión	Concesión de servicios públicos	Ayudas y subvenciones	Ordenación del territorio	Estadística	Otra información	Total
Total solicitudes a resolver	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<input checked="" type="checkbox"/> Número de solicitudes pendientes de años anteriores	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<input checked="" type="checkbox"/> Número de solicitudes presentadas en el año de evaluación	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total solicitudes a resolver (desglose)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Resueltas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

CUESTIONARIO SOBRE PUBLICIDAD ACTIVA (ITCANARIAS - MESTA)

[Solo Pruebas] Cabildo insular (Ejercicio: 2018)

Progreso - 20%

Información  | Borrador 

Obligaciones | [Soporte web](#) | [Evaluación ITCanarias](#) | [Evaluación Ley Estatal](#)

Seleccione una tipo de información para completar las cuestiones del mismo.

Acciones	Tipo	Obligaciones	Respuestas	Cumplimentado	Autoevaluación	Comentarios
<input checked="" type="checkbox"/>	1 Institucional	12	2	16%	0,14	
<input checked="" type="checkbox"/>	2 Organizativa	11	0	0%	0,00	
<input checked="" type="checkbox"/>	3 Personal de libre nombramiento	5	5	100%	0,69	
<input checked="" type="checkbox"/>	4 Empleo en el sector público	8	1	12%	0,09	
<input checked="" type="checkbox"/>	5 Retribuciones	8	6	75%	0,43	
<input checked="" type="checkbox"/>	6 Normativa	12	0	0%	0,00	
<input checked="" type="checkbox"/>	7 Servicios y procedimientos	9	3	33%	0,28	
<input checked="" type="checkbox"/>	8 Económico-financiera	23	0	0%	0,00	
<input checked="" type="checkbox"/>	9 Patrimonio	7	2	28%	0,20	
<input checked="" type="checkbox"/>	10 Planificación y programación	8	0	0%	0,00	
<input checked="" type="checkbox"/>	11 Obras públicas	2	0	0%	0,00	
<input checked="" type="checkbox"/>	12 Contratos	21	0	0%	0,00	
<input checked="" type="checkbox"/>	13 Convenios y encomiendas de gestión	16	7	43%	0,33	
<input checked="" type="checkbox"/>	14 Concesión de servicios públicos	1	1	100%	0,87	
<input checked="" type="checkbox"/>	15 Ayudas y subvenciones	5	2	40%	0,35	
<input checked="" type="checkbox"/>	16 Ordenación del territorio	1	1	100%	0,96	
<input checked="" type="checkbox"/>	17 Estadística	1	1	100%	1,00	
<input checked="" type="checkbox"/>	18 Derecho de acceso	3	0	0%	0,00	
Totales:		153	31	20%	0,15	0

Cumplimente los siguientes campos, más los campos de cada obligación relativos a la autoevaluación, para obtener una estimación previa de la puntuación que obtendrá una vez remitida la información.

Accesibilidad

¿Publica la entidad la declaración de accesibilidad conforme al artículo 15 del Real Decreto 1112/2018, de 7 de septiembre sobre la accesibilidad de los sitios web y aplicaciones para dispositivos móviles del sector público?

Seleccione una opción

Campo obligatorio

Especifique la dirección de la entidad en la que está publicada la declaración de accesibilidad

¿La declaración de accesibilidad se encuentra visible desde cualquier página de la web?

Seleccione una opción

Campo obligatorio

¿Qué situación de cumplimiento de las pautas de accesibilidad tiene la web de la entidad?

Seleccione una opción

¿Se especifica el método por el que se preparó la declaración de accesibilidad y la fecha en la que fue preparada?

Seleccione una opción

¿Se publica la fecha de la última revisión de la declaración de accesibilidad?

Seleccione una opción

Campo obligatorio

Especifique la fecha de publicación de la declaración de accesibilidad

Campo obligatorio

¿Se proporciona al usuario un mecanismo de comunicación en los términos que se establecen en los artículos 10.2.a y 11 del Real Decreto 1112/2018? (Los artículos 10.2.b y 12 entran en vigor a los dos años de la publicación del RD.)

Seleccione una opción

Campo obligatorio

¿Se publica un enlace al procedimiento de reclamación regulado en el artículo 13 del Real Decreto 1112/2018 al que cualquier persona pueda recurrir en caso de que la respuesta a la comunicación o a la solicitud sea insatisfactoria? (Esta pregunta está apagada por entrar en vigor a los dos años de la publicación del RD.)

Sí

Accesibilidad
(Máx. 100)

0

Lugar de publicación

Indique si la web de la entidad dispone de apartado específico de transparencia o si la entidad dispone de Portal de Transparencia

Seleccione una opción

Campo obligatorio

Indique si el apartado de transparencia se encuentra visible y disponible o si hay un enlace visible al portal de transparencia en la página de inicio de la web de la entidad

Seleccione una opción

Campo obligatorio

Lugar de publicación
(Máx. 100)

100

Estructura

Estructura (Máx. 100)

Seleccione una opción

Campo obligatorio

Buscador

¿La web de la entidad tiene habilitado y en funcionamiento un buscador interno? (Máx. 100)

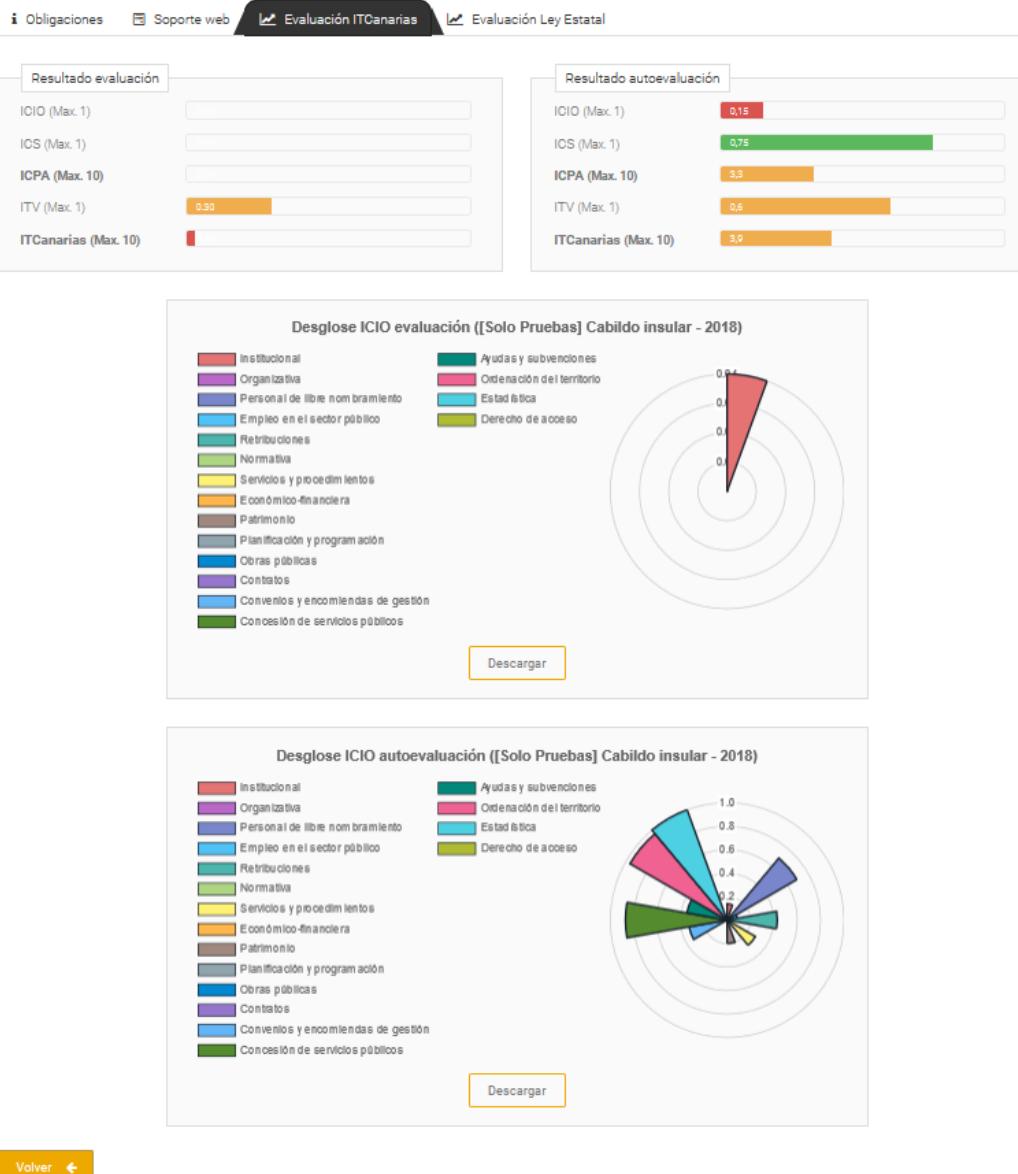
Seleccione una opción

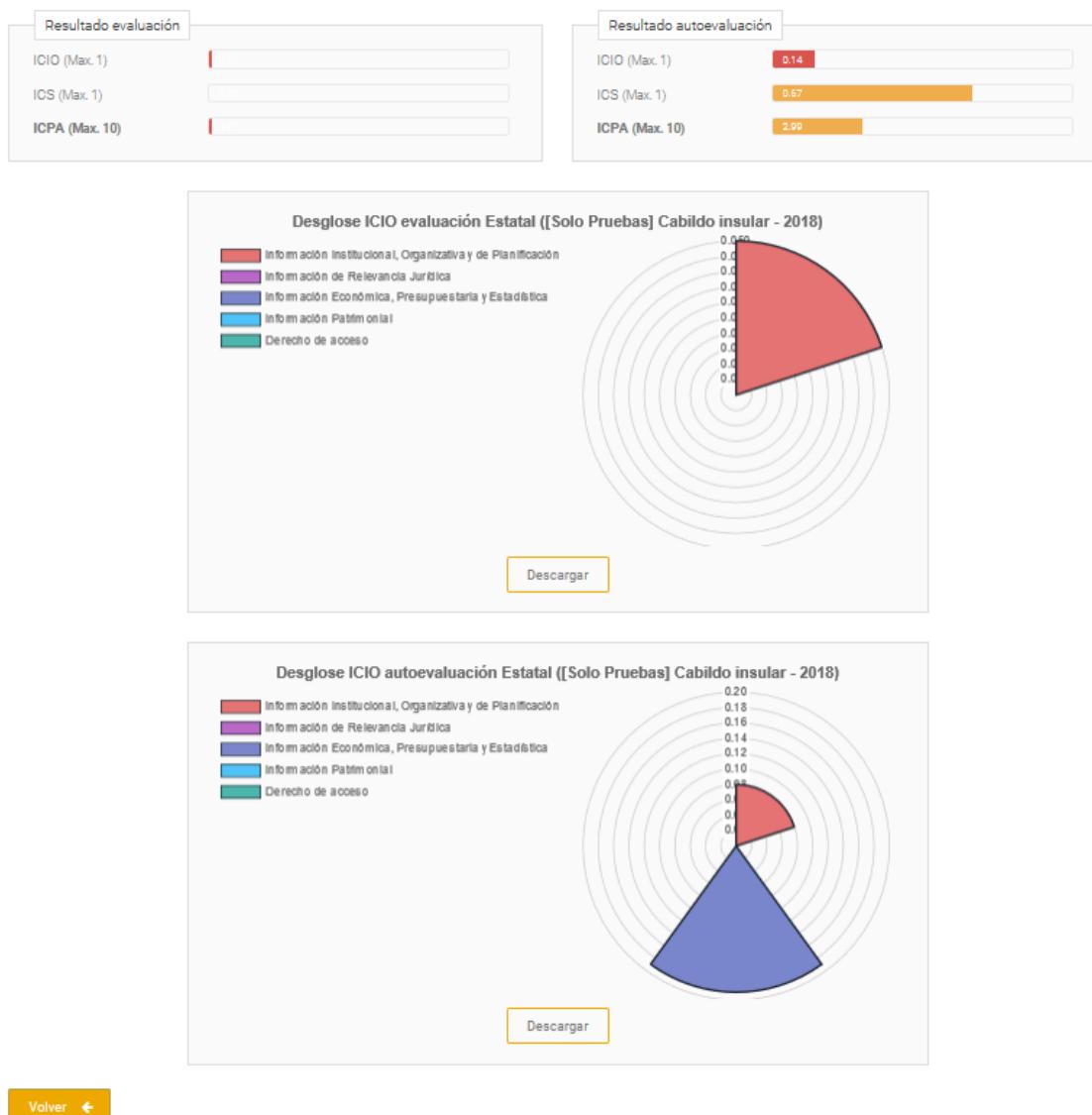
Campo obligatorio

 Aplique los cambios para actualizar los resultados de la autoevaluación. [Más información](#).

Aplicar 

Volver 



[Obligaciones](#) [Soporte web](#) [Evaluación ITCanarias](#) **Evaluación Ley Estatal**

[Volver](#)

Once the questionnaires have been filled out, they must be digitally signed and sent to the Office of the Commissioner through the application. This is an important feature of the tool, because, with the digital signature, an entry in the electronic registry of the guarantor body is created, which means that T-Canaria allows for the opening of as many **records** as participating entities there are.

After the sending stage, the provisional evaluation starts, a stage in which the services of the Office of the Canary Islands Commissioner of Transparency evaluate the sent questionnaires.

When this stage is completed, entities have the option of reviewing the Office of the Commissioner's evaluation and presenting the opportune **allegations** through the application.

Finally, the Office of the Commissioner reviews the presented allegations and finalises the evaluation with the definitive ITCanarias scores.

Thus, all the evaluation process and most of the communication between obligated subjects and the Office of the Commissioner is conducted telematically and in an official manner through the T-Canaria application.

The **last and fourth step** is to analyse the data and to establish lines and strategies for improvement in the next evaluation.

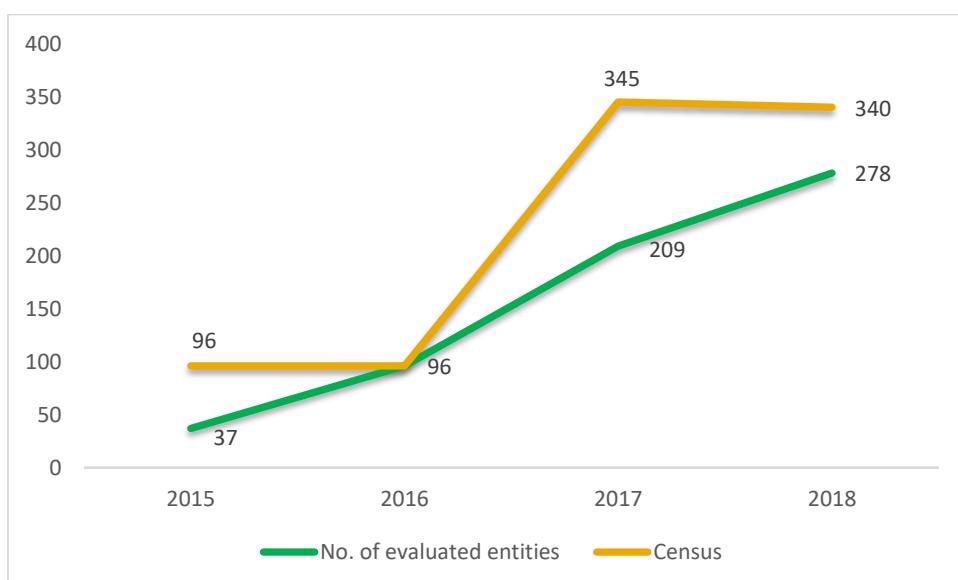
B. Effectiveness and efficiency: results.

The first year in which the compliance with active advertising obligations started to be evaluated was 2016, when the quality of transparency portals during 2015 was analysed. In that year, only 37 entities collaborated with the Office of the Commissioner of Transparency: the Public Administration of the Autonomous Community of the Canary Islands, the insular councils of Gran Canaria, La Palma, Lanzarote and Tenerife and 32 of the 88 town councils, that is, 38,54 % of public administrations. Four years later, and for the second year in a row, in the last report from the Office of the Commissioner, **all 96 administrations and the two public universities reported on their transparency: they collaborated by sending their declaration of transparency, something that is only done in the Autonomous Community of the Canary Islands.**

Also, in 2018, the first report in which the public entities linked or dependent on the 98 main institutions (autonomous community, insular councils, town councils and universities) were evaluated was conducted regarding 2017, a year during which 136 entities were deemed as non-compliant for not presenting their declaration of transparency. On the last report published in the Office of the Commissioner's website, in reference to 2018, **the number of non-collaborating or non-compliant entities was significantly reduced to only 62 obligated public subjects left to evaluate**, that is, 18,24% of the 340 Canary Islands obligated subjects.

Taking into account that the Canary Islands Transparency Index's methodology was first created to conduct evaluations in 2016 and that the T-Canaria application became operative in evaluations in 2017, the advancement of a transparency culture in the autonomous community is considerable, as can be gathered from the following chart.

Chart 1. Evolution of the number of evaluated institutions in the 2015-2018 period.



It should be pointed out that this progression has only been possible thanks to the collaboration and great work of the public servants in charge of the development and upkeep of the transparency portals and of the filling out and sending of evaluation questionnaires. In

this last evaluation process, more than 400 public servants from the 278 evaluated entities worked with the T-Canaria tool.

All this effort is shown in the results of the evaluation: the average score of ITCanarias 2018 for all evaluated entities amounted to 5,27, 0.2 points higher than the score of the previous year (5,03). Although it may seem that the dedication of the main institutions and their dependent entities did not have a significant repercussion on the average, as it happened on previous years, the work was reflected in the increase in the number of created and evaluated transparency portals. The fact that only 18,24% of entities were not evaluated, as opposed to the 39,42% from the previous year, should be kept in mind.

Of the 278 organisations that reported on their transparency, 153 reached an ITCanarias 2018 score equal or higher than 5, that is, 55,04 % of them, while in 2017 only 44,02 % reached that number. Therefore, **for the first time, more than half of the evaluated obligated subjects from the Canary Islands achieved an acceptable degree of transparency.**

It should be noted that, of those 153 entities, 86 scored higher than 7, that is, 30,94 % of them, as opposed to the 46 from the previous year. Moreover, 22 achieved an ITCanarias 2018 score equal or higher than 9, 15 entities more than in 2017.

On the other hand, 125 obligated subjects obtained an ITCanarias score lower than 5; that is, 44,96 % of collaborating entities. Even though this is a high percentage, it is lower than the percentage of 2017 (55,98 %). This also happened during the second year of evaluation of public administrations, so it is expected that, in the future, this decreasing trend will continue for those that did not surpass the five out of ten score.

Of the 125 entities that did not reach the score of 5, 65 of them obtained an ITCanarias 2018 score lower than 3 points, that is, 23,38 % of collaborating entities, while in 2017, this only happened to 17,70 % of them. This is mainly due to the fact that in 2017 the transparency portals' accessibility could not be evaluated, but since the enactment of the Royal Decree 1112/2018, of 7 September, on accessibility to websites and phone applications in the public sector, the ITCanarias evaluation methodology has been modified to test this criterion. It is expected that in future evaluations, the accessibility of portals will achieve better results because of the Royal Decree.

Additionally, 11 obligated subjects did not reach the score of 1, that is 3,96 % of them. As a result, these entities will have to make a greater effort to improve their transparency portals for the next evaluation.

It can be concluded that, in the last report, the number of very good transparency portals increased, but also the very bad ones, resulting in a neutralisation of both increases and a minimal change of 0.2 of the average.

Regarding the 96 public administrations of the Canary Islands, it stands out that the average from town councils was slightly lower than that of 2017, 5,16 as opposed to 5,33, while the average of insular councils and the score of the Public Administration of the Autonomous Community both increased. As can be gathered from this table, this backward movement took place after the great leap forward that happened between 2016 and 2017. In the first year of evaluations, the arithmetic mean of the 96 Canary Islands administrations barely reached 3,14 points; something that caused a reaction in those institutions with a greater awareness of transparency.

For the second year in a row, all public administrations obtained an ITCanarias average higher than 5, which reflects a progressive consolidation of a culture of transparency.

Next, the arithmetic and weighted means per population are shown for the 96 public administrations, as well as each type of administration.

[Note about the methodology of the means.] The ITCanarias arithmetic mean, or simply the average, is a measure of central tendency in which the scores of all entities are added together and are divided by the number of entities. All administrations have the same weight and so, they all influence the result in the same way.

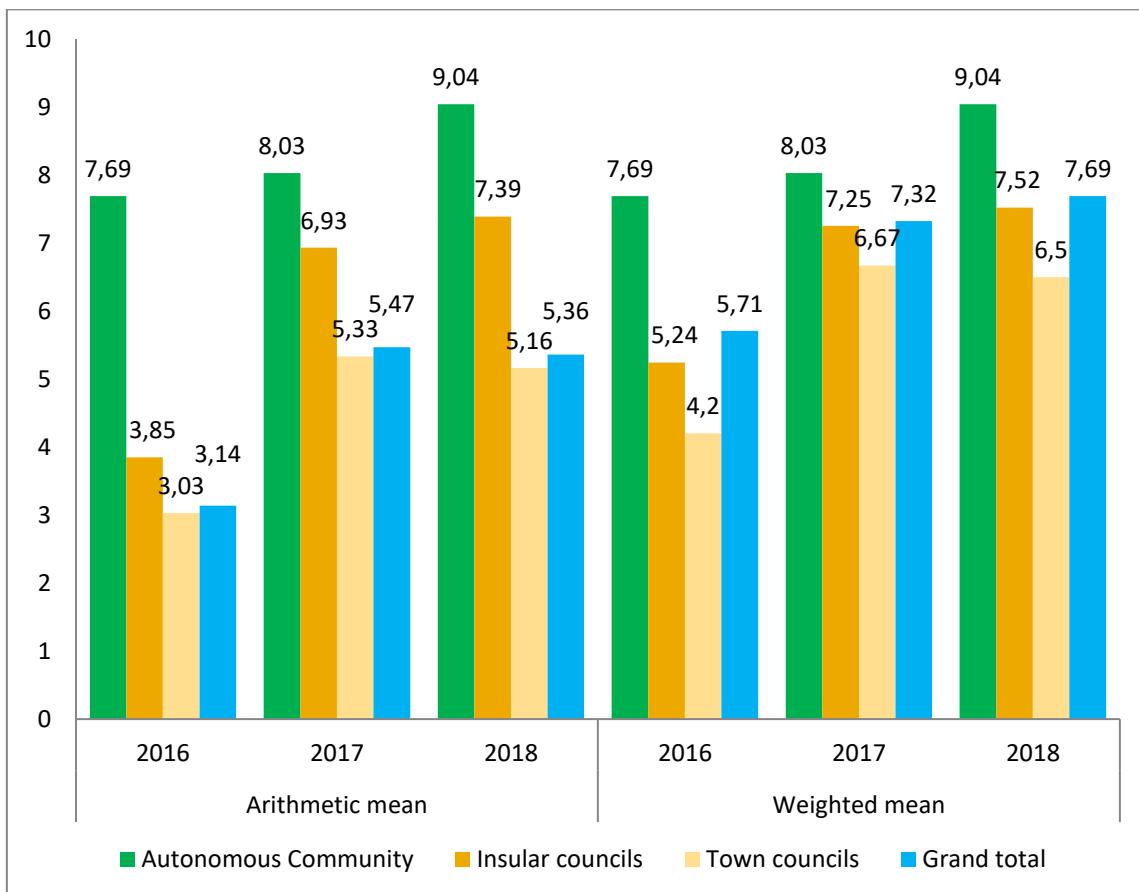
For the weighted mean per population, the relative weight of each administration for the corresponding population total is taken into account, so that the entities corresponding to a larger population have more relevance in the mean calculation.

For the Autonomous Community, with it being a single entity, the arithmetic and weighted means are equal.]

Table 5. Evolution of the arithmetic and weighted means of the ITCanarias per population in the 96 Canary Islands public administrations.

Type of administration	ITCanarias 2016		ITCanarias 2017		ITCanarias 2018	
	Arithmetic mean	Weighted mean	Arithmetic mean	Weighted mean	Arithmetic mean	Weighted mean
Autonomous Community	7,69	7,69	8,03	8,03	9,04	9,04
Insular Councils	3,85	5,24	6,93	7,25	7,39	7,52
Town Councils	3,03	4,20	5,33	6,67	5,16	6,50
Grand Total	3,14	5,71	5,47	7,32	5,36	7,69

Chart 2. Evolution of the arithmetic and weighted means of the ITCanarias per population for the 96 Canary Islands public administrations.



Finally, in the following table the results obtained by the transparency portals from the 340 obligated subjects in the 2016 – 2018 period are collected.

Evolution of the scores of the Canary Islands Transparency Index (ITCanarias) between 2016 and 2018

Classification	Score
Excellent	7 - 10
Good	5 - 7
Improvable	3 - 5
Very improvable	0 - 3
Non-compliant	(Lack of report and/or website)

Table 6. The Canary Islands Transparency Index in the 2016-2018 period.

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Empresa Pública de Aguas del Ayuntamiento de Los Realejos, S.L.	Town Council of Los Realejos			10,00

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Empresa Pública de Servicios del Ayuntamiento de Los Realejos, S.L.	Town Council of Los Realejos			10,00
Empresa Pública de Vivienda del Ayuntamiento de Los Realejos, S.L.	Town Council of Los Realejos			10,00
Fundación Canaria para la Promoción de la Cultura Musical y las Artes en el Norte de Tenerife (FUNCANORTE)	Town Council of Los Realejos			10,00
Medios de Comunicación Municipales de Los Realejos, S.L.	Town Council of Los Realejos			10,00
Gerencia Municipal de Urbanismo de Los Realejos	Town Council of Los Realejos			9,99
Town Council of Santa Cruz de Tenerife	Town Council of Santa Cruz de Tenerife	5,07	9,24	9,92
Town Council of Los Realejos	Town Council of Los Realejos	6,84	8,54	9,80
Canalink África, S.L.	Insular Council of Tenerife		2,57	9,70
Consorcio de Viviendas de Gran Canaria	Insular Council of Gran Canaria		7,77	9,69
Instituto Tecnológico y de Telecomunicaciones de Tenerife, S.L. (IT3)	Insular Council of Tenerife		3,89	9,63
Town Council of El Sauzal	Town Council of El Sauzal	7,20	9,74	9,58
Sociedad para el Desarrollo de las Telecomunicaciones de Gran Canaria, S.A.U.	Insular Council of Gran Canaria		7,77	9,55
Town Council of Santiago del Teide	Town Council of Santiago del Teide	5,00	8,62	9,45
Canalink Baharicom, S.L.	Insular Council of Tenerife		2,50	9,40
TIC ULPGC, S.L.U.	University of Las Palmas de Gran Canaria		4,77	9,33
Consorcio de Tributos de Tenerife	Insular Council of Tenerife		8,82	9,26
Consorcio de Seguridad, Emergencias, Salvamento, Prevención y Extinción de Incendios de Lanzarote	Insular Council of Lanzarote			9,21
Fundación Canaria Santa Cruz Sostenible	Town Council of Santa Cruz de Tenerife			9,12
Insular Council of El Hierro	Insular Council of El Hierro	0,76	8,21	9,04
Administración Pública de la Comunidad Autónoma de Canarias	Administración Pública de la Comunidad Autónoma de Canarias	7,69	8,03	9,04
Gerencia Municipal de Urbanismo de La Laguna	Town Council of San Cristóbal de La Laguna		6,53	9,00
Agencia Canaria de Calidad Universitaria y Evaluación Educativa (ACCUEE)	Administración Pública de la Comunidad Autónoma de Canarias		4,63	8,87
Consejo Insular de Aguas de La Gomera	Insular Council of La Gomera			8,86
Servicio Canario de la Salud (SCS)	Administración Pública de la Comunidad Autónoma de Canarias		7,51	8,83
Town Council of La Frontera	Town Council of La Frontera	8,56	8,48	8,76
Transportes Interurbanos de Tenerife, S.A.U. (TITSA)	Insular Council of Tenerife		4,62	8,65
Fundación Canaria Candelaria Solidaria (CANDESOL)	Town Council of Candelaria		8,46	8,62
Town Council of Candelaria	Town Council of Candelaria	6,29	9,04	8,56

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Gestión del Medio Rural de Canarias, S.A.U. (GMR CANARIAS)	Administración Pública de la Comunidad Autónoma de Canarias		6,28	8,54
Sociedad de Promoción Económica de Gran Canaria, S.A.U. (SPEGC)	Insular Council of Gran Canaria		7,70	8,52
Town Council of Fasnia	Town Council of Fasnia	8,90	9,60	8,51
Organismo Autónomo Patronato Bajada de la Virgen	Town Council of Santa Cruz de La Palma			8,51
Viviendas y Servicios Municipales de Candelaria, S.L.	Town Council of Candelaria		6,10	8,48
Canarias Submarine Link, S.L. (CANALINK)	Insular Council of Tenerife		3,06	8,44
Town Council of La Victoria de Acentejo	Town Council of La Victoria de Acentejo	1,85	8,73	8,43
Instituto Insular de Atención Social y Sociosanitaria (IASS)	Insular Council of Tenerife		8,98	8,42
Town Council of Las Palmas de Gran Canaria	Town Council of Las Palmas de Gran Canaria	7,14	8,33	8,42
Town Council of Buenavista del Norte	Town Council of Buenavista del Norte	1,31	9,41	8,36
Parque Tecnológico de Fuerteventura, S.A.	Insular Council of Fuerteventura		8,97	8,29
Town Council of Arico	Town Council of Arico	7,24	8,63	8,24
Insular Council of Gran Canaria	Insular Council of Gran Canaria	5,49	6,50	8,21
Fundación Canaria Agencia Insular de Energía de Tenerife (AIET)	Insular Council of Tenerife		2,77	8,20
Fundación Canaria Insular para la Formación, el Empleo y el Desarrollo Empresarial (FIFEDE)	Insular Council of Tenerife		3,85	8,19
Instituto Tecnológico de Energías Renovables, S.A. (ITER)	Insular Council of Tenerife		4,61	8,12
Organismo Autónomo de Deportes del Ayuntamiento de San Cristóbal de La Laguna	Town Council of San Cristóbal de La Laguna			8,11
Town Council of Agulo	Town Council of Agulo	2,94	7,74	8,09
GuaguaGomera, S.A.U.	Insular Council of La Gomera			8,09
Sociedad Municipal de Viviendas y de Servicios de San Cristóbal de La Laguna, S.A.U. (MUVISA)	Town Council of San Cristóbal de La Laguna			8,09
Town Council of Santa Brígida	Town Council of Santa Brígida	0,29	7,39	8,00
Guaguas Municipales, S.A.	Town Council of Las Palmas de Gran Canaria		5,68	7,94
Mataderos Insulares de Gran Canaria, S.L.	Insular Council of Gran Canaria		3,71	7,89
Gestión Empresas y Servicios Públicos del Ayuntamiento de la Villa de Candelaria	Town Council of Candelaria		7,57	7,85
Town Council of San Bartolomé	Town Council of San Bartolomé	3,28	4,28	7,82
Insular Council of La Gomera	Insular Council of La Gomera	2,59	6,87	7,80
Instituto Volcanológico de Canarias, S.A. (INVOLCAN)	Insular Council of Tenerife		3,61	7,77
Town Council of San Juan de la Rambla	Town Council of San Juan de la Rambla	6,22	7,21	7,74

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Sociedad Insular para la Promoción de las Personas con Discapacidad, S.L. (SINPROMI)	Insular Council of Tenerife		7,84	7,73
Town Council of San Cristóbal de La Laguna	Town Council of San Cristóbal de La Laguna	6,45	9,17	7,68
Town Council of El Rosario	Town Council of El Rosario	3,67	5,09	7,65
Hoteles Escuela de Canarias, S.A. (Hecansa)	Administración Pública de la Comunidad Autónoma de Canarias		3,80	7,62
Town Council of Tegueste	Town Council of Tegueste	4,43	7,67	7,61
Town Council of Granadilla de Abona	Town Council of Granadilla de Abona	0,00	7,14	7,57
Town Council of Valle Gran Rey	Town Council of Valle Gran Rey	3,21	7,28	7,56
Town Council of Teguise	Town Council of Teguise	4,47	5,67	7,52
Televisión Pública de Canarias, S.A.	Administración Pública de la Comunidad Autónoma de Canarias		3,15	7,48
Town Council of Garachico	Town Council of Garachico	2,13	6,82	7,46
Servicio Canario de Empleo (SCE)	Administración Pública de la Comunidad Autónoma de Canarias		7,00	7,40
Cartográfica de Canarias, S.A. (GRAFCAN)	Administración Pública de la Comunidad Autónoma de Canarias		4,03	7,40
Town Council of Vallehermoso	Town Council of Vallehermoso	1,14	8,47	7,39
Gerencia de Urbanismo de Santa Cruz de Tenerife	Town Council of Santa Cruz de Tenerife		4,87	7,39
Balsas de Tenerife (BALTEN)	Insular Council of Tenerife		1,92	7,37
Instituto de Atención Social y Sociosanitaria del Cabildo de Gran Canaria	Insular Council of Gran Canaria			7,31
Ente Público Radio Televisión Canaria (RTVC)	Administración Pública de la Comunidad Autónoma de Canarias		3,78	7,27
Organismo Autónomo de Cultura del Ayuntamiento de Arucas	Town Council of Arucas			7,26
Insular Council of Tenerife	Insular Council of Tenerife	5,61	8,43	7,24
Sociedad Municipal de Gestión Urbanística de Las Palmas, S.A. (GEURSA)	Town Council of Las Palmas de Gran Canaria		5,23	7,16
Patronato Insular de Música	Insular Council of Tenerife		6,79	7,13
Gorona del Viento El Hierro, SA	Insular Council of El Hierro			7,12
Servicios Municipales Sauzal, S.L. (SEMUSA)	Town Council of El Sauzal			7,11
Town Council of Arrecife	Town Council of Arrecife	6,99	7,50	7,09
Instituto Canario de Estadística (ISTAC)	Administración Pública de la Comunidad Autónoma de Canarias		6,51	7,06
Town Council of Güímar	Town Council of Güímar	7,59	6,65	7,04
Casino Playa de Las Américas, S.A.	Insular Council of Tenerife		5,73	7,04
Consejo Insular de la Energía de Gran Canaria	Insular Council of Gran Canaria		6,86	7,02
Puertos Canarios	Administración Pública de la Comunidad Autónoma de Canarias		4,68	7,00
Casino Taoro, S.A.	Insular Council of Tenerife		5,66	6,97
Consejo Insular de Aguas de Tenerife	Insular Council of Tenerife		3,89	6,92

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Town Council of Valverde	Town Council of Valverde	5,32	4,36	6,91
Organismo Autónomo de Museos y Centros	Insular Council of Tenerife		7,76	6,90
Casino de Santa Cruz de Tenerife, S.A.	Insular Council of Tenerife		5,73	6,90
Town Council of San Miguel de Abona	Town Council of San Miguel de Abona	3,20	3,34	6,90
Consorcio Urbanístico para la Rehabilitación del Puerto de La Cruz	Insular Council of Tenerife		8,29	6,85
Town Council of Arucas	Town Council of Arucas	3,24	9,17	6,84
Insular Council of Lanzarote	Insular Council of Lanzarote	3,01	4,52	6,83
Consorcio de Abastecimiento de Aguas a Fuerteventura (CAAF)	Insular Council of Fuerteventura			6,80
Town Council of Arona	Town Council of Arona	5,11	6,56	6,73
Town Council of El Pinar de El Hierro	Town Council of El Pinar de El Hierro	2,11	2,79	6,73
Cultivos y Tecnología Agraria de Tenerife, S.A. (CULTESA)	Insular Council of Tenerife		8,95	6,70
Institución Ferial de Tenerife, S.A.	Insular Council of Tenerife		7,70	6,69
Empresa Insular de Servicios El Meridiano, S.A.	Insular Council of El Hierro			6,66
Mercados Centrales de Abastecimiento de Tenerife, S.A. (MERCATENERIFE)	Insular Council of Tenerife		4,33	6,58
Insular Council of La Palma	Insular Council of La Palma	5,54	6,41	6,48
Empresa Insular de Artesanía, S.A.	Insular Council of Tenerife		7,75	6,46
Radio Pública de Canarias, S.A.	Administración Pública de la Comunidad Autónoma de Canarias		3,22	6,40
Sociedad de Desarrollo de Santa Cruz de Tenerife, S.A.U.	Town Council of Santa Cruz de Tenerife		2,31	6,25
Town Council of San Sebastián de La Gomera	Town Council of San Sebastián de La Gomera	3,62	5,49	6,23
Insular Council of Fuerteventura	Insular Council of Fuerteventura	3,97	7,58	6,14
Fundación Canaria para el Avance de la Biomedicina y la Biotecnología (BIOAVANCE)	Insular Council of Tenerife		5,75	6,04
Instituto Canario de Igualdad (ICI)	Administración Pública de la Comunidad Autónoma de Canarias		5,29	6,02
Consorcio El Rincón (La Orotava)	Administración Pública de la Comunidad Autónoma de Canarias		6,21	5,99
Instituto Canario de Calidad Agroalimentaria (ICCA)	Administración Pública de la Comunidad Autónoma de Canarias		3,29	5,96
Town Council of Vilaflor	Town Council of Vilaflor	2,42	3,21	5,85
Institución Ferial de Canarias	Insular Council of Gran Canaria		8,38	5,84
Sociedad Canaria de Fomento Económico, S.A. (PROEXCA)	Administración Pública de la Comunidad Autónoma de Canarias		6,59	5,79
Town Council of La Orotava	Town Council of La Orotava	1,09	6,09	5,79
University of Las Palmas de Gran Canaria	University of Las Palmas de Gran Canaria		4,86	5,78
Organismo Autónomo de Actividades Musicales	Town Council of San Cristóbal de La Laguna			5,75

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Instituto Canario de Investigaciones Agrarias (ICIA)	Administración Pública de la Comunidad Autónoma de Canarias		5,90	5,70
Town Council of Tuineje	Town Council of Tuineje	5,24	6,38	5,67
Mercachierro, S.A.U.	Insular Council of El Hierro			5,66
Town Council of Haría	Town Council of Haría	2,68	3,09	5,64
Sociedad Municipal de Aparcamientos de Las Palmas de G.C, SA. (SAGULPA)	Town Council of Las Palmas de Gran Canaria		5,59	5,60
SPET Turismo de Tenerife, S.A.	Insular Council of Tenerife		4,53	5,59
Town Council of La Matanza de Acentejo	Town Council of La Matanza de Acentejo	2,49	7,77	5,56
Town Council of Los Llanos de Aridane	Town Council of Los Llanos de Aridane	3,05	6,21	5,56
Consejo Insular de Aguas de Fuerteventura	Insular Council of Fuerteventura			5,54
Servicios Municipales de Granadilla de Abona, S.L.	Town Council of Granadilla de Abona			5,54
Town Council of Santa Cruz de La Palma	Town Council of Santa Cruz de La Palma	2,42	5,95	5,51
Fundación Canaria Orquesta Filarmónica de Gran Canaria	Insular Council of Gran Canaria		5,67	5,50
Town Council of Santa Úrsula	Town Council of Santa Úrsula	2,84	7,35	5,49
Fundación Canaria Centro Internacional de Agricultura Biológica (CIAB)	Insular Council of La Palma			5,48
Organismo Autónomo Municipal de Atención Social (IMAS)	Town Council of Santa Cruz de Tenerife			5,48
Organismo Autónomo de Fiestas y Actividades Recreativas de Santa Cruz de Tenerife	Town Council of Santa Cruz de Tenerife		3,58	5,44
Town Council of Pájara	Town Council of Pájara	2,16	6,37	5,43
Promotur Turismo de Canarias, S.A.	Administración Pública de la Comunidad Autónoma de Canarias		5,74	5,43
Instituto Canario de Administración Pública (ICAP)	Administración Pública de la Comunidad Autónoma de Canarias		2,76	5,33
Entidad Pública Empresarial Centros de Arte Cultura y Turismo	Insular Council of Lanzarote			5,30
Town Council of El Paso	Town Council of El Paso	1,85	6,65	5,29
Town Council of Arafo	Town Council of Arafo	4,33	6,78	5,28
Viviendas Municipales del Ayuntamiento de Santa Cruz de Tenerife, S.A.	Town Council of Santa Cruz de Tenerife		3,85	5,28
University of La Laguna	University of La Laguna		5,65	5,27
Town Council of Mogán	Town Council of Mogán	1,10	5,38	5,26
Organismo Autónomo Local de Servicios Sociales del Cabildo de El Hierro	Insular Council of El Hierro			5,26
Gestión de Servicios para la Salud y Seguridad en Canarias, S.A (GSC)	Administración Pública de la Comunidad Autónoma de Canarias		7,04	5,14
Instituto Canario de la Vivienda (ICV)	Administración Pública de la Comunidad Autónoma de Canarias		5,67	5,14
Town Council of Valsequillo	Town Council of Valsequillo	3,62	6,16	5,12

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Parque Científico y Tecnológico de Tenerife, S.A. (PCTT - Intech)	Insular Council of Tenerife		4,26	5,12
Town Council of Garafía	Town Council of Garafía	4,01	6,84	5,11
Town Council of Agüimes	Town Council of Agüimes	0,88	3,85	5,06
Town Council of Telde	Town Council of Telde	3,15	4,07	5,04
Town Council of Gáldar	Town Council of Gáldar	2,94	3,65	5,03
Town Council of Alajeró	Town Council of Alajeró	2,86	6,14	5,00
Consejo Insular de Aguas de El Hierro	Insular Council of El Hierro			4,95
Fundación Canaria para la Acción Exterior (FUCAEX)	Administración Pública de la Comunidad Autónoma de Canarias		4,44	4,83
Consejo Insular de Aguas de Gran Canaria	Insular Council of Gran Canaria		5,67	4,75
Patronato de Deportes del Ayuntamiento de Arona	Town Council of Arona			4,74
Fundación Canaria de las Artes Escénicas y de la Música de Gran Canaria	Insular Council of Gran Canaria			4,57
Town Council of Tejeda	Town Council of Tejeda	2,53	3,52	4,55
Agencia Tributaria Canaria (ATC)	Administración Pública de la Comunidad Autónoma de Canarias		4,83	4,54
Icod Empresa Municipal, S.A. (ICODEMSA)	Town Council of Icod de los Vinos		4,62	4,53
Patronato de Turismo del Ayuntamiento de Arona	Town Council of Arona			4,53
Patronato Municipal de Cultura del Town Council of Arona	Town Council of Arona			4,50
Town Council of Santa Lucía de Tirajana	Town Council of Santa Lucía de Tirajana	1,96	7,50	4,38
Town Council of San Bartolomé de Tirajana	Town Council of San Bartolomé de Tirajana	2,42	6,65	4,37
Sociedad Municipal de Deportes de Santa Brígida, S.L.	Town Council of Santa Brígida			4,33
Fundación Canaria Auditorio y Teatro de Las Palmas de Gran Canaria	Town Council of Las Palmas de Gran Canaria			4,28
Patronato de Turismo del Cabildo de Fuerteventura	Insular Council of Fuerteventura			4,26
Patronato de Servicios Sociales de Arona	Town Council of Arona			4,25
Gestión Urbanística de Santa Cruz de Tenerife, S.A. (Gestur Tenerife)	Administración Pública de la Comunidad Autónoma de Canarias		0,03	4,20
Federación Canaria de Municipios (FECAM)	Federación Canaria de Municipios (FECAM)			4,18
Patronato Insular de Turismo del Cabildo de Gran Canaria	Insular Council of Gran Canaria			4,16
Fundación Canaria para el Fomento del Trabajo (FUNCATRA)	Administración Pública de la Comunidad Autónoma de Canarias		4,88	4,11
Town Council of Firgas	Town Council of Firgas	3,40	4,83	4,09
Town Council of Fuencaliente	Town Council of Fuencaliente	1,74	4,55	4,09
Gestión Recaudatoria de Canarias, SA (GRECASA)	Administración Pública de la Comunidad Autónoma de Canarias		4,61	4,03
Gestión Insular para el deporte, la cultura y el ocio, SA,	Insular Council of Tenerife		5,54	4,02

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Fundación Parque Científico y Tecnológico de la Universidad	University of Las Palmas de Gran Canaria			3,98
Gestión y Planeamiento Territorial y Medioambiental, S.A. (GESPLAN)	Administración Pública de la Comunidad Autónoma de Canarias		3,80	3,95
Town Council of Artenara	Town Council of Artenara	0,57	4,96	3,94
Town Council of Teror	Town Council of Teror	3,97	4,20	3,93
Town Council of La Oliva	Town Council of La Oliva	0,00	3,14	3,93
Agencia Local Gestora de la Energía de Las Palmas de Gran Canaria	Town Council of Las Palmas de Gran Canaria		2,06	3,81
Fundación Canaria Instituto de Investigación Sanitaria de Canarias (FIISC)	Administración Pública de la Comunidad Autónoma de Canarias		4,09	3,79
Town Council of Tinajo	Town Council of Tinajo	3,04	4,27	3,76
Auditorio de Tenerife, S.A.	Insular Council of Tenerife		5,74	3,75
Fundación Canaria Reserva Mundial de la Biosfera La Palma	Insular Council of La Palma			3,67
Fundación Canaria Tenerife Rural	Insular Council of Tenerife		2,50	3,65
Mogán Sociocultural, S.L.U.	Town Council of Mogán			3,56
Instituto Municipal de Deportes de Las Palmas de Gran Canaria (IMD)	Town Council of Las Palmas de Gran Canaria		2,34	3,54
Town Council of Adeje	Town Council of Adeje	0,63	3,67	3,52
Promoción Exterior de Lanzarote, SA (SPEL)	Insular Council of Lanzarote			3,52
Centro Atlántico de Arte Moderno, S.A. (CAAM)	Insular Council of Gran Canaria		4,12	3,47
TEA Tenerife Espacio de las Artes	Insular Council of Tenerife		4,55	3,45
Sociedad Municipal para el Desarrollo de Arucas, S.A.	Town Council of Arucas			3,42
Town Council of Yaiza	Town Council of Yaiza	2,71	4,95	3,41
Town Council of Guía de Isora	Town Council of Guía de Isora	2,26	3,94	3,41
Canarias Congress Bureau Tenerife Sur, S.A. (CCB TENERIFE)	Administración Pública de la Comunidad Autónoma de Canarias		2,44	3,38
Canarias Congress Bureau Maspalomas Gran Canaria, S.A. (CCB MASPALOMAS)	Administración Pública de la Comunidad Autónoma de Canarias		2,02	3,38
Fundación Canaria Academia Canaria de la Lengua	Administración Pública de la Comunidad Autónoma de Canarias		4,23	3,32
Canarias Cultura en Red, S.A.	Administración Pública de la Comunidad Autónoma de Canarias		4,69	3,31
Agencia Canaria de Protección del Medio Natural (APMUN)	Administración Pública de la Comunidad Autónoma de Canarias		5,29	3,29
Metropolitano de Tenerife, S.A. (MTSA)	Insular Council of Tenerife		3,56	3,26
Town Council of Tazacorte	Town Council of Tazacorte	1,22	2,55	3,21
Arona Desarrollo, S.A. (ADESA)	Town Council of Arona			3,20
Sociedad Anónima de Promoción del Turismo, Naturaleza y Ocio (SATURNO)	Administración Pública de la Comunidad Autónoma de Canarias		1,88	3,17
Town Council of Puerto del Rosario	Town Council of Puerto del Rosario	2,18	3,40	3,10
Fundación para la Etnografía y el Desarrollo de la Artesanía Canaria (FEDAC)	Insular Council of Gran Canaria		3,98	3,08

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Fundación Canaria Museo de la Ciencia y la Tecnología de Las Palmas de Gran Canaria	Administración Pública de la Comunidad Autónoma de Canarias		1,02	3,06
Viviendas Sociales e Infraestructuras de Canarias, S.A. (VISOCAN)	Administración Pública de la Comunidad Autónoma de Canarias		1,86	3,05
Consejo Económico y Social de Canarias (CES)	Administración Pública de la Comunidad Autónoma de Canarias		3,91	3,03
Town Council of Tijarafe	Town Council of Tijarafe	2,47	2,72	3,03
Instituto Tecnológico de Canarias, S.A. (ITC)	Administración Pública de la Comunidad Autónoma de Canarias		4,15	3,00
Organismo Autónomo Insular de Gestión de Tributos	Insular Council of Lanzarote			2,97
Town Council of La Villa de Mazo	Town Council of La Villa de Mazo	0,86	2,52	2,96
Fundación Canaria Sagrada Familia	Administración Pública de la Comunidad Autónoma de Canarias		3,33	2,95
Fundación Canaria General de la Universidad de La Laguna	University of La Laguna		2,17	2,94
Instituto Médico Tinerfeño, S.A. (IMETISA)	Insular Council of Tenerife		3,45	2,91
Fundación Canaria de Juventud IDEO	Administración Pública de la Comunidad Autónoma de Canarias		1,21	2,87
Town Council of Tacoronte	Town Council of Tacoronte	1,60	2,71	2,81
Consorcio Insular de Servicios de La Palma	Insular Council of La Palma			2,81
Town Council of Valleseco	Town Council of Valleseco	3,00	3,28	2,79
Town Council of El Tanque	Town Council of El Tanque	1,86	4,01	2,75
Consorcio de Prevención, Extinción de Incendios y Salvamento de la Isla de Tenerife	Insular Council of Tenerife		3,71	2,75
Fundación Canaria Gran Canaria Convention Bureau	Insular Council of Gran Canaria			2,74
Fundación Canaria para el Fomento del Transporte Especial Adaptado	Insular Council of Gran Canaria		3,11	2,71
Instituto Canario de Hemodonación y Hemoterapia (ICHH)	Administración Pública de la Comunidad Autónoma de Canarias		4,33	2,70
Town Council of Los Silos	Town Council of Los Silos	0,00	3,40	2,69
Town Council of Ingenio	Town Council of Ingenio	1,71	4,13	2,68
Town Council of Puerto de la Cruz	Town Council of Puerto de la Cruz	2,34	3,21	2,67
Fundación Canaria Nanino Díaz Cutillas	Insular Council of Gran Canaria			2,67
Hacienda Local de Adeje, S.A.	Town Council of Adeje			2,67
Escuela de Servicios Sanitarios y Sociales de Canarias (ESSCAN)	Administración Pública de la Comunidad Autónoma de Canarias		2,71	2,63
Town Council of La Aldea de San Nicolás	Town Council of La Aldea de San Nicolás	0,86	3,28	2,57
Town Council of Tías	Town Council of Tías	2,45	3,22	2,55
Town Council of Moya	Town Council of Moya	3,40	3,88	2,51
Town Council of Breña Alta	Town Council of Breña Alta	1,81	3,28	2,51
Town Council of Barlovento	Town Council of Barlovento	1,20	1,77	2,47
Town Council of Breña Baja	Town Council of Breña Baja	0,57	2,65	2,45

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Town Council of Agaete	Town Council of Agaete	1,82	2,68	2,35
Consejo Insular del Agua de Lanzarote	Insular Council of Lanzarote			2,33
Town Council of Santa María de Guía	Town Council of Santa María de Guía	4,42	4,25	2,32
RIC ULPGC, S.A.U.	University of Las Palmas de Gran Canaria		2,94	2,27
Town Council of Betancuria	Town Council of Betancuria	3,07	3,31	2,19
Mogán Gestión Municipal, S.L.U.	Town Council of Mogán			2,19
Gestión Insular de Aguas de Tenerife, S.A. (GESTA)	Insular Council of Tenerife		0,54	2,14
Club de Baloncesto Gran Canaria Claret, S.A.	Insular Council of Gran Canaria		3,55	2,06
Escuela Insular de Música	Insular Council of La Palma			2,00
Town Council of Antigua	Town Council of Antigua	0,29	3,35	1,98
Town Council of Puntagorda	Town Council of Puntagorda	2,45	2,95	1,98
Consorcio de Emergencias de Gran Canaria	Insular Council of Gran Canaria			1,98
Town Council of Icod de los Vinos	Town Council of Icod de los Vinos	1,73	2,87	1,93
Town Council of Vega de San Mateo	Town Council of Vega de San Mateo	1,51	1,08	1,92
Patronato Universidad Popular de Santa María de Guía	Town Council of Santa María de Guía			1,87
Sociedad para el Desarrollo Económico de Canarias, S.A. (SODECAN)	Administración Pública de la Comunidad Autónoma de Canarias		3,15	1,85
Town Council of Puntallana	Town Council of Puntallana	0,57	3,44	1,84
Town Council of San Andrés y Sauces	Town Council of San Andrés y Sauces	2,66	2,95	1,75
Instituto Insular de Deportes del Cabildo de Gran Canaria	Insular Council of Gran Canaria			1,74
Fundación Municipal de Medios de Comunicación de Agüimes	Town Council of Agüimes			1,61
Town Council of La Guancha	Town Council of La Guancha	2,89	2,84	1,56
Town Council of Hermigua	Town Council of Hermigua	2,86	2,72	1,56
Sociedad Municipal de Deportes de Santa María de Guía, S.L.	Town Council of Santa María de Guía			1,55
Suministros de Agua La Oliva, SA	Town Council of La Oliva			1,44
Instituto Municipal de Empleo y Formación del Ayuntamiento de Las Palmas de Gran Canaria (IMEF)	Town Council of Las Palmas de Gran Canaria			1,38
Consorcio Isla Baja	Insular Council of Tenerife		2,15	1,33
Empresa Municipal de Servicios de Adeje, S.A.	Town Council of Adeje			1,21
Hotel Santa Catalina, S.A.	Town Council of Las Palmas de Gran Canaria			1,15
Valora Gestión Tributaria	Insular Council of Gran Canaria			0,83
Polígono Industrial de Granadilla y Parque Tecnológico de Tenerife, S.A.	Insular Council of			0,65
Ferrocarriles de Gran Canaria, S.A.	Insular Council of Gran Canaria			0,63

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Consorcio Museo Néstor	Town Council of Las Palmas de Gran Canaria		3,03	0,51
Consorcio del Agua de Lanzarote	Insular Council of Lanzarote			0,51
Organismo Autónomo de Cultura del Ayuntamiento de Santa Cruz de Tenerife	Town Council of Santa Cruz de Tenerife		1,05	0,30
Consejo Insular de Aguas de La Palma	Insular Council of La Palma			0,30
Consorcio Urbanístico para la Rehabilitación de las Zonas Turísticas de San Agustín, Playa del Inglés y Maspalomas	Town Council of San Bartolomé de Tirajana			0,30
Empresa Municipal de Desarrollo Económico Empleo Turismo y Ocio Icodtesa	Town Council of Icod de los Vinos			0,30
Insular de Aguas de Lanzarote, SA (INALSA)	Insular Council of Lanzarote			0,30
Promoción de la Ciudad de Las Palmas de Gran Canaria, S.A.	Town Council of Las Palmas de Gran Canaria			0,30
Fundación Canaria Factoría de la Innovación Turística (FIT)	Insular Council of Tenerife		1,15	Baja del censo
Arithmetic Mean		3,14	5,03	5,27
Afurgad, S.A.	Town Council of Firgas			Non-compliant
Aguas de Teror, S.A.	Town Council of Teror			Non-compliant
Consorcio de Autoridad Única del Transporte de Gran Canaria	Insular Council of Gran Canaria			Non-compliant
Consorcio Intermunicipal de Servicios Cumbres de Gran Canaria	Town Council of Valleseco			Non-compliant
Consorcio Sur de Gran Canaria para la Televisión Digital Terrestre Local, demarcación de Telde	Town Council of Telde			Non-compliant
Destilerías del Valle, S.A.	Insular Council of La Palma			Non-compliant
El Poril, S.A.	Town Council of Tías			Non-compliant
Empresa Agroganadera de Gestión y Comercialización, S.L. (AGROGEST)	Town Council of Vega de San Mateo			Non-compliant
Empresa Mixta de Aguas de Antigua, S.L.	Town Council of Antigua			Non-compliant
Empresa Municipal de Gestión de Telde, S.L.	Town Council of Telde			Non-compliant
Empresa Municipal de Recaudación de San Bartolomé de Tirajana (EMURSA)	Town Council of San Bartolomé de Tirajana			Non-compliant
Empresa Municipal de Vivienda y Suelo de La Ciudad de Telde (FOMENTAS)	Town Council of Telde			Non-compliant
Eólicas de Fuerteventura	Insular Council of Fuerteventura			Non-compliant
Eólicas de Lanzarote, S.L.	Insular Council of Lanzarote			Non-compliant
Escuelas Artísticas Villa de Moya, S.L.	Town Council of Moya			Non-compliant
Federación Canaria de Islas (FECAI)	Federación Canaria de Islas (FECAI)			Non-compliant
Fundación Canaria Alhóndiga de Tacoronte	Town Council of Tacoronte			Non-compliant

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Fundación Canaria Ciudad de Gáldar	Town Council of Gáldar			Non-compliant
Fundación Canaria del Deporte	Insular Council of Gran Canaria			Non-compliant
Fundación Canaria Lucio de las Casas	University of Las Palmas de Gran Canaria			Non-compliant
Fundación Canaria Luján Pérez	Town Council of Santa María de Guía			Non-compliant
Fundación Municipal de Escuelas Infantiles de Santa Lucía, S.A.	Town Council of Santa Lucía de Tirajana			Non-compliant
Fundación Néstor Álamo	Town Council of Santa María de Guía			Non-compliant
Fundación para la Promoción del Empleo, la Formación Profesional y el Movimiento Cooperativo del Ayuntamiento de Ingenio	Town Council of Ingenio			Non-compliant
Galobra, S.A.	Town Council of Gáldar			Non-compliant
Gerencia de Urbanismo del Ayuntamiento de Icod de los Vinos	Town Council of Icod de los Vinos			Non-compliant
Gerencia Municipal de Cultura y Deportes de Santa Lucía, S.A.	Town Council of Santa Lucía de Tirajana			Non-compliant
Gesbalta, S.L.	Town Council of Breña Alta			Non-compliant
Gestión de Recursos Municipales de Moya, S.L.	Town Council of Moya			Non-compliant
Gestión Integral de Ingresos de Santa Lucía, S.L.U.	Town Council of Santa Lucía de Tirajana			Non-compliant
Gestión Urbanística de Pájara, S.L. (GESTURPA)	Town Council of Pájara			Non-compliant
Gestión y Promoción Integral de La Vega de San Mateo, S.A.U.	Town Council of Vega de San Mateo			Non-compliant
Hospital Residencia de Ancianos del Ayuntamiento de Garachico	Town Council of Garachico			Non-compliant
Instituto Municipal de Toxicomanía e Intervención en Áreas Sociales	Town Council of Gáldar			Non-compliant
Isora Integra, S.L.U.	Town Council of Guía de Isora			Non-compliant
La Destiladera, S.L.	Town Council of Breña Alta			Non-compliant
Organismo Autónomo Local del Ayuntamiento de Puerto de La Cruz	Town Council of Puerto de la Cruz			Non-compliant
Organismo Autónomo Local Escuelas Infantiles de Pájara	Town Council of Pájara			Non-compliant
Ornamentales Canarias, S.L. (ORCASAL)	Town Council of Valsequillo			Non-compliant
Parque Marítimo, S.A. (PAMARSA)	Town Council of Puerto de la Cruz			Non-compliant
Parque Tecnológico de Telde, S.A.	Town Council of Telde			Non-compliant
Patronato de Medios de Comunicación del Ayuntamiento de Ingenio	Town Council of Ingenio			Non-compliant
Patronato Municipal de Escuelas Infantiles del Ayuntamiento de Ingenio	Town Council of Ingenio			Non-compliant

Entity	Main entity	ITCanarias 2016	ITCanarias 2017	ITCanarias 2018
Patronato Municipal de Gestión de Convenios de Colaboración entre AAPP	Town Council of Puerto del Rosario			Non-compliant
Patronato Municipal de La Universidad Popular del Ayuntamiento de La Guancha	Town Council of La Guancha			Non-compliant
Patronato Museo Arqueológico del Ayuntamiento de Puerto de la Cruz	Town Council of Puerto de la Cruz			Non-compliant
Radio Municipal Tirajana, S.L.	Town Council of San Bartolomé de Tirajana			Non-compliant
Residencia Geriátrica Nuestra Señora de La Luz	Town Council of Los Silos			Non-compliant
Santiago del Teide Gestión, S.L.	Town Council of Santiago del Teide			Non-compliant
Sendero del Valle, S.L.U.	Town Council of Valleseco			Non-compliant
Sociedad Aldeana de Servicios y Atención Ciudadana, S.R.L.	Town Council of La Aldea de San Nicolás			Non-compliant
Sociedad de Deportes de La Aldea, S.L.	Town Council of La Aldea de San Nicolás			Non-compliant
Sociedad de Desarrollo y Promoción de Telde, S.L.	Town Council of Telde			Non-compliant
Sociedad de Promoción y Desarrollo Económico de La Isla de La Palma, SAU (SODEPAL)	Insular Council of La Palma			Non-compliant
Sociedad Desarrollo de La Matanza de Acentejo, S.A.U.	Town Council of La Matanza de Acentejo			Non-compliant
Sociedad Mixta de Ocio y Cultura de Santa Lucía, S.L.	Town Council of Santa Lucía de Tirajana			Non-compliant
Sociedad Municipal de Desarrollo de Valleseco, S.L.	Town Council of Valleseco			Non-compliant
Sociedad Municipal de Urbanización y Vivienda	Town Council of San Miguel de Abona			Non-compliant
Sociedad Municipal Unipersonal Agaete Cultura y Deporte, S.L.	Town Council of Agaete			Non-compliant
Turismo Rural de Agüimes, S.L.	Town Council of Agüimes			Non-compliant
Valsequillo Iniciativas de Desarrollo Municipal, S.L.	Town Council of Valsequillo			Non-compliant
Viviendas de San Bartolomé de Tirajana, S.L.	Town Council of San Bartolomé de Tirajana			Non-compliant

For more information about the results of the evaluations, which are obtained by processing around 5 million data collected through the T-Canaria application, the [Annual Report on the Evaluation of Compliance with the Transparency Law 12/2014 of the Canary Islands 2018](#) (Year 2018 – Page 21) and the [interactive transparency maps](#) can be consulted.

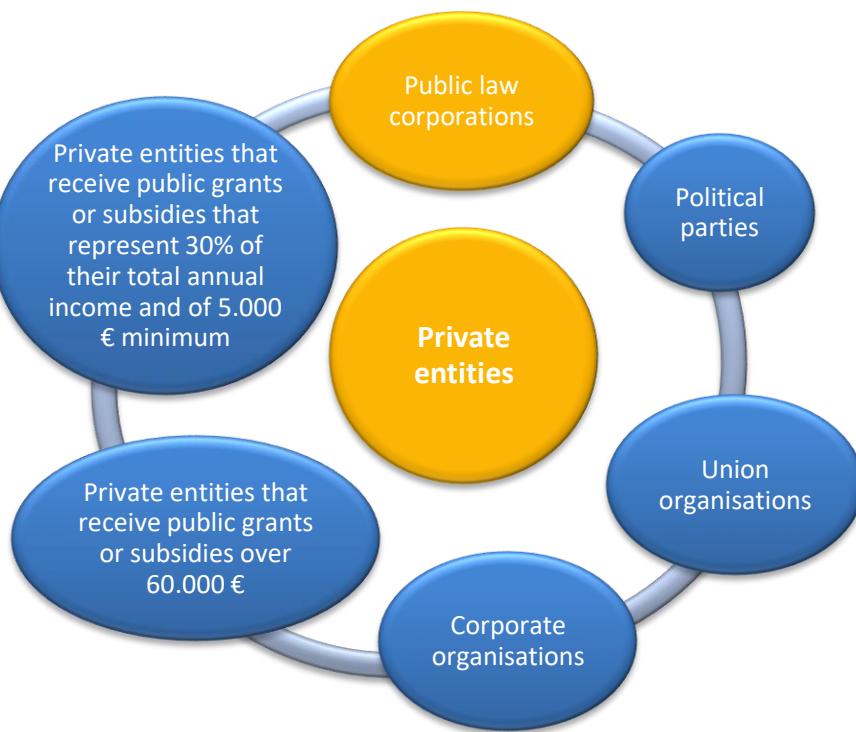
C. Complexity, participation and collaboration

The **main challenge** when evaluating transparency, besides defining an evaluation methodology, is the **heterogeneous field of application** of transparency laws. The Law 12/2014 establishes in articles 2 and 3 three different groups of entities that may be classified

as public, parliamentary and private entities that receive grants or subsidies or are in contract with public entities.

The first group, the group of public entities, encompasses administrations, universities, public associations and all their entities, linked or dependent, that is, autonomous bodies, public entities, corporate public entities, public companies, foundations and consortiums in which they have a majority participation. In total, this group is comprised of **340 obligated public subjects** in the Canary Islands.

However, defining the group of private entities and the total of obligated subjects that comprise it is still a pending task (to be carried out in the first months of 2020) due to the lack of records that would allow their distinction. In this group there are: political parties, union and corporate organisations, and private entities that receive public grants or subsidies.



In the 2017 and 2018 evaluations, the 340 Canary Islands obligated public subjects were required to participate in the process, and only 62 organisations were classified as non-compliant for not participating or being held accountable in the last evaluation. Additionally, in the next evaluation both public law corporations and the major recipients of public grants and subsidies will be included, so that the active transparency of this third group of obligated subjects will start to be taken into account.

On the other hand, the participation of entities in the evaluation process has three important consequences. First, having these entities filling out the questionnaires and self-evaluating provides them with a beneficial additional knowledge so that they can direct their transparency portals towards a better communication with citizens. Secondly, thanks to the entities' participation, the small team in the Office of the Commissioner can carry out their duties as evaluators because without their collaboration it would be unfeasible to extend the evaluation to the whole of obligated subjects (as previously mentioned, more than 400 public servants took part in the last evaluation). Finally, the work of all collaborators provides the Office of the Commissioner with useful information regarding the functioning of the T-Canaria

application and about ways to improve it in order to facilitate the work of those in charge of uploading information.

In short, **thanks to ITCanarias and the T-Canaria application**, the evaluation becomes a self-learning process for all involved agents and a mutual learning process between institutions, defining what could be described as a **win-win relationship** between obligated subjects and the Office of the Commissioner services.

D. Impact

Even though the transparency laws were enacted in Spain years ago, the first national one in December 2013, there is still a considerable number of people that are ignorant of their existence. This can be clearly seen in matters of right of access, as only 0,02 % of the Spanish population presented claims before the transparency guarantor bodies in the 2015-2018 period.

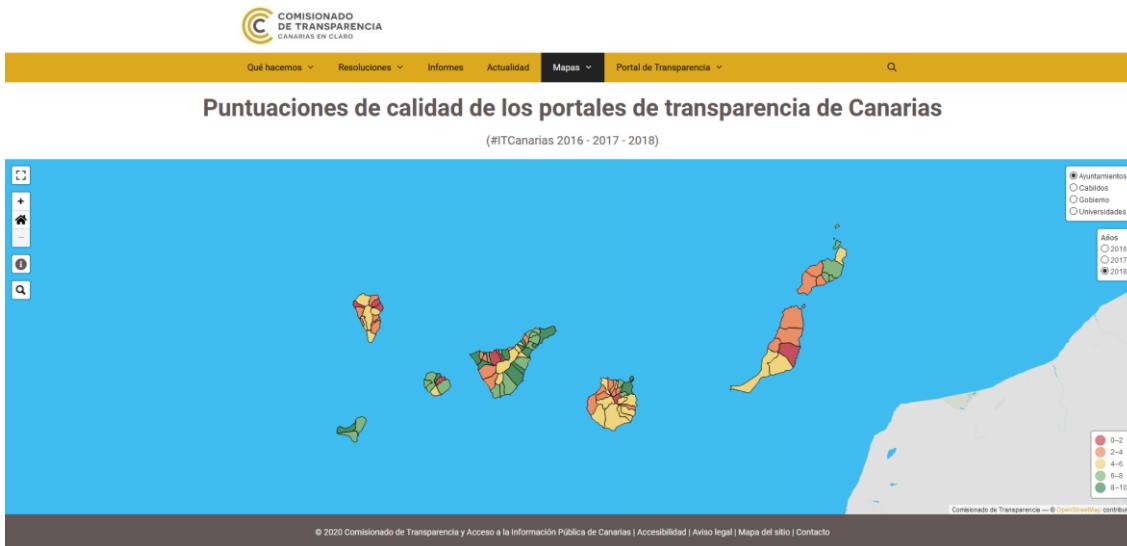
In terms of active advertising, this ignorance is also present because, even though a quarter of the Spanish population visit institutional websites, only a small percentage of those reach their transparency portals.

Nevertheless, it should be pointed out that the volume of people that make use of the possibilities established by transparency regulations is not what is relevant. What is truly important is that all the information possible is available and updated so that all obligated subjects can be scrutinised socially and not just by internal control systems.

The positive effects of transparency on government systems and on their high or low integrity and efficiency are the result of making information permanently accessible in some cases (transparency portals in websites) and easily accessible when it is requested by means of the right of access. **The fact that data is now potentially seen much more easily fosters better public behaviour and results.**

Also, **the evaluation** of the Canary Islands Transparency Index (ITCanarias) and the classification of entities in the first ranking of active transparency of a public nature in Spain **contribute to strengthen the effects of transparency** within these entities and to promote transparency within society. However, in order to achieve this effect it is necessary to develop a wide, thorough and attractive communication in the future.

With the purpose of visualising the data and to make active transparency more attractive for citizens, the Office of the Commissioner team has created the so-called [maps of transparency](#). These are interactive maps, which are accessible on the website, that display the [ITCanarias scores](#) of all evaluated entities during the 2016-2018 period, showing the progress of all obligated subjects.



These maps have been very impactful: since their launch in early January 2020 and until 3 February, that is, in a month, they have received 10.367 visits from users from all over the world, mainly Spain, but also the United States, the United Kingdom, France, Germany, Italy, Canada, the Netherlands, Argentina, Ireland, Finland, Belgium, Poland, Switzerland, the Dominican Republic, Ecuador, Costa Rica, Greece, Algeria, Colombia, Indonesia, the Czech Republic, Portugal, El Salvador, Sweden, Morocco, Bulgaria, Denmark, Norway and Latvia.

Similarly, since its publication on 25 November, 2019, the last annual report referred to 2018, has also received 1.163 visits in less than two months from users in Spain, the United States, Ukraine, Mexico, France, Italy and Germany.

Additionally, in order to recognise the best practices in the loading and upkeep of transparency portals and encourage the subjects obligated by Law 12/2014, of 26 December, of Transparency and Access to Public Information, to continue to improve the quality of the reporting on public accounts, the Office of the Commissioner, through the [Resolution Of 14 November 2019](#), created the **Canary Islands Excellency in Digital Transparency Award** and the **Canary Islands Seal of Quality for Digital Transparency**. These recognitions were awarded through the [Resolution of 18 November 2019](#) and were presented for the first time in a public act in the Parliament of the Canary Islands on 27 November 2019 during the [I Canary Islands Digital Transparency and Right to Access Conference](#) held by the Office of the Commissioner of Transparency.

Finally, according to data from MMI Analytics, a company that analyses and monitors news and social media, in 2019, the Canary Islands Office of the Commissioner of Transparency was mentioned over 600 times in more than 25 different media outlets, both print and digital.

Additionally, apart from an informative presence in the media, the Office of the Commissioner also has a permanent section on [Current Events](#) on its website, a [YouTube](#) channel and the Twitter accounts [@comisionadoTC](#) and [@TransparenteCAN](#).

E. Transferability and promotion

Just like with MESTA, the methodology for the Canary Islands Transparency Index (ITCanarias) can be **perfectly adaptable and applicable** in all autonomous communities and even for those administrations that wish to develop an evaluation system of their own transparency and their own dependent entities. The main differences lie in the number of obligated subjects and their

maps of obligations, as regional transparency laws somewhat differ in terms of the definition of active advertising obligations.

This capacity of adaptation is due to the fact that the methodology on which ITCanarias is based, MESTA, was developed with the objective of establishing a shared model with fixed homogeneous statistics between entities and autonomous communities, in a way that could constitute a real «transparency about transparency». However, it should be noted that the ITCanarias model, inasmuch as it has been tested and checked, has been able to improve and adjust the original theoretical model by attributing weights to the evaluation criteria.

On the other hand, even if the T-Canaria application can be adapted and launched in other autonomous communities and organisations, the Canary Islands Office of the Commissioner of Transparency is working on an **open software application** identical to T-Canaria, the **EVALUA-T** application, so that not only the guarantor bodies and the different institutions are able to evaluate active transparency, but also any individual interested in doing so (journalists, students, doctoral students, organisations that offer grants and subsidies, etc.).

The evaluation of transparency has proved to be a clear incentive for the improvement of the degree of compliance of obligated subjects. In order to continue moving forward it will be necessary to improve the regulation of sanction proceedings for non-compliance and to promote the demand for information by citizens.

“The Canary Islands case, as seen in the Transparency Index of Municipalities (ITA) of International Transparency, shows that making data public and generating a ranking is a useful way to progress in transparency. Those with the better results feel proud, and those with the worst, shameful, resulting in a healthy competition for improvement that can only be positive”, remarked the renowned expert in the matter, Manuel Villoria, in the 2018 Local Transparency Yearbook, edited by the Democracy and Local Government Foundation

F. Sustainability

Due to it being the first process of public evaluation of transparency of all public institutions in the Canary Islands, **the time employed on the model's consolidation and institutionalisation has been of three years**, with the acquired experience in successive evaluations allowing for the annual adjustment of the ITCanarias methodology and the T-Canaria application. However, **this made possible** that, while the evaluation model was implemented, **public entities grew more aware of their transparency obligations and established the basis for an institutional culture of transparency**, which is wider each passing year, as can be observed in the results displayed in the Effectiveness and Efficacy section.

The first time the ITCanarias was evaluated was in 2016, employing a different methodology than the one currently in use. The following year, the Office of the Commissioner decided to modify the index and base it on the MESTA methodology, in order to facilitate the establishment of a shared model of evaluation for autonomous communities. However, the next evaluation showed the necessity of assigning different weights to the different evaluation criteria, so the ITCanarias methodology was modified in order to include this in the next evaluation process.

Nowadays, the possibility of the model evolving again so that active advertising obligations are assessed according their degree of difficulty and their public importance is being studied. Thus, the time needed to create the Canary Islands Transparency Index evaluation methodology has been three years.

On the other hand, parallel to the creation of ITCanarias, the telematic application T-Canaria was developed and enacted by [Resolution of 22 December 2017](#). Subsequently, the use of the two evaluations conducted with the tool allowed for the optimisation of the evaluation process and made the work of both the Office of the Commissioner and the entities easier. The implementation period has been of two years and nine months.

Additionally, thanks to the knowledge gained from the **three evaluations and the development of the T-Canarias application**, the implementation period for the open software application **EVALUA-T** has been reduced to just **three months**.

Finally, the cost of the computing development that will make self-evaluation and the consequent evaluation of the transparency obligations of thousands of obligated public and private subjects possible in the future has been adjusted. The T-Canaria application has required less than 40.000 euros between the initial launch and the two subsequent annual modifications. Its initial development was part of a wider technical support for the creation of the electronic office and the record management system of the Office of the Commissioner of Transparency.

Future advances will accelerate everything, especially if the institutional culture and the citizens' attitude is more proactive and in line with the regenerationist goals of transparency regulations.

What experience has taught us is that without the initiative of asking, in some cases, and evaluating in others, the obligations to answer or proactively publish are without value. And if there are no more questions or evaluations, administrations will not provide the answers that were expected of them.

4. Glossary

AEVAL - Agencia Estatal de Evaluación de las Políticas Públicas y la Calidad de los Servicios (National Agency of Public Policies and Quality of Services Evaluation)

CTBG - Consejo de Transparencia y Buen Gobierno (Council of Transparency and Good Governance)

ICIO - Indicador de Cumplimiento de la Información Obligatoria (Compliance with Obligatory Information Indicator)

ICPA - Indicador en Cumplimiento en Publicidad Activa (Compliance with Active Advertising Indicator)

ICS - Indicador de Cumplimiento de Soporte web (Compliance with Web Support Indicator)

ITCanarias - Índice de Transparencia de Canarias (Canary Islands Transparency Index)

ITV - Indicador de Transparencia Voluntaria (Voluntary Transparency Indicator)

MESTA - Metodología de Evaluación y Seguimiento de la Transparencia de la Actividad pública (Methodology of Evaluation and Monitoring of Transparency in Public Activity)

Law 19/2013 - Law 19/2013, of 9 December, of transparency, right to access public information and good governance (Basic National Law)

Law 12/2014 - Law 12/2014, of 26 December, of transparency, right to access public information (Canary Islands Law of Transparency)

Annex I. Selection of the main news articles about the evaluation of transparency in 2018 and 2019

The acknowledgement by the media of the results of the ITCanarias evaluations is an incentive for the annual progression of transparency portals and the increase of accountability from the obligated subjects. Next, a selection of news articles about ITCanarias in print in the 2018-2019 period is included.

2018

January

Office of the Commissioner: ["T-Canaria", the new telematic application from the Office of the Commissioner to learn about compliance with transparency by all institutions in the Canary Islands](#)

La Provincia: [The Office of the Commissioner creates an 'app' to increase transparency in institutions](#)

February

El Día: [The Commissioner explains the application for reporting to the corporations of the Insular Council of Tenerife](#)

March

Office of the Commissioner: [56 institutions in the Canary Islands already evaluate their transparency through the digital application "T-Canaria"](#)

La Provincia: [At least 56 institutions in the Canary Islands already evaluate their degree of transparency](#)

El Día: [Fasnia, the first town council in Spain to present a declaration of transparency](#)

Noticanarias: [56 institutions in the Canary Islands evaluate their transparency through the digital application "T-Canaria"](#)

Radio Televisión Canaria: [A computing application allows the self-evaluation following the Law of Transparency](#)

April

Office of the Commissioner: [The Transparency Commissioner explains the functioning of "T-Canaria" to the corporate public sector in the Canary Islands](#)

June

Office of the Commissioner: [All 98 institutions of the Canary Islands have self-evaluated their degree of transparency](#)

El Día: [All the main institutions of the Canary Islands teach a "lesson" in matters of transparency](#)

La Opinión de Tenerife: [The 98 public institutions of the Canary Islands self-evaluate their degree of transparency](#)

ABC: [The Government, islands councils, town councils and the universities evaluate their transparency](#)

July

Office of the Commissioner: [Advances in municipal transparency in 2017 in ITCanarias](#)

20 Minutos: [The town councils of Tenerife and Gran Canaria get a passing grade in transparency for the first time](#)

Radio Televisión Canaria: [A passing grade in municipal transparency for Tenerife and Gran Canaria](#)

El Día: [A passing grade in transparency for 21 town councils in Tenerife and 7 in Gran Canaria](#)

Telde Actualidad: [Only five town councils on the island \(Gran Canaria\) get a pass in transparency](#)

La Opinión de Tenerife: [La Villa \(Santiago del Teide\) is one of the most transparent town councils in the Canary Islands](#)

Diario de Lanzarote: [Only the town councils of Arrecife and Teguise get a passing grade in Transparency in the last year](#)

Canarias 24 Horas: [Santa Cruz improves by four points its degree of transparency in just a year](#)

August

El Día: [The town councils of Santa Cruz de Tenerife and Las Palmas get a pass in transparency](#)

El Día: [The municipality \(of El Sauzal\) is the most transparent one, with a 9,7](#)

Diario de Avisos: [The Town Council of El Sauzal is the most transparent in the Canary Islands](#)

Canarias 7: [Half of the town councils in the Canary Islands get a failing grade in transparency](#)

Office of the Commissioner: [Fuerteventura: Tuineje and Pájara, the only two municipalities in Fuerteventura that get a passing grade in Transparency in 2017](#)

Canarias Ahora: [The town councils of Fuerteventura place last in matters of transparency in the Canary Islands](#)

Diario de Lanzarote: [Arrecife takes the lead in transparency in Lanzarote, with a 7,5](#)

Office of the Commissioner: [The municipal transparency portals of La Palma and Fuerteventura are the most incomplete](#)

El Día: [The municipalities of La Palma and Fuerteventura are the least transparent](#)

La Palma Ahora: [The transparency portals of the town councils in La Palma are the most incomplete](#)

September

El Hierro Ahora: [La Frontera gets an 8,48 in Transparency and elevates the average of El Hierro town councils](#)

El Hierro Bimbache: [The transparency index for the town council of La Frontera elevates the average for the town councils in El Hierro](#)

El Time: [The town councils of La Palma double their degree of transparency but still do not get a passing grade](#)

Office of the Commissioner: [The universities in the Canary Islands get an average of 5,26 points in their Transparency Index ITCanarias](#)

Canarias Noticias: [The universities in the Canary Islands get a bad grade in their transparency examination](#)

El Día: [A barely passing grade for the University of La Laguna in transparency and a failing grade for Las Palmas](#)

Radio televisión Canaria: [The Canary Islands universities barely pass their transparency indexes](#)

Canarias 7: [Not much transparency in universities](#)

Canarias Ahora: [The universities in the Canary Islands get a bad grade in their transparency examination](#)

20 Minutos: [The ULL gets a Transparency Index of 5,65 and the ULPGC a 4,86](#)

Tribuna de Canarias: [The universities in the Canary Islands are not very transparent](#)

October

Canarias Noticias: [The Canary Islands Office of the Commissioner, the first Spanish statutory body for the control of transparency and recognised on the bloc of constitutionality](#)

November

Office of the Commissioner: [Insular councils double their degree of transparency in 2017, obtaining an average of 6,93 in ITCanarias](#)

El Día: [Only the Insular Council of Lanzarote gets a failing grade in transparency](#)

ABC: [The degree of opacity of the insular councils of the Canary Islands is reduced](#)

20 Minutos: [Six out of seven insular councils get a passing grade in transparency and almost double their degree of compliance](#)

La Voz de Lanzarote: [The Insular Council of Lanzarote, the only one in the Canary Islands with a failing grade in transparency](#)

La Provincia: [The insular councils reach almost 7 points in transparency](#)

Fuerteventura Digital: [The Insular Council of Fuerteventura doubles in a year its compliance with the Law of Transparency](#)

Europa Press: [Six out of seven insular councils obtain a passing grade in transparency and almost double their degree of compliance](#)

Radio Televisión Canaria: [Fuerteventura doubles in a year their degree of compliance with the Law of Transparency](#)

El Día: [Insular councils double their degree of transparency](#)

El Hierro Ahora: [The Island Council obtains a 8,21 in transparency for "its structured and complete online space"](#)

Canarias 24 Horas: [The Island Council of Fuerteventura doubles in a year its degree of compliance with the Law of Transparency](#)

Diario de Lanzarote: [The insular council of Lanzarote is the only one in the Canary Islands that fails in transparency](#)

El Time: [The Insular Council of La Palma gets one more point but is still second to last in the transparency ranking](#)

Gomera Noticias: [The Insular council of La Gomera increases by more than four points its degree of transparency](#)

Tribuna de Canarias: [La Gomera increases by more than four points its degree of transparency in a year](#)

Canarias 24 Horas: [The Insular Council of Tenerife is the most transparent in the Canary Islands](#)

La Opinión de Tenerife: [The Insular Council of Tenerife is the most transparent institution in the Canary Islands](#)

El Día: [According to the Office of the Commissioner, the Insular Council of Tenerife has the most transparent information](#)

La Opinión de Tenerife: [The Insular council faces the challenges of transparency and good governance of public administrations in the Canary Islands](#)

Office of the Commissioner: [The Office of the Commissioner of Transparency presents its report for 2017](#)

20 Minutos: [The Canary Islands public administrations get a passing grade in transparency and el Sauzal is the most transparent](#)

Canarias Ahora: [The Canary Islands public sector gets a passing grade for the first time in the Transparency Index, even though it only obtains 5,47 points](#)

Radio Televisión Canaria: [The Canary Islands public administrations get a passing grade in transparency](#)

El Día: [The Canary Islands public sector gets a passing grade for the first time in the Transparency Index](#)

Revista Tara: [The Canary Islands institutions obtain a passing grade in transparency, Telde fails again](#)

Canarias 7: [Transparency claims are on the rise](#)

Canarias 7: [Claims for lack of transparency increase by 69,7%](#)

Office of the Commissioner: [Transparency in universities, necessary to recover from the crisis of credibility](#)

El Día: [Cerdán advocates for transparency so that universities overcome the crisis of reputation](#)

La Opinión de Tenerife: [Aguere surpasses the capital in transparency according to data from the Government](#)

Diario de Avisos: [Santa Cruz receives 21 warnings for its lack of transparency](#)

2019

January

Office of the Commissioner: [In 2018 the Office of the Commissioner of Transparency received 357 citizen claims against information refusals from institutions in the Canary Islands, 131% than in 2017](#)

El Día: [Transparency received 357 claims in 2018 for information refusal](#)

El Digital de Canarias: [In 2018 the Office of the Commissioner of Transparency received 357 citizen claims against information refusals from institutions in the Canary Islands, 131% than in 2017](#)

ABC: [The Parliament acknowledges advances in transparency but worries about non-compliance](#)

ABC: [One of the major acts of non-compliance is not publishing advertising contracts](#)

Radio Televisión Canaria: [The relationship between administrations and the media gets a failing grade in transparency](#)

El Día: [The administrations' passing grade in transparency clashes with society's lack of interest](#)

Canarias Ahora: [The Canary Islands Health Service is the body with the greater progression in transparency in the last few years](#)

Eldiario.es: [Daniel Cerdán acknowledges that The Canary Islands Health Service is the body with the greater progression in transparency in the last few years](#)

Canarias 7: [A step back in transparency 2018](#)

El Día: [The Canary Islands Health Service is the most transparent governmental body](#)

April

Office of the Commissioner: [The annual transparency self-evaluation process starts for the 351 public entities in the Canary Islands](#)

Tara: [The annual transparency self-evaluation process starts for the 351 public entities in the Canary Islands](#)

El Periódico de Lanzarote: [The annual transparency self-evaluation process starts for the 351 public entities in the Canary Islands](#)

ABC: [The transparency self-evaluation process starts for the 351 public entities in the Canary Islands](#)

El Time: [The annual transparency self-evaluation process starts for the Insular Councils and town councils](#)

May

Canarias Noticias: [The Insular Council of Gran Canaria improved its Transparency score](#)

Crónicas de Lanzarote: [The Insular Council and the Canary Islands Commissioner of Transparency inform public administration technicians about annual evaluation process](#)

Office of the Commissioner: [Proposal for the evaluation method of the Canary Islands Transparency Index \(ITCanarias\) for the IV Open Government Plan of the Government of Spain](#)

Office of the Commissioner: [85 public entities in the Canary Islands have already submitted their declaration of transparency via «T-Canaria»](#)

Tribuna de Canarias: [85 of the 351 accountable entities have submitted their declaration of transparency](#)

Canarias Ahora: [Only 85 public entities in the Canary Islands submitted their declaration of transparency before the submission period concluded](#)

Noticanarias: [85 public entities in the Canary Islands have already submitted their declaration of transparency via «T-Canaria»](#)

Eldiario.es: [The town councils of Breña Alta, Tazacorte and Mazo, the only ones on the island to submit their declaration of transparency during the first submission period](#)

ABC: [85 of the 351 accountable entities have submitted their declaration of transparency](#)

Noticanarias: [Fuerteventura.- The town council of Pájara complies with the transparency evaluation](#)

Canarias 24 Horas: [Santa Cruz complies with its obligations in matters of Transparency](#)

20 Minutos: [The Town Council of Santa Cruz hopes to repeat its scores in matters of Transparency](#)

Office of the Commissioner: [The Transparency Evaluation model \(ITCanarias\), nominated for the NovaGob Excellency Award 2019](#)

September

Office of the Commissioner: [Four out of five public entities in the Canary Islands have reported on their transparency](#)

Eldiario.es: [More than 70% of the Canary Islands public entities have submitted their 2018 declaration of transparency](#)

ABC: [Four out of five public entities have reported on their transparency](#)

Eldiario.es: [Four public entities in La Palma do not comply with the 2018 declaration of transparency](#)

El Digital de Canarias: [Four out of five public entities in the Canary Islands have reported on their transparency](#)

Eldiario.es: [18% of public entities in the Canary Islands do not comply with the 2018 declaration of transparency](#)

October

Office of the Commissioner: [T-Canaria, among the ten best transparency and good governance initiatives in 2018](#)

La Provincia: [The 'T-Canaria' application, among the 10 best transparency initiatives](#)

Office of the Commissioner: [The 62 public entities dependent on insular councils and town councils in the Canary Islands that did not comply and did not submit the 2018 Declaration of Transparency](#)

Tribuna de Canarias: [Sixty-two public entities in the Canary Islands do not comply with the Law of Transparency](#)

Infonorte Digital: [Eight town councils in the North do not comply with the transparency portal](#)

Office of the Commissioner: [The Canary Islands Transparency Evaluation model \(ITCanarias\) receives two national awards in October](#)

ABC: [The Canary Islands Transparency Evaluation model receives two awards](#)

Diario de Avisos: [Two awards recognise the Canary Islands Transparency Evaluation model](#)

La Provincia: [Gran Canaria leads in number of non-compliances with the Law of Transparency in 2018](#)

Tribuna de Canarias: [The Canary Islands Transparency Evaluation model receives two awards in Madrid](#)

El Día: [The transparency of nine municipal entities called into question](#)

November

Office of the Commissioner: [All the insular councils' transparency portals get a passing grade in the ITCanarias Index in 2018](#)

Canarias 7: [Insular councils obtain a passing grade in transparency](#)

ABC: [The seven insular councils obtain a passing grade in transparency for the first time](#)

Crónicas de Lanzarote: [The Insular Council of Lanzarote gets a passing grade in transparency in 2018, but it is still the worst graded after La Palma and Fuerteventura](#)

20 Minutos: [The transparency portals of all seven insular councils pass with a medium score, according to ITCanarias](#)

Office of the Commissioner: [The four major cities in the Canary Islands surpass the minimum of transparency for the first time](#)

Eldiario.es: [The four major cities in the Canary Islands surpass the minimum of transparency for the first time](#)

El Día: [The four major cities in the Canary Islands get a passing grade in transparency](#)

Office of the Commissioner: [The transparency arithmetic mean for Tenerife town councils was 6,34 and for Gran Canaria, 4,34 in 2018](#)

Europa Press: [The degree of transparency decreases in town councils in Tenerife and Gran Canaria and 21 get a failing grade](#)

Canarias Noticias: [The town councils of Gran Canaria get a failing grade in transparency and the town councils of Tenerife get a low passing grade \(MAPS OF TRANSPARENCY\)](#)

Office of the Commissioner: [The average for the Transparency Index ITCanarias 2018 for the town councils of Lanzarote finally surpasses a score of 5; the average for the town councils of La Palma falls to 3,41 points](#)

La Voz de Lanzarote: [Only four out of seven town councils in Lanzarote get a passing grade in transparency](#)

Crónicas de Lanzarote: [The average for the Transparency Index ITCanarias 2018 for the town councils of Lanzarote finally surpasses a score of 5](#)

La Voz de La Palma: [The La Palma town councils get worse in transparency and their arithmetic mean falls below the average of the other islands](#)

Eldiario.es: [Only 4 La Palma town councils get a passing grade for the Canary Islands Transparency Index in 2018](#)

Office of the Commissioner: ["The Canary Islands Excellency in Digital Transparency Award" and the "Canary Islands Seal of Quality for Digital Transparency" have been created for those that surpassed a medium score in ITCanarias 2018](#)

Noticanarias: [Canary Islands Excellency in Digital Transparency Award for those that surpassed a medium score in ITCanarias 2018](#)

Office of the Commissioner: [The average score for all public institutions in the Canary Islands Transparency Index 2018 is of 5,27 as opposed to the 5,03 of 2017](#)

Canarias 24 Horas: [The Canary Islands Public Administration obtains a high score in the 2018 Annual Transparency Report](#)

Canarias 7: [More than a fourth fails in transparency](#)

Diario de Avisos: [More than half of public bodies get a passing grade in transparency](#)

Office of the Commissioner: [The I Canary Islands Digital Transparency and Right to Access Conference recognises those entities with the best ITCanarias scores](#)

Office of the Commissioner: [Daniel Cerdán, Commissioner of Transparency: "Accountability is a qualitative jump on the way to transparency"](#)

El Día: [The Town Council of Santa Cruz receives the award presented by the Office of the Commissioner of Transparency](#)

El Digital de Canarias: [Daniel Cerdán, Commissioner of Transparency: "Accountability is a qualitative jump on the way to transparency"](#)

Office of the Commissioner: [Javier Amorós: "Transparency is a very effective deterrent tool against corruption"](#)

El Día: [Closing of the I Canary Islands Digital Transparency and Right to Access Conference](#)

December

Canarias 7: [The Promotion Association, deficient in transparency](#)

Canarias 7: [More citizens of the Canary Islands demand transparency](#)

Onda Fuerteventura: [Tuineje gets a passing grade in transparency](#)

2020

January

Office of the Commissioner: [The High Court of Justice of the Canary Islands confirms the resolution that compels the Insular Council of Lanzarote to report on the Canal Isabel II contract](#)

Crónicas de Lanzarote: [The High Court of Justice of the Canary Islands confirms the resolution that compels the Insular Council of Lanzarote to report on the Canal Isabel II contract](#)

Eldiario.es: [The High Court of Justice of the Canary Islands confirms the obligation of the Insular Council of Lanzarote to report on the Canal Isabel II contract](#)

Cadena Ser: [The High Court of Justice of the Canary Islands confirms the obligation of the Insular Council of Lanzarote to report on the Canal Isabel II contract](#)

Office of the Commissioner: [Maps of the scores for quality in the transparency portals in the Canary Islands \(2016 – 2017 – 2018\)](#)

La Provincia: [The Office of the Commissioner of Transparency launches a map that scores institutions](#)

Tiempo de Canarias: [The Canary Islands launch an interactive map for transparency portals](#)

El Día: [A map that displays the degree of transparency of public institutions in the Canary Islands](#)

Eldiario.es: [New digital maps from the Office of the Commissioner of Transparency that display the scores for quality of transparency portals](#)

El Día: [The Office of the Commissioner proposes sanctions for repeated non-compliance](#)

La Vanguardia: [The Office of the Commissioner creates interactive maps for transparency portals](#)

Eldiario.es: [The transparency of institutions in the Canary Islands goes from a general fail to a barely passing grade](#)

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El Día: [The Canary Islands have 234 public associations and most them fail in transparency](#)