



Record for IRISbox in 2020: 327,000 requests on the online platform

Brussels, 2 March 2021: 2020 was an exceptional year for IRISbox, the Brussels Region's electronic counter. This record use is primarily due to the new options offered by the platform, as well as to the coronavirus pandemic, which accelerated the use of online procedures.

IRISbox is the online platform of the Brussels Region, offering regional and local services 24/7. The number of users and requests exploded in 2020 due to the coronavirus crisis.

"The pandemic has acted as a trend accelerator. The most powerful of all is digitisation. Once the services available on IRISbox increased, Brussels residents realised that it is often simpler and faster to carry out their administrative procedures online rather than going to the administrations in person. The result: 78,000 new users have joined IRISbox and together they have made 327,000 requests," says Bernard Clerfayt, Brussels Minister of Digital Transition and Administrative Simplification.

The majority of users are... female

54% of users are women, compared to 46% men. Users come from all age groups, with a slight peak in the 25-34 group, which accounts for 25% of the total. 18-24 year olds represent 13% of users; 35-44, 18%; 45-54, 17%; 55-64, 13% and over 65, 14%. In 60% of cases, users log on with a computer, and in 40% of cases with a smartphone.

Municipal processes are the most popular with users

While the number of requests has increased significantly, it is mainly those addressed to municipal administrations that have skyrocketed. In 2019, 103,957 applications were submitted to local services, compared to 296,541 in 2020.

A platform packed with new features

Since May 2020, it has been possible to make appointments directly online with the municipalities of Saint-Gilles, Ganshoren and Forest. The municipalities of Uccle, Watermael-Boitsfort, Jette and Molenbeek were subsequently added. Almost 8,000 appointments are made this way each month.

The number of forms available on IRISbox has also increased. 55 new processes were added in 2020. They include student job applications, calls for projects, care for sick children, car-free-day waiver, etc.

It is also possible to contact local authority officials directly through a chatbox window.

In some municipalities, it is now possible to change your address online on IRISbox. These new features also explain the platform's growing success with users.

"IRISbox is perfectly aligned with my goal of making the Brussels Region a Smart City. Digital technology makes administrations more modern, simpler, more efficient and more accessible. No more long queues at the counter, no more unnecessary journeys; citizens and businesses are increasingly carrying out procedures online completely securely," concludes the Brussels Minister.

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