

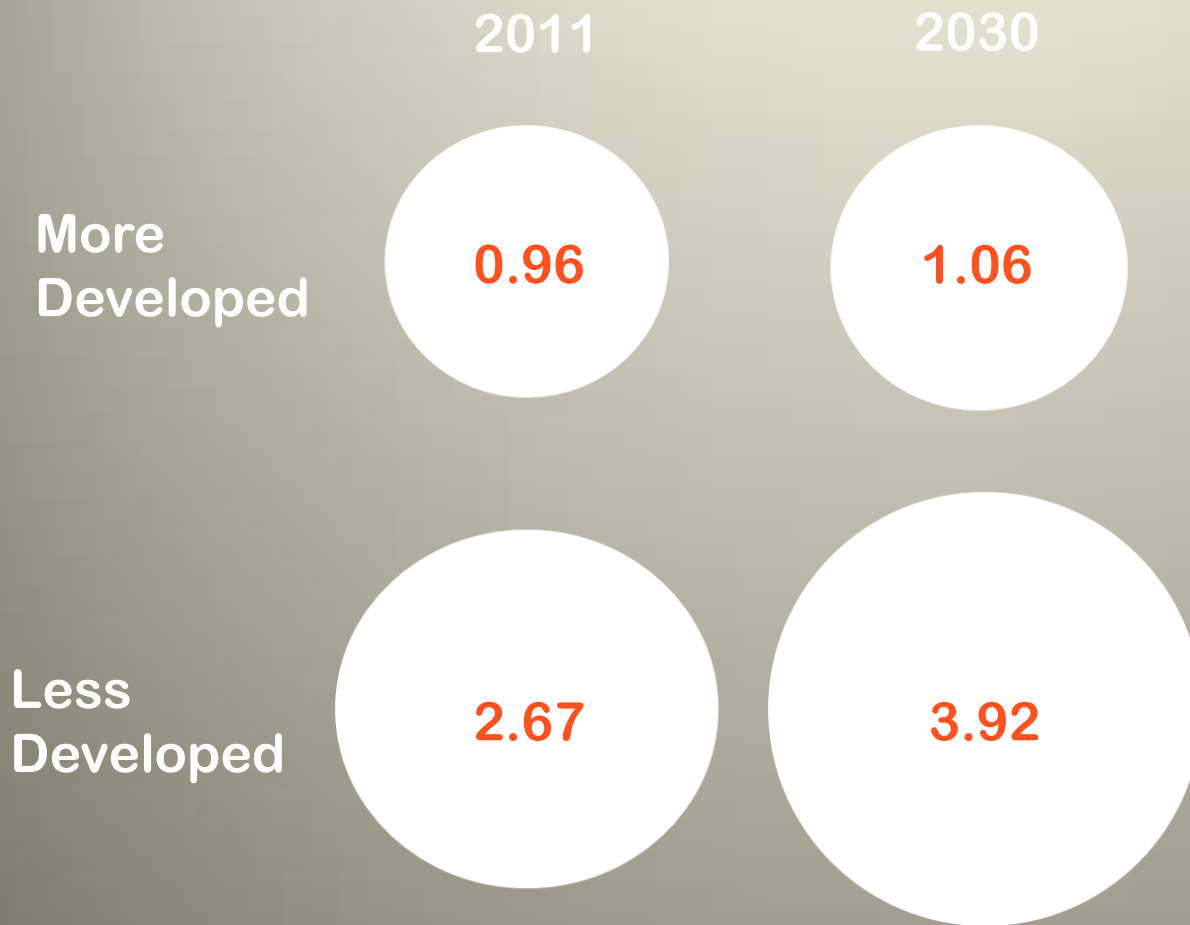
# LEVERAGING TECHNOLOGY For better living in Cities

Measures cities are taking to become "smarter"

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# Urban Population



- 90% urban growth = developing countries
- 65 million new residents / year

# What makes a city « Smart »?

- Helping local / municipal governments deliver their key services with ICTs.
  - New services,
  - Optimizing existing municipal services and infrastructure
  - Better resource allocations (energy, water, space, time)
  - Improving quality of life to citizens, businesses, tourists
- Smart City implies changes in usages and behaviours of both citizens and civil servants, and heavily relied on Smartphone penetration and Internet of things.
- ICT as an enabler to capture signals (sensors) and data from intelligent transport systems
- Critical needs:
  - connectivity,
  - IT integration and applications,
  - data analytics
  - Capabilities and skills to operate and maintain

# SMART CITIES

## INNOVATION PLATFORMS: Municipal Governments Engage with citizens on service delivery



### SOCIAL TECH ENGAGEMENT

- Hackathons
- Data Boot
- Camps
- Challenges
- Citizen
- Feedback
- Gamification
- Innovations



### APPLICATIONS

- Where's My Bus
- Check my school
- Report A Pothole
- Pollution levels/smog
- Uber/Lyft/Sharing economy
- Report Crime



### DATA ANALYTICS

- Crowdsourcing
- Open data
- Dashboards
- Sensor networks

WHAT IS CITISENSE

# URBAN INNOVATION AND TECHNOLOGY HUB

SHOW GOVERNMENTS A DIFFERENT, MORE INCLUSIVE APPROACH

TO ENGAGE WITH CITIZENS TO CREATE AND IMPROVE

(PUBLIC) SERVICES

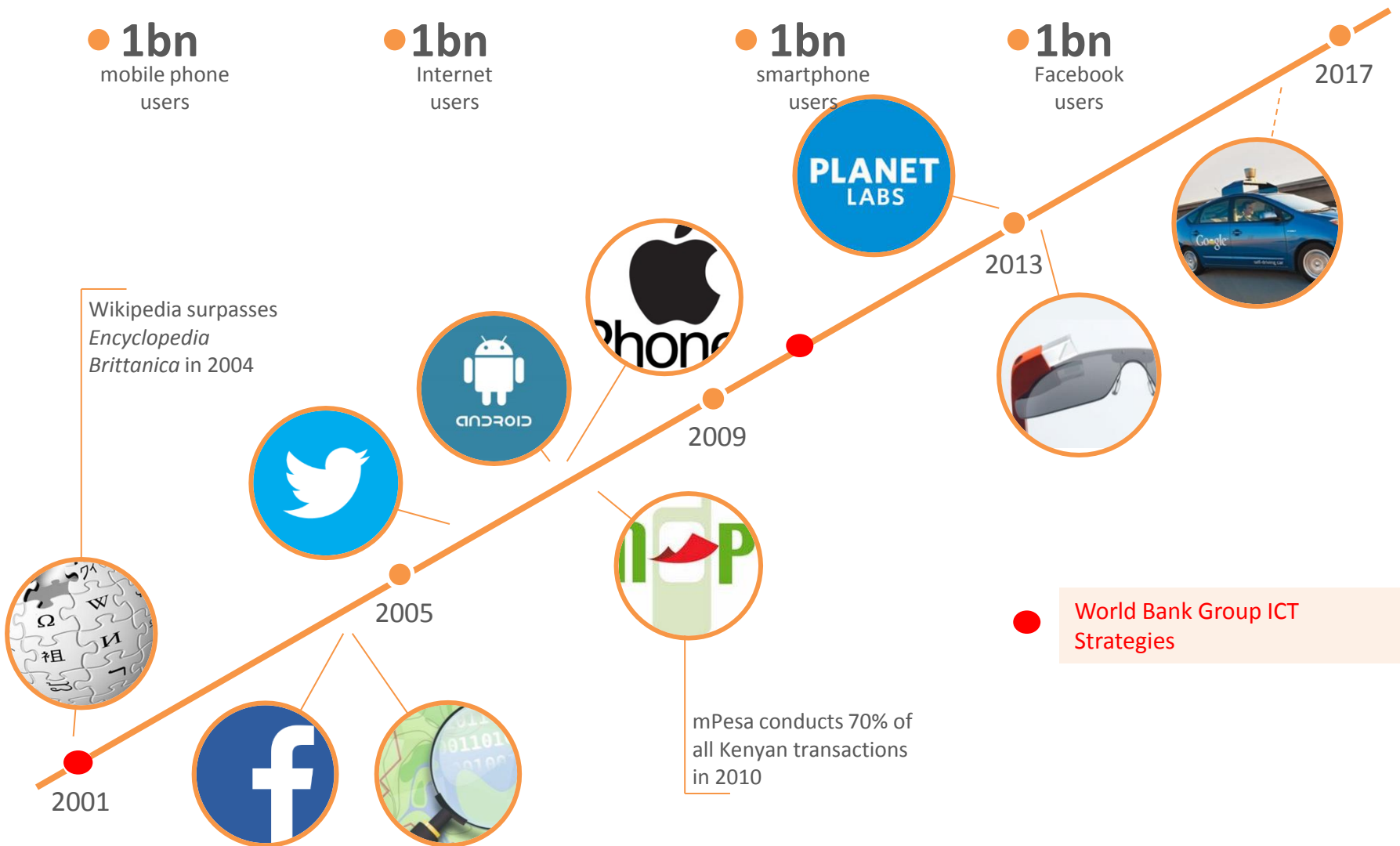
FOCUS ON  
“HOW”  
RATHER  
THAN  
“WHAT”

CONSISTENT  
WITH  
“SCIENCE OF  
DELIVERY”

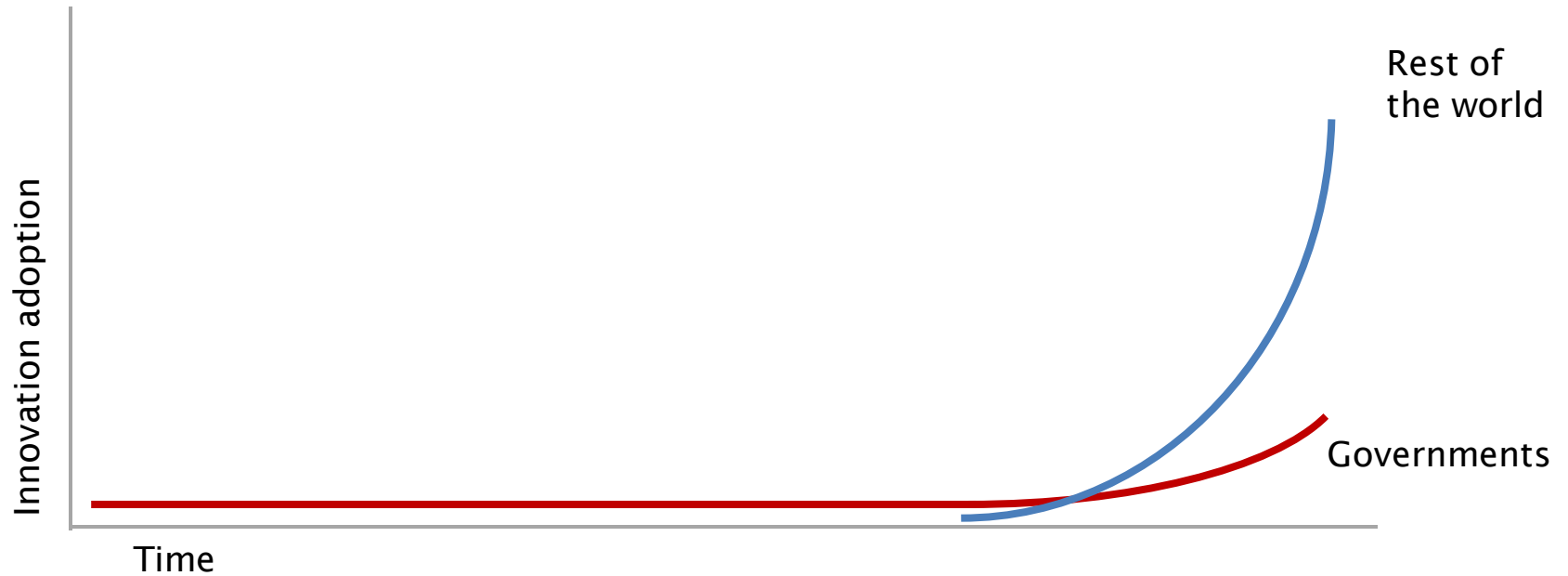
CROSS-GPs  
(URBAN,  
TRANSPORT,  
ENERGY)

# Technology

## New Distribution Channels



# Technology Consumerisation



## Local Authorities' role.

Urban Management Systems

Emergency Management Information  
Systems and Services

Property  
Management Systems

Land Titling, Registries,  
Cadastral Systems

Urban Planning Systems

Transport Information Systems and GPS  
Applications

Warning systems (traffic, weather,  
crime, disasters)



A new paradigm

# Rise of open data, standards, source, innovation

Open Data

Community-Based Information Systems  
and Services

Participatory Decision Making

Participatory Monitoring

Complaints Handling / Open 311

Crowdsourcing and Citizen Data

# Critical Infrastructure, Helsinki, Rio Boston, Honolulu, Seattle

sirens.honolulu.gov

adopt a SIREN

Goodale has been adopted  
by Jamie Prego  
Sign in to adopt this Siren

## ADOPT A HYDRANT

Claim responsibility for shoveling out a fire hydrant after it snows.

Email address

I haven't signed up yet  
 I've already signed up

Name (visible to others)

Organization (visible to others)

Home phone number

617-555-1212

Mobile phone number

857-555-1212

Choose a password

You agree to listen for the siren test and report any problems.

Email address

I haven't signed up yet  I've already signed up

Name (visible to others)

Organization (visible to others)



seattle.gov

## SEATTLE PUBLIC UTILITIES

Reliable water, sewer, drainage & solid waste

Ray Hoffman, I

Home My Services Environment & Conservation Engineering For Businesses Documents Help & FAQs Translations A

Recycling My Home Our City Our Watersheds Projects Education Lawn & Garden Get Involved Climate C

Adopt-a-Drain Sign Up

Environment & Conservation > Get Involved > Adopt-a-Drain > Sign Up

Select Language

### Sign up to Adopt a Storm Drain

Your efforts to monitor and keep your local drain clear is a big help to you, your neighbors and the quality c all come to expect living in the Emerald City. Thanks for doing your part.

Adopt a Storm Drain  
Sign in to adopt this Storm Drain.  
Zoom to

THANK YOU!

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