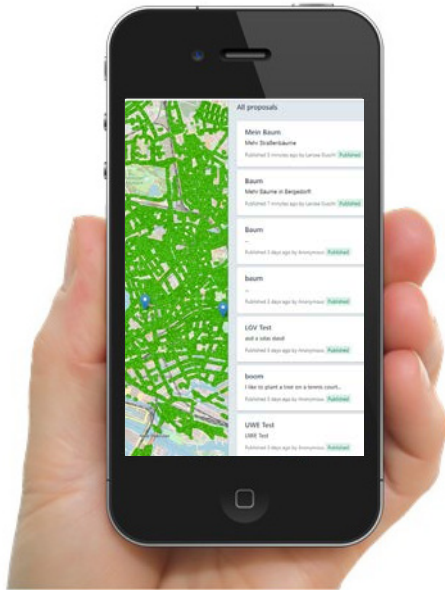


SMARTICIPATE
Opening up
the smart city

HOW TO DEVELOP A NEW PUBLIC SERVICE

GRAB
YOUR
POTENTIAL





Plant a Tree App

Freie und Hansestadt Hamburg

This prototype allows citizen to make their own proposals regarding the planting of new trees and provides automatic feedback on its suitability. It will be able to provide additional information, like estimated CO2 reduction and cost calculation.

Urban Transformation App

Roma Capitale

This prototype allows city officials to share a preliminary draft plan for a redevelopment site. Citizens can propose additional programme and check the feasibility with automatic feedback. Citizens can vote for their favourite programme.



3D Planning App

Royal Borough of Kensington and Chelsea

This prototype allows citizens or developers to upload a 2D/3D proposal for a building location. Surrounding neighbours can better estimate the impact of a planning proposal regarding volume, shadow and views. Residents can comment on the proposed ideas and share their feedback.

Preface

More than 150 citizens, city officials and smart implementers have put the first prototypes of the smarticipate platform through the acid test. This shows how co-creation of services works in practice: painfully honest but always constructive!

The Council Leader of the Royal Borough of Kensington and Chelsea, Elizabeth Campbell joined us during the second London Smartathon on January 19. Later she declared:

'In the digital age, we need to get smarter about the way we interact with our residents. It is not just about finding contractors to provide services to a certain quality threshold anymore. It is about giving residents more say in the way their community is run; about providing them with more democracy, as they take advantage of new forums and communications methods to express to us what they want to see happening. And it is about being more open and receptive to thinking from elsewhere; and being more open to partnership-working with other organisations too. For example, we will deliver a platform, accessible using an app, to allow residents to be notified (and see in 3D) planning applications in their area. We are one of three European municipalities pioneering the use of this technology - Hamburg and Rome being the others.'

The statement of Council Leader Elizabeth Campbell stresses the relevance of smarticipate to open up the smart city. Residents and entrepreneurs have plenty of ideas for the neighbourhood in which they live, work and play. Unfortunately, they don't always have access to the right information to develop their ideas into a concrete proposal. That's why The Royal Borough of Kensington and Chelsea, Freie und Hansestadt Hamburg and Roma Capitale want to share their data - and then go a step further by providing immediate feedback. Smarticipate is a new way to submit proposals and receive such feedback. This means everyone can get involved, even those who have never interacted with the local government before.

To show the potential of the smarticipate platform three prototypes were developed and tested during a second round of Smartathons with citizens, city officials and smart implementers in Hamburg (November 10, 2017), Rome (November 24, 2017) and London (January 19, 2018). Each city set up its own topic from the planting of trees in Hamburg, to urban transformation of a historic fortress in Rome till the evaluation of planning proposals in London. For the prototypes real open data sets were implemented, varying from 76 sets in Hamburg to 25 in Rome and London.

PROTOTYPE PLANT A TREE APP



Notification

You can receive an alert when the city or a fellow citizen has a plan with one or more trees in your neighbourhood.



Quick Info

You can check out the information about these trees, for example the reason why it will be cut, moved or planted.



Proposal

You can choose the location for a new tree and select the specific type of tree that should be planted.



Immediate Feedback

You can receive an immediate feedback on your tree proposal. This feedback covers the following aspects:

| | |
|-----------------|---|
| ownership | public or private land |
| available space | infrastructure - above ground and under surface |



Like (or not)

You can share your tree proposal with your fellow citizens (via feature 1 - Notification) and they can express their support.



Track & trace

You can submit your tree proposal plus the popular support to the city administration and follow it through the decision-making process.

The prototype of the Plant a Tree App of Hamburg is an example of such a New Public Service. Former Mayor of Hamburg, Olaf Scholz, now finance minister of Germany explains why geodata is playing an increasing role for co-creation:

'Auch für die Bürgerbeteiligung spielt der intelligente Einsatz von Geodaten eine wichtige Rolle. Hamburg entwickelt aktuell in dem EU-Projekt „smarticipate“ gemeinsam mit London und Rom eine Beteiligungsplattform, die mithilfe von Simulationen die Auswirkungen von Projekten, die erst noch in Planung sind, veranschaulicht und auch Alternativen aufzeigt.'

'The intelligent use of geodata also plays an important role for citizen participation. In the EU project "smarticipate", Hamburg is currently working with London and Rome to develop a platform for participation that uses simulations to illustrate the effects of projects that are still in the planning stage and to identify alternatives.'

The manual 'How to develop a new public service' describes smarticipate's co-creation strategy and reflects the results of the second round of Smartathons. But there is more. During the Smartathons citizens, entrepreneurs and NGO's demanded to have access to the smarticipate platform. The big question is how government, business, NGOs and citizens plug in. Committed participants gathered during the Smart Implementer Summit on January 19, 2018 in London to discuss the potential of smarticipate which resulted in a series of potential New Public Services. The final chapter gives a prospect on how New Public Services can lead towards results on the ground.

| | |
|----------------------------|----|
| 1_Co-created Services | 06 |
| 2_Reflection | 12 |
| 3_Smart Implementer Summit | 20 |
| 4_New Public Services | 26 |
| 5_What's next? | 32 |



1

Co-created service

Citizen, London

‘Having all relevant information easily accessible will make reactions to planning issues more immediate.’

image: Roma Capitale

Everybody talks about co-created services nowadays. Smarticipate is actually doing it! Citizens, entrepreneurs, city officials and ICT specialists developed and tested a prototype version of the smarticipate platform for better neighbourhoods.

HOW TO CO-CREATE

Smarticipate's co-creation strategy is based on three complementary concepts:

An **Urban Story** describes the development of a topic into a sequence of scenes, from initial idea until implementation.

A **Smartathon** is a public event where a variety of urban stakeholders define requirements and test prototypes.

A **Smart Implementer Summit** brings stakeholders together who want to use the smarticipate platform for their own topic.

The smarticipate team and city officials in the field of open data, participation and urban planning developed six **Urban Stories**, two per pilot city. These urban stories were developed during three requirement workshops, one in each city. External stakeholders were invited to provide additional fuel and to allow an outwards orientated discussion. Based on the feedback of the external stakeholders and city officials one urban story per city was selected: Hamburg chose for 'residents want trees for CO2 reduction', Rome decided to elaborate the story of the urban transformation of abandoned areas and London refined the story 'A developer presents a plan for urban regeneration to the community'.

Do you want to know more? Check out the 'How to develop an Urban Story' manual.

The smarticipate team organized and hosted two rounds of **Smartathons** in each of the three pilot cities. In the **first round** citizens and entrepreneurs sketched their main demands for the smarticipate platform based on the three concepts urban story, open data and features. The results of the first round

Do you want to know more? Check out the 'How to organise a Smartathon' manual.

Do you want to know more? Check out the 'This is how to do it' manual.

of Smartathons lead to a series of Lessons learned. These lessons were guiding the development of the digital platform. The requirements were fed into Redmine, a web-based project management and issue tracking tool. This formed the basis for the development of the prototypes. In the **second round of Smartathons** we invited citizens, city officials and smart implementers to test the prototype and provide their feedback.

Some people during the Smartathons want to go further, they see the potential of the smarticipate platform to plug in their own topic and to develop a tool to improve their city. A group of smart implementers were for example interested to use the smarticipate platform to improve the cycling infrastructure of their city. Therefore, they need access and further elaboration what the smarticipate platform has to offer to them. During the **Smart Implementer Summit** on January 19, 2018 in London they assembled.

Freie und Hansestadt Hamburg

1st round 39 participants
2nd round 49 participants
22 citizens
18 city officials
9 smart implementers
39 filled in surveys

Roma Capitale

1st round 29 participants
2nd round 42 participants
17 citizens
19 city officials
6 smart implementers
22 filled in surveys

Royal Borough of Kensington & Chelsea

1st round 54 participants
2nd round 62 participants
29 citizens
18 city officials
15 smart implementers
25 filled in surveys

For scientific evaluation of the survey check out D8.2 Intermediate evaluation.

The co-creation strategy has proven to be a pretty effective form of mobilisation regarding the numbers of participants of the Smartathon I and II and the collected surveys. In total 148 participants joined the second round of Smartathon, of whom 60% were female and 30% under the age of 35. The share of people who participated already in the Smartathon 1st round was 35%.

Testing the prototype required a lot of support and guidance from the ICT developers and table hosts since the platform was still at an early stage of development. Therefore, the preparations for the second round of Smartathons were kept

07. November 2017 07:37 Kommunen - Hamburg

Hamburger gestalten ihre Stadt: nächste Projektetappe

Direkt aus dem dpa-Newskanal

Hamburg (dpa/Ino) - Was haben London, Rom und Hamburg gemeinsam? Die drei Städte beteiligen sich am EU-Projekt "smarticipate". Es hat zum Ziel, eine Anwendung zu entwickeln, mit der Bürgerbeteiligung in den Städten einfacher und effektiver werden soll. Bisher seien Ideen von 150 Hamburgern in eine digitale Anwendung eingeflossen, teilte der Landesbetrieb Geoinformation und Vermessung mit. Er veranstaltet am 10. November einen weiteren Workshop, um die weiterentwickelte App auszuprobieren.

'What do London, Rome and Hamburg have in common? The three cities are participating in the EU project "smarticipate". Its aim is to develop an application to make citizen participation in cities easier and more effective. So far, ideas from 150 citizens of Hamburg have been incorporated into a digital application. On November 10 the testing of the prototype will take place.'

'under controlled conditions' to receive a manageable number of participants. Nevertheless the second round of Smartathons received a lot of media attention, especially in Hamburg and London, among others an article published in the Süddeutsche Zeitung, as well as a short film of Councillor Gerard Hargreaves discussing the 3D Planning App.

The media coverage was not only used to spread the philosophy of smarticipate, but also to test the prototypes. The smarticipate formulator organized a testing for city officials from all over Europe at the Cities Forum in Rotterdam on November 28, 2017. The city officials appreciated the hands-on approach and to be part of prototyping.

Shop



PumsRoma @PumsRoma · 24 Nov 2017
#Grab your potential! Oggi siamo al workshop del progetto @EU_R2000
@smarticipate Londra, Amburgo e Roma le città studio coinvolte nella
piattaforma #OpenData #UrbanPlanning #Smarticipate



1 4 4

smarticipate Retweeted



IrishRegionsBrussels @IrishRegions_EU · 28 Nov 2017

Learning about @smarticipate #H2020 #SmartCity approach to #opendata in Hamburg, Rome & London. Empowers citizens with access to precise info to proactively influence public services and solutions to urban problems, e.g. exactly where 🌳 should be planted. #citiesforum2017

Besides the content harvested via the surveys (see chapter 2), there were some other discoveries made during the second round of Smartathons.

Don't split up

At the second round of Smartathons there were less filled out surveys (total: 86) collected than the actual number of participants (total: 153) suggested. The reason is that, although the surveys were supposed to be filled out individually, participants liked to work together behind the laptop. As a result, the whole testing of the smarticipate prototype became a social action, involving discussion and exchanging knowledge. The idea to let participants test the smarticipate prototype on smart phones in London, was less of a success since the smartphone screen was too small to work in groups. Furthermore, from a user prospective, it is always a certain adaptation time required in order to get familiar with the basic features of a smartphone different than the own one.

The same was true for overlapping events of citizens, city officials and smart implementers. Participants liked to meet each other and see what in other groups is happening. Hence, the second round of Smartathons in Rome brought the lessons that one room works perfectly and creates a lively buzz: more debates and interaction!



Paul McDonald, strategic relationship manager of the Royal Borough of Kensington and Chelsea adopted the approach how to successfully organize a Smartathon of Rome to London:

'A mix of trust, non organization and a relaxed attitude let you focus on the dynamic mix of participants and to make sure that we have an uplifting discussion among each other.'

Manage expectations

Co-creation is a matter of courage since it needs firmness to present an unfinished prototype to a bigger audience. Not all city officials are used to let people look behind the scenes and usually involve citizens if a proposal is certain and elaborate. The main question in the preparation was consequently: 'Can citizens handle testing a prototype still in development?' In Rome this sentiment was fierce and had influence on the invitation policy. Nevertheless, citizens joined the second round of Smartathons and what emerged is that citizens can handle it very well. Participants understood perfectly that they will test a

prototype and actually appreciated the unfinished character since they could still take influence on the development.

Ergys Dema, an ICT entrepreneur from Rome who joined both Smartathons in Rome stated:

'Remember that you have spoken to almost all people who work for the municipality of Rome that know the bureaucracy and who have surrendered to it saying that everything is difficult just because they do not see a solution. I believe that the generation that is growing will appreciate so much a tool as powerful as smarticipate. Personally, I love this project and I realized the vision of Smarticipate on the second Smartathon. I'm very optimistic and confident, there is certainly a lot of work to do and this is also a great challenge.'



Meet = trust

Citizens were very excited to meet the ICT developers and valued to be part of the app making process. A perfect app is so intuitive in use and language that as a user you don't think about the logic behind. That was an eye-opener for participants on how much thinking and technique is involved in such a seemingly easy application as planting trees. To discuss with the ICT developers created trust in the co-creation service. Citizens took their task to help improving the apps and making it user-friendly very seriously. Additionally, they gave a lot of in-depth comments on how further development has to take place so that the citizens would actually use it.

2

Reflection

Kamran Soomro & Jens Dambruch

'To see citizens actually testing a technological prototype is daring but surprisingly people really appreciate to be involved in the making.'

Image: Joseph Marshment-Howell

The first round of Smartathons resulted in 8 lessons learned which fuelled the development of the prototypes. The test results of the second round of Smartathons were again reflected on the 8 lessons learned to explore where the smarticipate platform succeeded and where improvements are necessary.

lesson learned 1

DOERS VS. RECEIVERS

Smarticipate is a new way to submit your ideas and proposals for a better neighbourhood and receive immediate feedback on that. During the first round of Smartathons, participants emphasised that smarticipate should not only focus on active people who want to change their neighbourhood, or so-called 'doers'. It should also focus on 'receivers' who comprise most of the citizens. This second group cares equally about their surroundings but expresses that in a more responsive way.

What participants say during the 2nd round

During the second round of Smartathons the split between doers and receivers became more obvious. Doers in Hamburg were interested to test the Plant a Tree App, but not to use it themselves. Their main interest was to check out the possibilities of the underlying smarticipate platform to develop their own app serving their own topic. That's why they are called smart implementers who wanted to know more about the requirement structure, available data sets and technological systems behind the platform.

The receivers became even more receiver. They judged e.g. the Plant a Tree App as if they would really use it to improve the urban green in their neighbourhood. An interesting fact is that according to D8.2 intermediate evaluation 75% of the citizens from Hamburg who participated at the Smartathon would use the smarticipate app when it is officially available. That's why they stressed the importance of user friendliness, relevance of features and immediate feedback.

'Die App stellt einen guten Start dar. Neue Bäume vorzuschlagen halte ich jedoch für bedingt relevant. Themen wie etwa Fahrradinfrastruktur sind für viele Nutzer sicherlich interessanter.'

'The app is a great start. To suggest new trees, however, I consider conditionally relevant. Topics such as bicycle infrastructure or similar are certainly more interesting for many users.'

Smart implementer, Hamburg

Impact on Smarticipate Development

The split between doers and receivers is there, so cater for both needs.

lesson learned 2

LET'S MAKE KNOWLEDGE GREAT AGAIN

Smarticipate unlocks data and expert knowledge so that you can check and - if necessary - improve your idea or proposal. During the first round of Smartathons participants said that statistics aren't actually the most interesting kind of data. However, when developing or reflecting on a proposal, participants mostly need other information such as the history of the place, the current policy & legal framework or previous developed ideas or proposals.

What participants say during the 2nd round

Participants are enthusiastic about the match between open data and expert knowledge. However, the app doesn't show its full data potential yet: 'We want more data sets!'. Let's focus on the prototype for urban transformation in Rome. Participants of Rome appreciated that the city of Rome supplied the underlying data sets and made it available for the smarticipate platform. But the match between the open data and expert knowledge was not sufficient. One of the participants in Rome stated:

'It is possible to propose a school in the old fortress, despite the fact that the legal framework regulates that schools have to be situated next to a public street.'

Besides that, the information is not reliable yet, another citizens stated:

'I would love to have the opportunity to upload historic photos or a drawing next to my proposal.'

62% of the citizens in Rome who participated at the Smartathon stated that the smarticipate app does not meet their needs. But citizens also suggested a solution: Better manage the tasks you manage thoroughly (and then less of everything).

'È semplice da usare ma non rappresenta adeguatamente i vincoli e problemi esistenti nella governance delle trasformazioni urbane.'

'It is simple to use but does not adequately represent the existing constraints and problems in the governance of urban transformations.'

Citizen, Rome

Impact on Smarticipate Development

Of course: everybody wants everything, but don't overstretch and prioritize.



lesson learned 3

MULTIPLE CAPTAINS ON THE SHIP

Smarticipate enables co-creation by you, your community and the other partners who are needed to make your idea happen. Participants stated during the first round of Smartathons that government is not able to solve all problems in society. That's why it needs residents, businesses and NGOs to come up with ideas and invest in realising them. Participants noticed that such co-creation is a game changer. Government loses its 'birth right' to initiate, and other stakeholders can also take the lead.

What participants say during the 2nd round

Not everyone finds the app topics as relevant. That's why quite some participants come up with alternative cases. Mainly the doers (or: 'smart implementers') see the potential of the smarticipate platform to plug in their own topic. Over 80% of them felt inspired to configure the platform for their own needs. A participant in Rome was, for example, not so fond of the Urban Transformation App but was triggered to re-use the Plant a Tree App to install electric charging poles. A London participant disfavoured the 3D Planning App but was excited by the possibilities of the Urban Transformation App. He knew quite some buildings and areas he wanted to use it.

'The Rome model can be very useful in engaging people and understanding the trade offs between higher densities and communal benefits. The Hamburg model can have a number of other applications such as for bicycle parking.'

Citizen, London

Impact on Smarticipate Development

Participants feel invited so don't disappoint them and give them easy access.

lesson learned 4

TELL ME THE RULES (SO I CAN BREAK THEM)

Smarticipate is based on consistent rules to provide reliable feedback on your ideas and proposals. Participants of the first Smartathons realised very well that a tool like smarticipate has to be based on consistent rules. And they appreciated that, because it stimulates government to clarify the guidelines they use to make decisions on their proposals.

What participants say during the 2nd round

Especially citizens in Hamburg and Rome were annoyed by the black box character of the app. Over 70% of citizens in



Rule making and rule braking is a hot topic. That is why it will be one of the leading items at the final smarticipate conference (November 7&8, 2018) in Vienna.

Die sofortige Rückmeldung ist hilfreich, da ich meinen Vorschlag besser einschätzen kann, auf der anderen Seite waren die Regeln nicht transparent genug. Die Rückmeldung schien teilweise unglaublich.

'The immediate feedback is helpful because I can better assess it - on the other hand the rules were not transparent enough. Feedback seemed to be partly untrustworthy.'

Smart implementer, Hamburg

Rome and Hamburg who participated at the Smartathon appreciated the immediate feedback but could not understand what is the logic behind. One of the participants in Rome stated:

'I seemed to understand that constraints have not yet been implemented, and the answers that the portal gives are not reliable. The categories that have been inserted are really few, there is a need for a good database of categories.'

Also, the technical language of feedback was confusing for participants. One participant in Hamburg commented:

'I wasn't able to successfully plant a single tree in my street. The feedback was not clear, it said "too close to building" even though many other trees already exist within the same distance to buildings.'

Impact on Smarticipate Development

Tell me the rules, tell me the rules, tell me the rules! That's all folks!



lesson learned 5

MAYOR, WHERE ARE YOU?

Smarticipate helps you plug your comment or idea into the municipal policy and decision-making process. Participants of the first round of Smartathons wondered if smarticipate would be an iron bridge or an iron shield. According to them, smarticipate has the potential to improve communication between local residents, businesses and government. But the platform could also derail, becoming a digital shield that keeps residents at a distance. To avoid that, the keyword is

accountability. That means if users submit an idea or proposal, they want to be able to track and trace it through the policy and decision-making process.

What participants say during the 2nd round

What strikes the eye is that citizens are eager to comment and share. 62% of citizens in the London Smartathon agreed that it makes it easier for them to share their ideas about a planning application. After finishing a proposal, participants of London like to share their idea with friends and neighbours. If citizens receive sufficient critical mass than they submit to the city. Participants perceived this is as a promising first step. The second step ('What happens with my proposal after I submit?') receives a more skeptical reaction.

Citizens are positive about the next steps, as one participant in London stated:

,I think the comments section has good potential. It would better to allow other commenters to like or recommend users suggestions so that those shared views can be identified and considered by city planners.'

'Le mie preoccupazioni si concentrano principalmente sul fatto che una tale app possa creare grandi aspettative. Nel caso in cui la città non potesse soddisfare almeno alcune aspettative positive i cittadini perderebbero la loro fiducia nell'app e smetterebbero di usarla.'

'My concerns concentrate mainly on the fact that such an app create large expectations. In case the city could not deliver at least some of the positive ones, the citizens would loose their faith to this and would stop using it.'

City official, Rome

Impact on Smarticipate Development

It's so obvious and technically easy that we tend to forget: people love to share.

lesson learned 6

NO DEAD-END STREETS

Smarticipate extracts its data and expert knowledge from various sources to give you the best possible feedback. Typical for big cities: lots of ideas, but little space. Lack of space isn't just about what you can see. It's also about limitations that are less obviously visible, like ownership, (underground) infrastructure, environmental quality, zoning regulations, etc. That's why participants warned about a potentially undesirable effect, that is if smarticipate provides mainly negative feedback. And that would kill the use of the platform.

What participants say during the 2nd round

One of the participants in Hamburg must try twelve times before she receives a positive feedback on her proposal. That's not inspiring at all and will kill the actual use of the app. She said:

'Nachdem meine persönliche Frustration nach einer Weile zunahm, hätte ich gerne Alternativen aufgezeigt bekommen, wo es möglich ist einen Baum zu pflanzen.'

'As I got more and more frustrated, I would have loved to get a proposal for alternative planting options.'

Citizen, Hamburg

'It was frustrating because there was always something which speaks against a location. Receiving alternatives where is the nearest possible location, would have made my experience more fun and satisfying.'

Another option to tackle this issue is to provide a feasibility rating. That means you can always plant a tree wherever you want it. But if the location is cumbersome, for example with a feasibility rate of less than 10%, the chances that the tree will be planted are low.

Impact on Smarticipate Development

No dead-end streets! No-dead end streets! That's all folks.



lesson learned 7

FINALLY, A GADGET FOR MY GRANDMA

Smarticipate offers user-friendly features that help you to stay informed, create and interact. Smarticipate must balance complexity and user-friendliness. That's why it's important to start with a series of relevant, but not overly-complicated, use cases. Such a step-by-step approach also reduces the chance of serious bugs in the final apps, which users would perceive as amateurish and a huge turn-off.

What participants say during the 2nd round

Usability is a major concern for all participants. City officials tend to go for more technically advanced features what potentially could make their work easier, while citizens advise to keep it smooth and simple. A participant in London mentioned:

'I would use this app as long as it works, is intuitive and doesn't crash. If it isn't easy to use, most people won't bother.'

Another participant in Hamburg mentioned not to forget the fun:

'The app could be more user-friendly. Buttons and terms are very technical. More: "Plant your tree!" and not "submit!" and then the question: "Would you like to plant more trees?"'

On average 50% of all participants found the app user-friendly. However, there is big cultural difference what participants understand under the term user-friendliness. For Hamburg

'Non dimenticate che gli italiani amano il design. Fino ad ora l'interfaccia sembra molto tecnica e noiosa. Pensate alla grafica e rendetela attraente per gli utenti.'

'Don't forget that Italians love design. Until now the interface looks very technical and boring. Put some thought in the graphics and make it look attractive for users.'

Citizen, Rome

participants the structure of the app has to be particularly distinct, while Rome participants opt for more design and Londoners demand robustness.

Impact on Smarticipate Development

Don't forget to test the final versions again with end-users because they know what they want.

lesson learned 8

FLASH IN THE PAN OR 2.0, 3.0, 4.0...

Smarticipate is a public framework that enables further service creation by profit and non-profit partners, like small and medium sized-businesses and NGOs. Participants of the first round of Smartathons clearly took a long-term perspective and asked who will take care of the smarticipate platform after this three-year project has ended. The service ownership concept for smarticipate should be based on partnerships within government and between government and external partners.

What participants say during the 2nd round

Participants warn to make it a standalone. In Hamburg the integration is easy with their existing Masterportal. In London participants mentioned that they already use existing websites and tools which the Royal Borough offer. Therefore, a participant asked:

'Where will the website be placed? If you want citizens to use it, you need to advertise a lot. It is better to link it to a standard platform, such as RBKC's planning and building control site. It would be helpful and make the orientation much easier. I don't want to learn everything from the beginning.'

One of the participants in Rome also stresses the importance of social media:

'In the extreme case, it could be integrated to an already existing social network such as facebook. In that case smarticipate should focus more on the back-end algorithms-mechanisms, while leaving others working on the front end.'

As a standalone item it makes it easier to share and comment on planning applications. But it needs to be well integrated with the Councils existing consultation methods.

City official, London

Impact on Smarticipate Development

The keyword is integration: smarticipate can alone make the difference as part of an ecosystem.

3 Smart implementer summit



Jens Deye, ADFC Hamburg

**'I met for the first time
kindred spirits from a
side I did not expect
- the government
sector. To talk to
Francesco from Rome
was an eye-opener.'**



image: Joseph Marshment-Howell

There is still a lot of work to do on the smarticipate platform development, but that doesn't scare off the smart implementers. They see its potential and came to the Smart Implementer Summit in London on January 19, 2018.

WHY A SMART IMPLEMENTER SUMMIT

Smarticipate is a platform which stores, organizes and maintains the open data and immediate feedback service. Others are invited to step in. The three prototypes are just examples. The real goal is that other citizens, entrepreneurs, local governments, NGO's plug into the smarticipate platform with their own topic. We call those **New Public Services**.

Partners can step into smarticipate choosing one of the following offers:



Reuse one of the 3 already developed apps



Adjust one of the 3 apps to your topic



Create a new app based on the smarticipate platform

The smarticipate team presented the Reuse/Adjust/Create approach at the Smart Implementer Summit with participants from Hamburg, Rome and London. The goal was to find partners who want to get involved using one of the presented approaches. Their questions stimulated the smarticipate team to formulate the offer and conditions how to plug in the smarticipate platform.

You can find the full agenda on the next page. As you see it was not boring. Overlapping the events with political leaders, city officials, citizens and smart implementers created a lively buzz. All of a sudden, smart implementers were in debate with political leaders, five minutes later they talked to city officials and shortly afterwards they were busy to sharpen their case to a proper business case.

List of participants

Toby Bennett

Commonplace

Claudio Bordi

Roma Capitale

Elizabeth Campbell

Council Leader Royal Borough of Kensington and Chelsea

Ergys Dema

ICT entrepreneur Rome

Alexander de Carvalho

Public

Jens Deye

ADFC Hamburg

Ander Goss

Vu.City

Joanna Hammond

Royal Borough of Kensington and Chelsea

Jason Hawthorne

Wagstaffs Design

Sabine Hilfert

Senatskanzlei Freie und Hansestadt Hamburg

Francesco Iacrossi

Roma Servizi per la mobilità

Doug McLeod

Socrata

Gerald Onuorah

The Boston Consulting Group

Dr. Nicole Schubbe

Landesbetrieb Geoinformation und Vermessung (LGV) Hamburg

Andreas Thinius

Hamburg Cycle Guide

Smart Implementer Summit London

The Design Museum

Chumsri & Luqman Lounge
224-238 Kensington High Street
London W8 6AG

Thursday, January 18

7.30
pm

Pub evening

Join us at The Scarsdale Tavern to get to know the other participants.
(23a Edwardes Square, London, W8 6HE)

Friday, January 19

9.00
am

Smarticipate's offer to the smart implementers

Joachim Rix (Fraunhofer IGD) demonstrates the possibilities to develop a smarticipateApp.

A) Implement one of the 3 already developed apps in your city.

B) Adjust one of the 3 apps to your topic.

C) Create a new app based on the smarticipate platform.

Maria Lemper (Geoville) points out the conditions to co-create a smarticipateApp, such as available open data, access to Redmine, licensing etc.

10.00
am

Critical reflection

Ergys Dema participated in the first and second Smartathon di Roma and shares his insights.

10.30
am

New Public Services: 3 (or more) cases

Specifications of a BikeApp by Jens Deye (ADFC Hamburg)

A crowdfunding platform for places by Toby Bennett

New technologies to promote smart mobility by Francesco Iacorossi (Roma Capitale)

12.00
am

Lunch / testing London Application by city officials

Explore the possibilities of the smarticipate platform and test the smarticipateApps of London, Rome and Hamburg.

2.00
pm

From case to business case

Determine the conditions which are necessary for the next step, such as finance, ownership, partners, balance between system impact and resources, etc.

3.30
pm

Coffee / testing by citizens

Continue to develop your business case at the museum's café.

5.00
pm

Closing

Optional programme

Saturday, January 20

10.00
am

Field trip to explore London's cycle infrastructure

Organized by Jens Deye (ADFC) and Tom Harrison (LCC)

Meeting point: Lancaster Gate Underground Station

Here are some discoveries observed during the Smart Implementer Summit in London:

Technology for the common good

Participants who joined the Smart Implementer Summit had a diverse background - from NGO's to citizens, city officials, politicians to entrepreneurs. Albeit they had something in common: the belief that technology can help to solve social problems.

Eagerness to collaborate with government

The combination of both open data and expert knowledge was one of the main drivers why smart implementers participated. Open data is collected, managed and offered to citizens as a service by government. A lot of expert knowledge is gathered and administered by the government as well, but this is by far not always accessible to everyone. Smart implementers were keen on having access to the governmental expert knowledge.



Open data is collected, managed and offered to citizens as a service by government.



Expert knowledge is gathered and administered by the government as well. Smarticipate unlocks the collected knowledge.

Open source (or not)

Everybody wants to have open source, simultaneously most participants realize the importance of a platform which is well maintained, robust and receives periodical updates. There are different options on how to maintain the smarticipate platform on a long-term perspective.

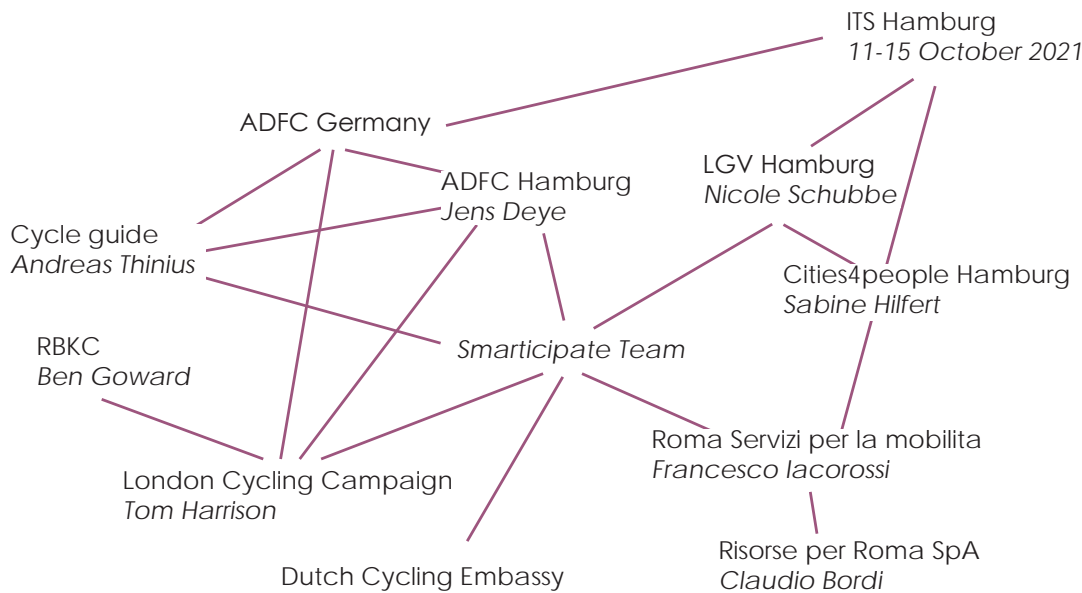
(1) Everybody can reuse the already developed apps free of charge. If an organization wants the smarticipate team to adjust and create new applications, they pay a fee for the work involved.

(2) Everybody can reuse the already developed apps free of charge. If an organization wants to adjust and create new applications by themselves, they pay a modest license fee for using the software.

(3) A city, NGO or other organization could choose to pay the license fee and allow local citizens, entrepreneurs and others to adjust and create new applications. Government supports smart implementers this way.

This is only a short overview, but there is a lot more in the Exploitation Roadmap.

Do you want to know more? Check out the D9.7 'Exploitation Roadmap'.



Cross-over between cities

The smart implementers looked further than their own city or national network. This appeared to be most obvious for the Cycle Infrastructure App. On the scheme above the network of stakeholders who are involved in a potential New Public Service 'Cycle Infrastructure' is illustrated.

4

New Public Services

Francesco Iacorossi, Roma Servizi per la mobilità

'A tool like smarticipate could help save time and money while engaging a broad audience in mobility planning, such as placement of new bicycle racks.'

image: Roma Capitale

For some the co-creation of New Public Services may stay an abstract concept, but smarticipate brings it on the ground. During the Smart Implementer Summit future partners expressed their ideas how they wanted to plug into the platform for their own topic.



Reuse one of the 3 already developed apps **PLANT A TREE APP AT THE ROYAL BOROUGH**

Council Leader Elizabeth Campbell is in love with the Plant a Tree App from Hamburg and wants to adopt it for the Royal Borough of Kensington & Chelsea.

The planning and arboriculture department of the Royal Borough of Kensington and Chelsea knows that the cutting, planning, planting and maintaining of trees is a continuous process. Citizens feel very much involved, therefore the communication between local government and citizens about existing and new trees is time consuming. Council Leader Elizabeth Campbell explains:

'Residents of the Borough take care that their neighbourhood stays as liveable and green as it is now and therefore they love trees. The London Tree Map is an initial attempt to visually present London's tree data. The map shows the locations and species information for over 700,000 trees.'

Reusing the Plant a Tree App from Hamburg would allow citizens to come up with proposals regarding the planting of new trees in their neighbourhood. The need for such an app doesn't stop at the borough's boundaries. Hence, it is great that the Greater London Authority which oversees all boroughs showed keen interest. Also, initial contact with the Royal Parks Foundation who maintain all eight royal parks of London was laid.



Adjust one of the 3 apps to your topic URBAN GARDENING APP IN ROME



Claudio Bordi is head of the European project office for the City of Rome. He is responsible for the promotion, development, implementation and management of international cooperation - EU-funded projects in the fields of Urban development and sustainable mobility and transport.

Claudio Bordi wants to adjust the Urban Transformation App to propose locations for urban gardening initiatives by cooperatives.

The city of Rome sees urban gardening as an essential part to give vacant land a function and answer to the need of citizens, which want to have more space for urban gardening. Urban gardening has huge potential, since Rome has the most hectare of green in Europe which represent 67% of its surface. Additionally, it has societal relevance with more than 250,000 people seeing urban agriculture not as a hobby, but as an essential part of their life. Therefore, the city of Rome sets up the 'Regulations for the Management of Green Areas for Urban Gardens'. Claudio Bordi explains:

'Rome has thousands of residents associations. This includes groups focused on urban gardening, one of the most popular uses for the city's plentiful green spaces. The municipality is very positive about such initiatives, as urban gardens bring a variety of social benefits to communities and reduce public maintenance requirements. In practice however, it also creates a lot of work for the city administration.'

Adjusting the Urban transformation App of Rome engages citizens and community groups to identify where new urban gardens in their neighbourhood should be established. Therefore, partners such as RETER, the environmental, cultural and planning department of Rome, as well as Roma Natura and the Region of Lazio are decisive.



Click the image to watch the vlog about 'Co-ops want space for urban gardening'



Create a new app based on the smarticipate platform CYCLE INFRASTRUCTURE APP IN HAMBURG

Jens Deye is vice chairman of the ADFC Hamburg. The 'Allgemeiner Deutscher Fahrrad-Club ADFC' (German Cyclist's Association) works with cities, state and federal governments to improve the conditions for cycling. It comprises 165.000 members in Germany. The ADFC Hamburg sees the potential of smarticipate to improve the cycling infrastructure and is especially triggered by the immediate feedback function.

The ADFC Hamburg already developed the »Läuft!« online tool which allows citizens to submit an application to request traffic reduction measures in their neighbourhood to increase the air quality and safety for residents and road users. The website is based on noise and air pollution datasets which are provided by Hamburg's Transparency Portal.



Jens Deye's focus is cycling policy. One of his milestones is the introduction of the »Läuft!« Campaign, a commitment of the ADFC to make Hamburg more liveable by increasing the number of roads with a speed limit of 30 km/h. Therefore, the ADFC Hamburg developed an online participation tool.



Smarticipate is offering according to Jens Deye extra possibilities:

'I want to create a complete New Public Service. It turns all around improving the cycling infrastructure and to receive immediate feedback on proposals. How it will look like - I have no idea. That we have to figure out in the following steps.'

Jens Deye perceives good opportunities for cooperation within the framework of the Intelligent Transport Systems (ITS) World Congress in Hamburg in 2021. The ADFC wants to explore the possibilities to take an active role at the ITS and present a smart mobility tool for cyclists. The ADFC is committed to collaborate with the city of Hamburg. Jens must get used to the idea of involving the ADAC (German Automobilist Club) as well. Rome and London are curious about the further development (see page 25).



Francesco Iacorossi has been working as a project manager at Roma Servizi per la Mobilità since 2009. His expertise is the coordination within EU funded projects (P.A.S.T.A, ECC, Bike Challenge, SUMP Roma) in the field of sustainable and active mobility.



Adjust one of the 3 apps to your topic ELECTRIC CHARGING POLE APP IN ROME

Former rugby player and devoted cyclist Francesco Iacorossi wants to adjust the Plant a Tree App to propose locations for electric charging poles.

Francesco Iacorossi saw potential in the location-based feature of smarticipate. But trees? No smart mobility! The EU funded PASTA project aims to show how promoting active mobility can lead to a healthier, more physically active population - saving money and more importantly improving our lives. Walking in healthy air and cycling are key elements. A tool like smarticipate can help save time and money while engaging a broad audience in green mobility planning. Francesco Iacorossi mentioned:

'The Roma Servizi per la Mobilità has to ensure the instalment of electric charging poles for e-mobility. By 2020 7.000 electric charging poles must be installed in Italy to reach a total of 14.000 charging stations by 2022.'

Adjusting the Plant A Tree App of Hamburg engages citizens and entrepreneurs to identify where new electric charging poles in their neighbourhood should be installed. The city of Rome cannot do it by itself. Therefore, they are looking for partners such as energy company ENEL. This contact will be further explored in the coming period.

→ Sedentary behaviour - the urban challenge

Europeans move too much without moving enough these days. Many rely on cars for the shortest of trips. This comes at a cost to our health and the public purse.

On average people spend about 80 minutes per day in transit. Half of all trips, less than 5km, are undertaken by car.

Physical inactivity is a leading risk factor for ill-health in the European Region; resulting in 1 million deaths per annum.



→ What are the benefits of active travel?

- BETTER FOR YOUR HEALTH
- SAVES YOU MONEY
- OFTEN IT'S QUICKER
- GIVES YOU FREEDOM

THE WORLD HEALTH ORGANIZATION (WHO) RECOMMENDS:

- 30 mins of physical activity 5 times a week
- to improve citizen's health and make the city more livable



→ Is PASTA good for your health?

The EU-funded project PASTA - Physical Activity Through Sustainable Transport Approaches - aims to connect transport and health by promoting active mobility in cities (i.e. walking and cycling in combination with public transport use) as an innovative way of integrating physical activity into our everyday lives.



Create a new app based on the smarticipate platform PLANNING APP PLUS

Joanna Hammond sees the 3D Planning App as the first meaningful but modest step. But she wants to go further.

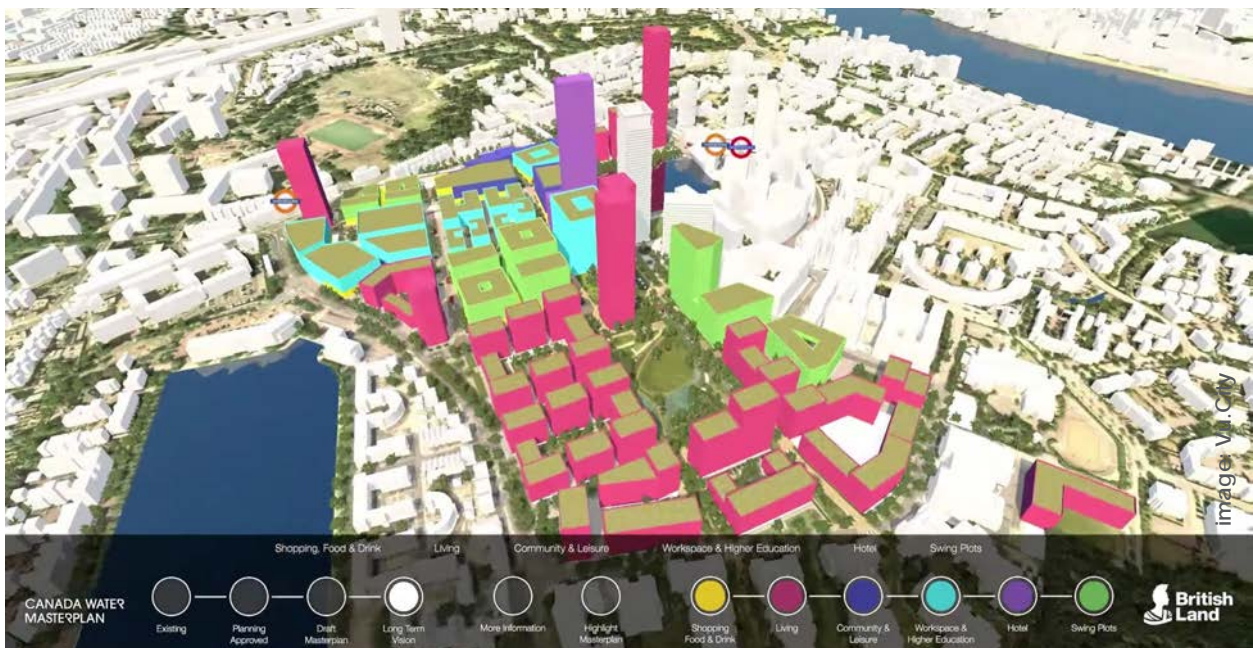
Planning costs a tremendous amount of time, what becomes evident in all the documents which are compiled for one single project. For example, if a citizen want to find a drawing of the recently realized Design Museum, the one has to go through 528 documents before finally detecting a drawing of the Design Museum. Therefore, for Joanna Hammond the basic set up of the 3D Planning App is already a big step. She says:

'We would like to use the 3D Planning App for the development of the new Barlby primary school. The Barlby school is now in the planning phase and not yet build. Hence, it presents the ideal test case if the 3d Planning App supports citizens to estimate the impact of a planned building and making their comments on the development.'

But this is just the beginning, Joanna Hammond dreams of the possibilities of an integrated design feature where citizens can explore the impact of the development by making the building taller, slimmer, lower or wider. Adjusting the 3D Planning App with plus features could happen in collaboration with VU.City which offers highly accurate fully interactive 3D digital city models.



Joanna Hammond is Planning Implementation Team Leader of the Royal Borough of Kensington and Chelsea. She supports the borough's business forums, guides the smarticipate London pilot project and actively monitors housing delivery.



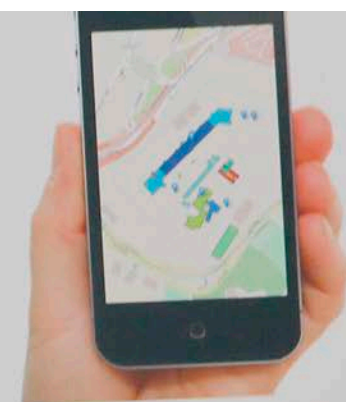
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What's next?

Erygs Dema, ICT entrepreneur Rome

'At the centre of Smarticipate there should be citizens and their participation and one presentation per year does not keep the project alive.'

Image: Roma Capitale



1 - Notifica

Puoi ricevere una notifica quando l'Amministrazione o uno sviluppatore presentano la bozza di un progetto o la generazione di un'area...

2 -

È possibile visionare l'Amministrazione di quell...

Patrimonio

Inquadro

Progettazione

Smarticipate has one more year to integrate the demands and ideas of citizens, city officials and smart implementers into the smarticipate platform and make the three prototypes user-friendly and ready to be implemented in real. Then it is finished or not?

Smarticipate's co-creation strategy is based on the three complementary concepts: Urban story, Smartathon and Smart Implementer Summit. The co-creation strategy resulted in three prototypes which are based on the smarticipate platform. The prototypes of the Plant a Tree App, Urban Transformation App and the 3D Planning App were tested during the second round of Smartathons. Participants who tested the applications acknowledged the relevance, despite the fact that they are still in the development phase. The three applications will be ready by July 2018 for final testing which will take place online. Additionally, cities can also do final testing according to their demands. Nicole Schubbe, for example, from Landesbetrieb für Geoinformation und Vermessung likes to test the Plant a Tree App with students from the Helene Lange high school.

The prototypes will be officially launched during the final smarticipate conference in Vienna on November 7&8, 2018. Participants of the conference including NGO's, government and entrepreneurs can test if the smarticipate approach is meaningful for their organization or city. Participants of the Smart Implementer Summit, already showed their commitment to plug into the smarticipate platform. They use the third Smartathon which happens parallel to the conference to elaborate their own application. This is a real hackathon - smart implementers get access to the smarticipate platform. Via the smarticipate dashboard they have access to the requirement management system, the rules and datasets on which the platform is build. The smarticipate team facilitates them in customising the software including a first harmonisation of the data and the specification of the rules with the ambition to have a running application at the end of the hackathon.



Reuse one of the 3 already developed apps
PLANT A TREE APP AT THE ROYAL BOROUGH



Adjust one of the 3 apps to your topic
URBAN GARDENING APP IN ROME



Create a new app based on the smarticipate platform
CYCLE INFRASTRUCTURE APP IN HAMBURG



Adjust one of the 3 apps to your topic
ELECTRIC CHARGING POLE APP IN ROME



Adjust one of the 3 apps to your topic
PLANNING APP PLUS

kick off paper
 Q1 2018

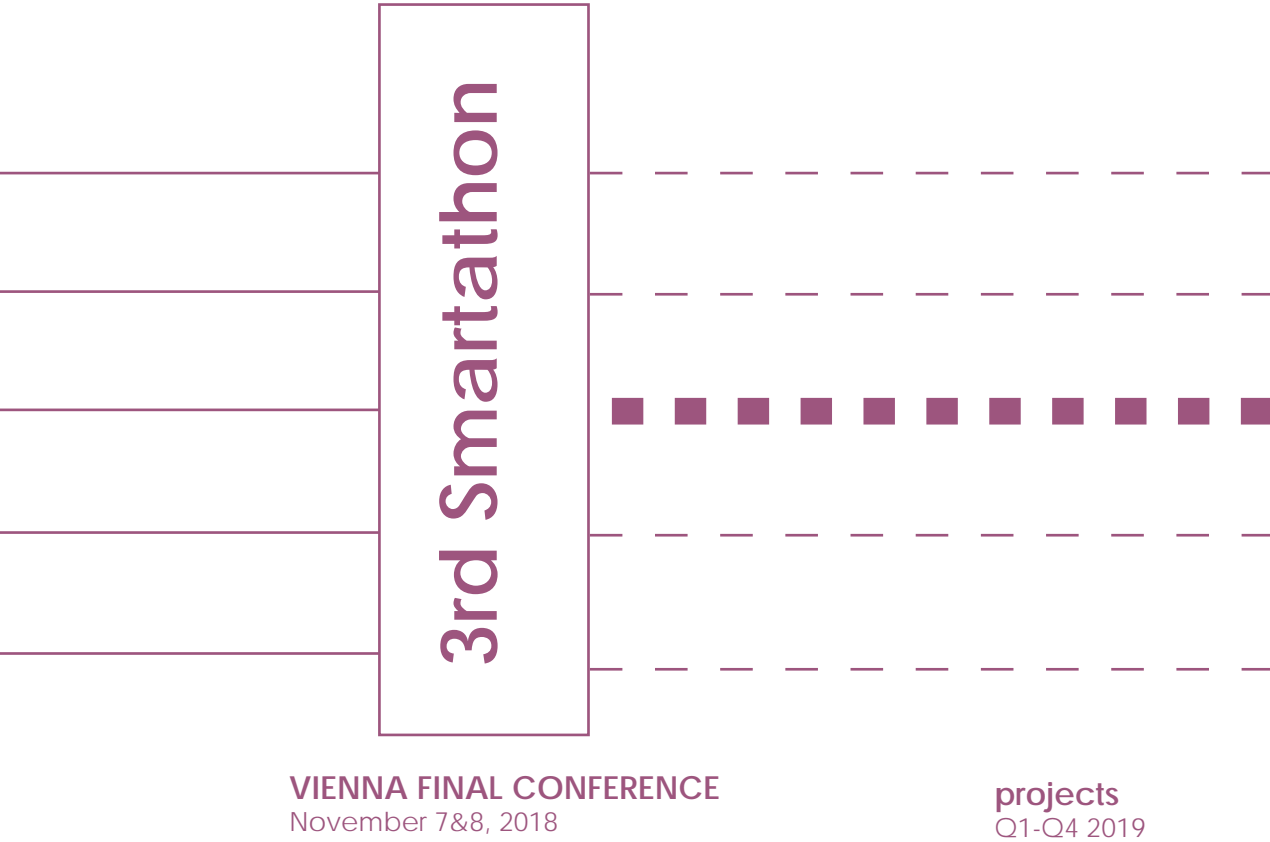
requirement workshop
 Q2 2018

concept business plan
 Q3 2018

Good preparation is key to ensure the success of the third Smartathon. Current and future partners are therefore asked to deliver a kick off paper, organise a requirement workshop and submit a concept business plan beforehand. Let's use the case of the Cycle Infrastructure App to illustrate the steps which have to be passed before the final conference in Vienna.

The local cycling association (ADFC Hamburg) demonstrated commitment and presented the smarticipate platform to the national board in the first quarter of this year. The board showed keen interest. Due to their enthusiasm the ADFC decides to submit a kick off paper.

In the second quarter of 2018 the ADFC organizes a requirement workshop (ADFC Hackathon). During this workshop an urban story is developed which describes the development



of the Cycle Infrastructure App into a sequence of scenes, from initial idea until implementation.

If the requirement workshop is successful, the ADFC can continue with the next step and develop a concept business plan in the third quarter including the commitment and responsibility of the partners as well as a financial plan.

By accomplishing all steps, the ADFC is eligible to get access to the third Smartathon. Similarly, the smarticipate team facilitates the other New Public Services with the steps from kick off paper, to requirement workshop till concept business plan. The smarticipate team provide guidance, but the initiators have to go for it.

The 'How to develop a New Public Service' manual for opening up the smart city is made possible by all smarticipate partners: Fraunhofer IGD, University of the West of England, Austrian Institute of Technology, GeoVille Informationssysteme und Datavereinbarung GmbH, ICLEI, WeLoveTheCity BV, Freie und Hansestadt Hamburg, Roma Capitale, Royal Borough of Kensington and Chelsea and Wetransform GmbH.

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Title

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