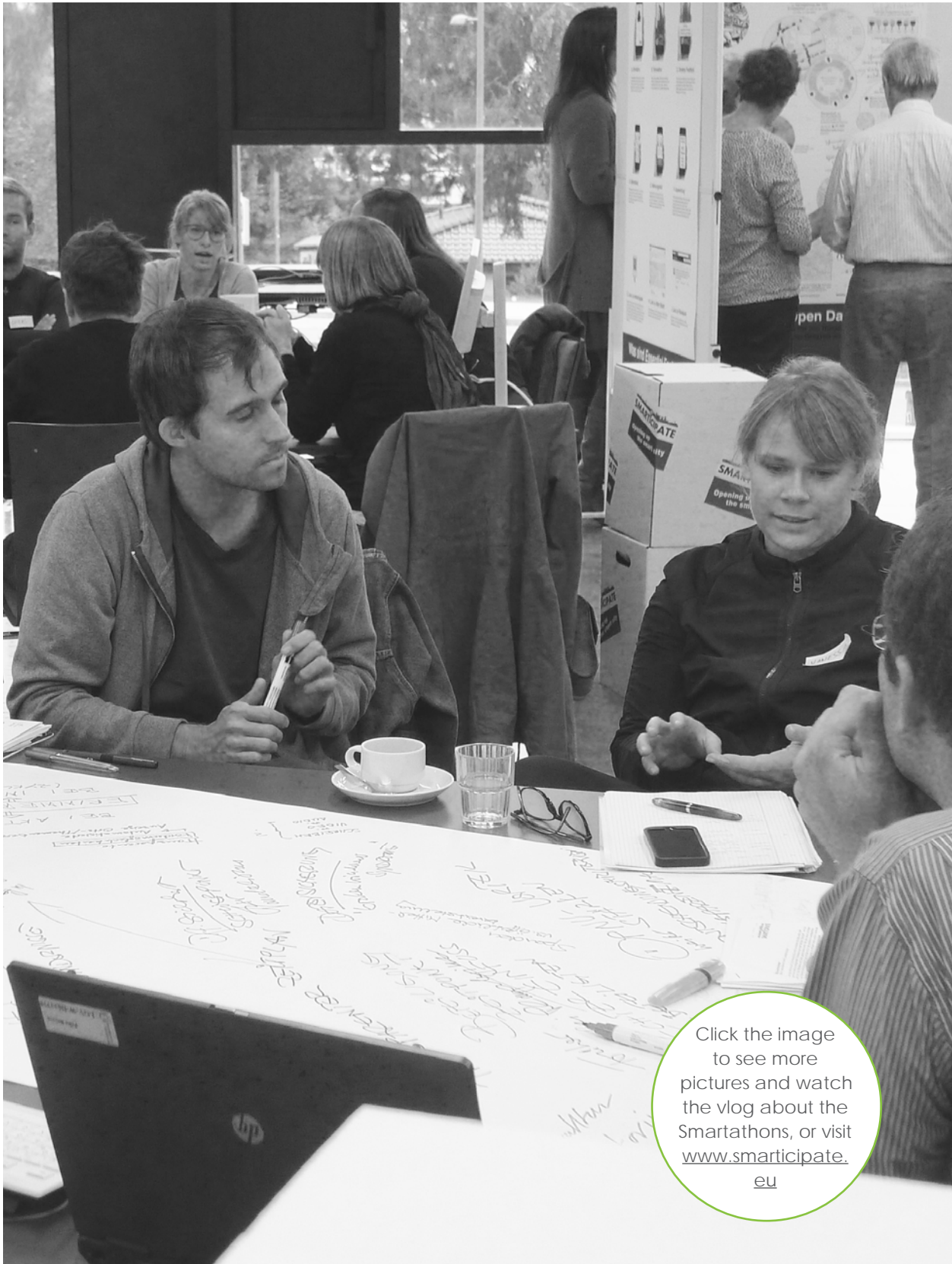# HOW TO ORGANISE A SMARTATHON

GRAB
YOUR
POTENTIAL

Click the image
to see more
pictures and watch
the vlog about the
Smartathons, or visit
www.smarticipate.
eu

Index

Work Package 7 'Piloting'

This manual 'How to organise a Smartathon - Grab your potential' is part one of three in smarticipate deliverable 7.1. The other two manuals are 'How to develop an Urban Story - Grab your potential' and 'This is how to do it - Grab your potential'.

Welcome to London's first
SMARTATHON
September 17, 2016 | 10 am - 4 pm | Kensington Town Hall

"I want to build my local community."

"How do I find out what is going on locally?"

"How do I get funding for a project?"

"I want to know how technology can help."

"How do I bring the right people together?"

Do you have a great idea for a better neighbourhood? Join the Smartathon and discover how new technology can help you to share your idea, improve your idea and make your idea happen.

The Royal Borough of Kensington and Chelsea recognises the potential of open data. Together with Hamburg and Rome, we're the lead cities in the smarticipate project.

Kensington and Chelsea residents and businesses have plenty of ideas for the neighbourhood in which they live, work and play. Unfortunately, they don't always have access to the right informati... to develop their ideas further. That's why the Borough wants to share its data - and then go further by providing immediate feedback on id... Smarticipate is a new way to submit proposals... solutions to the Council and receive feedback... means everyone can get involved - even if yo... never interacted with local government befor...

Smarticipate starts with local residents and... entrepreneurs. That's why we invite you to t... Smartathon in London. There you can help... smarticipate into a user-friendly tool that's... for you. Next year the first prototype will be... public testing at the follow-up of the Smart...

Willkommen zu Hamburgs erstem
SMARTATHON
8. Oktober 2016 | 10-16Uhr | Landesbetrieb Geoinformation und Vermessung

"Ich will mir meine Nachbarschaft aufbauen."

"Wie finde ich heraus, was in meinem Viertel los ist?"

"Wie bekomme ich mein Projekt finanziert?"

"Ich will wissen, wie neue Technologie hilft."

"Wie bringe ich die richtigen Leute zusammen?"

Haben Sie eine gute Idee, um Ihren Stadtteil zu verbessern? Kommen Sie zum Smartathon und entdecken Sie, wie Sie mit Hilfe der neuesten Technologien Ihre Ideen teilen können, diese verbessern können und wie es gelingen kann, diese ... realisieren.

... chancen die Open Data ... und Rom.

einen Schritt weiter gehen möchte: Eine direkte Rückmeldung auf die Ideen. Smarticipate ist ein neuer Weg, um Vorschläge und Lösungen direkt auf Plausibilität zu prüfen und eine Rückmeldung zu erhalten. Das heißt, dass jeder beteiligt werden kann – sogar dann, wenn er zuvor noch nicht mit der Verwaltung interagiert hat.

Smarticipate ist auf SIE liebe Bewohnerinnen, Bewohner, Unternehmerinnen und Unternehmer angewiesen. Daher möchten wir Sie zum ersten Smartathon in Hamburg einladen. Sie ... mitteilen, smarticipate zu einem ... chen Werkzeug zu entwickeln. ... der erste Prototyp zum ... fertig sein – ein logischer Schritt ...athon.

Roma organizza il suo primo
SMARTATHON
Benvenuti! 21 gennaio 2017 | 10.00 - 16.00 | Casa della Città

"Vorrei costruire la mia comunità locale."

"Come posso riunire le persone interessate della mia comunità?"

"Come posso sapere cosa sta accadendo nella mia comunità?"

"Come posso trovare dei finanziamenti per un progetto?"

"Vorrei sapere come la tecnologia possa aiutare."

Hai un'idea per migliorare il territorio nel quale vivi? Partecipa allo Smartathon e scopri come le nuove tecnologie possono contribuire alla condivisione, al miglioramento e alla realizzazione della tua idea.

Roma Capitale riconosce il potenziale degli open data. Insieme a Londra e ad Amburgo, siamo le tre città pilota del progetto Smarticipate.

I cittadini e gli imprenditori romani hanno molte idee per il territorio in cui vivono, lavorano e trascorrono il loro tempo libero. Purtroppo, non sempre hanno accesso alle informazioni utili per sviluppare ulteriormente le loro idee. Per questo motivo Roma

Capitale vuole condividere i propri dati e renderli più accessibili - e poi fare un ulteriore passo fornendo un riscontro immediato sulle suscitate idee. Smarticipate è un nuovo modo di presentare proposte e soluzioni all'Amministrazione e ricevere un riscontro. Questo significa che tutti possono partecipare, anche chi non ha mai interagito con il governo locale fino ad oggi.

Smarticipate inizia con i residenti e gli imprenditori locali. **È per questo che ti invitiamo al primo Smartathon di Roma.** In quell'occasione potrai contribuire allo sviluppo di tuo interesse. I cittadini di Londra e Amburgo hanno già contribuito in altri due Smartathon - ora è il turno di Roma di fare un grande passo. Il primo prototipo della App sarà pronto per il test pubblico durante un incontro successivo a questo Smartathon.

Smartathons are carried out in the language of the host cities.

Preface

More than 150 residents, entrepreneurs and city representatives joined the London Smartathon (September 17, 2016), Hamburg Smartathon (October 8, 2016) and Smartathon Rome (January 21, 2017).

WHY A SMARTATHON

Residents and entrepreneurs in the Royal Borough of Kensington and Chelsea, Freie und Hansestadt Hamburg and Roma Capitale 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 further. That's why these cities want to share data - and then go a step further by providing immediate feedback on ideas. But what are the expectations of residents and entrepreneurs, including those who've never interacted with local government before? The cities therefore invited them to the Smartathon:

Do you have a great idea for a better neighbourhood? Join the Smartathon and discover how new technology can help you to share your idea, improve your idea and make your idea happen.

The results are being used to develop smarticipate into a user-friendly tool that serves the expectations of city government, residents, entrepreneurs, NGOs and other stakeholders. More concretely, the results fuel the development of requirements that are further elaborated in smarticipate work package 2 'Requirements development & stakeholder engagement'.

For a brief glimpse of the Smartathons, see the video interviews that were made in the context of work package 9 'Dissemination, exploitation & market replication'.

WHAT IS A SMARTATHON

Smartathons are lively, hands-on events. It all happens around the smart tables. At each table, six to eight residents and entrepreneurs dive into an urban story, open data and essential features.

Urban Story

Open Data

Essential Features

Smart Table
The table provides access to the smarticipate server with data and features.

smarticipate server

Smart Helpdesk
Experts from the smarticipate team provide information and support to participants.

Questions?
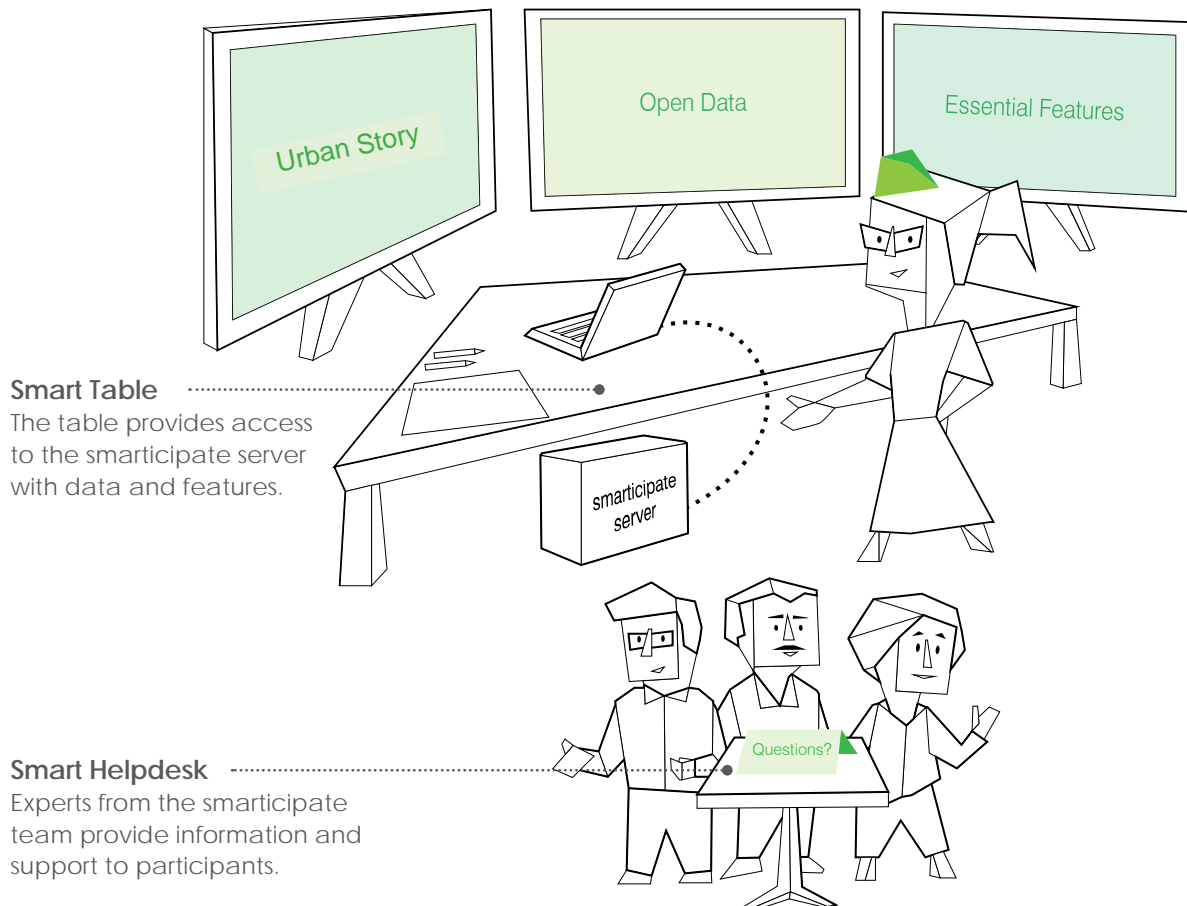
What is an Urban Story?

The Urban Story describes how residents or businesses could initiate a project in their neighbourhood. It illustrates how smarticipate could work in the real world. This is just one example, as other scenarios are also possible.

What is Open Data?

Open Data is about making the City's information available so that it can be used by residents and businesses. We are using the Urban Story to show how this works.

What are Essential Features?

The Essential Features give an overview of the technical possibilities of smarticipate in relation to the Urban Story. The goal is to show how the features answer people's questions and help them elaborate ideas and realise proposals.

MOBILISATION STRATEGY

To ensure lively sessions around the smart tables, it's crucial to form diverse groups with different knowledge and views. That's beyond the normal categories of gender, age and education level. The smarticipate team wanted, together with the cities, to find participants beyond the usual suspects.

Digital
The Smartathons were publicised on each of the cities' websites: www.rbkc.gov.uk, www.geoinfo.hamburg.de and www.urbanistica.comune.roma.it. They were also publicised on non-governmental websites like www.netzwerk-buergerbeteiligung.de and www.eutropian.org.

Connecting via other networks
A wide variety of urban networks were activated to mobilise Smartathon participants via their newsletters, websites and social media channels like twitter, facebook and linkedin. London networks were Spacehive, Future Cities Catapult, Open Data Institute, The Borough Data Partnership, Data Science Institute (in London). Hamburg networks were Code for Hamburg, we build city, Next Hamburg, Open Government Stammtisch, Bergedorfer Bürgerverein, ADFC Hamburg, Nabu Hamburg, Friedrich-Ebert-Stiftung. Rome networks were Reter, Urban Center Municipio XIV, Roma Makers, Comitato Uso Pubblico Forte Trionfale, Laboratorio La Cacciarella and LabGov.

Preparatory meetings
To prepare for the Smartathons and mobilise additional support, Meet & Greet workshops were organised with civil servants and key city-makers. These took place in Hamburg (June 22, 2016) and Rome (November 16 & 29, 2016 and January 13 & 18, 2017).
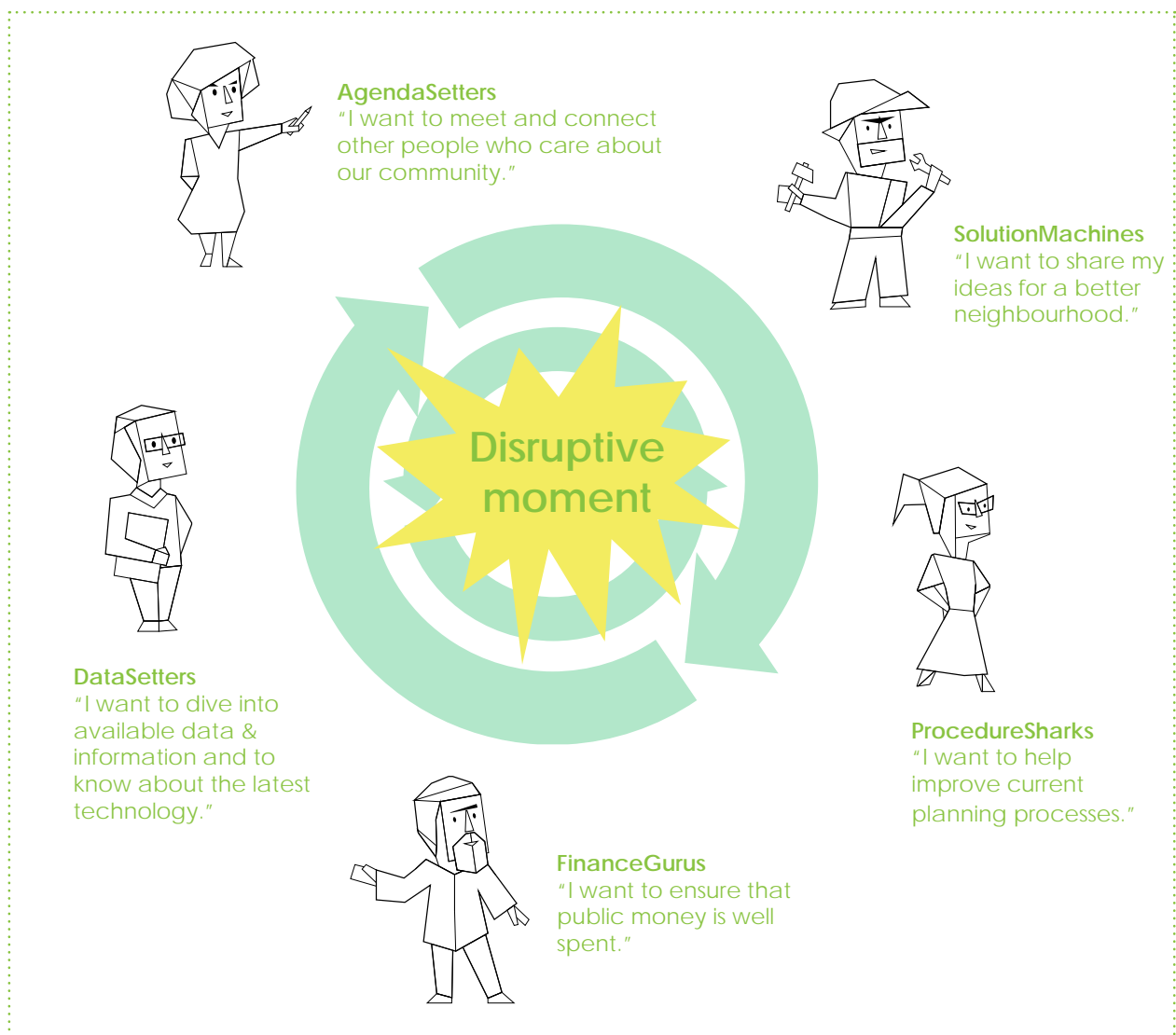
Newspapers & posters
The Smartathons were advertised in print media, like the Hamburger Abendblatt, and also via posters in public buildings, like libraries.

Word of mouth
City experts personally invited key stakeholders to the Smartathons. They also spread the invitation through word of mouth with colleagues and partners in their network.

LET'S SMARTICIPATE

Participants registered for the Smartathons via an online application form. Besides common questions like age and gender, we asked them what role they saw themselves as (see possible roles below). This information was used to form diverse groups. The event was not rigidly structured, as participants had the freedom to change table settings, put new items on the agenda and develop disruptive solutions. Of course, we also needed results. That's why every participant had to complete a survey at the end of the event. This was compiled together with the final pitch from each table host and the written comments from the smart table posters. This provides the input for the development of smarticipate.

AgendaSetters
"I want to meet and connect other people who care about our community."

SolutionMachines
"I want to share my ideas for a better neighbourhood."

Disruptive moment

DataSetters
"I want to dive into available data & information and to know about the latest technology."

ProcedureSharks
"I want to help improve current planning processes."

FinanceGurus
"I want to ensure that public money is well spent."

RESULTS

The raw data that resulted from the Smartathons can be found in this manual (see following pages). This has been distilled into eight key lessons, which together form a manual for opening up the smart city.

1_ Doers vs. receivers
2_ Let's make knowledge great again
3_ Multiple captains on the ship
4_ Tell me the rules (so I can break them)
5_ Mayor, where are you?
6_ No dead-end streets
7_ Finally, a gadget for my grandma
8_ Flash in the pan or 2.0, 3.0, 4.0...

To find out more, please see the third manual in this series:
'Grab your potential - This is how to do it'.

TIMETABLE

10:00
AM

Meet and Greet
Meet your team members and get introduced to smarticipate. Your table host will welcome you.

11:00
AM

Working together
Explore the Scenario, Open Data and Essential Features around the Smart Table and discuss them with your team members.

12:30
PM

Lunch Mixer
Have a snack and meet people from other tables.

1:30
PM

Reflection
Work on your feedback! With your team members you sharpen your opinion and fill in an online questionnaire.

3:00
PM

Output
Enjoy a presentation of the day's highlights.

Date and time
Saturday September 17, 2016 | 10 am - 4 pm
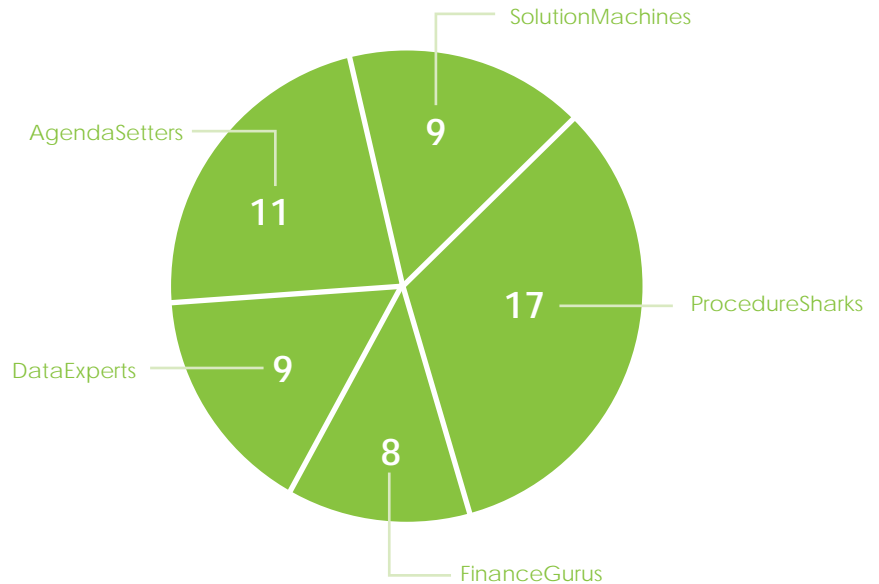
Location
Kensington Town Hall | Hornton Street | W8 7NX
Royal Borough of Kensington and Chelsea

Contact
Paul.McDonald@rbkc.gov.uk | Tel: 0207 361 2213

Smartathon London

In total 54 residents and entrepreneurs participated in the Smartathon, divided among 8 tables. The chart below shows the special interest that they each selected:

In addition, 8 members of the smarticipate team joined the event.

Some of the participants represented organisations and businesses, like Commonplace Digital, Pinehurst Court Management Ltd, Spacehive and Future City Catapult.

Read further to check out the results of the Smartathon London. The outputs from each Smart Table are organized in the following categories:

Table hosts	Posters Urban Story	Posters Open Data	Posters Essential Features	Survey

SMARTATHON LONDON
FEEDBACK FROM TABLE HOSTS

SMART TABLE 1

Need to engage like-minded people to promote platform.

Identify needs.

Question of resources. Cover related topics.

Clear acknowledgement.

Coordinator to take this further.

Should not be restricted to the borough; boroughs working together.

SMART TABLE 2

No pitch by the table host.

SMART TABLE 3

This initiative implies, connotes, allows an additional process.

We need a better flow of info to us, not flow to the council.

Security, privacy and accountability are concerns.

Realistic parameters / user friendly: training & language issue.

Guaranteed feedback is a nice tool.

SMART TABLE 4

We fear the software in its current state oversimplifies the planning process.

There is no consideration of telling users what the space is currently used for, Presuming the space is already in use.

Weight should be placed on those who live in the area of the plan over further away residents (Use Kensington Council login, instead of Facebook to control who can give feedback).

Important to stay flexible in long planning timeline to ensure the project is still relevant.

Must have alternatives for those that don't have or can't use technology.

The scenarios are very heavy with 'planning language'. This should be considered when building the software.

SMART TABLE **5**

The efficiency of smarticipate can be limited or is great depending on how the Borough's Council is able to respond & resolve problems and issues captured by the app.

In reality, will it be possible to engage a greater community?

And can it really do something on the topic people address?

Transparency about response of local government.

SMART TABLE **6**

Council should use the tool to tell what they are going to do.

We changed the scenario because we did not feel it was relevant to the Borough. The Council has placed a public cycle rack in a much needed location (Nothing Hill Gate) but its location is causing inconvenience, health and safety considerations and overcrowding at the exit entrance of the tube. We thought smarticipate would work better if the Council were to send out a notification telling the local residents of their plan of placing the rack.

Open Data should be changed into 'Data Management', or 'Available data'.

People being consulted should be to the relevant effected group of people.

The 3D model should show people flow, should also have a video showing the area alive. Not just flat images.

SMART TABLE **7**

Good project; wider than planning.

Manage expectations: people might think it becomes simple.

Engagement + disappointment = disengagement. Then it becomes redundant.

Keeping it simple: costs of use of the platform / technology.

SMART TABLE 8

App is very convenient and makes finding out information about buildings etc. very easy.

At the same time: a lot of gadgets like that are already available.

But nobody knows about them because they are not marketed well.

This app is useless for older people who are not computer minded. So perhaps some training sessions could be developed in local libraries or other public places. It would be great to send around volunteers to do this.

Essential Featur
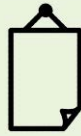
SMARTATHON LONDON
FEEDBACK FROM POSTERS

about the Urban Story

SMART TABLE 1

Acknowledgement + technical support by the Council Coordinator.

Alerts + engagement of other users + non-users.

SMART TABLE 2

We understand the facility is providing feedback to residents of the potential to develop. What about the opportunity to put forward: is this what we need. What are the resources, or perhaps there are other solutions?

Maybe alternative resources could better accommodate the football pitch.

A photograph from phone that is tagged to feedback.

The allocation of… useful to be able to comment + feed in to where these funds are allocated.

Where people see something that the area might benefit from it is the opportunity to be able to be empowered to solve solutions, raise the funds, or people resource to maintain.

There is confirmation of the submission and an understanding of weather it has been processed or not.

Be good to have wider participation + feed in the planning process.

This actually generates more professional resource instead of feeding in more efficiency to the traditional system.

SMART TABLE 3

Modify Council activities to fit lifestyles of citizens, e.g. we can't attend council nights so the video them and put videos on internet.

SMART TABLE 4

Targeting those directly affected! Finding all of those people.

Balancing space of those already using space.

Oversimplification of planning process.

Consideration of empowering existing facility + sharing.

Distinction of community development vs. for profit.

Flexible through long planning process to ensure plan is still relevant.

Cost of actual plan.

SMART TABLE **5** "I want to dig down into my basement and install a swimming pool, carpark and gymnasium."

SMART TABLE **6** Inform locals about plans / resident's association / Non-IT people e.g. use forums.

Cycling racks near the station. Nothing Hill Tube blocks entrance to underground >> affects business + residents

Call local Councillor? Take pics / consultation of-with locals.

Send photos of location agreed / app to show where Council is / washing money with photos.

SMART TABLE **7** Who owns the project?

How does it work with existing forums?

Info page on funding streams.

Can this model be flipped and Council open to public?

Can this influence urban planning policy?

How will decisions be weighted?

Big residential development: giving more people the chance to comment? How is the feedback going to be processed?

Can this influence planning regulations?

How do you manage the quality of feedback?

Keep it simple - costs of use. Ability to use technology.

Warn people at outset of difficulties over underestimates of costs.

Open up idea to community discussion.

How will disabled people be accommodated?

Expectation management.

Link to simple outline as to how planning process work.

Formal review.

How will this work for the 'layman'. Need specialist knowledge?
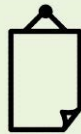
Involve ongoing costs.

Council to commit.

Update alerts on the app.

SMART TABLE **8**   No comments on posters.

SMARTATHON LONDON
FEEDBACK FROM POSTERS

about the Open Data

SMART TABLE **1**   No comments on posters.

SMART TABLE **2**   No comments on posters..

SMART TABLE **3**   Who is case officer? Past and present decisions.

Transparency / accountability.

Provide a platform & opportunity to object and raise concerns. More people will tap in as it save time going to public meetings.

Accountability of government: make info about activities decision making of council.

Road costs, gas, electricity, water etc. works should all be done at the same time.

Development announcing before planning permission sought.

Worried about open data because of security issues.

SMART TABLE **4**

Availability of many social media accounts, not just software.

What are councils able to do and not?

Councils should be properly staffed.

Are developer given preference?

Use Kensington Credentials instead of something easier because data.

What are alternatives for those who choose not to use software accessibility?

Will this make developments faster?

Too much planning language!

What data is available to see how a space does or will change?

Are local people's thoughts weighted more heavily?

How do you 'know' you can develop here?

Worry about 'flash in the pan' developments. How can data show long term planners.

SMART TABLE **5**

Example of dangerous pedestrian crossings. Pedestrian Footfall on street.

Insurance claims data.

Volume of traffic. Open data on traffic accidents.

Heat map: warnings. Collated data / hashtags.

SMART TABLE **6**

Open Data => Data Management.

Tied to Council Tax.

Voter register. Local + Mayoral elections.

Freedom pass. Oyster card usage + postcode

Data overload.

Forums within the apps. Filtering on apps targeted.

SMART TABLE **7** Reliable source?

How will you highlight different data cycles?

How can you ensure the data will be up to date?

Where will the server be hosted?

Data usage (on mobile phone)?

SMART TABLE **8** No personal data. Public information OK!

Building works, cinemas / theatres, sports facilities.

Planning apps.

Road closures.
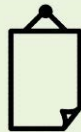
SMARTATHON LONDON
FEEDBACK FROM POSTERS

about the Essential Features

SMART TABLE **1** No comments on posters.

SMART TABLE **2** No comments on posters.

SMART TABLE **3** App is good idea, especially at the start of the process. Will cut a lot of time and involvement of council.

Have an option to deploy on the app that is related to the user.

Licensing data: how this is used, what fee / finding implications.

Could have huge sponsorship applications + crowdfunding!

SMART TABLE **4**   No comments on posters.

SMART TABLE **5**   24Hr responsive acknowledgement

Tracking system + Ref #

Dept. allocation + access point

Day 1 - 14: process

1-3: resource allocation dept log

4-5: solution response with 2/3 suggestions

6-7: community consultation

8-9: agreed action with dates

10-11: summary solution with outcome

12-14: customer feedback

SMART TABLE **6**   No comments on posters.

SMART TABLE **7**   Can you use app to get info of specific sites without having a project?

Keeping data up to date (in terms of policy)

What source of map being used?

May be far too difficult + complicated to be accurate!

How much detail required?

SMART TABLE **8**   Residency.

All planning applications should be made available at the soonest opportunity.

SMARTATHON LONDON
FEEDBACK FROM SURVEY

1   **At the Smartathon, we presented a scenario in which a group of active citizens wants to realise a football field. Was this 'urban story' relevant for you?**

YES, FULLY (4)

Easy and friendly to use, extremely interactive and I was able to see the advantages of it.

I want to be informed in a straight forward, simple way about what is proposed for my neighbourhood. I can then research if it's relevant to me. I am a busy person so I need to be able to access information at all times.

As a local resident there could be facilities needed in my local area. Need to know what the other sources are. Is this the only solution?

Have kids who love football.

PARTLY (4)

Useful as example, but not relevant for me.

The scenario over simplified the planning process.
Relevant part: community spirit.

Complex planning case.

As I am a local resident.

I am football-crazy-all-my-life and in any event able to identify with the concept envisaged.

Would be relevant if it was near where I lived.

Straight forward to understand.

Could be a swimming pool. The implications has little impact on me.

NOT AT ALL (19)

No green space / open space left to build a football pitch.

Doesn't appeal to be a real life situation / unrealistic for RBKC.

We felt a practical approach to an issue we can discuss more appropriate (bicycle rack).

Football fields should be away from Residential Communities.

There's very little abandoned property in the neighbourhood.

Redevelopment activities are relevant to me.

Acceptable for process discussion.

Doesn't address the loss in space.

Too narrow: should cover all related topics.

I represent the Kensington & Chelsea Forum for Older Residents and they don't play football.

Chelsea FC could be approached for use of space.

It doesn't reflect the kind of 'width' of services smarticipate represents, or to what further services or function it can be extended.

I don't have any relative that like football.

2 At the Smartathon, we presented different packages of available data. Was the available Open Data useful for you?

YES, FULLY (11) I was able to see how the projects data could be used. For instance if the ideas are feasible.

It opens new fresh horizons in my approach to neighbourhood solutions.

Wasn't explicitly described but does sound useful in theory.

Data should be available freely and regularly updated.

I like the idea of an app that steers me towards the right path and check-list.

The more open data the better, providing this is acknowledged as 'reliable' by the council.

It helped to explain what we're trying to build and achieve.

It highlighted the circumstances.

Lots of useful information.

If the data is available.

It would be if I want a planning permission, but I think for security reasons it may not be a good idea for open data.

PARTLY **(24)**   It was informative for research and to be kept aware of the services / current data.

Useful for planning, demographics, but rather specific for specific needs only.

No foot flow – would be good if video link was there.

Data describes static circumstances, while dynamic activities affect my life.

Digression over licensing was confusing.

Why rebuilding google maps street view?

Interesting to see city use limits.

If smarticipate is to be useful, it needs access to a comprehensive set of data covering all the criteria that the planning department need to check before approval.

Should cover data from adjacent boroughs.

Good as long as no personal data available.

It only covers a few aspects.

Not sure of data source.

Did not fully link to how it will be used.

Danger of information overload.

I did not know it existed.

Useful to see street views and maps of areas etc.

How do you know what to look at?

Make very easy to communicate pictures / webs.

Very technical information that need expert advice.

NOT AT ALL (5)　　Not now, but can be in the future.

It was not explained to us.

We felt Data Management best way to do this.

What do you mean with open data – RBKC data or other things like 'upmystreet'

3　**At the Smartathon, we presented the Essential Features of smarticipate. Would you use those features if they were available on your smartphone?**

YES, FULLY (14)　　Easy to use and understand / very convenient.

Easy access when on the go, and able to respond easy.

Important to include facilities for 'closed group' and 'moderator' beyond a certain stage.

But would prefer to use on desktop.

I believe in active participation, but how can I monitor what is happening to my views? What would be time scale for feedback?

It's the way forward; downloading software to integrate with your own life.

It helped us develop a solution!

It was encouraging. It would help locals to embrace and engage with their environment.

For communication in Borough, group, family, neighbours.

Track planning application, objectives, new ideas, etc.

Could be useful.

PARTLY (17)　　Borough specific – RBKC information is merely a duplication of the RBKC website.

If situation presents itself it felt compelled to put things right.

Feature C could be misleading: variables are far too many.

Feature I: consider other social media platforms as well

Useful to know about proposals, but a flood of email information is going to be dull.

For something complex I rather use my laptop.

I wouldn't like my lack of knowledge to get in the way of the progress.

Feedback from Council was helpful.

If publicly accepted than useful, but seems now like application looking for use.

This was very informative.

Issue of too much data on screen.

Filling in forms on smartphone can be difficult, if unable to safe as going along.

Data usage for download – not everyone has wifi / when out of home or office.

It would be useful to have a feature that visualise + interact with a physical project (football field / tree). In 3D space.

I can find most things out already quite easily.

Could be helpful for local community interactive engagement, but need to know what is being promised.

Handy, safe time, functionality.

NOT AT ALL **(8)**   I don't have a smartphone.

I want an app that enhances flow of information about Council activities.

Not sure it would work on such a small screen. It might on a desktop.

I would be nervous of my personal data being used.

Would smarticipate redirect you to other data eg. Planning applications?

4 **Thank you! Your input will be used to elaborate smarticipate further. If you have additional recommendations, you're welcome to provide them here:**

SMARTICIPATE SHOULD: Be useful in different languages.

Be useful to see when your ideas have been reviewed and what kind of consideration has been given. To receive an email with an answer would be brilliant.

I feel the format was backwards: an app should be developed first by the experts, then presented to the public for suggestions, improvements etc.

Excellent project to save time and money for both residents and Council.

If smarticipate is developed further in the line of direct 'chat', it will serve the purpose better and more efficiently.

Provide information to help me understand an evaluate issues and proposed changes in Borough / city infrastructure.

Make it simple to use.

Not forget to give alternatives for those with no interest in technology.

Work as an informative tool, to help residents finding out what's happening around them.

Map the full process, including application information, budget availability, balance loss/change; explain the budgeting process.

Long term funding of app.

Ensure only anonymised & aggregated data.

Make clear datasets requirements so data can be combined.

Prepare functional business requirements for proper assessment.

Cross Borough integration.

Risk assessment issues.

Contain sufficient controls to ensure only serious submissions are set forward to RBKC planning staff.

SMARTICIPATE SHOULD: Cover it costs by developing it for the local authorities, offering efficiency.

Offer a tracking service for ideas once submitted.

Include acknowledgement and technical support from the Council.

Include a facility to identify and engage like-minded people in the locality.

Include a facility to identify local needs (not only proposals).

Perhaps involve Ward councillors as the budget is allocated to the ward.

I would like to think that I have easy access to the appropriate facilitation.

Be seen as a potentially useful tool to facilitate involvement and co-production.

Be a source of basic relevant information with some guidance about how to use it appropriately.

Use the RBKC-website as it's touchstone – not twitter or facebook.

Consider the issue of reaching and enhancing the community.

Offer an example of a current way of planning and the way forward with smarticipate.

There is no way of regulating / analysing the quality of the input data.

Have a pointer / view finder on screen when selecting a location.

Simply develop a platform which each borough can then tailor and offer to its residents.

Find safe ways of integrating with social media.

Increase your age range (16 – 75 year olds).

Have very clear objectives about what it is trying to achieve.

Repackage itself around productivity advantage > safe money + resource.

Explain more fully what it is about.

SMARTICIPATE SHOULD:

How can people without smartphone be involved in the discussions?

Include forums within the app.

Target certain people for responses.

Help London boroughs develop approaches to respond / resolve community problems and issues within acceptable times.

Help local people who are directly affected by certain decisions.

Fully take into account the generation gaps (not everyone has a smartphone)

The content of the app should also include current plans of initiatives from local, public or private plans of community initiatives, so that the public can be involved in the planning process.

Data input is done & updated by people. People make mistakes, so how reliable would smarticipate be? Eg. Wikipedia – not always correct.

There is a lot of data already available; what more can smarticipate offer?

Be efficient and effective. User friendly to a wide group.

To validate: there needs to be confirmation of receipt of comment + understanding of the weight whether it is going to feed in and if not are there other solutions.

Would be useful for young participants.

To be reliable it needs to be developed with geo. Use for the cities of each country.

Have an option to choose what to deploy on the app that is related to the user.

Have a good purpose, practical, user friendly response.

SMARTICIPATE SHOULD ABSOLUTELY NOT:

Be available for people/communities who do not have interest in the neighbourhood. The data should not be available for their own interest.

Be a rigid, unfriendly medium of communication.

Provide another or use the effectiveness mechanisms Council uses to obfuscate, delay and divert (attention).

Allow residents to get positive feedback on ideas without understanding potential roadblocks.

A gimmick.

Undermine expectations with a superficial process when the real process is far more complex.

Only consult people via Facebook: letters and emails to residents are still essential.

Fail to make clear the expert process.

Fail to ensure full info flow.

Result in extra costs for RBKC.

Replace the formal planning application system.

Compromise information about critical national infrastructure.

Create an app with high maintenance costs, as it won't survive in the long term.

Make another level of bureaucracy.

Divert resources from RBKC's existing planning recourses.

Set out to provide an instant response to everybody, but should have a screening element.

Be the sole means of participation.

Compromise confidentially.

Pander to for profit individuals / companies who can export the process.

Estimate construction / development costs.

Personalize anything.

Use personal data.

SMARTICIPATE SHOULD ABSOLUTELY NOT:

Get caught up in technical questions.

Need jargon sheet for those who are not technical.

Not use the word 'Open Data'.

Re-name itself: too many syllables.

Complaining.

Become a city wide forum. More localised decision making use close user groups.

Attempt to develop the 30th century & cutting-edge app, without helping the council improve their process, response times and case solutions.

Ask a fee for all Q&A sessions.

Give out sensitive data or data could be used for criminal purposes.

Become unused, too difficult to use.

End up costing everyone more.

Disempower instead of empowering those prepared and engaged using it.

Need a lot of management.

Give out personal details without prior permission.

Be used as a conventional for elected parties or governments.

Be a waste of time and money.

Questions:

Would a government agency be tracking citizen's use of the app?

Open data source?

Would people signed to the app be flooded by notifications?

ZEITPLAN

10:00 Uhr **Begrüßung**
Treffen Sie Ihre Teammitglieder und bekommen Sie eine Übersicht. Ihr Gruppenleiter wird Sie am Tisch begrüßen.

11:00 Uhr **Zusammenarbeit**
Erkunden Sie das Szenario, die offenen Daten und die wichtigen Funktionen an Ihrem Tisch und diskutieren Sie mit Ihren Teammitgliedern.

12:30 Uhr Mittagspause
Bei einem Snack treffen Sie die Teilnehmerinnen und Teilnehmer der anderen Tische.

13:30 Uhr

Reflektion
Arbeiten Sie zusammen mit Ihren Teammitgliedern, diskutieren Sie Ihre Meinung und füllen Sie einen Fragebogen aus.

15:00 Uhr

Ergebnis
Präsentation der Höhepunkte des Tages.

Datum & Zeit
**Saturday October 8, 2016 | 10 am - 4 pm**

Veranstaltungsort
**Landesbetrieb Geoinformation und Vermessung
Neuenfelder Straße 19| Hamburg-Wilhelmsburg**

Kontakt
nicole.schubbe@gv.hamburg.de

Smartathon Hamburg

In total 39 residents and entrepreneurs participated in the Smartathon, divided among 6 tables. This is how the participants pointed out their special interest:
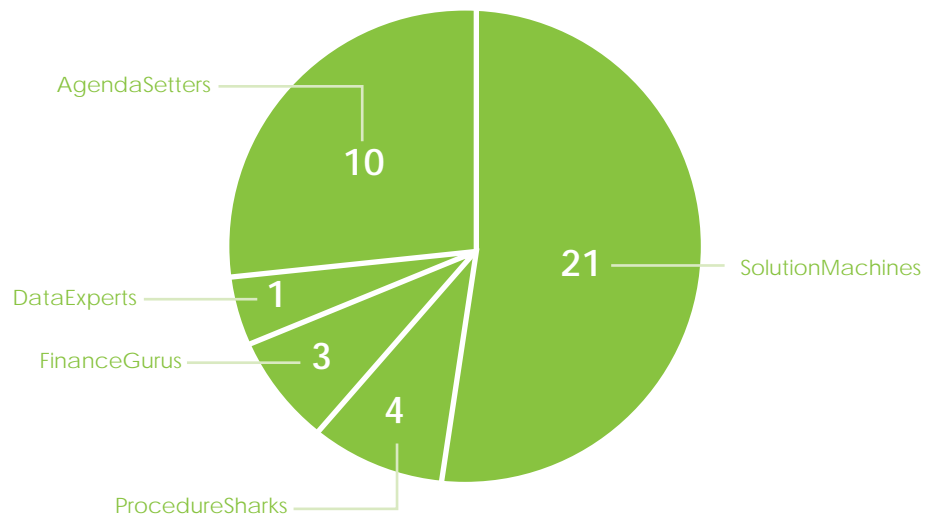
In addition, 12 members of the smarticipate team joined the event.

Some of the participants represented organisations and businesses, like HafenCity Universität Hamburg, We-Build.City, Helmut-Schmidt-Universität, Open Knowledge Foundation, BUND Hamburg, Hamburg für die Elbe, elbdudler, Generali Shared Services, MuseumsHafenHarburg, Nexthamburg and Seniorenbeirat Hamburg.

Read further to check out the results of the Smartathon Hamburg. The outputs from each Smart Table are organised in the following categories:

Table hosts	Posters Urban Story	Posters Open Data	Posters Essential Features	Survey

SMARTATHON HAMBURG
FEEDBACK FROM TABLE HOSTS

SMART TABLE 1

Wants to have the possibility to crowdsource data.

Points out the essential features, but see the importance to make them also accessible for everybody – not everybody has a smartphone.

Points out the importance of the feedback or the so-called Track & Trace with the function to stay updated – they want to know what the success rate of the proposal is.

Highlights the potential: Urban Story can be used for different things: garbage, biking lanes.

SMART TABLE 2

Has to be accessible to all generations and in different languages.

Likes the themes on the open data poster, but also want to see the relation to more different data sets like education.

Points out complexity of layering the data.

Wants to know more about the data source.

SMART TABLE 3

What about smarticipate and its role in participation: Isn't this kind of participation too limited through rules?

What about the Urban Story of the tree: Why are citizens told to fulfil public tasks in the form of tree planting?

Are the rules in the essential features not too limiting on the creativity of users?

Likes to have an 'open channel' tool, where citizens can bring in all their ideas.

Can we trust the data?

SMART TABLE 4

Points out the quality of the smarticipate tool on the very local level, not on the city-wide scale

Analysed the scenes:

Where do we get the information from?

Who decides?

What plan does the city have?

Is there even money?

See the tree planting also as a task of the municipality.

Tree is not the right topic, but the system can also be used for street lightning, security or better services for elderly or kids.

If you report an accident or environmental pollution, are you then automatically a witness?

Smarticipate has less to do with trust, but more with use.
Is it possible to find the right contact person inside the administration to implement a project, and who decides about it? (Who is our contact person if we want to take our project further?)

It is not fair that citizens must pay again for a tree. Better use that money for extra education.

Smarticipate has its quality in solving the small problems on local/street level, but not on the scale of the big political problems. Chance for citizens to achieve small things in their neighbourhood quickly and easily.

Smarticipate leads to less work for the administration.

Quality of data is important. Also, it is important to deliver the data citizens demand.

Smarticipate App is not participation but a contribution to prepare for it because it provides information in a more understandable and useful way.

Open Data

Die Stadt Hamburg sieht **Bäume** als essentiellen Teil seiner Zukunftsstrategie zur **Verringerung der CO$_2$ Emissionen** um 40% im Jahr 2020 und 80% im Jahr 2050.

Hamburger Straßenbäume vor mehr a 100 Jahren gepflanzt nach Bezirker

| Altona 1.920 | Bergedorf 235 | Eimsbüttel 976 | HH Mitte 350 | HH Nord 3.734 | Harburg 688 | W |

In **Hamburg** gibt es rund **240.00** **Straßenbäume.**

HH Nord 31.793
Eimsbüttel 26.613
Wandsbek 57.717
HH Mitte 38.536
Bergedorf 19.462

Straßenbäume in Bezirken

Straßenbaum- kataster

B207

Eiche 48.485
Ahorn 28.907
Linde 52.887
Platane 10.440
Hainbuche 10.236

Die 5 häufigsten Straßenbaum- gattungen

...attun- ...Straßen- ...ind die **Linden** ...cht gefolgt von den **Eichen** ...). Insgesamt sind es mehr als ... verschiedene ...arten.

Bergedorf, der flächengrößte Bezirk und zum großen Teil landwirtschaftliche Flächen hat, ist mit ▲ **20.000 Straßenbäumen** bestückt.

Mein Bau Meine Ich mach' mit.

Gegen die Verringerung des Baumbestandes

Sobald für einen Baum 500 Euro gespendet sind, legt der Senat die noch fehlenden 500 bis 1.000 Euro obendrauf und der Baum kann gepflanzt werden.

Die Spendenhöhe kann flexibel bestimmt werden

Spender- karte

▲ **€1,5 Mio** stehen für Bäume zur Verfügung (Umweltbehörde)

Informationen z.B. über Geologie und Grundwasser

Bevölkerungs- daten
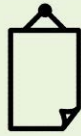
SMARTATHON HAMBURG
FEEDBACK FROM POSTERS

about the Urban Story

SMART TABLE 1

Removal of 'rack – bicycles'.

Playgrounds for kids.

Disposal of waste.

Tree example is good, because it makes the costs visible.

'Simple' tool is important.

Direct feedback is perfect.

Simple tool: Melde-Michel

http://www.hamburg.de/so-funktionierts

Integrate building plans.

Measurements of results.

SMART TABLE 2

Only information, no participation!

Open is result, or pre-defined.

Why not direct?

Decision of citizens not to follow.

Fast feedback is nice, but won't the feedback limit my creative process too much.

How is the data produced? Represented? It is not the truth? Who has which interest?

Participation means that citizens have to pay?

Is a daily problem; planning projects would be more interesting

Not at all!

SMART TABLE 3

First step: To collect topics in an open way. Not pre-cooked.

Advertisement for the app.

Use the app to find solutions together with citizens.

Info about urban planning (agenda, meetings,..).

To open up planning budgets.

Info of the city how intensively citizens can participate.

Info about what the district is planning to do.

Too much own (financial) initiative is expected.

Cost neutral for taxpayer.

Guarantee of success.

Who is implementing?

Information about participation e.g. supermarket.

SMART TABLE 4

Information is filtered.

How is 'new' infrastructure measured?

Use of public property.

Proposal: the Polish trucker gets an alternative route proposal if the air quality is bad and he gets the possibility to report potholes in Polish.

To support the advantages of public transport.

Transparent planning scheme.

SMART TABLE 5

This group developed their own urban story. Have a look at the image on the next page.

SMART TABLE 6+7

Smartphone as requirement.

Participation of different age groups.

To send tree cutting plans to interested groups in advance.

In different languages > integration of the non-German citizens.

How is the citizen invited in using the app/Smarticipate?

Important to have a website that provides information about smarticipate and open data.

Does it really have to be on a smartphone?

Danger: only limited to give information.

Is the data up to date?

It is not replacing a discussion, because it's not a creative process.

Link between user and city or also link between user and user.

Is the QR-code really up-to-date?

Possibility for a dialogue.

Fast feedback is nice, but I also want to know what the other ideas are. Feedback is essential for the motivation of the user.

Proposals: to store ideas for later, if they are not realized immediately.

Who decides in the end about the planting of the tree?

To collect money is a high burden.

Data security of participating friends.
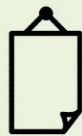
SMARTATHON HAMBURG
FEEDBACK FROM POSTERS

about the Open Data

Support interaction.

Integrate own data.

To raise data by sensor boxes.

Wind direction, smell sensors.

Sensor station to rent.

The way of preparation of the documents and data is relevant.

Connection between different datasets would be interesting.

Shows contact and decisions of the senate.

Studies are missing.

Searching is difficult, has to be better.

Noise measurement East-West street.

Background information is needed to judge information.

In which phase of the planning are we.

What can be my influence?

How big is my influence?

Information as steering instrument.

Information about new trees that are planted.

Important: also people who do not have a smartphone should have access via a (public) PC.

Who decides to put in which data?

Possibility to decide about the data selection.

Data about shops, cables, infrastructure, toilets.

No comments on posters.

No comments on posters.

No comments on posters.

For the app an independent organization is responsible.

Possibility to bring in own ideas.

No fixed themes, always updated.

Info about existing educational resources in the district.

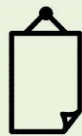Also taking over datasets from outside the city.

Options for better selection of data.

Possibility to discover the real need.

Interface to other institutions.

Not only programs of the city.

App is not a dialogue, but creates a platform to start up topics.

SMARTATHON HAMBURG
FEEDBACK FROM POSTERS

about the Essential Features

SMART TABLE **1**

Not everybody has a smartphone.

How new topics come into the system.

Mention contact person.

Proactive proposals of citizens.

Matchmaking between citizen proposals and offer/range

Connect people by idea and/or location.

Who decides? Who can decide?

Link to research/study for further information and proof (about ecology, economy, sustainability...).

Link between online and offline is missing.

Track & trace is missing. Where am I standing in the process?

'To inspire' is nice but make clear who takes the decision: the citizen or the elected representatives.

Feedback to me is important (new feature).

SMART TABLE **2**

Can I start an 'election' myself?

How do I reach people?

What is possible? Feature C is too limited.

SMART TABLE **3**

Special data production for a certain street.

Documentation of best practices.

To show the decision process.

SMART TABLE **4**

No comments on posters.

SMART TABLE **5**

Ownership of plot (public/private)

Limitations by cables, water, history, ..

What is planned?

SMART TABLE **6**

No comments on posters.
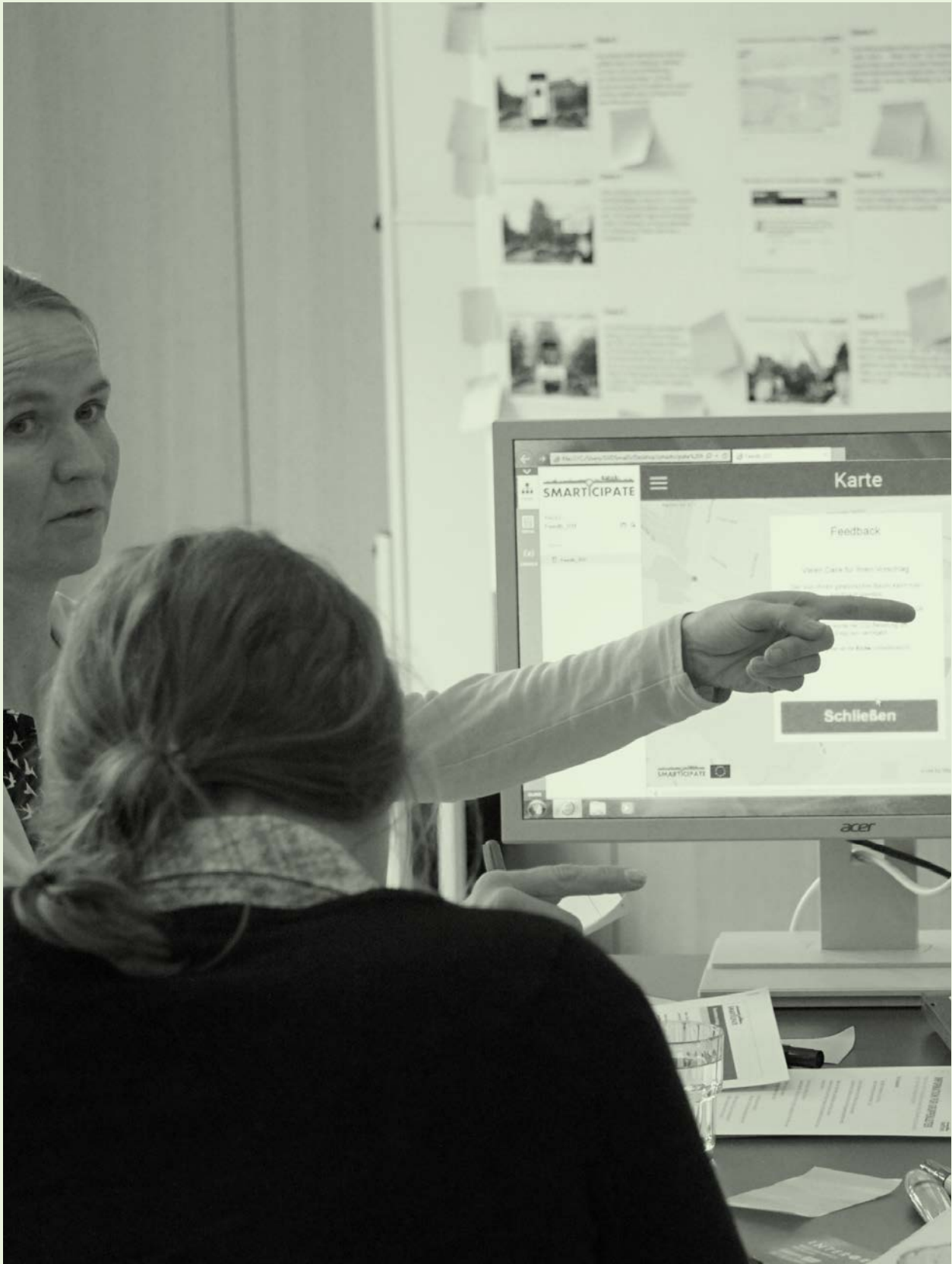
SMARTATHON HAMBURG
FEEDBACK FROM SURVEY

1 **At the Smartathon, we presented a scenario in which a group of active citizens decided about the position of new trees. Was this 'urban story' relevant for you?**

YES, FULLY (7)

Also, other themes are relevant: trash/recycling in the public space, playgrounds.

Professional: I am always busy with citizen participation, looking for support for protecting trees in front of their house and in green spaces.

There are more important topics, like creating (affordable) housing and traffic.

Recently a tree was cut in front of my house; that was surprisingly painful. I did not know of the possibility to plant trees 'myself'. Trees are a very precise and real example to introduce participation. But later there should also be the possibility to decide about other important themes.

The case also reflects my personal experience that trees are cut and nobody knows about it.

Transparency and communication of the city would improve and would profit > active citizenship.

Knowledge and competence in the field of sustainability for citizens would improve a lot.

We also have a tree app at our association and I think that trees are a very good starting topic for participation + because they touch the heart of people.

PARTLY (21)

Interesting to test the tool, but for me personally it is not interesting.

It is a good starting theme, to understand the subject – but it should not stay the only theme (also related to the complexity).

It is unclear for me how new themes can be later introduced to the system so that it stays clear for all users.

Yes, because I think we need more trees in Hamburg and no, because as a citizen I am not responsible for the financing of the trees.

It was a good example and manageable. Other topics like playgrounds could also be used.

It is also relevant for similar processes; besides that I did not have the possibility yet to propose new locations for trees myself.

We met people from different fields and background. The scenario was a good introduction to the topic and a good base.

It is good to make proposals to plant new trees.

CO_2 reduction is an important topic. Personally, I live in a very green area and do not have a need. But I think that in the end a lot of personal engagement/commitment is needed to realise the planting (collect donations, formulate/make applications). Therefore, the practical use is a question.

A good example, it is easy to follow the algorithm. It is a question if that also works with other examples.

Maybe I use the app 1-2 times, after that the trees grow. I report an empty space and then …?

Good example to explain the 'steps'.

For 'real-cases' it should be asked in an open way. To ask what citizens want.

There are more important topics like neighbourhood development, public toilets and accessible streets for wheelchairs etc.

Easy to understand example. And easy to apply to complex procedures and cases. But this case was not relevant for me.

Good is to make processes more easy.

Bad: not real participation.

Where trees are planted is not relevant for me in Hamburg in the moment, because it is a green city.

City green makes me feel better.

I also would like to report about obstacles in the public space

and make proposals about how to remove them.

I was shocked about a tree cutting. I saw that the city replanted a new tree quickly, but is was very small. I had the impression that it was well arranged.

Develop more different Use Cases.

The scenario is too simple – reality is much more complex. Usually it is not only about the agreement about a certain use, but about the development of using concepts. A more complex scenario that illustrates this is needed.

The example is a case that the administration should solve independently. It is a bad solution, that public responsibility and financing leads to private responsibility and financing.

Here Stuttgart21 or a bicycle path would be the better example – or trash container.

Not relevant for me.

I can do that already today! Tree cadaster and calling the district.

Hamburg – City of trees. Small urban gardens that are maintained by small groups are often removed by the city.

We would have liked to follow this example if it is without the responsibility of the citizen for crowd sourcing – we liked much more the topics of a new master plan for bicycle routes and public real estate.

The scenario is relevant for the environment and illustrates the participation process.

Housing area is on the edge of the city and very green = a lot of trees.

2 **At the Smartathon, we presented different packages of available data. Was the available Open Data useful for you?**

YES, FULLY **(15)** Just a single connection/combination of all available data can deliver high quality feedback.

They provide better transparency and support the overlay of different information to map out complex relations.

Interesting for urban development.

The Transparenzportal including the Geoportal is very helpful to get fast and precise information about a certain topic or street.

Big spectrum, relevant for all citizens (not only for people e.g. from IT or Geoindustry).

For the above-mentioned example these are the right data.

Private or professional - very interesting.

Help to come to a decision. Data are arranged by topic, that saves time and research time. Additional information about e.g. financing is very useful.

A lot of data. The relevance of data is changing depending on the district and the interest of the citizens.

In Hamburg a lot of public accessible open data is missing e.g. land use plans, history of building applications, traffic numbers, noise. The Transperanzportal excludes the harbour including HPA (Hamburg Port Authority).

I am urban planner – professional interest.

But the background information was missing, how the data was produced/compiled and who is deciding which data goes online.

The connection of data is important for a wider understanding and to judge the information properly.

The data is the base for participation.

To understand and present complex relations and processes.

I miss a good up-to-date and precision of the data (e.g. noise and emissions).

PARTLY (19)   Not really looked to Data, to see if there are useful.

Digital presentation would have been interesting.

Questioning about how the data is prepared and how it can be find. Personally, I often use the http://transparenz.hamburg.de/. Often data there difficult to find. Overall more data and studies should be made accessible.

We hardly used it to answer the questions.

I use the data already daily, e.g. for writing of statements for master planning (Bauleitplanverfahren).

Only indirect: Interesting for this case would be also information about public water sources, historical data and zoning.

For layman it is difficult to understand. Propose to make a public workshop where the new portal is explained or tutorials would be helpful.

Data was not relevant for me, but it is good to know where and how these data can be found.

Which data are existing? In which context, can it be used? For 'green godparenthood' it could work.

On the topic of 'bicycle traffic' we missed e.g. the sensor data and the results of air quality were not presented in comparison.

The status of public property (use, ownership, future) and buildings is not visible on the platform.

I like the intuitive user interface.

Basis for GIS-based planning.

Information is missing about traffic, shops and underground infrastructure.

Many of this datasets are already online and accessible. But for the uneducated citizen this makes it easier.

I was impressed about the possibilities for the future.

In my group we didn't say so much about data, but in my everyday life I work permanent with open data.

Planning application or transformation plans that are in planning should be marked e.g. also if the blocking of a road is planned.

I didn't have the time to check the data yet. But the focus seems to be on the quantity and not on quality (explanation and process-related would make sense.

NOT AT ALL **(2)**   Was hardly presented and I know about it.

Only data on itself is shown. To get information out of this is the big challenge. Until now the data can hardly be related to anything.

3   **At the Smartathon, we presented the Essential Features of smarticipate. Would you use those features if they were available on your smartphone?**

YES, FULLY **(14)**   Yes – I like to, because participation is for me an important theme and absolute relevant.

Generally interested in new technology.

I would not use the 'Tree App' but I can imagine other uses.

Easy access to information and analysis and comparison.

Evaluation: Building up of argumentation for political influence/ impact.

Presentation of interest of the 'critical mass'.

Influence on urban planning on local and regional scale.

Functions are not yet well elaborated.

I like the simulation of alternatives a lot, the opinion feature, the analysis of the participation, so that a process of qualification is started.

Missing: to put in an own idea (for voting) and links to political discussion.

If the right data is integrated, arguments for discussion and decision can be researched.

PARTLY **(16)**   Has to be relevant for me – tree planting is not. Relevant for me: locations of car sharing, public charging locations for

smartphones and pedestrian-friendly traffic lights.

If there are participation topics that are interesting for me, then I also would use it.

Seems too complicated for me.

To make the App interesting, more instruments/features has to be added (upload own projects, to upload own (simulation/ sensor) data, matching of ideas and location).

If the theme/project is relevant for me.

Maybe interesting to get short-term information on the location about a specific case. A smartphone only makes limited sense, because maps are too big and details are not recognisable anymore.

Depends on the topic of the participation. I rarely use QR-codes and it's a question if that'ss is the right way.

I prefer to work on a PC rather than a smartphone, also to take the necessary time for my research.

I am a big fan of all apps that present images of maps (spatial information).

There is not always the need for all functions, because I'm not always busy with urban planning topics. If yes, data on smartphones is very important. Questions appear mainly on location (e.g. on the street or in discussion/talk with friends) and not at home at the desk.

If the app has relevant topics for me, then yes.

Depending on the personal relevance.

Unrealistic icons and generic statements, no information about subsidy, timeframe for the realization and contact details of the people in the administrations.

If it's possible to realise proposals, exchange in group discussions.

Partly very simplified - they are limiting 'open-solution-finding' by using preset proposals. The datasets have to be more transparent / how they are produced.

I only would use a smartphone in specific contexts. In other cases I prefer a desktop solution.

For the tree planting, not in the moment, depends if it is 'my' project. I need a reason.

I prefer to make these kind of things on the computer. I think that smartphones are already too important.

I do not use a QR-code reader and I also don't like it (I find it unattractive). I also would not ask for money on Facebook, because me and my friends do not use it.

A smartphone is not useful for the analysis of big amounts of data. A PC with a fast WLAN connection gives the possibility to play with data.

I have no case for the app. I would propose to use it for reporting missing bicycle racks or garages / broken infrastructure. The feedback from the report is not binding.

Not interested in a smartphone.

I would not download it to my smartphone. Only if I am participating actively in a participation process.

4 **Thank you! Your input will be used to elaborate smarticipate further. If you have additional recommendations, you're welcome to provide them here:**

SMARTICIPATE SHOULD: Easy to understand and comprehensible.

Easy to use and link to complex themes (about tree planting).

To make complexity understandable and taking care of individual time planning; can the individual invest so much time in smarticipate?

Include all groups of society.

To continue to cooperate close with all participants/ stakeholders (citizens, Civil servants, Developer).

To include the maximum elements like own projects, actions, ideas for locations.

SMARTICIPATE SHOULD:

To design/develop it the way that is also can be used in combination with existing tools like the map tool in http://deinegeest.hamburg/

Take care: Smarticipate gives the impression that it is a participation tool, but indeed it is only an information platform. That makes the impression at AfD* & Co even stronger regarding a 'false politic'.

*The Alternative for Germany is a right-wing populist and Eurosceptic political party in Germany founded in 2013.

Should become more known. The word 'smart' has other meanings in German. It is not always connected to digital data or digital city. Take care of clear wording.

Not to be simply an instrument to 'satisfy' citizens, but to make real success measurable.

To represent a preferably comprehensive overview of topics in urban planning.

To make clear that smarticipate is not participation in a comprehensive way, but to make clear that it supports initiatives of citizens.

Presenting routes and calculate (like google maps) and not only points (like e.g. trees). As an example, the plan and design of bicycle routes

To offer different kinds of engagement.

Smarticipate should be better a dialogue process than a feedback process – that means, it should be possible to bring in own ideas, on which you must receive feedback, otherwise it limits the motivation to participate.

To optimize the results of the data request (could also be interesting for google), sharing data e.g. traffic streams, results of disasters like accidents, traffic jams, vandalism; to report damage on public streets and buildings.

Have a look at the 'Resources' App.

Data about wind speed, weather and global radiation.

To offer the possibility for a dialogue, and not only offer a feedback on facts and guidelines.

To offer the possibility to bring in ideas. This way the city realises

the need.

Make the App accessible for people without German language knowledge or poor eyesight.

Participation of youth and kids (stimulating of participation).

Participation of citizens in their district.

Differentiated feedback about plants.

The framework should be open source.

To offer the possibility for beginners to build simple apps.

Should offer the possibility for the administration to simplify processes.

The content in the folder 'Smarticipate – Opening up the smart city' are exciting. This content I could not find back at the Smartathon.

The relation to 'Smart City Hamburg' and 'Smart Port' (Cooperation CISCO) is not clear for me and also does not exist obviously.

Clear wording: It is not about participation – but you learn in a playful way, based on available open data of the city and search for possible application (areas).

To connect functions of other services like katwarn, Meldemichel, air quality measuring, traffic measuring. To show my use of bike, car and public transport to not only create/ propose new routes but also to create new 'micro-mobility profiles' for e.g. using of bicycle lanes in two directions.

Integration of comments in text, image and video – for low key participation.

Information about changes based on a personal filter and if nothing is happening on my topic since 2/5/10 years.

Collection/accumulation of identical ideas/reports = automatic petition > Information to administration and politics.

To point out subsidies related to the topic or the location and to link to digital forms.

Not only to have public space (streets) in the focus but also public real estate and their use, status, future plans, vacancy, transformation possibilities.

SMARTICIPATE SHOULD: Taking care of aspects of accessibility for wheelchairs, rollator/ walker, buggies, like signing, lightning, lifts, elevators, ramps.

Give feedback on status, which proposals make it to the next round.

Open in the topic / being flexible.

User-friendly.

Self-explaining presentation without extended legend.

Only use up-to-date datasets that are validated, always allow feedback to producer of datasets, to deliver information about the production of datasets (who? When? How?).

To support an open discussion and decision.

To make open who decides about the delivery of data.

To be presented at the schools and universities in Hamburg to collect further requirements for the development.

To give good feedback about how the ideas are integrated.

To make the maximum number of datasets available.

To be elaborated as a real participation tool.

To make the connection better with other users sharing the same interest.

To integrate and present real-time-data e.g. traffic, environment, economy, tourism, demography.

To support online + offline participation, be open for influence, to open all data, combination with participatory budgeting.

Part of the smarticipate app should be a back office / call center with experts and/or volunteers for support.

Network with other interested citizens and NGOs / make it easier and stimulate.

To show the success / success projects / success participation.

Create transparency.

To offer projects where people can participate.

To focus on pilot projects.

To advertise more to the public.

To look through 'technical glasses'.

Have too high expectations of users and proposals.

Stop.

To lose the interest and ideas of all participants/stakeholders.

To be limited to one location and to one action and to work along a predefined catalogue.

Only be usable for smartphones.

To use too many English words and technical terms.

To ask for too much information from the user.

To be limited to a small number of topics.

To be too complex in terms of construction.

I think it is a bad idea that the citizen have to finance the trees themselves – it is public responsibility.

To limit the freedom of participants to bring in own ideas and only to use people to give feedback.

To ask citizens to give or collect money for trees.

To replace a dialogue or a discussion; otherwise the status only get fixed. A development/progress cannot happen and new ideas cannot be heard.

To be an instrument to exclude parts of the population.

Avoid democracy.

To be a program of privatization of public space and policy tasks (Smart City Hamburg).

Participation of citizens has to be in the front - offensive and clear.

To be a fake tool for citizens and participation

To be to technical, because otherwise it excludes also less technically-interested people.

To force a 'case' that is not relevant.

Access private and protected data.

Being a tool guided by interests/lobby organisations.

SMARTICIPATE SHOULD ABSOLUTELY NOT:

Guided by the politic.

Takeover non-validated datasets.

Not to have the feedback function.

To limit alternatives for decisions.

To use information as a steering instrument.

To limit the use to the opening of private data.

To be only a tool to make the administration more efficient.

To be promoted as participation tool, until it is not fulfilling this requirement.

To be limited to an app.

To make wrong promises related to influence and decision power.

To focus only on own initiatives.

To create unrealistic expectations.

To be used everywhere because it is not manageable for the system.

PROGRAMMA

10:00 **Benvenuto**
Introduzione a smarticipate. Il coordinatore del tuo tavolo ti darà il benvenuto e conoscerai il resto del tuo gruppo di lavoro.

11:00 **Lavoro in gruppi**
Studio dello scenario ubano, degli open data e delle caratteristiche essenziali dell'App, discussione con il resto del gruppo di lavoro del tuo tavolo.

12:30 **Pausa pranzo**

13:30 **Riflessioni**
Confronto sul vostro lavoro in gruppi. Perfezionamento delle vostre valutazioni e compilazione di un questionario.

15:00 **Risultati**
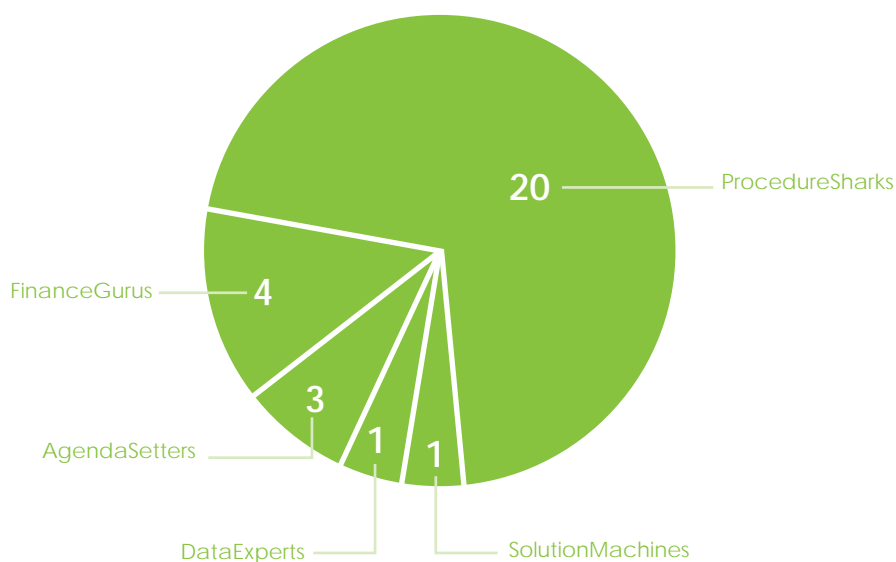Presentazione dei risultati della giornata di lavoro.

Sabato 21 gennaio, 2017 | 10.00 - 16.00

Casa della Città
piazza Giovanni da Verrazzano, 7 | Roma

Contatto   **f.latorre@rpr-spa.it**

Smartathon Rome

In total 29 residents and entrepreneurs participated in the Smartathon, divided among 6 tables. This is how the participants point out their special interest:

In addition, 14 members of the smarticipate team joined the event.

Some of the participants represented organisations and businesses, like Reter, Urban Center Municipio XIV, Associazione Città Ibrida, Legambiente, Università La Sapienza, Università Roma Tre, Università Luiss- LabGov, A.P.S. Progetto Forti, Comitato Quartiere Ottavia, Parco Agricolo Casal del Marmo, Officine Libetta Associazione Culturale, Laboratorio La Cacciarella, CPS Studio, Roma Makers, Comitato Uso Pubblico Forte Trionfale, ODL Iniziative and Co-Design Jam.

Read further to check out the results of the Smartathon de Roma. The outputs from each Smart Table are organised in the following categories:

Table hosts

Posters Urban Story

Posters Open Data

Posters Essential Features

Survey

SMARTATHON ROME
FEEDBACK FROM TABLE HOSTS

SMART TABLE **1+3**

The work focused directly on the application rather than on the contents and how to invest and present ideas. After having ascertained that the application will be supported by a website, or portal, we analysed the features. First, the data provided by the application must be objective, and this has been highlighted by the participants of the Urban Center who in the past have had to deal with data not reflecting reality. We then faced the registration aspects: we suggest to insert the mobile number as well as first and last name in order to ensure that the user receives notifications; this is crucial because later on the user, out of laziness, does not enter the mobile number, waits for the code, gives confirmation and so on…better avoid this! During the registration, it goes without saying that data security must be guaranteed. This is the first level, and notifications will have to be push and pull.

The second aspect is the space where ideas and projects take shape and the City administration decides whether the proposal is valid or not. We suggest that those who will respond to the needs of users and investors are not single individuals because, even being extremely well prepared, they can't respond properly to all proposals. To create a sort of division into sectors and adopt smart people is the extra something that we see in this application. Attention has to be paid to open data: data must be dynamic and constantly evolving, it makes no sense to adopt obsolete open data.

We have divided the feedback into 3: City administration, user and investor. In addition, a participant did not agree with the like / dislike. We suggest the Schulze algorithm for the user's feedback and, with regards to the comments, we suggest that the comment with the most likes is placed in the top position and is the first to be visible, regardless of the date on which it was published.

The final step, but not least, is the monitoring!!

The application should have attractive graphics that can also attract younger people and make the application more social. Also, it should not be too heavy from the point of view of size because many users might not have enough memory in their smartphone. The distribution of the application should take place gradually because in case of any bugs, users

might simply not download it. Therefore, the demo should be displayed through a long process and through various tests. Being a serious application, the design should reflect the same seriousness: stylizations with trees, nature or something else might be detrimental and this can easily happen, as we see by looking at the number of downloads of this type of application. The application needs to be innovative and intelligent to ensure imminent sharing and to encourage dissemination.

From a marketing point of view, in addition to the communication through all institutional channels, the following are also necessary: a sponsorship campaign on various social, banner ads on specific websites, search engine optimization, videos on google and youtube.

Urban Story

Members of the Urban Center of District 14 participated in the discussion. The Urban Center is an Entity that brings together representatives of the civic society and representatives of the Local Government, to face issues such as information and participation in the urban transformation of the District (in accordance with the regulation of participation from Resolution n. 57/2006 of the City of Rome).

A participatory process has been initiated on the Forte Trionfale, guided by the Urban Center, which has allowed the collection of comments and observations from citizens on the recovery plan presented by the City (Resolution n27/2015). Citizens' associations and residents have examined the complexity of the plan and have highlighted the strong interconnection of each component of the plan with the surrounding urban and social context.

This awareness has led to some criticism towards the choice of such a complex case-study to develop an application that, by nature, can't give an articulated feedback but only a simplified response. However, the great utility of this app in the analysis of more confined situations, such as those under consideration in other European cities, was brought into the discussion.

In any case, this technological tool could be very useful to support the Urban Center in its activities with the citizens, especially in terms of information and publicity, sharing of open data, bringing together proposals and interests of financial

stakeholders and investors.

The Forte Trionfale is an extremely complex context with architectural, historical, morphological, environmental and urban planning implications that need to be fully narrated; the same also applies to the administrative and participatory process accompanying the Forte in these years of transformation. Information on all these elements need to be provided in order to communicate the richness of the area and imagine an intervention that does not destroy any of its features.

It is also essential to provide the rules and policy framework in which to operate, and in this specific case the map proposed as the basis of the work does not respond truthfully to the indications of Resolution n. 27/2015.

Open Data

Master Plan of Rome 2008 – Resolution n.27/2015 – Urban Conference District 14 and Chart of Values 14/2014 – The five macro themes of the Forte Trionfale: Technical-economic-financial assessment of the public areas of the Forte Trionfale, statistics on population of District 14, citizens' observations to Resolution n.27/2015 and participatory process, the recovery plan-evolution of the participatory process and regulation of participation from Resolution n. 57/2006.

APP Features

All technical possibilities of the application were evaluated to see whether potential user queries can be reported as "group queries". Civic participation in Italy has been structured over time through organizational models (associations and neighbourhood committees) which have to be taken into account in the development of the application. In the specific case of the Forte Trionfale the possibility to split the use of the application in sub-themes and / or specific objectives has been evaluated, such as for the public areas of the Forte Trionfale (Hangar, Piazza della cultura e delle arti, Co-working space, Missana-basement- Roofgarden, Multipurpose, natural park).

SMART TABLE 5

Rome is conducting important work on open data. A digital platform with the map of the City Real Estate – MPIC- will soon be available. The application could be based on MPIC data and also operate synergistically with New Cartographic

Infrastructure (NIC), thanks to which it will be possible to consult directly the planning regulations of Roma Capitale.

The application could also provide data on accessibility through the connection with the data of the Plan for the elimination of architectural barriers (PEBA) in order to consider a series of layers related to transport, schools, housing, medical facilities, etc.

The work developed by the citizens Committees of the District on the topic of citizen participation in urban renewal themes, with special attention to the Forte Trionfale, should be taken into account. The potential of the application to identify the needs of people and enhancing their well-being might further motivate citizens to use the application for participatory planning. It could also be a valuable service to offer as a common good in the fruition of the exceptionally rich heritage of historical documents of Rome.

The application can become a collaborative tool and bring out opportunities such as, for the Forte Trionfale, social housing at tiered rents and the promotion of smart communities with shared spaces, tools and services. Very important also to take into consideration the techno-excluded. The application could facilitate, in fact, the gathering of ideas for the greater involvement of the segment of population not using internet.

Forte Trionfale can become a place of interest not only for the citizens of the District 14 but for the entire city as it is an opportunity to launch the valorization of the 15 Forts of Rome. Furthermore, it could host a center of public interest such as, for example, the gathering of open data through intelligent devices (eg. Minos UMPI technology) and the implementation of services (new employment) linked to the remote control for energy savings and public lighting diagnostics system, security and control of the areas, for the analysis of pedestrian or vehicular mobility etc.

The results of the brainstorming illustrated on the table have been indicated on the posters, in particular the poster on "essential features" of the app.

a/b/c. Uploading information - notifications - call for expressions of interest: once registered and accessed through a particular category (eg., professional, association, investor, citizen, etc.), it is necessary that the app states the history of the proposal, council resolutions, any previous project proposals and the

ID	Title	Description	Notes
1	User registration	Registration through categories: citizen association professional business	Notification of access and usability of the application
2	The App shows a general plan with planning constraints and keys (with drop down menus) with specifications for the different parts of the area to regenerate	1.Cubic volumes destined to social and environment (differentiating the latter in "built environment" and "intended for Green") and to the total amount established by the City for the operation (8m. €) and partial (calculated according to the information in the application) 2. Shows the history of the project (to provide the overall idea of the project)	'info' key – notification showing functions and legend Parametric analysis with information on the restructuring costs of building (economic coverage) Info on the history of the proposals Sharing forum
3	Visual division of functional areas: building, green, services	1. Possibility to include functional hypothesis; 2. Geolocation to verify accessibility by bike (data to be obtained from the cycling plan of Rome) 3.Type of autochthon green species to be integrated, where and what species	Info on the sq.m for functional areas
4	Co-housing or temporary residences privately managed	Feedback on how many people can live in co-housing	Intergenerational gathering High Profitability. Similar experiences also carried out in Turin, Stockholm.

Brainstorming: ideas for the essential features of the application

5	Urban regenerative green spaces	Where are the green spaces? Where can new green spaces be created? Feedback on available km for outdoor fitness Info on standard paths that can be covered by foot or by eco-friendly mobility Info on services that the user can find Feedback cultivable area and on the healthiness of the terrain	Info on the usability of the area in terms of WELLNESS: from trails for outdoor fitness to available services Areas designed not only from the aesthetic point of view but also for social and psychological purposes Land use by citizens for agricultural purposes.
6	Social integration	Map of non-profit associations and cooperatives that to be networked involved to activate services in the temporary uses of spaces.	Recover and promote valuable projects promoted by the associations and citizens' committees.
8	Simulation of future scenarios	Possibility to insert new proposals with the futuristic scenario display	Future scenario of the territory and of the social fabric
9	Sharing of ideas proposed by users and possibility to contribute to their development	In addition to like and dislike, integrate with a function for participation in the implementation of the initiative (eg. I want a theater)	The citizen becomes co-star in the description, development and detailing of the solution presented.
10	School of the "well built"	Use of the BIM system (Building Information Modeling) for all infrastructure work.	The "history of the proposals" also applies to the construction materials and supplies so that the citizen is encouraged to be aware of the quality of the works.

reasons for which they did not go through. The plan of the target area for urban regeneration has to be available, with all the documents listed by category / function, for example with layers in different colors - building, green, social-cultural, commercial (with the possibility to study each one in depth). The same colors / functions will be used to create the project, in order to give the opportunity to other users to participate in the design through individual categories / functions.

d/e/f. 3D Models – immediate feedback – publication of ideas. The models maintain the colors of the layers by categories / functions, give the possibility to obtain feedback on each category (Photo 2). The feedback on the constraints should have a different graphical presentation. We suggest a pie chart (Photo 3). As for the "Ideas", it is essential to consider the

proposals on space and the intended use, leading towards a project related to the analysis of the territory and the study of mobility, in terms of both mobility within the area to be regenerated and the accessibility to the area.

g/h. like/dislike – comments. This is believed to be an important area of co-participation, and should allow a wide communication between interested parties, giving the possibility of creating social networks and interconnections between groups, communities and citizens' associations for the exchange of design ideas (Photo 4). It should not only linger on the assessment / like/ dislike vote, but invest on active participation. The only virtual connection is probably not enough to measure the motivational level of people to participate in the regeneration project of spaces, but it is also essential to provide for participation in meetings.

SMART TABLE 6

Data quality and accessibility

Two considerations have emerged: the first, on the completeness, consistency and accuracy of the data; the second, on the accessibility of data. The issue of what tools to use was introduced and it was agreed that the App should be understood as the first "access" tool, with the appropriate immediacy and accessibility (considering that not everyone is born with digital abilities), assuming the existence of a second level of accessible information through more adequate instruments such as computers or tablets (digital totems in public spaces were also suggested).

Open data: bidirectional flow

The transformation process of Forte Trionfale necessarily sees the need to have information on the status of the process itself as well as the possibility of intervening on the process (what is to be done, which activities to be developed and so on) following the logics of open data: if I can have information, I can also give information. A sensitive topic emerged: the impact of the transformation on the community - we have considered traffic and mobility as an example of this aspect.
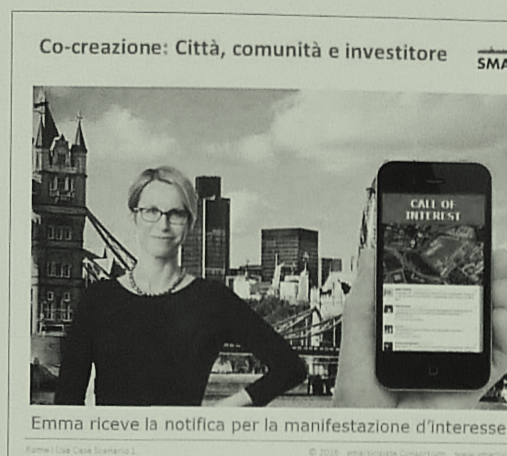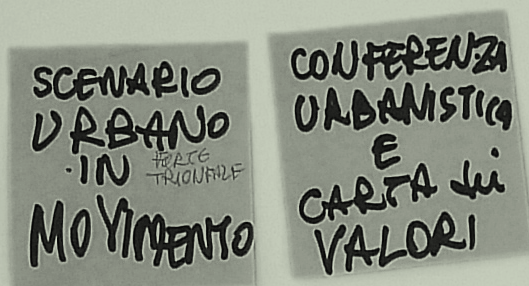
Local information: Role of the Districts

From a local issue, such as traffic, a reflection has begun on what data can be provided by the Administration through the Districts, considered as "proximity establishment" and therefore

more sensitive to local needs. The involvement of the District seemed possible / desirable because they have useful data to be networked, such as information on associations, committees and civil society organizations present in the area surrounding the Forte Trionfale, schools and neighbouring services, public mobility present in the area, political and administrative activities concerning the Forte Trionfale (Council Resolutions, Committees, etc.) as well as past and ongoing related projects.
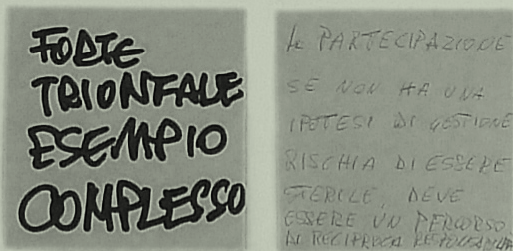
cena 1

...via, una funzionaria dell'amministrazione
...cale, inserisce il progetto preliminare nella
...attaforma Smarticipate in conformità con il
...ano di recupero del Forte.

Co-creazione: Città, comunità e investitore SMA...

Emma riceve la notifica per la manifestazione d'interesse.

SCENARIO URBANO IN FORTE TRIONFALE MOVIMENTO

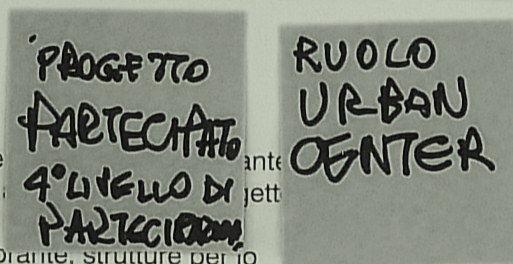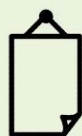**CONFERENZA URBANISTICA E CARTA dei VALORI**

cena 2

...i abitanti del Municipio XIV, registrati nella
...attaforma online, ricevono input, linee guida
...domande per condividere il nuovo progetto
...r il Forte Trionfale: quali nuove attività
...ciali e culturali desiderereste trovare nel
...rte Trionfale?

Co-creazione: Città, comunità e investitore SMA...

Feedback automatico sulla proposta e sul tema del patrimonio storico-cu...

FORTE TRIONFALE ESEMPIO COMPLESSO

Lo PARTECIPAZIONE SE NON HA UNA IPOTESI DI GESTIONE RISCHIA DI ESSERE STERILE, DEVE ESSERE UN PERCORSO DI RECIPROCA RESPONSABILITÀ

PROGETTO PARTECIPATO 4° LIVELLO DI PARTECIPAZIONE

RUOLO URBAN CENTER

cena 3

...ulia, un'abitante de... ...ante
...ee. Insieme ai suoi ... ...jett...
...n nuovi servizi per ...
...a asilo nido, un ristorante, strutture per lo
...ort e il tempo libero, spazi di co-working,
...a scuola elementare e alloggi a prezzi
...cessibili per i giovani. Tutto il progetto
...omprenderebbe un'area di circa 15.000 mq.

Co-creazione: Città, comunità e investitore SMART...

Molti commenti positivi ma un gruppo è ancora in disaccord...

FEEDBACK FROM POSTERS

about the Urban Story

SMART TABLE **1+3** See feedback from table host Smart Table 1&3.

SMART TABLE **2+4** See feedback from table host Smart Table 2&4.

SMART TABLE **5** See feedback from table host Smart Table 5.

SMART TABLE **6** See feedback from table host Smart Table 6.

about the Open Data

SMART TABLE **1+3** See feedback from table host Smart Table 1&3.

SMART TABLE **2+4** See feedback from table host Smart Table 2&4.

SMART TABLE **5** See feedback from table host Smart Table 5.

SMART TABLE **6** See feedback from table host Smart Table 6.

about the Essential Features

SMART TABLE 1+3

Communication campaign.

Data have to be objective: upstream data input is fundamental (see illustrative papers).

Functioning (whence the whole should start) is debatable.

Input of all design steps is necessary. We don`t start from zero, but there is a past of previous works and neighbourhood associations` realities (15 years).

1st level of notifications: personalized interface.

2nd level of notifications: customizable interface.

Not only investors.

SMART TABLE 2+4

Registration: Name, surname, hidden phone number.

Announcement`s timetable (Dead line).

Data security.

Push and pull.

User notifications (interest, place)

Data and information about neighbourhood`s story.

Consultation of socio-cultural data to know territory.

Knowing existing proposals.

Data about participation in previous contexts, for instance urban centers: "participation`s story".

SMART TABLE 5

Someone doesn`t like it.

Schulze and/or "Reddit".

Monitoring follow up (transparency).

SMART TABLE 6

See feedback from table host Smart Table 6.

FEEDBACK FROM SURVEY

1 At the Smartathon, we presented a scenario in which a group of active citizens wants to contribute to the **redevelopment of Forte Trionfale Was this 'urban story' relevant for you?**

YES, FULLY **(9)**

To identify the interest of citizens and take note of it.

It adds elements to the debate on the recovery plan for the Forte Trionfale.

The scenarios are interesting for the participatory process, though the final part (scenes 7-11) doesn't consider the collective participation of residents. I find it detached from the knowledge of the area, an indispensable condition in urban regeneration.

I think some of the areas could be regenerated into spaces for social activities.

There will open participatory scenarios that will make the citizens aware. This should go hand in hand with the project and planning phase of the northern part of Rome, which is being taken care of by the Municipality of Rome.

Yes, because it deals with urban regeneration and territorial development. The app could be useful to reach the younger generation, who is generally less interested.

Citizens cooperate with the city government using public data that previously were not public.

Local resources belong to everybody.

It is a complex transformation that needs to take into account different needs.

PARTLY **(7)**

I think that in this specific case we should operate through public assemblies or other participatory tools that foresee more human interaction and less technology. Participation should mean to put work into it=urban center.

Situation too specific.

Because we have worked on the app and not on the scenario. We have tried to identify the missing data for an hypothetical participatory process.

The scenario is interesting but has driven away the core of the work at the smart table. It was not clear to all that the scenario was to be the hypothesis on which to work for the prototype.

I do not live in the District 14 where the Forte Trionfale is located, but the project might have positive cascading effects also on the whole city – if carried out properly, it might act as an example.

Because it is not an official documentation from the city administration.

The scenario was presented only partially, in a way that was a bit confusing, and not focussed. However the interest in these topics was high.

NOT AT ALL (5) It is too related to the territory of District 14, whereas the app should be applicable to any project.

The scenario is too concrete, with too much history and pre-established positions. I would have preferred a more free and abstract scenario.

The project it too complex to be dealt with using just an app.

The case study is too limited with regards to the complexity of the city of Rome. For this reason, hard to use (in a believable way) as demo case in the app.

Because I am fully aware of the entire process as I am a member of the Urban Center. I don't find this scenario feasible.

2 **At the Smartathon, we presented different packages of available data. Was the available Open Data useful for you?**

YES, FULLY (4) Great potential in planning activities.

The data have given us information on the processes.

Clear, complete, and implementable.

To identify the missing data.

PARTLY (14) I think there should be other data integrated with the ones presented, and there should be the possibility for citizens to make proposals (bottom-up approach).

I don't think it is an innovative application.

They should be more thorough.

There should be more clarity in what a citizen participates, and why.

More training on how to use the data would have been useful.

In my opinion more detailed information about the (building, historical, etc.) restrictions on the area was missing, as well as a short schematic summary.

We do not know whether the useful data will be in the app, as the app still does not exist.

They can't describe the complexity of the project.

The data must be integrated with statistical data of the specific area.

Data are only related to the City Master Plan and there are only general statistical data that cannot be detailed down to the specific area.

We didn't have time to look at the data carefully.

Only data on the Forte Trionfale.

Additional efforts are necessary to make the framework of the area more complete.

N/A (no additional comment made).

NOT AT ALL (3) They have not been looked into in detail by the colleagues at the smart table.

At the moment the data availability in terms of linked data is absolutely insufficient.

Only few data were presented.

3 **At the Smartathon, we presented the Essential Features of smarticipate. Would you use those features if they were available on your smartphone?**

YES, FULLY (15)   Participation in future proposals.

I am interested in the interactions that the app would allow, and I would like to verify whether the virtual participation is in line with the reality.

As a complement to active participation and discussion, and to allow participation to those who do not normally do it.

It allows each citizen to participate directly to the decisions of the City.

It is innovative, participative and contributes to "create a community feeling".

Because it is one of the few ways to know what is happening locally and is strongly based on collective participation.

The app allows information about this area to be quickly gather. It could be extended to areas with similar characteristics,

They should be updated to (deal with) complex cases that apply in urban development in a certain area.

To participate, learn (new things), to be informed and up-to-date. And out of curiosity.

Because it allows for contribution, no matter how much free time you have to participate in another way, i.e. in "real life" meetings.

It is a tool suitable for the topic.

Could represent an enormous added value to the everyday life of a citizen.

I am an app user, I need many data for my profession. Therefore, anything that can facilitate access to data is ok by me.

N/A (no additional comment made).

N/A (no additional comment made).

PARTLY (14) I think the app presented for the urban story is too general, risking that it becomes too "superficial" with respect to this topic. It is perfectly valid for simpler topics and activities.

For information purposes only.

I would prefer it to be more connected to the territory and have the possibility to use it in future scenarios.

I would be interested in topic in which I am actively participating.

I do not usually use applications, but I would install and use this one.

Only few data were presented.

NOT AT ALL (0) No comments in survey.

4 Thank you! Your input will be used to elaborate smarticipate further. If you have additional recommendations, you're welcome to provide them here:

SMARTICIPATE SHOULD: Please contact the Urban Center of District XIV.

Properly monitor the use of the data as well as the use of the app in order to avoid incorrect use of it. Also take into account possible consequences of the use of such an app.

Put great effort into data uploading, as data have to be updated, dynamic and objective. For Forte Trionfale, for example, it is necessary to insert the "municipal history" and all that the associations have done so far for the area.

Pay great attention to the process through which the proposals from citizens are voted, i.e. the "Like" can be faked, as well as profiles of registered voters etc.

Carry out tests with multi-disciplinary groups of citizens.

I believe that participation can and should also envisage a hypothesis of management of what is proposed; this is a process of mutual accountability. Citizens put themselves more at stake and the administration must facilitate this process. To

strengthen the capacity of self-determination (subsidiarity) , smarticipate should give an indication on this.

Give the opportunity to know all previously-developed projects (also from other political and social actors) on the area to be redeveloped. Have broader perspectives regarding visions of the future both at urban and social level. Consider also the cultural, emotional and identity-related aspects of the territories. Create a multidisciplinary glossary for knowledge co-production and the usability of the app.

I think table coordinators should have been better prepared prior to the Smartathon. There was too little time for the great work requested. Simulations on techniques for User Experience Design would have helped.

Reach out to all groups of citizens, most of all the "fragile" sectors such as the elderly etc. In other words: be ACCESSIBLE.

Deliver more information on the area selection process and on the decision-making process.

Be aesthetically nice and appealing, so that it attracts young people. Be as simple/user friendly as possible.

Be an extra tool of participation, offering information and exchange of ideas and proposals.

Allow for interaction regarding topics not yet available and about the next steps.

Propose a second Smartathon in spring, not in Autumn in order to evaluate the app. Moreover it should evaluate the different types of participation, e.g. those "old" associations and committees of citizens.

Integrate with participation processes in "real life" taking place in the District. Integrate well with the official portal of Roma Capitale and the tools for online participation.

Be FOSS, re-usable, should deliver data in open format, should be able to be connected to other participation platforms. Should also profit from contributions from the Urban Planning Department of Rome.

Allow participation of citizens and experts (in the respective areas of expertise) in all steps of the project during more structured events which are coordinated by skilled "facilitators". Should produce material and documentation

SMARTICIPATE SHOULD: Accessible to everybody.

Use/adopt a language understandable also by non-experts.

The idea of app is cool but you need also a website where people can build their project.

Evaluate the dimension of the app, because if it is big, users don't have space on their phone. Consequently they don't download the app.

An attractive design is necessary.

You need something new, that I haven't seen in your app to make possible the sharing of the app or something similar.

Evaluate that who answer (institutional people) to proposals made by users, investors etc. are able to provide this service because this is the big thing after app building. It is important that the answer is not provided by one person for different projects. I'm a realist; in Italy, institutional apps provide a bad service and in some case without feedback.

When a user register the profile my advice is to immediately add their phone number because most don't do it afterward. I can say this in my experience with the app that I work. The phone number is necessarily for notification and if people don't insert it you have problems because notifications are a good percentage of advantage of the app.

Maybe a monthly(or yearly) report on what happens, thanks to smarticipate, in Rome or in Italy in future is an idea that can make people curious.

Importance of data are fundamentally. And I think you should adopt a system that updates data as it changes. Data are dynamic and the app should be too.

SMARTICIPATE SHOULD ABSOLUTELY NOT: Diminish the greatness of an urban planning programme.

Focus on the voice of the single citizen, but address groups (associations etc).

Generate false expectations to users, therefore there should be clear rules for access, use and clear identification of Entities involved.

Develop technology "in the dark" (meaning: without taking

into account the reality it belongs to).

Create too many constraints to those who want to participate in the design that could block the mobilization and civic motivation.

Give ready-made answers to needs. Although this objective has been reached despite the little time and the lack of a methodology throughout the process.

Exclude potential information coming from committees, civic associations of people who previously worked in / studied in the area.

Take decisions in those fields that are specifically responsibility of the city government.

Leave the ability to give feedback from the authority/ government to just one person.

Replace "real life" participation in decision-making.

Create illusions about an active participation, which at the end is only "pro forma". The app should not be static.

Use not-yet-official data, i.e. by means of acts/laws by the Council etc.

Be the only way to participate, be complicated.

Be exclusive, but be part of a participation system that is "multi-channel".

Exclude institutions from the participation processes (although I know this is the intention). Should not organise such events in official places (like this), but locally, in order to attract (more) citizens.

Adopt a political connotation.

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