

SMARTICIPATE

Annual Report

Feb. 2017 – Jan. 2018



Opening up the smart city

Project progress
&
Lessons learnt

www.smarticipate.eu

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1 Introduction

This document presents the second Annual Report of the **smarticipate** project and describes the project progress and results achieved during the second project year from February 2017 to January 2018.

Publishing data on city portals as open data is a growing trend, which is also promoted by the EC to encourage governments to be more open and transparent to its citizens. However, the common experience when investigating such data is that in most cases it is a raw dump of data that was often created as a by-product of a technical process. It is hard for laymen to interpret the data sets, and often impossible to determine if the content is useable as no meta-information is given. These challenges are addressed by the **smarticipate** consortium and effective solutions are being developed.

The **smarticipate** project aims to develop ICT tools for participatory applications, which use Open Data and other datasets (e.g. land-use, surveys, etc. which are not necessarily in the public domain). These applications will enable citizens to co-create, to co-design and to take informed decisions by getting feedback on their innovative participatory applications. Furthermore, citizens will be able to share their ideas and opinions, which should enrich existing Open Data.

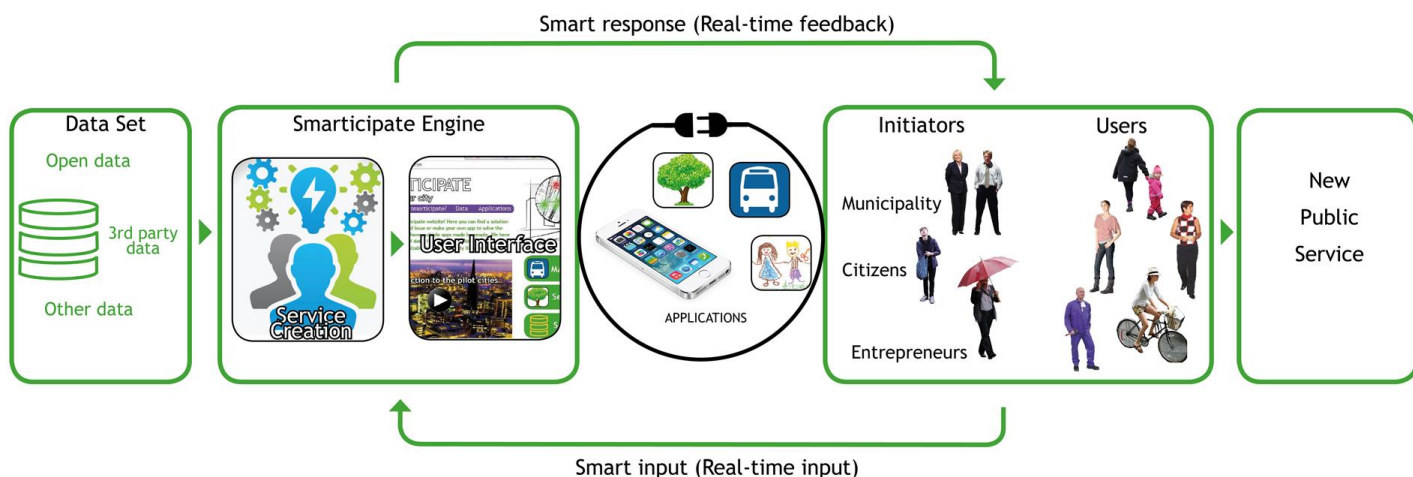


Fig. 1: Smarticipate's added value innovation

In this respect, **smarticipate**'s three pilot cities: Rome, Hamburg and London (Royal Borough of Kensington and Chelsea (RBKC)), actively participate in the development of **smarticipate**'s applications and data acquisition. The project follows a rigorous development process which began with the identification of the cities' needs, gathering of their requirements and the definition of use cases. These use cases aim to accommodate real participatory planning scenarios in these cities where citizen participation is expected and encouraged. The main idea is to allow citizens to see the development proposal visually through the **smarticipate** application, make changes and

get quick feedback on the proposed changes e.g. whether or not a proposed change is economically feasible or if it is compliant to planning laws or environmental regulations. Furthermore, these proposed changes might be shared within local neighbourhoods with the objective to gather additional suggestions, support, criticism, etc. resulting in the generation of a lot of opinion-based data from citizens.

As a decision support tool, **smarticipate** improves governance in the urban context. The project aims to develop automatic feedback technology that enables citizens to probe and refine their ideas, which in turn should provide urban planners and city authorities with validated, “useful” input.

The overall project objectives are:

- To enable structured interaction between authorities and citizens/business via developing the **smarticipate** communication platform, related to participatory urban planning
- To improve the information flow in the cities, providing a **smarticipate** - user interaction tool
- To create **smarticipate** applications - for selected use cases
- To generate conditions for innovative authorities’ service provision, based on the technology above
- To ensure the usefulness and market relevance for the targeted audience, through piloting the developed platform in three European cities: Rome, Hamburg and London
- To establish Europe-wide dissemination and feedback loops with cities and key stakeholder groups during the project’s lifetime
- To assist stakeholders in impact assessment for planned actions and analysis of current problems

From a technical point of view, the overall system concept is reflected in the chart below:

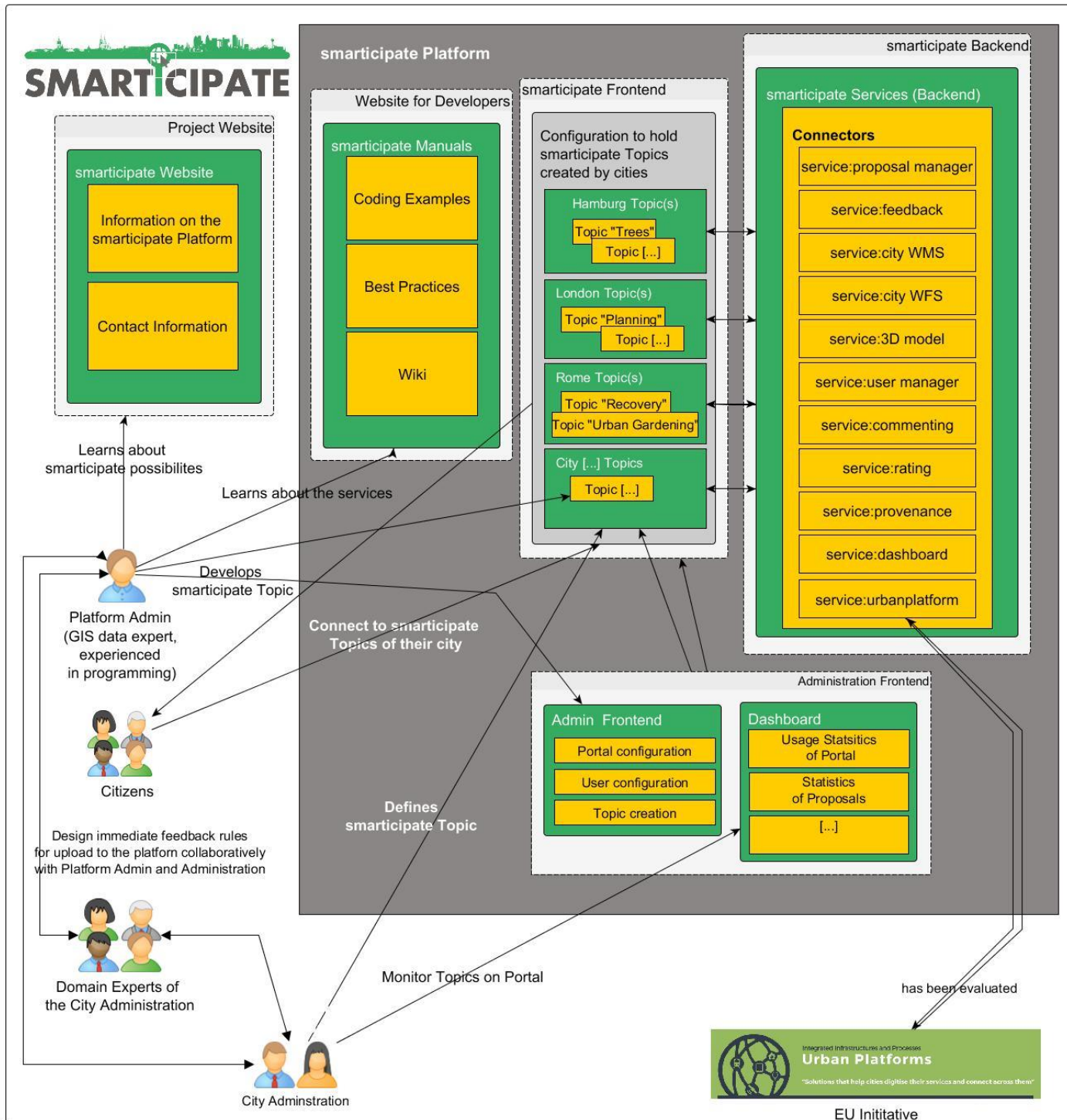


Fig. 2: smarticipate overall system concept

As a consequence, citizens get full access to public open data and feedback on their neighbourhood-related and citywide ideas for city development. This is achieved in a playful, digital dialogue based on the creation of an open, easy accessible platform. This allows

governments, NGOs, businesses and citizens to develop their own apps as producers and co-producers. As a result, citizens are empowered to play active roles in the public domain, to develop new tools and to generate new public services, thereby making major contributions to Europe 2020 strategies for smart, sustainable and inclusive growth in Europe's cities.

2 Work performed within the second project year

After a thorough requirement gathering and feature planning period, the technical partners of the smarticipate consortium have put a lot of effort into developing a first running prototype of the smarticipate platform. Two code camps were organized to speed up the software implementation: one in February 2017 (Vienna, Austria) and the other in July 2017 (Darmstadt, Germany). This operational prototype system already provides the possibility to install components and is ready for data integration (e.g. of Open Government Data (OGD) data layers). This first implementation iteration concentrated on a web-based desktop version of the smarticipate platform followed by a mobile enabled 3D visualization, presented in Hamburg and London.

To show the potential of the smarticipate platform, the three prototypes were tested during the second round of Smartathons with citizens, city officials and smart implementers in Hamburg (November 10, 2017), Rome (November 24, 2017) and London (January 19, 2018). Each city set up its own topic from the planting of trees in Hamburg, to urban transformation of a historic fortress in Rome and the 3D visualisation of planning proposals in London. For the prototypes, real open data sets were implemented, varying from 76 sets in Hamburg to 25 in Rome and proprietary 3D data for the London Design Museum.

A manual 'How to develop a new public service' was created, describing smarticipate's co-creation strategy and reflecting the results of the second round of Smartathons. During the Smart Implementer Summit (January 2018) committed participants got together to discuss the potential of smarticipate which resulted in a series of potential New Public Services. The prototype of the Plant a Tree App of Hamburg is an example of such a New Public Service.

Furthermore, during the second project year the overall planning of the evaluation was developed: the evaluation methodology, the evaluation process, potential evaluation stakeholders and test cases. In addition, possible mechanisms to implement both the technical and the user evaluation were presented. The interim evaluation was performed using online and paper-based questionnaire approaches during the 2nd round of Smartathons.

The smarticipate consortium convened a group of "smart implementers", comprised of the most active participants chosen from the Smartathons. These stakeholders can both contribute to the

platform by developing New Public Services and effectively spread the word to their local community, furthering the project's reach.

Four of the five Stakeholder Dialogue Events took place (in Portland (ISOCARP), Hamburg, Rome and London). The fifth politically oriented Stakeholder event will take place in Brussels on May 29, 2018.

The business case development was initiated and face-to-face meetings with the partners involved in the exploitation took place. Based on the results an initial version of the Exploitation Roadmap was developed, encouraging every partner to give their perspective on the smarticipate result.

During the entire reporting period, 10 deliverables were prepared and submitted. A list of the deliverables as well as the public documents are published on www.smarticipate.eu.

3 Lessons Learnt

The first round of Smartathons resulted in 8 lessons learned which fuelled the development of the prototypes. The test results of the 2nd round of Smartathons were again reflected in 8 lessons learned, exploring where the smarticipate platform succeeded and where improvements are necessary.



1. Doers vs. receivers

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

What participants said during the 2nd round

During the second round of Smartathons the split between doers and receivers became more obvious. Doers in Hamburg were interested to test the Plant a Tree App, but not to use it themselves. Their main interest was to check out the possibilities of the underlying smarticipate platform to develop their own app serving their own topic. That's why they are called smart implementers which represents another word for doer. The combination of open data and expert knowledge attracts them because this forms the framework to develop their own relevant applications.

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

2. Let's make knowledge great again

Smarticipate unlocks data and expert knowledge so that you can check and - if necessary - improve your idea or proposal. During the first round of Smartathons participants said that statistics aren't actually the most interesting kind of data.

Open data is often associated with this kind of information. However, when developing or reflecting on a proposal, participants mostly need other information such as the history of the place, the current policy & legal framework or previous developed ideas or proposals (memory). Participants are also interested in the current situation (dynamic present) and the future proposals anticipating the effect of the development (projected impact).

What participants said during the 2nd round

Participants are enthusiastic about the match between open data and expert knowledge. However, the app does not show its full data potential yet: 'We want more data sets! Let's focus on the

prototype for the redevelopment of the Forte Trionfale in Rome'. Participants of Rome appreciated that the city of Rome supplied the underlying data sets and made it available for the smarticipate platform. However, the match between the open data and expert knowledge was not sufficient. 30% of the citizens in Rome agreed that the smarticipate app has all relevant features they need.

One of the participants in Rome stated: 'It is possible to propose a school in the old fortress, even though the legal framework regulates that schools have to be situated next to a public street.' Besides that, the information is abstract. Another citizen stated: 'I would love to have the opportunity to upload historic photos or a drawing next to my proposal.'

3. Multiple captains on the ship

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

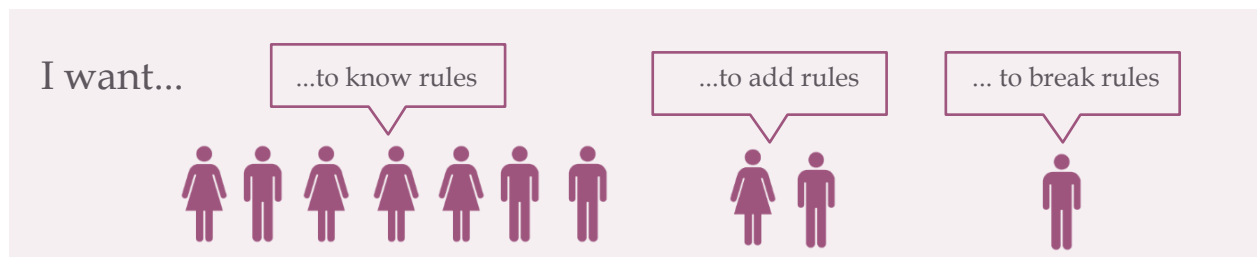
What participants said during the 2nd round

Not everyone finds the app topics as relevant. That is why quite some (professional and non-professional) participants come up with alternative cases. Doers/smart implementers see the potential of the smarticipate platform to plug in their own topic. Over 80% of smart implementers felt inspired to configure the smarticipate platform for other topics besides the existing prototypes. They feel invited.

A smart implementer in Rome came up with the idea to use the Plant a Tree App of Hamburg to install electric charging poles. Citizens in London also discovered that there are more uses than the 3D Planning App: 'Planning is not my cup of tea, but I felt inspired to find a new programme for the fort in Rome and proposing cycle racks was fun, too.'

4. Tell me the rules (so I can break them)

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



What participants said during the 2nd round

Especially citizens in Hamburg and Rome were annoyed by the black box character of the app. Over 70% of citizens in both cities appreciated the immediate feedback but could not understand what the logic behind it is. One of the smart implementers in Rome stated: 'I seemed to understand that constraints have not yet been implemented, and the answers that the portal gives are not reliable. The categories that have been inserted are really few; there is a need for a good database of categories.'

Also, the technical language of feedback was confusing for participants. One participant in Hamburg commented: 'I wasn't able to successfully plant a single tree in my street. The feedback was not clear, it said "too close to building" even though many other trees already exist within the same distance to buildings.'

5. Mayor, where are you?

Smarticipate helps you plug your comment or idea into the municipal policy and decision-making process. Participants of the Smartathons 1st round wondered if smarticipate would be an iron bridge or an iron shield. According to them, smarticipate definitely has the potential to improve communication between local residents, businesses and government. But the platform could also derail, becoming a digital shield that keeps residents at a distance. To avoid that, the keyword is accountability. That means if users submit an idea or proposal, they want to be able to track and trace it through the policy and decision-making process.

What participants said during the 2nd round

What strikes the eye is that citizens are eager to comment and share. 62% of citizens in London agreed that it makes it easier for them to share their ideas about a planning application.

After finishing a proposal, participants of London like to share their idea with friends and neighbours. If the citizens receive sufficient critical mass then they submit to the city. Participants

perceived this as a great first step. The second step (“What happens with my proposal after I submit it?”) received a more sceptical reaction.

Citizens are positive about the next steps, as one participant in London stated: ‘I think the comments section has good potential. It would be better to allow other commenters to like or recommend users suggestions so that those shared views can be identified and considered by city planners.’

6. No dead-end streets

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

What participants said during the 2nd round

One of the participants in Hamburg had to try twelve times before she received positive feedback on her proposal. That is not inspiring at all and will kill the actual use of the app. She said: ‘It was frustrating because there was always something which speaks against a location. Receiving alternatives in terms of where the nearest possible location is would have made my experience more fun and satisfying.’ Another option to tackle this issue is to provide a feasibility rating. Nevertheless, it should be possible to submit a proposal even though it is not in line with the existing rules: Exceptions confirm the rule.

Another citizen in Hamburg mentioned not to forget the fun: ‘The app could be more user-friendly. Buttons and terms are very technical. More: “Plant your tree!” and not “submit!” and then the question: “Would you like to plant more trees?”

7. Finally, a gadget for my grandma

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

What participants said during the 2nd round

Usability is a major concern for all participants. City officials tend to go for more technically advanced features that potentially could make their work easier, while citizens advise to keep it smooth and simple. 50% of the citizens in London found the app user-friendly.

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

8. Flash in the pan or 2.0, 3.0, 4.0...

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

What participants said during the 2nd round

Participants in London mentioned that they already use existing websites and tools which the Royal Borough of Kensington offer. Thus, a participant in London asked: 'Where will the website be placed? If you want citizens to use it, you need to advertise a lot. It is better to link it to a standard platform, such as RBKC's planning and building control site. It would be helpful and make the orientation much easier. I don't want to learn everything from the beginning.'

One of the smart implementers in Rome also stressed the importance of social media: 'In the extreme case, it could be integrated into an already existing social network such as Facebook, focusing more on the back end algorithms- mechanisms leaving Facebook working on the front end.'

In addition to this small impression about the smarticipate progress, but also needs, more information is provided in the public project deliverable D7.4 "How to Develop a New Public Service" as well as the other deliverables that can be downloaded from the project website www.smarticipate.eu .

4 Expected impact

In regard to the citizens' involvement, the second round of Smartathons received, again, great interest from the users' side, as well as the city representatives and the smart implementers. We had, again, about 150 participants in the three Smartathons and received a lot of input and ideas, and constructive recommendations. We heard a lot of positive feedback and comments on our goals and objectives and will follow up on this.

Currently, other cities are expressing their interest in the system and are keen to receive demos and updates on the proceedings of the project (e.g. Vienna, Brussels, Amsterdam), but also SMEs. The smart implementers at the Smartathons and the smart implementers workshop expressed their interest in using the platform as a tool for delivering new services to their customer cities. Furthermore, we received interest for collaboration from SMEs outside the participating cities.

In respect to our key performance indicators, we are currently well positioned, and are mostly beyond the expectations for the second year. In reference to our five items on expected impact we are still in line with those expectations, as follows:

- Improve the city's information flow
- Involve citizens in shaping the future
- Increase transparency of urban governance
- Transform democracy with open governance
- Create new business opportunities

Finalising the smarticipate platform in the next months and making it available for the cities and the smart implementers will then be the starting point to reach the targeted impact.

5 Consortium partners and fact sheet

Partners from five countries, representing the city administration, research, academia and the industry, as well as an international network of local and regional governments, form the **smarticipate** consortium. The coordinator is Fraunhofer Institute for Computer Graphics Research IGD.





Fact Sheet:

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www.smarticipate.eu

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