SMARTICIPATE

Annual Report

Feb. 2018 – Jan. 2019

Opening up the smart city

Project progress

&

Lessons learnt

www.smarticipate.eu

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1 Introduction

This document presents the third Annual Report of the **smarticipate** project and describes the project progress and results achieved during the third project year from February 2018 to January 2019.

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 have been developed.

The **smarticipate** project aimed 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.
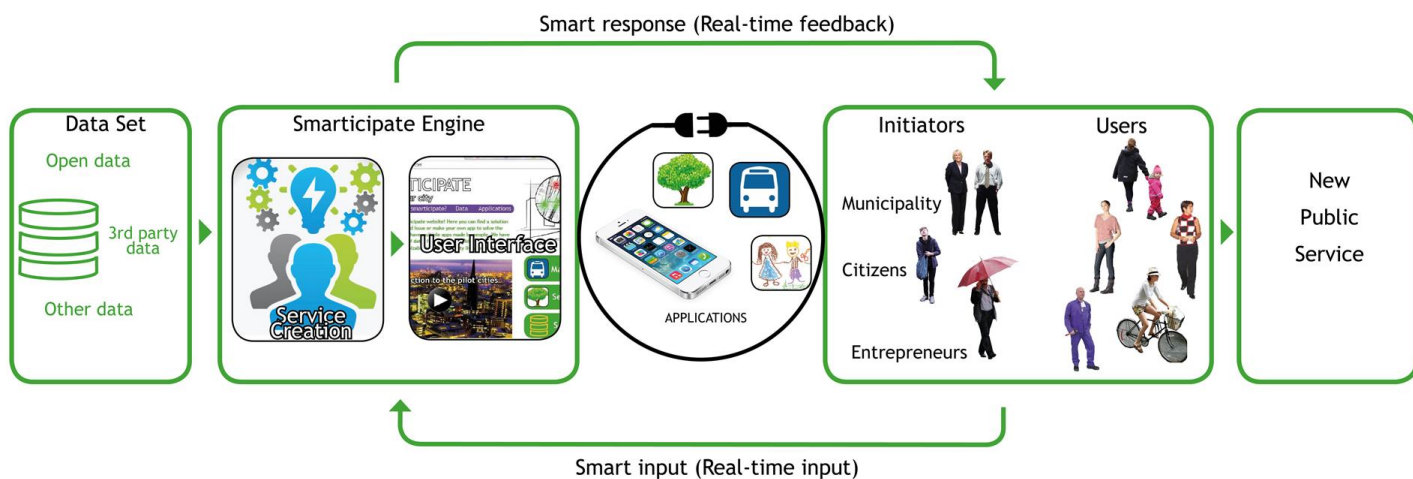

*Fig. 1: **Smarticipate**'s added value innovation*

In this respect, **smarticipate**'s three pilot cities: Rome, Hamburg and London (Royal Borough of Kensington and Chelsea (RBKC)), actively participated in the development of **smarticipate**'s applications and data acquisition. The project followed 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 aimed 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:
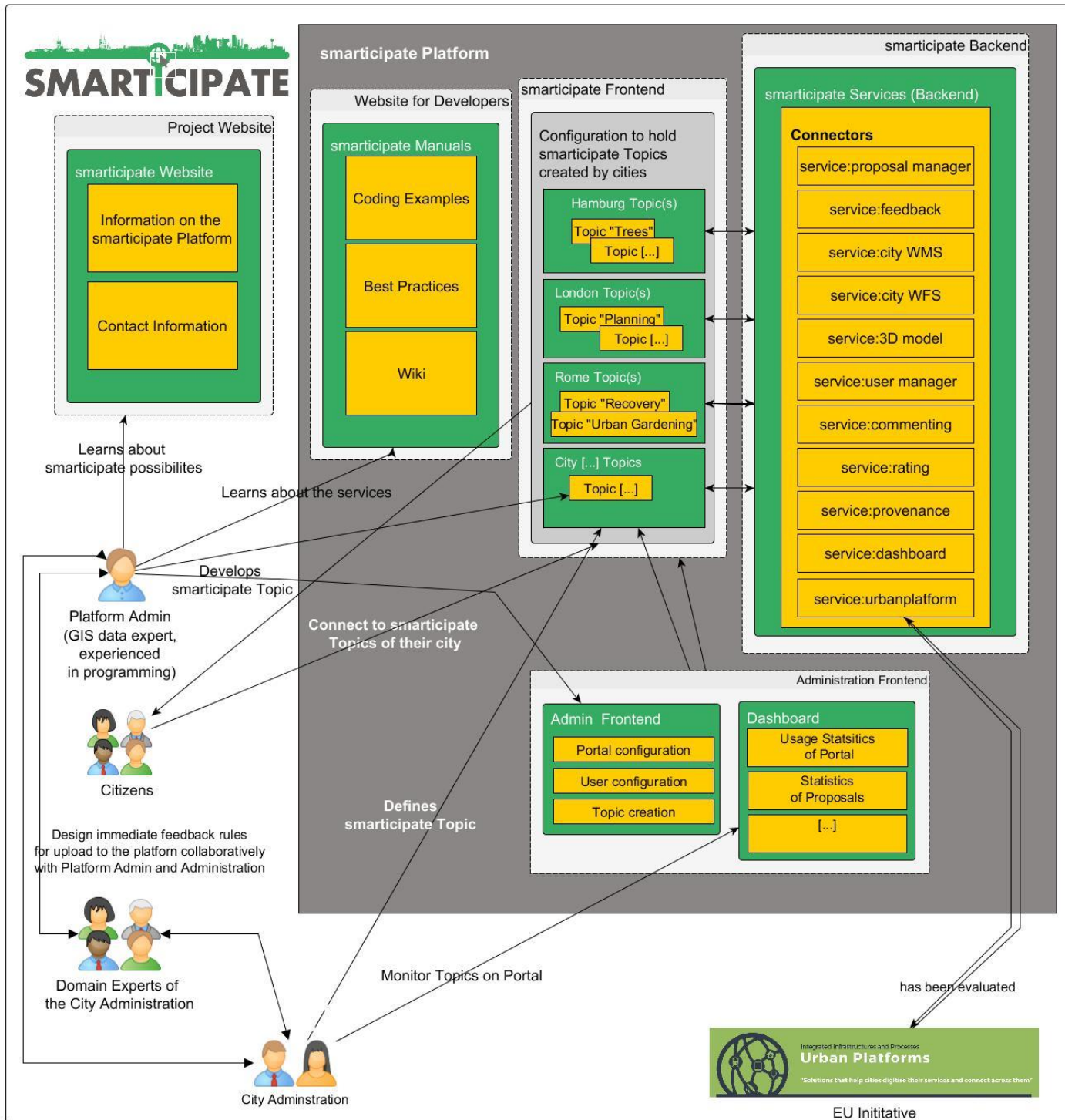
*Fig. 2: **smarticipate** overall system concept*

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 third project year

In the final **smarticipate** project year, all services necessary for platform operation were implemented and tested in various setups involving target end-users. The development of both front-end applications was finalized: the Default View for citizens and the Admin Dashboard for city officials.

Furthermore, the presentation of 3D data was implemented in the platform and the advanced configuration functionalities were added. The developed frontend and backend **smarticipate** software toolbox components have been integrated to one operational system. In addition, the development team added the possibility to share the Topics as well as the Proposals via Social Media.

A final code camp was conducted in May 2018 in Vienna to support effective collaborative coding (e.g. face-to-face problem discussions, immediate feedback, etc.). During the third project year, an extended user evaluation took part. All the results were documented in Deliverable D8.4 Final Evaluation Report which is available on the **smarticipate** website (www.**smarticipate**.eu).

WeLoveTheCity, the cities and the technical team organized an App Making Session (June 2018) as a training/knowledge transfer session on how to manage requirements for new applications. The lessons learned from the App Making Session fuelled the manual 'How to create a new app', which is also publicly available via the **smarticipate** website. The combination of an accomplished platform and the manual 'How to create a new app' boosts the business exploitation, and the common business development vision was finalized among the participating partners for the period following the project's end.

In addition, during July and August 2018 a questionnaire was distributed via European Commission and European city networks including Urban Europe, CEMR/CCRE – Local & Regional Europe and smart cities mailing lists to urban practitioners working in the field of urban governance.

Various project dissemination activities were set up during the last project year. A Brussels Stakeholder Dialogue Event (the last one of the five) took place (May 2018). The current urban planning governance model was examined and challenges faced in the transition to a more common, participatory and integrated future urban planning governance model were considered.

The final conference of the **smarticipate** project was organized in November 2018 in Vienna. The event was designed to not only share lessons learned from the project but also to build a community to take the **smarticipate** platform and the solutions it offers into the future.

Furthermore, ICLEI has published the "Open governance in the smart city" report, which has been downloaded almost 4000 times as of the end of 2018.

To capture the learning process of all project partners and in particular the 3 **smarticipate** cities, ICLEI conducted and published a series of 21 interviews throughout the course of the project. Designed as living case studies, these interviews provide a diversity of perspectives, capturing early expectations, shifts during the project itself and plans for the future.

3 Lessons Learnt for the pilot cities

In the two previous annual reports we presented eight lessons that the project partners and **smarticipate** stakeholders have "learned". In addition to these lessons learned we have collected direct feedback from the partnering cities, reflecting and summarizing the experience gained during the entire project duration.
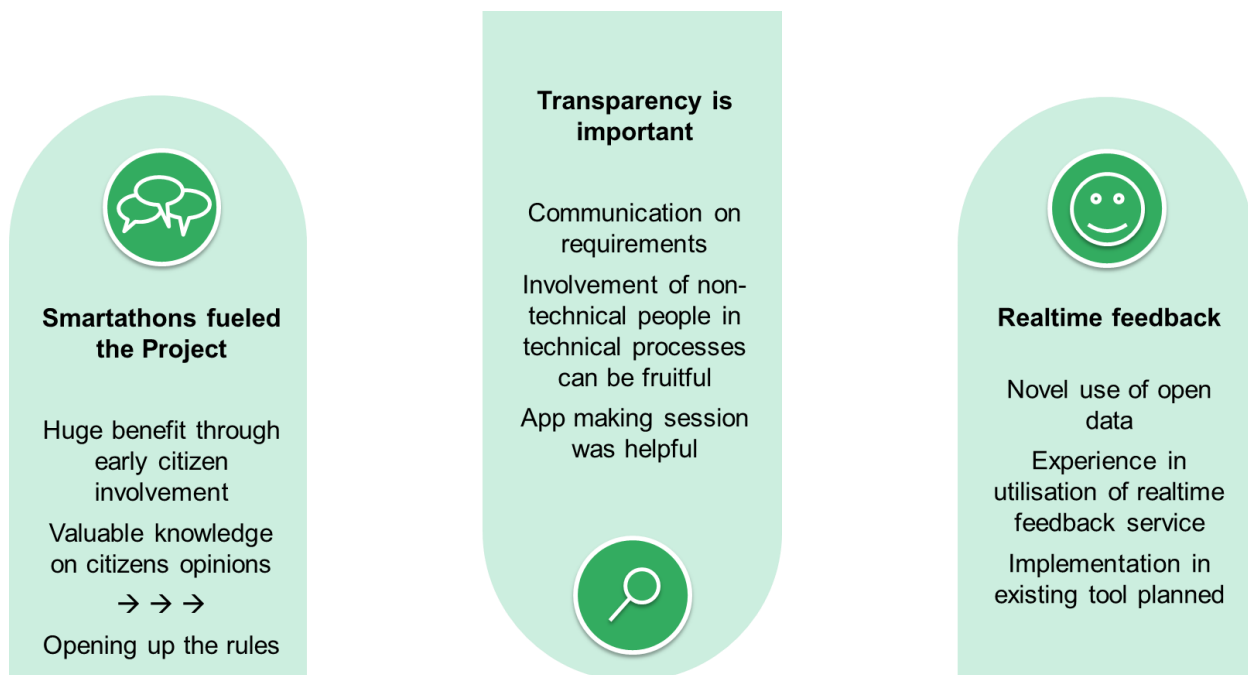
3.1 City of Rome

Stakeholder meeting in Rome

In Rome, **smarticipate** raised awareness among citizens, policy makers and businesses of the importance of the use of innovative tools in co-creation processes for urban transformation. The strong involvement and successive engagement of local communities and relevant stakeholders leads to achieving active citizenship. Furthermore, it demonstrated the need for accurate and open data for the city.

3.2 Hamburg

Hamburg City officials see **smarticipate** as a potentially interesting tool to be linked to their in-house developed DIPAS (digital participation system), a system which other German cities and municipalities are using. As this integration could not be achieved within the project, the City of Hamburg and the **smarticipate** team are looking for a way to integrate e.g. the feedback service.

Smartathons fueled the Project

Huge benefit through early citizen involvement

Valuable knowledge on citizens opinions
→ → →
Opening up the rules

Transparency is important

Communication on requirements

Involvement of non-technical people in technical processes can be fruitful

App making session was helpful

Realtime feedback

Novel use of open data

Experience in utilisation of realtime feedback service

Implementation in existing tool planned

Lessons learnt from Hamburg

3.3 London

The value of **smarticipate** was understood & welcomed by London's citizens. Since a lot of the citizens are generally under time pressure, **smarticipate** can allow rapid and easy participative responses specifically for these kinds of people. In addition, **smarticipate** allows a much wider range of voices to be heard and thus, achieves better community understanding. Since London is interested in community consultation and participation, not just in consulting separate individuals, **smarticipate** meets this need with its social media capabilities.

The Smartathons taught us that many of the citizens have:

- a strong unfulfilled desire to participate

- intelligent and thoughtful opinions

- the younger people particularly valued the potential of **smarticipate**, especially around "green" issues

4 Impact

smarticipate improves citizen involvement in decision-making processes by making data clearly understandable, trustworthy and authoritative. It transforms public data into information and supports the interaction between citizens, businesses and public administration in cities. **smarticipate** as a stakeholder platform captures inputs from citizens, facilitating the sharing of ideas across communities. This goes along with sharing innovations - for example as a 3D rendered impact with real time feedback – to also replicate and adapt them to other regions. Thus, **smarticipate** facilitates collaborative, multi-stakeholder policy assessment and decision making processes where societal actors collaborate with experts.

Furthermore, **smarticipate** empowers governments, NGOs, businesses and citizens (as users) to play a more active role in the public domain and to generate new public services.

However, ensuring ongoing and long-term co-creation based collaborations among cities, NGOs, and smart implementers requires ongoing efforts to demonstrate the potential now and beyond the end of project.

Thus, commercialization partners from the consortium have put efforts into finalizing the business concept and have developed a roadmap reflecting the concrete steps and actions to be taken towards successful market implementation.

![SMARTICIPATE logo]

5 Consortium partners and fact sheet

Partners from five countries, representing city administration, research, academia and 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.

SMARTICIPATE

Fact Sheet:

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