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| Title: |
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| <p>D7.1 Working Document summarizing the results from Tasks 7.1-7.3 for Hamburg, Rome and London</p> <p>'How to organize a Smartathon – Grab your potential'</p> <p>'How to develop an Urban Story – Grab your potential'</p> <p>'This is how to do it – Grab your potential'</p> |
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| <p>This document consists of three parts and describes 'How to organise a Smartathon' (part 1) and 'How to develop an Urban Story' (part 2). This resulted in eight lessons that together form a 'This is how to do it' (part 3) manual for opening up the smart city.</p> |
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HOW TO ORGANISE A SMARTATHON

Grab your potential



SMARTICIPATE
Opening up
the smart city

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'.

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WELCOME TO LONDON'S FIRST SMARTATHON
September 17, 2016 | 10 am - 4 pm | Kensington Town Hall

Do you have a great idea for a better neighbourhood? Join the Smartathon and discover how new technology can help you to share your ideas, 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 information to develop their ideas further. That's why the Borough wants to share its data - and then go a step further by providing immediate feedback on ideas. Smarticipate is a new way to submit proposals and solutions to the Council and receive feedback. This means everyone can get involved - even if you've never interacted with local government before.

Smarticipate starts with local residents and entrepreneurs. That's why we invite you to the first Smartathon in London. There you can help develop smarticipate into a user-friendly tool that's relevant for you. Next year the first prototype will be ready for public testing at the follow-up of the Smartathon.

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

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 zu realisieren.

Die Stadt Hamburg hat die Chancen der Open Data bereit, erkannt. Zusammen mit London und Rom, sind wir die Pilotstädte im Projekt smarticipate.

Die Bewohner und Unternehmer von Hamburg haben viele Ideen für das Stadtleben, in dem sie leben, arbeiten und alles sind. Das ist der Grund, warum Hamburg seine Daten teilt und sogar noch einen Schritt weiter gehen möchte. Eine direkte Rückmeldung auf die Ideen. Smarticipate ist ein neuer Weg, um Vorschläge und Lösungen direkt auf Feasibilität 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 können mitteilen, smarticipate zu einem benutzerfreundlichen Werkzeug zu entwickeln. Nächstes Jahr wird der erste Prototyp zum öffentlichen Testen fertig sein - ein logischer Schritt nach dem Smartathon.

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

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 la loro idea. 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 suddette 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. E per questo che il termine di primo Smartathon di Roma. In quell'occasione potrà contribuire allo sviluppo di una App che sia di loro 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.

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



PREFACE

More than 150 residents, entrepreneurs and city representatives joined the London Smartathon (September 17, 2016), Hamburg Smartathon (October 8, 2016) and Smartathon di Roma (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:

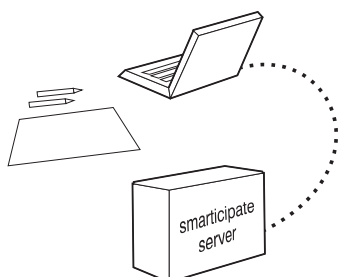
Do you have a great idea for a better neighbourhood? Join the Smartathon and discover how new technology can help you to share your idea, improve your idea and make your idea happen.

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'.

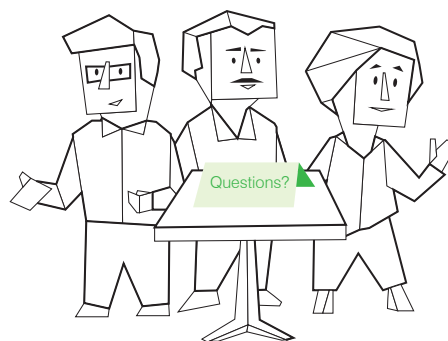
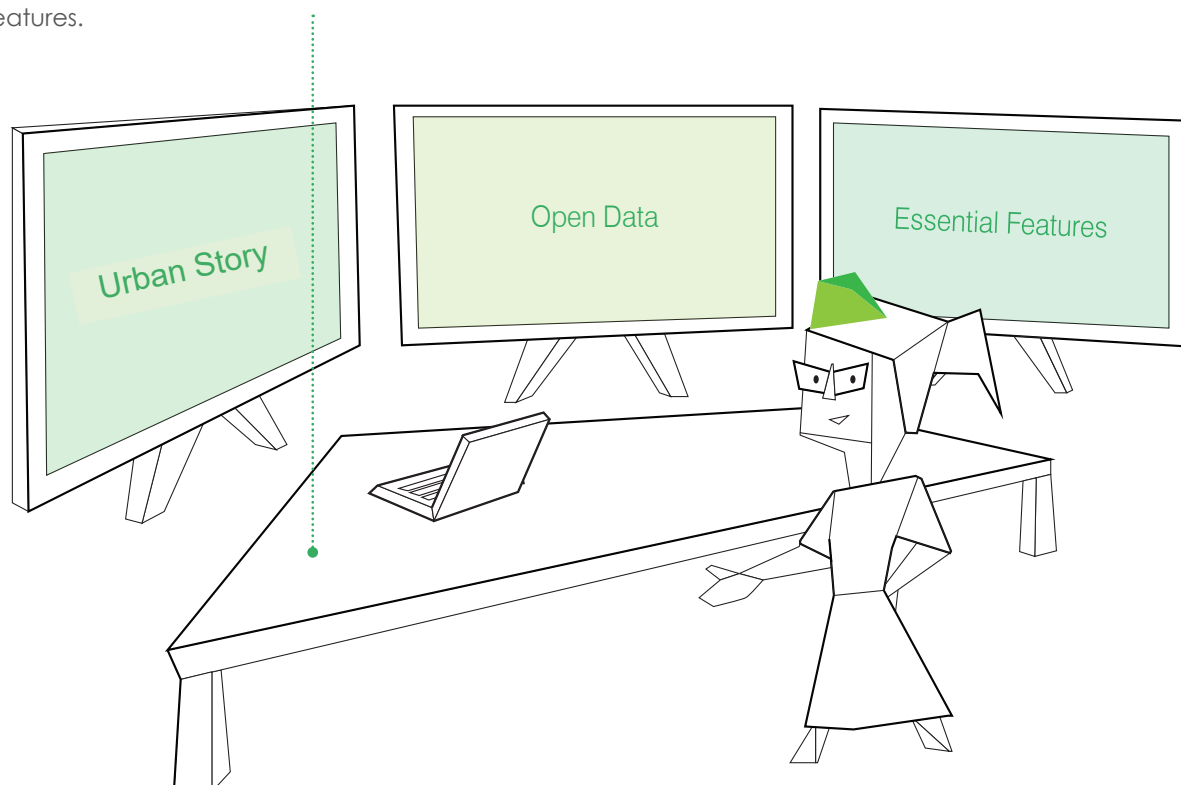
WHAT IS A SMARTATHON

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.



Smart Table

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



Smart Helpdesk

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

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.hamburg.de/bsw/landesbetrieb-geoinformation-und-vermessung 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 we build city, Code for Hamburg, 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

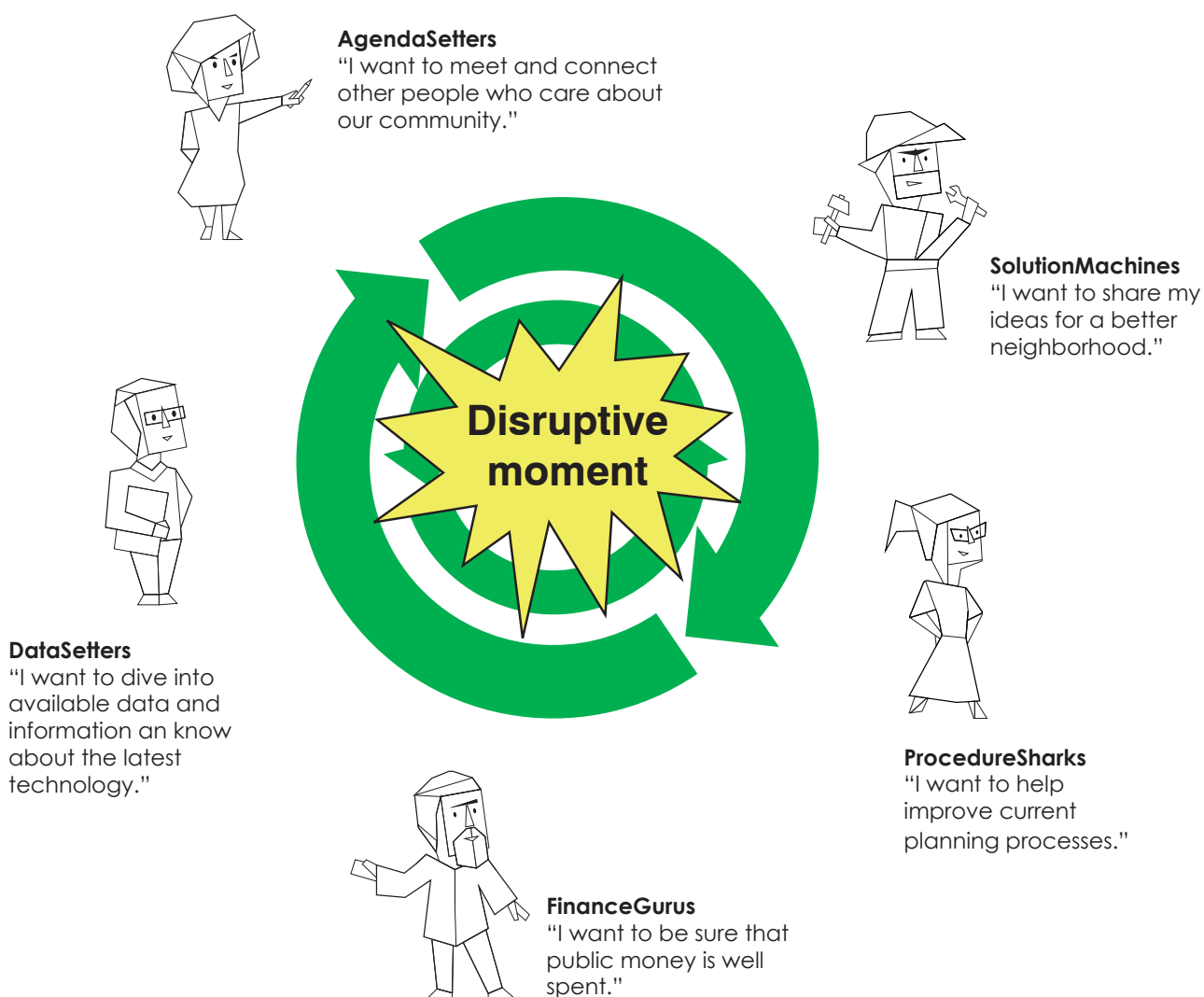
The Smartathons were advertised in print media, like the Hamburger Abendblatt, and also via posters in public buildings, like libraries.

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.



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.

Contact

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**The Royal Borough of Kensington and Chelsea
August 2016**

Smartathon London

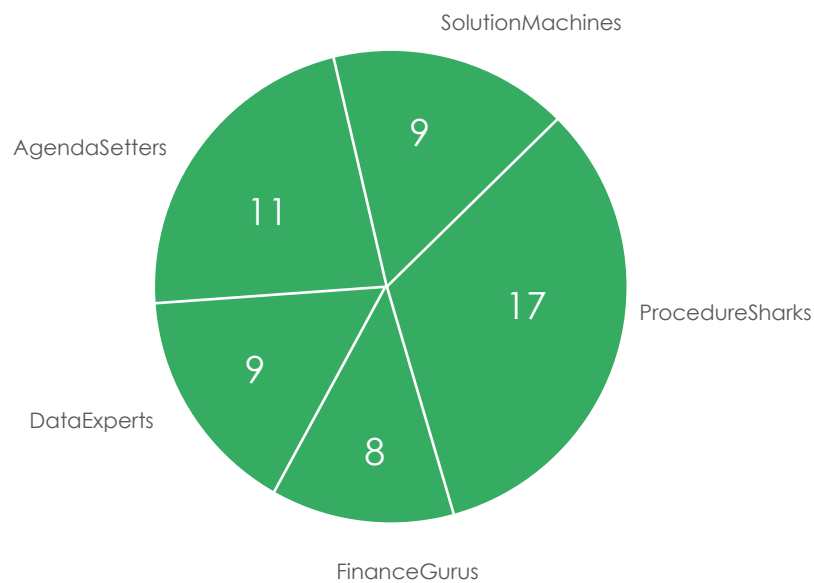
Date and time

Saturday September 17, 2016 | 10 am - 4 pm

Location

**Kensington Town Hall | Hornton Street | W8 7NX
Royal Borough of Kensington and Chelsea**

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.

Feedback from table hosts



Need to engage likeminded people to promote platform.

SMART TABLE 1

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.

No pitch by the table host.

SMART TABLE 2

This initiative implies, connotes, allows an additional process.

SMART TABLE 3

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.

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

SMART TABLE 4

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 citing 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.

al Featur



About the Urban Story

Acknowledgement + technical support by the Council Coordinator.

SMART TABLE 1

Alerts + engagement of other users + non-users.

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?

SMART TABLE 2

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 whether 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.

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 3

Targeting those directly affected! Finding all of those people.

SMART TABLE 4

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 reviewal.

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

Involve ongoing costs.

Council to commit.

Update alerts on the app.

No comments on posters.

SMART TABLE 8

About the Open Data

No comments on posters.

SMART TABLE 1

No comments on posters..

SMART TABLE 2

Who is case officer? Past and present decisions.

SMART TABLE 3

Transparence / 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. Oystercard usage + postcode

Data overload.

Forums within the apps. Filtering on apps targeted.

Reliable source?

SMART TABLE 7

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)?

No personal data. Public information OK!

SMART TABLE 8

Building works, cinemas / theatres, sports facilities.

Planning apps.

Road closures.

About the Essential Features

No comments on posters.

SMART TABLE 1

No comments on posters.

SMART TABLE 2

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.

SMART TABLE 3

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!

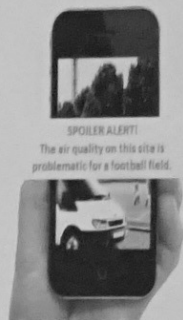
How much detail required?

SMART TABLE 8

Residency.

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

Feedback from survey



A. Immediate Feedback

Point your smartphone towards a specific location in the city and input your project idea. This feature scans available data related to the idea and location. You receive immediate feedback about the possibilities for realising your idea.



B. Alternative

This feature offers relevant data based on your preferences and locations, which are displayed as alternative building programming.



D. 3D Model

With this feature you can view the 3D model of buildings, the size of trees and the height of the Borough. You can upload or download your idea and explore the consequences in your neighbourhood.

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?

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

YES, FULLY (4)

I want to be informed in a straight forwarded, 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 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.

Useful as example, but not relevant for me.

PARTLY (4)

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.

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

NOT AT ALL (19)

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.

.....
It was informative for research and to be kept aware of the services / current data.

PARTLY (24)

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 timescale 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 and 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.

Cover its 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 > save money + resource.

Explain more fully what it is about.

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.

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

**SMARTICIPATE SHOULD
ABSOLUTELY NOT:**

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.

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.

Kontakt
nicole.schubbe@gv.hamburg.de

Freie und Hansestadt Hamburg
September 2016

Smartathon Hamburg

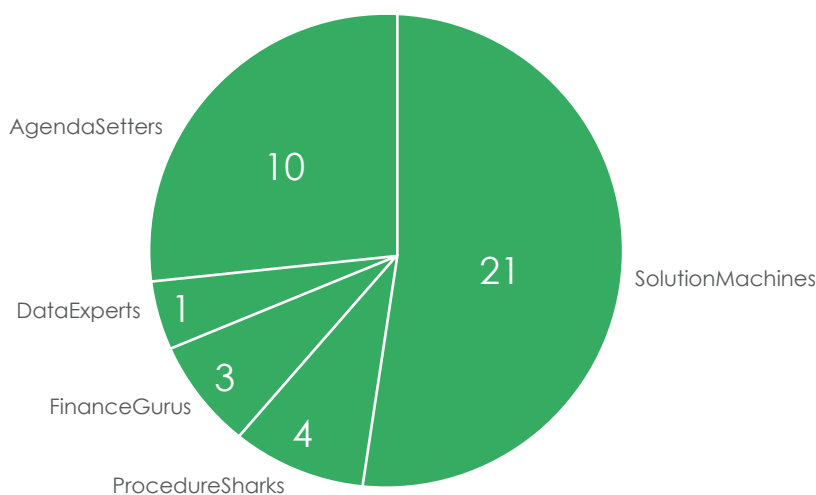
Date and time

Saturday October 8, 2016 | 10 am - 4 pm

Location

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

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, Seniorenbeirat Hamburg and Ing-Büro Peters.

Feedback from table hosts



SMART TABLE 1

Want to have the possibility to crowdsource data.

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

See 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.

See 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.

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

Complexity of layering the data.

Data source.

SMART TABLE 3

Question about smarticipate and its role in participation. Is this kind of participation not limiting too much through rules?

Question about the Urban Story of the tree: Why has the citizen to take over the public task of planting a tree?

Are the rules in the essential features not limiting too much the creativity of the user?

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

Can we trust the data?

SMART TABLE 4

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

Analyzed the scenes:

Where do we get the information from?

Who is deciding?

What plan has the city?

Is there anyhow money?

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

SMART TABLE 5

Tree is not the right topic, but the systematic 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.

SMART TABLE 6

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 fast and easy.

Leads to less work at the administration.

Quality of data is important. Also, it is important to deliver the data citizens are asking for.

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

Open Data

Feedback from posters

Handwritten: einfacher Zugang ist wichtig? Steht das Ergebnis schon fest? zum Verständnis? ↓

Handwritten: Zyklus? Habe ich Einfluss?

Handwritten: Wie groß ist mein Einfluss?

Handwritten: Regeln & Nachbarkant? (2)

Hamburger Straßenbäume vor mehr als 100 Jahren gepflanzt nach Bezirken



In Hamburg gibt es rund 240.000 Straßenbäume

Handwritten: Denkmal? Information als Steuerungsinstrument.

Handwritten: Wichtig? Wie werden die Daten erhoben?

Mein Baum Meine Stadt

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

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

Spenderkarte

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

Die dominierenden Gattungen der Straßenbäume sind die Linden (Tilia), dicht gefolgt von den Eichen (Quercus). Insgesamt sind es mehr als ▲ 230 verschiedene Baumarten.

Handwritten: Können Datensätze komplexe Einwendungen von Bürgern erschützen?

Handwritten: Verlinktes Daten

Informationen über Geologie und Grundwasser

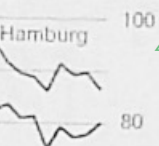
Handwritten: Information 1. Stufe der Befähigung?

Handwritten: Geht es noch weiter?

Liegenschaftskarte

Bevölkerungsdaten

Lärmkarte



Handwritten: Verknüpfungen laPro, FNP

About the Urban Story

Removal of 'wrack – 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.

Dimple tool: Melde-Michel

<http://www.hamburg.de/so-funktioniert>

Integrate building plans.

Measurements of results.

SMART TABLE 1

Only information, no participation!

Open is result, or pre-defined.

Why not direct?

Decision of citizens not to follow.

Fast feedback is nice, but will I not be limited to much by the feedback in my creative process.

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 2

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

Advertisement for the app.

SMART TABLE 3

SMART TABLE 3

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 intensive citizens can participate.
Info about what the district is planning to do.
Too much own (financial) initiative is expected.
Cost neutral for taxpayer.
Guaranty for 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 advantage of the public transport.
Transparent planning schema.

SMART TABLE 5

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

SMART TABLE 6+7

Smartphone as requirement.
Participation of different age groups.
To send the plans of cutting before to interested groups.
In different languages > integration of the non-German citizens.
How is the citizen invited to use the app/Smarticipate?

Important is a website which informs about smarticipate and open data.

Does it really has 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 is 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.

About the Open Data

Support interaction.

SMART TABLE 1

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.

SMART TABLE 2

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 if new trees are planted.

Important: also people which 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.

SMART TABLE 3

No comments on posters.

SMART TABLE 4

No comments on posters.

SMART TABLE 5

No comments on posters.

SMART TABLE 6+7

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.

Taking over also 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 to create a platform to start up topics.

About the Essential Features

Not everybody has a smartphone.

SMART TABLE 1

How new topics are coming 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 I am 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).

Can I start myself a 'voting'?

SMART TABLE 2

How do I reach people?

What is possible? Feature C is too limited.

Special data production for a certain street.

SMART TABLE 3

Documentation of best practices.

To show the decision process.

No comments on posters.

SMART TABLE 4

Ownership of plot (public/private)

SMART TABLE 5

Limitations by cables, water, history, ..

What is planned?

No comments on posters.

SMART TABLE 6

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?

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

YES, FULLY (7)

Professional I am repeatedly busy with citizen participation, which look for support for protecting trees in front of their house and on green spaces.

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

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

The case is also reflecting my personal experience that trees are cut and nobody knew about before.

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

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

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

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

PARTLY (21)

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 and it stays clearly 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; next to 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 into the topic and a good base.

It is good to make proposals to plant new trees.

CO2 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 realize 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 are growing. 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 related to a tree-cutting, but I also saw that the city replanted a new tree very fast – but it was very small. I had the impression that it was well arranged.

Develop more different Use Cases.

NO (10)

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

The example is a case, which 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 which 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 masterplan 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 a high-quality feedback.

They serve for better transparency. To support to overlay different information and so to understand 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 of 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 Transparenzportal excludes the harbor 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 und precision of the data (e.g. noise and emission).

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 which is 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.

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

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

The intuitive user interface I like.

Basis for GIS-based planning.

Information is missing about traffic, shops and underground infrastructure.

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

I was impressed what will be possible in the future.

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

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

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

NO (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. Till 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 use.

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.

Function are not yet well elaborated.

I like a lot the simulation of alternatives, 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.

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.

PARTLY (16)

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

Seems too complicated for me.

To make the App interesting, more instrument/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 on a short-term information on the location about a specific case. A smartphone only makes limited sense, because maps are to big and details are not recognizable anymore.

Depends on the topic of the participation. The QR-code I use rarely and it is a question if this is the right way.

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

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

There is not always the need on all functions, because not all the time I am busy with urban planning topics. If yes, data on smartphones are 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 for me relevant topics, then yes.

Depending of the personal relevance.

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

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

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

I only would use the smartphone on mobile relevant context. In other cases I prefer a desktop solution.

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

NO (7)

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

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

A smartphone is for the analysis of big amounts of data not useful. 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 on missing bicycle racks or garages / broken infrastructure. The feedback from the reporting is not binding.

Not interested in a smartphone.

I would not download it to my smartphone. Only if I am participating actively on 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:

Easy to understand and comprehensible.

SMARTICIPATE SHOULD:

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 the society.

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

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

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 of 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 in German also other meanings. 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 to plan and design 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, about which you must get a 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 to 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 realizes 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 in my topic since 2/5/10 years.

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

To point out always 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.

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

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

Open in the topic / being flexible.

User-friendly.

Self-explaining presentation without extended legend.

Only use up-to-date datasets which 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 is deciding about the delivery of data.

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

To give a good feedback how the ideas are integrated.

To make the maximum of datasets available.

To be elaborated as a real participation tool.

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

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

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

Part of the Smarticipate app should be an 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 transparence.

To offer projects where people can participate.

To focus on pilot projects.

To make more advertisement in the public.

**SMARTICIPATE SHOULD
ABSOLUTELY NOT:**

To look through 'technical glasses'.

Have to high expectations to the 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 of the user.

To be limited to a small number of topics.

To be too complex in the construction.

I think it is a bad idea that the citizen has 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 only give feedback.

To request from 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 too technical, because otherwise it excludes also
less technical interested people.

To force a 'case' which is not relevant.

Access private and protected data.

Being a tool guided by interests/lobby organizations.

Guided by the politic.

Takeover not 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, till 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 urbano, 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.

Contatto
f.latorre@rpr-spa.it

Roma Capitale
Dicembre 2016

Smartathon di Roma

Date and time

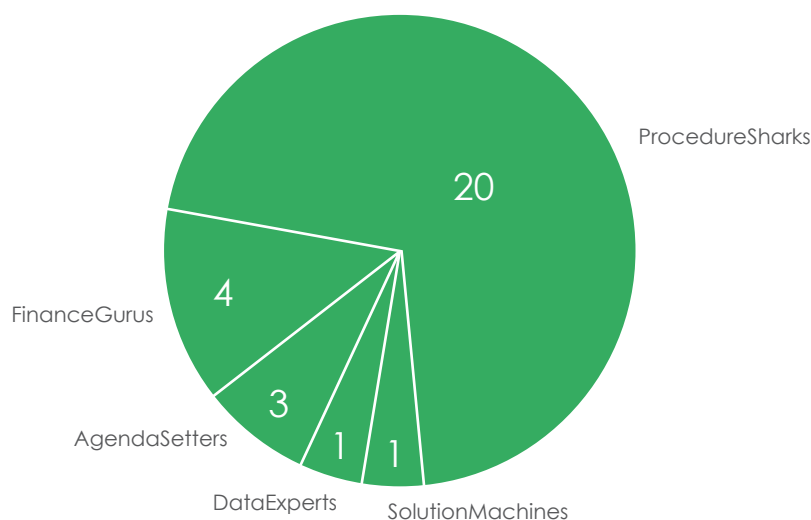
Saturday January 21, 2017 | 10 am - 4 pm

Location

Casa della Città

piazza Giovanni da Verrazzano, 7 | Roma

In total 29 residents and entrepreneurs participated in the Smartathon, divided among 6 tables. This is how the participants pointed 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.

Feedback from table hosts



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 analyzed 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 the 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, 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 more liking 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 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 share and encourage dissemination.

From the marketing point of view, in addition to the communication through all the 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.

SMART TABLE 2&4

Urban Story

Members of the Urban Center of District 14 participated in the discussion. The Urban Center is an Entity which 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 initiated on the Forte Trionfale, guided by the Urban Center, which has allowed to collect 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 the 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 mortify any of its aspects.

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 neighborhood 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.

Brainstorming: ideas for the essential features of the application

| 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 legenda 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. |

| | | | |
|----|---|--|--|
| 5 | Urban regenerative green spaces | <p>Where are the green spaces? Where can new green spaces be created?</p> <p>Feedback on available km for outdoor fitness</p> <p>Info on standard paths that can be covered by foot or by eco-friendly mobility</p> <p>Info on services that the user can find</p> <p>Feedback cultivable area and on the healthiness of the terrain</p> | <p>Info on the usability of the area in terms of WELLNESS: from trails for outdoor fitness to available services</p> <p>Areas designed not only from the aesthetic point of view but also for social and psychological purposes</p> <p>Land use by citizens for agricultural purposes.</p> |
| 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. |

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 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 of 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.

Data quality and accessibility

SMART TABLE 6

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 and we have considered traffic and mobility as an example of this aspect.

Local information: Role of the Districts

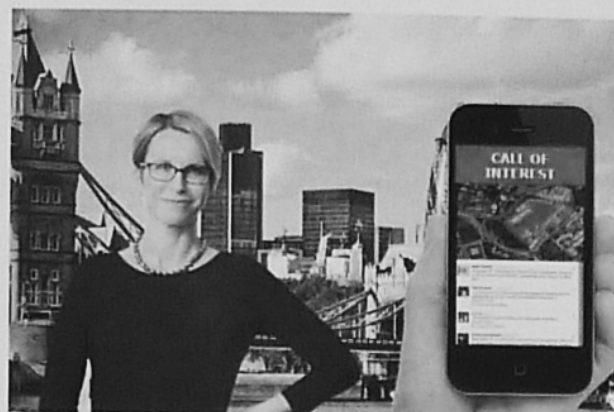
From a local issue such as traffic a reflection has begun on what data can be provided by the Administration through the Districts, considered as “proximity establishment” and therefore more sensitive to local needs. The involvement of the District seemed possible / desirable because they have useful data to be networked, such as: information on associations, committees and civil society organizations present in the area surrounding the Forte Trionfale, schools and neighboring 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.

Feedback from posters

SCENARIO
URBANO
IN ^{FORTE TRIONFALE}
MOVIMENTO

CONFERENZA
URBANISTICA
E
CARTA DEI
VALORI

Co-creazione: Città, comunità e investitore



Emma riceve la notifica per la manifestazione d'interesse.

Roma | Use Case Scenario 1

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cena 2

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

FORTE
TRIONFALE
ESEMPIO
COMPLESSO

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

Co-creazione: Città, comunità e investitore



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

Roma | Use Case Scenario 2

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cena 3

aula, un'abitante de
ee. Insieme ai suoi
on nuovi servizi per
a asilo nido, un ristorante, strutture per lo
sport e il tempo libero, spazi di co-working,
la scuola elementare e alloggi a prezzi
accessibili per i giovani. Tutto il progetto
comprenderebbe un'area di circa 15.000 mq.

PROGETTO
PARTECIPATO
4° LIVELLO DI
PARTECIPAZIONE

RUOLO
URBAN
CENTER

Co-creazione: Città, comunità e investitore



Molti commenti positivi ma un gruppo è ancora in disaccordo.

Roma | Use Case Scenario 3

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About the Urban Story

See feedback from table host Smart Table 1&3.

SMART TABLE 1&3

See feedback from table host Smart Table 2&4.

SMART TABLE 2&4

See feedback from table host Smart Table 5.

SMART TABLE 5

See feedback from table host Smart Table 6.

SMART TABLE 6

About the Open Data

See feedback from table host Smart Table 1&3.

SMART TABLE 1&3

See feedback from table host Smart Table 2&4.

SMART TABLE 2&4

See feedback from table host Smart Table 5.

SMART TABLE 5

See feedback from table host Smart Table 6.

SMART TABLE 6

About the Essential Features

Communication campaign.

SMART TABLE 1&3

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 neighborhood 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 neighborhood'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.

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?

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

YES, FULLY (9)

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) do not consider the collective participation of residents. I find it detached from the knowledge of the area, indispensable condition in urban regeneration.

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

There will open participatory scenarios which will make the citizens aware. This should go hand in hand 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 which previously were not public.

Local resources belong to everybody.

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

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.

PARTLY (7)

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 confused, 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 is 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 data missing.

PARTLY (14)

I think there should be other data integrated to 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 which 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 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 to get information quickly about this area.
It could be extended to areas with similar characteristics,

They should be updated to (deal with) complex cases
which 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 to contribute, 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).

I think the app presented for the urban story is too
general, risking to become too "superficial" with respect
to this topic. It is perfectly valid for simpler topics and
activities.

PARTLY (14)

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.

No comments in survey.

NOT AT ALL (0)

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 app.

Put great effort into data insert, 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, 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 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 necessarily.

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 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 put immediately their phone number because after the most part don't do it. 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 fundamental. And I think you should adopt a system that update the changing of data available. 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 the 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 which 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.

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

A special thanks to the participants of the London Smartathon (September 17, 2016), Hamburg Smartathon (October 8, 2016) and Smartathon di Roma (January 21, 2017).

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Title

How to organise a Smartathon - Grab your potential

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www.smarticipate.eu

HOW TO DEVELOP AN URBAN STORY

Grab your potential



SMARTICIPATE
Opening up
the smart city

INDEX

Work Package 7 'Piloting'

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

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TASK OF THE CITIES

The three pilot cities organised requirements workshops in London (March 22-24, 2016), Hamburg (April 22-27, 2016) and Rome (May 9-11, 2016). The goal was to collect input for the smarticipate development, according to the following agenda:

DAY 1 - Collect local knowledge

- objectives & challenges
- open data and ICT systems
- planning policy, programmes and projects

Day 2 - Sketching urban stories

- discussing scenarios
- developing urban stories
- defining requirements

Day 3 - Stakeholder mapping & interview

- issues, conflicts and roadblocks
- mobilisation strategy
- planning exercise

City representatives at the workshop included experts on open data, public procedures & participation and urban planning. They provided the smarticipate team with an extensive overview of objectives, policies, projects & programmes and challenges, in the fields of both open governance and urban planning.

External stakeholders were invited to provide additional fuel and to avoid an inward-focused event. That included Spacehive (London), Bergedorfer Bürgerverein (Hamburg) and RETER and CITY-HOUND (Rome).

The results of the workshop were reported and then elaborated in six urban stories, two per city.

PREFACE

The Royal Borough of Kensington and Chelsea, Freie und Hansestadt Hamburg and Roma Capitale are the drivers behind smarticipate. Their needs and expectations are the starting point for the project. This has resulted in so-called urban stories.

WHY AN URBAN STORY

Smarticipate is a platform that will operate in different contexts. However, cities also expect tailor-made solutions. An urban story is a scenario that explores the complex relationship between the generic and the specific. As such, an urban story fuels the development of requirements that are further elaborated in smarticipate work package 2 'Requirements development & stakeholder engagement'. The urban story also has an important role in inspiring participants of the Smartathons, which are lively, hands-on events that took place in London (September 17, 2016), Hamburg (October 8, 2016) and Rome (January 21, 2017). The Smartathons proved that urban stories made the concept behind smarticipate tangible for residents and entrepreneurs. They explain this in the video interviews that were made in the context of work package 9 'Dissemination, exploitation & market replication'.

WHAT IS AN URBAN STORY

An urban story describes the development of a proposal, from initial idea until implementation. Built from a sequence of scenes, it reflects the enthusiasm, dynamic, procedures, obstacles and consequences that different stakeholders face. Six urban stories were developed, two per city. That is one citizen-initiated scenario and one government and/or other institutional stakeholders-initiated scenario.

Royal Borough of Kensington & Chelsea

Urban story 'citizen-initiated'

Kids want a new football field



Urban story 'developer-initiated'

A developer presents a plan for urban regeneration to the community



Freie und Hansestadt Hamburg

Urban story 'citizen-initiated'

Residents want trees for CO2 reduction



Urban story 'city-initiated'

The city introduces a new zoning plan + guidelines to the community



Roma Capitale

Urban story 'citizen-initiated'

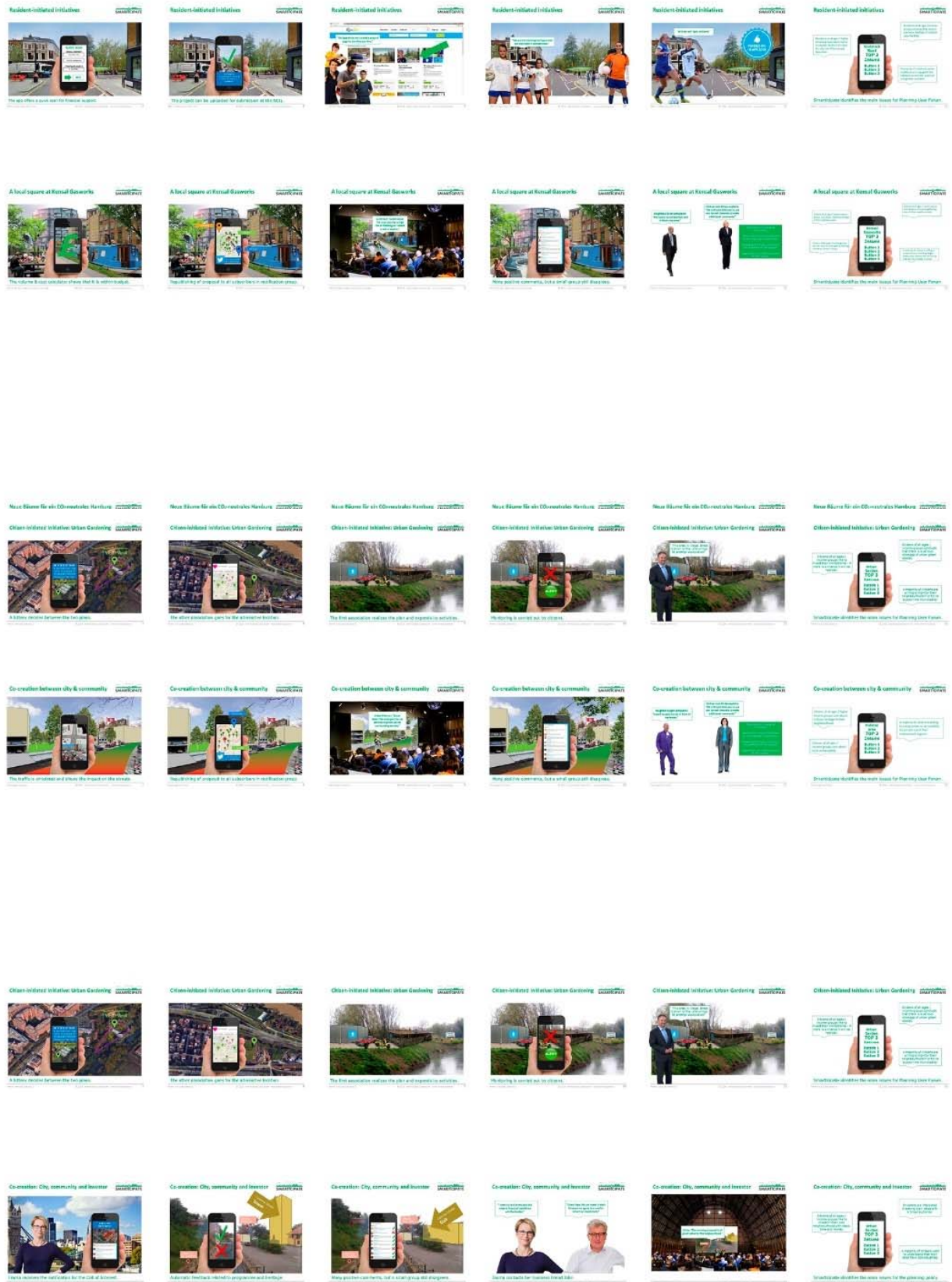
Co-ops want space for urban gardening



Urban story 'city-initiated'

The city and community make a plan and start the search for the right developer





The urban stories were developed with a large group of experts in each city, particularly the following:

Royal Borough of Kensington & Chelsea

Jo Hammond
Paul McDonald
Radmir Selmani
Jon Wade
James Preece
Sian Saadeh
Monsur Khan
Daniel Massey
Nigel Tait

Freie und Hansestadt Hamburg

Thomas Eichhorn
Sascha Tegtmeyer
Nicole Schubbe
Kai-Uwe Krause
Markus Besenfelder
Astrid Köhler
Wolfgang Charles
Thomas Jacob
Matthias Wieckmann
Sandra Ruschmann
Mathias Bock

Roma Capitale

Rossella Caputo
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Claudio Bordi
Simona Bonamoneta
Stanislao Picano
Giovanna Tedei
Arianna Bertolini
Stefano Rollo
Antonio Ciani
Rocco Maio

CRITERIA FOR AN URBAN STORY

The smarticipate team established five criteria to guide the development of urban stories during the requirements workshops.

Data availability

Smarticipate will be fuelled by open data. It is therefore essential that data regarding the use cases are available and can easily be transformed into usable information.

Broadening of participation group

Smarticipate will open spatial planning processes to all citizens. This means taking a special effort to reach out beyond usual suspects and broaden the group of participants.

Continuous useful activity

Smarticipate will provide continuous support and feedback to citizen initiatives. That means use cases should not be one-off or periodic events, but ongoing activities.

Immediate feedback

Smarticipate users will receive direct, instant digital feedback that is customised to his or her own proposal. Use cases should provide the possibility for this kind of interactive relationship.

New public services

The selected use cases will illustrate smarticipate's potential: supporting citizens in taking over services from government or in developing entirely new public services.

The Royal Borough of Kensington and Chelsea

Urban story 'citizen-initiated'

Kids want a new football field

Urban story 'developer-initiated'

A developer presents a plan for urban regeneration to the community

requirements workshop

Date and time

March 22 - 24, 2016

Location

**Heythrop College & Kensington Town Hall,
The Royal Borough of Kensington and Chelsea**



10:30 **Welcome and Introduction**

11:00 **Integrated Urban Planning** (UWE)

11:15 **Smarticipate Framework and Scope** (AIT/WLTC/FIGD)

11:45 **Planning issues and requirements** (RBKC)

13:00 **Community Engagement - CLLL issues and requirements** (RBKC)

16:00 **RBKC Geographical Information Systems** (RBKC)

17:00 **Defining and Developing of 'urban stories'** (WLTC + ALL)

18:00 Finish

DAY 1 - March 22

Collect local knowledge

09:00 **Continue with 'Urban story' exercise** (AIT/WLTC/ALL)

11:00 **Document urban stories vs. questionnaires** (UWE + ALL)

13:30 Break

14:30 **Governance Models** (UWE + ALL)

14:00 **Data Management Plan** (UWE)

17:30 **Developing Work Plan** (ALL)

18:00 Finish

DAY 2 - March 23

Sketching urban stories

09:30 **Stakeholder issues / Meet and Greet**

10:00 **Hackathon project** (RBKC + ALL)

10:30 **Crowdfunding initiative Spacehive** (Toby Benett)

11:30 **RBKC Stakeholder mapping** (Paul McDonald)

12:30 Break

13:30 **Participatory process** (WLTC + ALL)

14:00 **Steps towards the planning exercise** (ALL)

15:00 Wrap up and Finish

DAY 3 - March 24

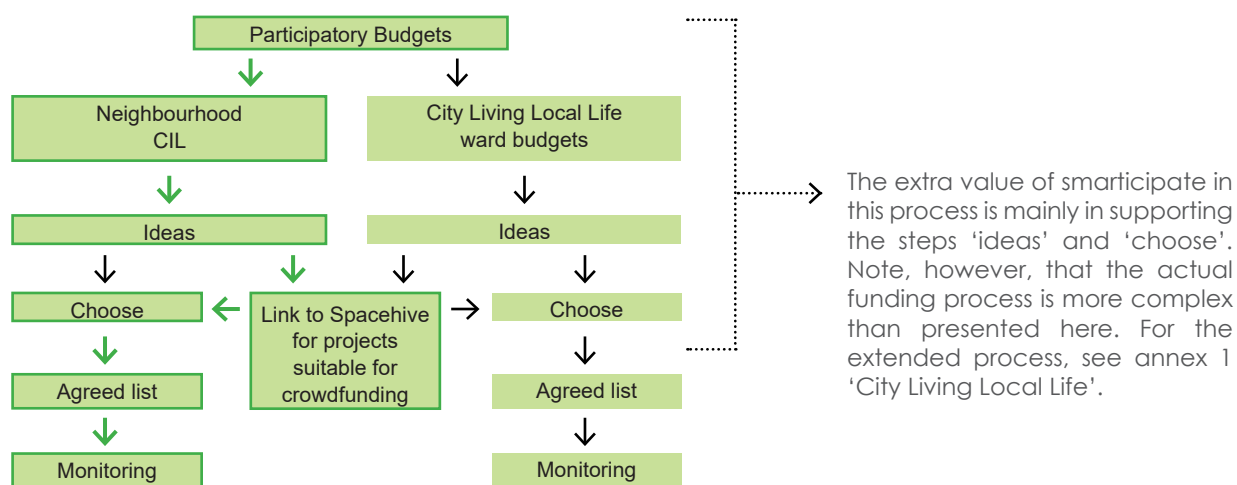
**Stakeholder mapping
& interview**

Citizen-initiated urban story

Kids want a new football field

Resident-driven initiatives build stronger connections between residents in local neighbourhoods. Governments often enthusiastically begin programmes to support such initiatives, only to discover later that they require a lot of time from participants - including civil servants - with the consequence that the programmes and their budgets are cancelled after the next elections. A legally-binding tax, like the Community Infrastructure Levy, is different because it operates independently of election cycles. The challenge, however, is in deciding how to divide the resulting funds.

The scheme below shows the general steps for resident-initiated projects in which initiators apply for a participatory budget via the Neighbourhood CIL or the CLLL*:



*These steps were presented in the 1st London workshop (March 22 - 24, 2016)

↓ storyline

Synopsis urban story

A group of active residents has a great idea: a new football field in the Borough. Smarticipate provides automatic feedback by outlining the basics: the current owner of their selected site, environmental restrictions, etc. The feedback indicates that it's not possible to develop on the site and therefore proposes alternative locations. The group chooses one of the alternatives and estimates the costs of constructing the field. Smarticipate provides a quick scan to determine which funds are available to support their plan. In this case, the football field is eligible to apply for funding to the Neighbourhood CIL. The project is accepted, but commitment from a broader group is required before co-financing is approved. The group therefore decides to use the Spacehive crowdfunding platform. They upload their idea to Spacehive and receive feedback: to apply, females must also be part the proposal. The group decided to use RBKC's postal code notification system to mobilise female participants. Their modified initiative is then added to Spacehive, with a successful result. Council officially decides to co-finance the project via the NCIL, and construction on the field begins. Smarticipate finishes by identifying main issues from the entire process and linking them to the Planning Policy steps.

Step two: How does it work?

Supported throughout by Council officers, the allocation of funding typically follows this process:

Councillors consult with their ward residents to identify needs, key community issues and local goals which could be addressed as part of City living, Local Life.

This can take place through ward surveys, public meetings and events or by encouraging residents to approach their ward councillors with ideas and suggestions.

A resident or community group approaches their ward councillor or the Community Engagement Team with an idea for project.

With guidance from City living, Local Life support officers, the resident or organisation submits an application form either by post or online.

The completed application form is assessed by City Living, Local Life officers and ward councillors, according to its sustainability, how well it meets local priorities and the five aims of the initiative.

Once all two or three ward councillors have approved the application via e-mail or signature, the project is funded.

Once projects have been funded, groups are expected to keep records of how the project or activity is running, including expenditure, and to provide officers and councillors with updates on their progress.

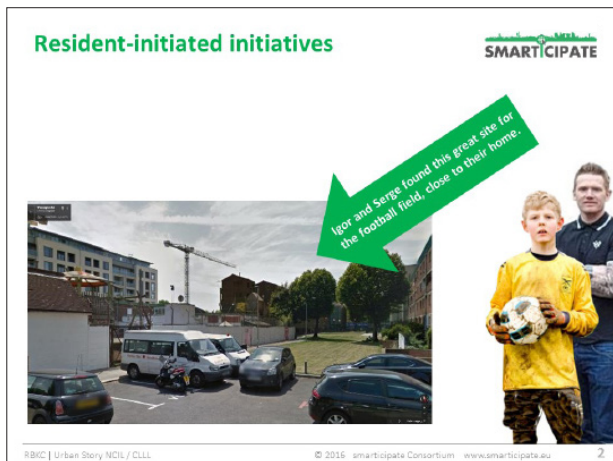
For more information on support and guidance, please see back page.





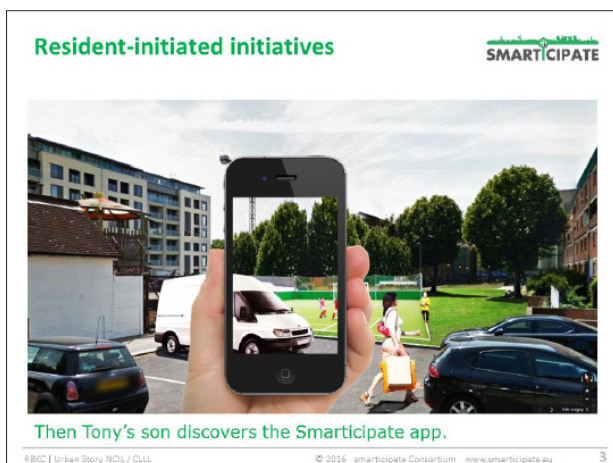
Scene 1

Football is life. That's why a group of passionate fathers and sons in this super-urbanised part of London founded the Kensington Lions football team. Currently there's hardly any space on the street to play. They therefore come up with the idea to build a neighbourhood football field.



Scene 2

Igor and his son Serge live in front of an abandoned property that used to contain a car garage. They agree that it's a perfect place for the field because a lot of other football-loving fathers and sons live nearby. It's also close to the underground, making it easy for footballers from further away to reach.



Scene 3

Tony's son is not only a talented midfielder but knows a lot about the latest technology gadgets. He discovers the smarticipate tool, which demonstrates if an idea is possible on a given site. He therefore uploads the football field proposal to the city's 3D model.

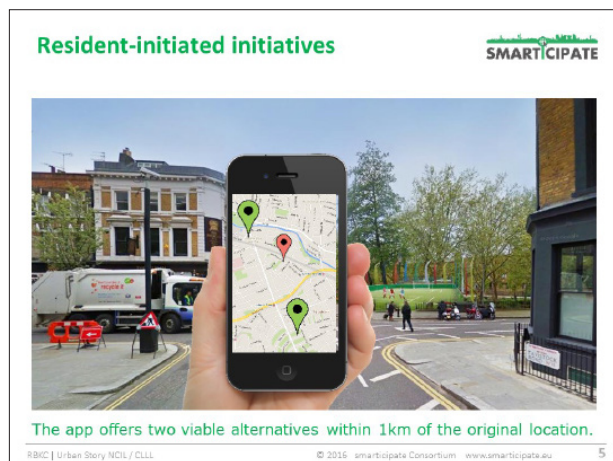
Challenge: To create awareness of the smarticipate tool, since people may not know about the tool or where to find it.



Scene 4

The automatic feedback from smarticipate is disappointing. Although a sport field is needed in the area and the land is available and owned by the borough, the area's air quality is a problem - particularly the high levels of NO2. That means the site isn't suitable for functions like primary education and outdoor sports.

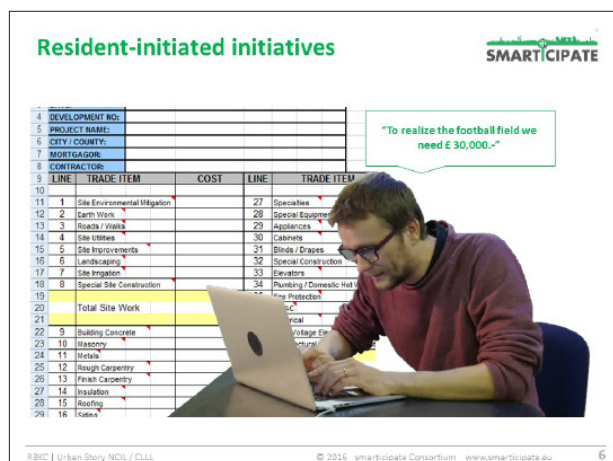
Challenge: This type of information is important because citizens put a lot of energy, time and money in ideas - usually without having access to fundamental information, like a link to the London Air Quality Network.



Scene 5

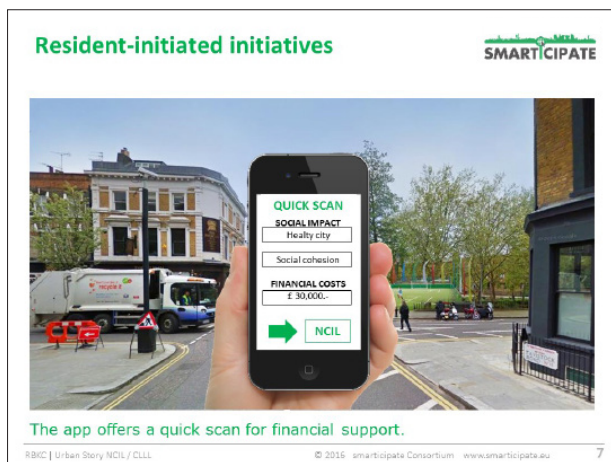
Happily, smarticipate proposes two alternative locations. The group is immediately happy with the Tavistock Road location because their famous pub, where they always watch Premier League games, is on the other side of the street.

Technical note: Smarticipate shouldn't simply state that something isn't possible. In those cases it should also provide possible alternatives, either with real-time feedback or a link to a real professional who can help them.



Scene 6

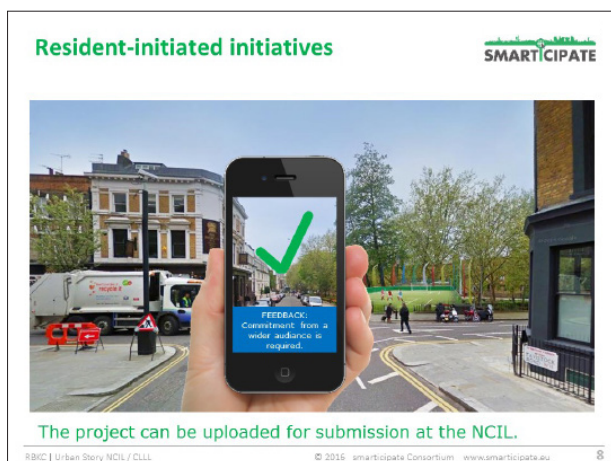
They decide to go for this location. However, now the project needs funding. Peter works at a construction company and uses his software to make a first cost calculation, which totals £30,000.



Scene 7

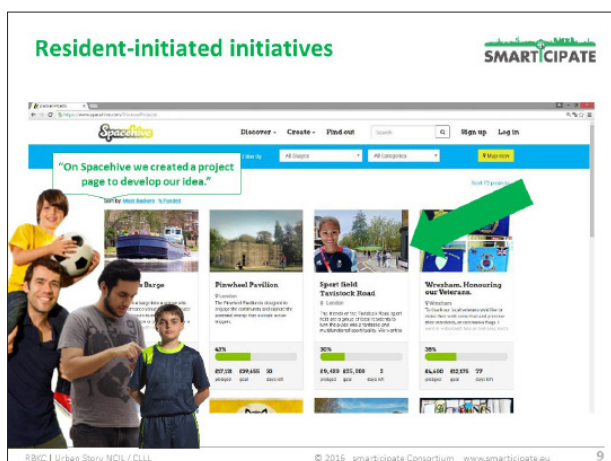
Smarticipate offers a quick scan to determine which fund or sponsor fits their plan. They get direct feedback: their project fulfils the policy goals for a healthy city and social cohesion, and the estimated budget is in line with typical NCIL budgets.

Technical note: Smarticipate provides information and contact details.



Scene 8

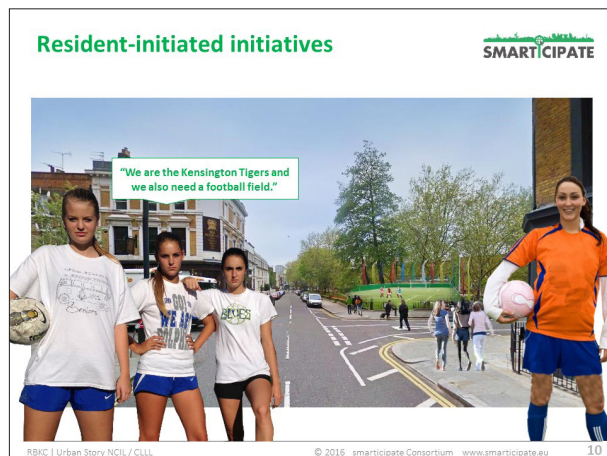
The group uploads the project for the NCIL and they receive feedback from the local Councillor. It is accepted and added to the project list, but wider commitment is required to demonstrate the project's social importance. To get the project funded, 50% of the budget must be provided by crowdfunding.



Scene 9

To source crowdfunding, the group presents their idea on Spacehive. The feedback from Spacehive's verification system is to the point: the selected site is perfect, but since when do only men and boys play football? More politically, the group should broaden the group of participants, future users and supporters to include females.

Technical note: Spacehive has a project verification system that is performed by Locality and ATCM. These are organisations with experience in a broad range of projects. It would be interesting to find a way to link this with smarticipate.



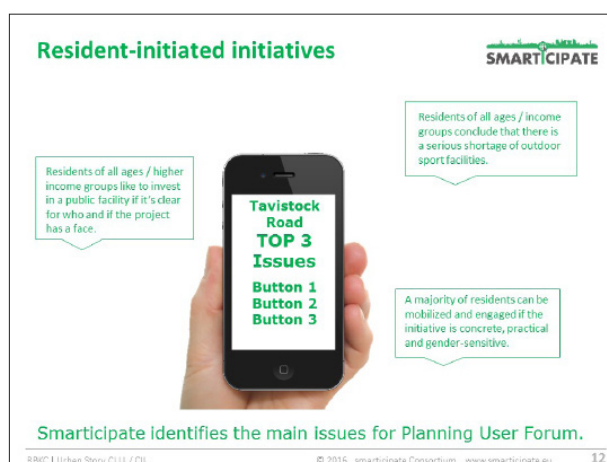
Scene 10

They pitch the idea via the notification tool from My RBKC and Facebook in order to mobilize women and girls. It's a success! The group is now much larger and very mixed. They submit the revised initiative to Spacehive, where it is verified so that fundraising can begin. They hit their fundraising goal in only 48 hours.



Scene 11

Council officially decides to co-finance the project and realisation begins. The football field opens with its first match.



Scene 12

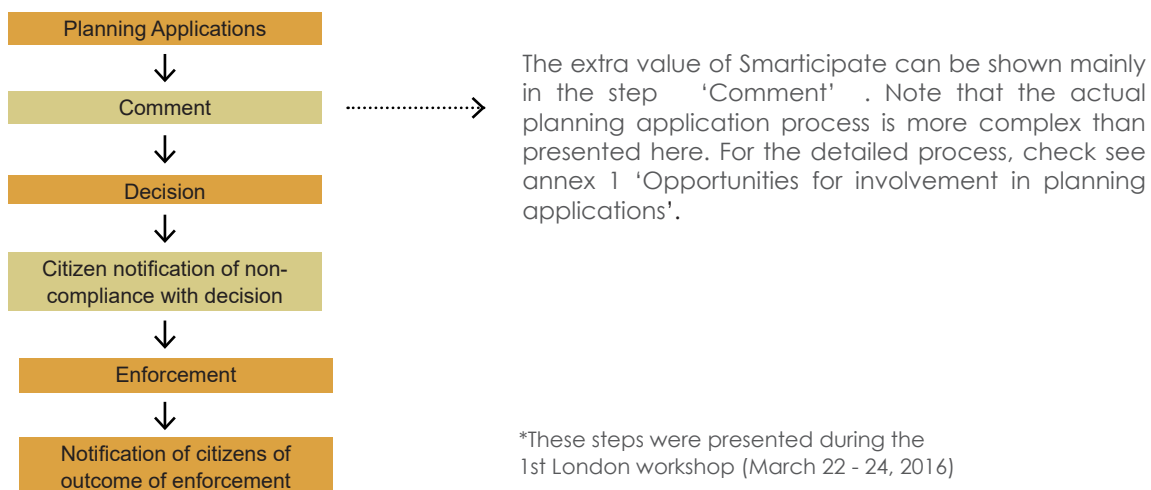
Smarticipate identifies issues from the entire interactive process and plugs them in the planning policy from the Borough.

Technical note: Automatically-generated report based on an interactive process, including general trends and tendencies.

Developer-initiated urban story

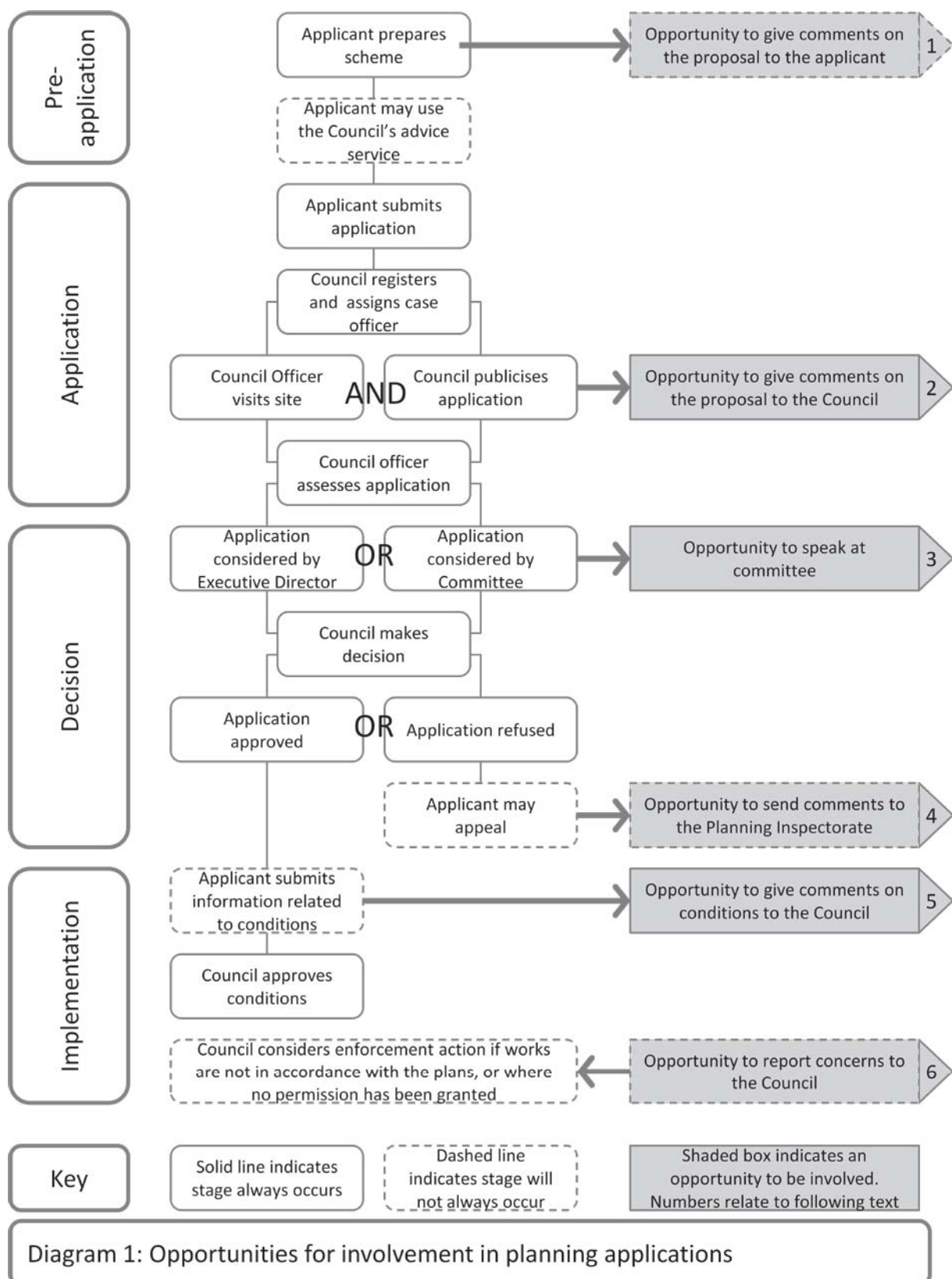
A developer presents a plan for urban regeneration to the community

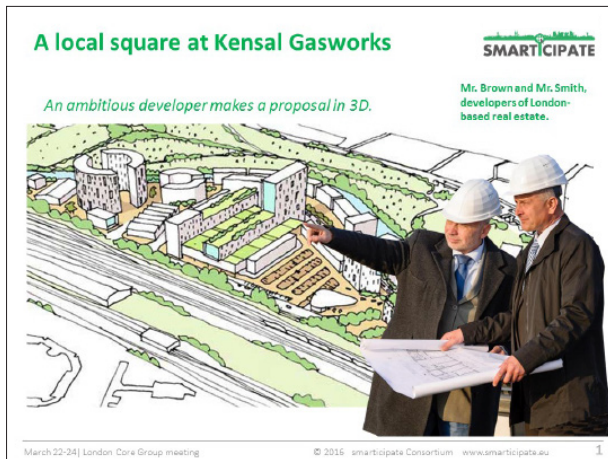
Planning Applications are the backbone of civic services in the planning department. But they are also a big burden for the administration in terms of time and money. In general these are the planning steps*:



Urban story synopsis

An ambitious developer makes a 3D proposal for a brownfield location in the northern part of the borough. This proposal is disseminated via Smarticipate using RBKC's postal code notification system for planning applications. Neighbourhood residents receive the message and come into action. They use the design feature of Smarticipate to produce alternative proposals. The system provides automatic feedback that they use to improve their proposal. This even includes a check to ensure that their proposed building shape is affordable to construct. Their ideas are published via the postal code notification system, through which subscribers can see the new proposals alongside the developer's original proposal. The borough and the developer - who are also part of the mailing list - invite residents to a face-to-face workshop where the developer's architect presents a compromise. The revised design is republished and continues through the planning application procedure.





Scene 1

An ambitious developer makes a 3D design proposal and uploads it in the 3D model of the borough.

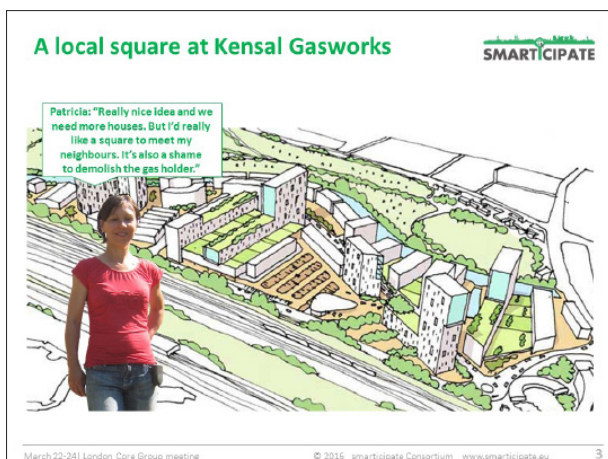
Technical note: The 3D model is BIM-compliant.



Scene 2

The proposal is circulated via Smarticipate using RBKC's postal code notification system for planning applications. Residents within 500 meters of the site receive a message.

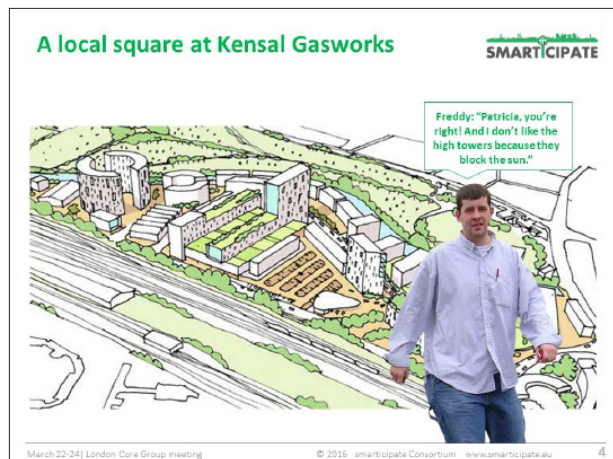
Technical note: Link to automatic notification system of My RBKC.



Scene 3

Patricia, a resident living nearby, receives the message. She likes the proposal because the area needs more housing. But she'd really like a community square where she can meet her neighbours. She also disagrees with the proposed demolition of the gas holder.

Technical note: Users can easily view the 3D model from different perspectives and check the proposed programming.



Scene 4

Patrica forwards the proposal to her friend Freddy, as she wants to know his opinion. He supports her and sees immediately that the high towers cast too much shadow.

Technical note: The impact of development, such as shadows and heights, should be visualized.



Scene 5

Freddy discovers the design feature of Smarticipate. It enables him to add a 100x100 meter public square to the 3D model, to maintain the gas holder as an asset of community value and to reduce the housing by 50%.

Technical note: The system allows 3D models to be visualized in the borough's existing 3D model. This can be models built with the Smarticipate app, or the upload of models from other digital programs.



Scene 6

He receives automatic feedback on his proposal. The addition of green space and the retention of the industrial monument fits the goals of the borough. But his proposal to reduce the number of houses from 1,000 to 500 and to transform them from market rate housing to social rent, conflicts with the starting point of the borough for the development.

Technical note: Planning policy check to verify if the development would be permitted under existing policies and regulations.

A local square at Kensal Gasworks

SMARTICIPATE



The volume & cost calculator shows that it is within budget.

March 22-24 | London Core Group meeting

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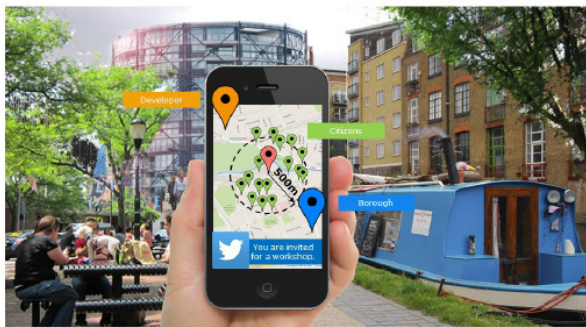
Scene 7

Freddy shows Patricia the feedback of the Smarticipator. She sees the chance to add extra houses in the gas holder and a smaller square that isn't so reminiscent of Moscow. Freddy adds this to the volume & cost calculator, with the result that the proposal is financially reasonable.

Technical note: Financial viability check showing how much the development will cost, along with a link to construction costing software.

A local square at Kensal Gasworks

SMARTICIPATE



Republishing of proposal to all subscribers in notification group.

March 22-24 | London Core Group meeting

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Scene 8

Freddy publishes his idea via the postal code notification system in which subscribers see his proposal alongside the developer's original proposal. Residents respond very enthusiastically.

Technical note: Link to automatic notification system.

A local square at Kensal Gasworks

SMARTICIPATE



March 22-24 | London Core Group meeting

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Scene 9

The borough and the developer see the positive reactions and invite residents for a face-to-face workshop. At the workshop, the developer's architect presents the combination of the two plans and adds an additional idea: a water square inspired by the high flood risk in the neighbourhood. That gives the square an extra value.

Technical note: Support of town hall meetings.

A local square at Kensal Gasworks

SMARTICIPATE



Many positive comments, but a small group still disagrees.

March 22-24 | London Core Group meeting

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Scene 10

The co-creation version of the proposal is published via the postal code notification system. A lot of reactions come in via social media. The majority are positive.

Technical note: Link to social media.

A local square at Kensal Gasworks

SMARTICIPATE

Neighbour Brian complains:
"The tower is still too high and
it blocks my view."



Civil servant Alison explains:
"We still welcome you to use
our formal channels to make
additional comments."



Opportunity to speak at
Committee.
Opportunity to send comments
to the Planning Inspectorate.
Opportunity to give comments
on conditions to the Council.
Opportunity to report concerns
to the Council.

March 22-24 | London Core Group meeting

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11

Scene 11

However a small minority is still against one of the the high towers. Brian is one of them. Allison, a civil servant, invites Brian and other concerned residents to use formal channels to communicate their opinions (see Annex 1). That information is published via the postal code notification system.

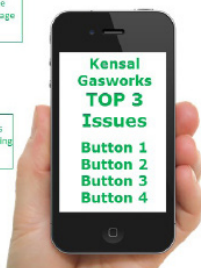
Technical note: Users can use the information in the app also for the official procedure.

A local square at Kensal Gasworks

SMARTICIPATE

Citizens of all ages / higher income
groups care about industrial heritage
in their neighbourhood.

Citizens of all ages / income groups
see the need for anticipating flooding
related to climate change.



Citizens of all ages / income groups
care about a communal gathering
place in their neighbourhood.

A majority of citizens is willing to
compromise on building height,
particularly citizens who are young
and have low/middle incomes.

Smarticipate identifies the main issues for Planning User Forum.

March 22-24 | London Core Group meeting

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12

Scene 12

Smarticipate identifies issues out of the entire interactive process and plugs them in step 1 of the planning policy (to Ward Councillor and/or the Planning User Forum). This is the crucial link between the Planning Application steps and the Planning Policy steps.

Technical note: Automatically-generated report based on interactive process, including general trends and tendencies.

Freie und Hansestadt Hamburg

Urban story 'citizen-initiated'
Residents want trees for CO2 reduction

Urban story 'city-initiated'
The city introduces a new zoning plan + guidelines to the community

requirements workshop

Date and time

April 25 – 27, 2016

Location

**Landesbetrieb Geoinformation und Vermessung,
Hamburg-Wilhelmsburg**



10:00 **Welcome and Introduction**
 10:15 **Integrated Urban Planning** (UWE)
 10:45 **Smarticipate Framework and Scope** (AIT/WLTC/FIGD)
 11:15 Break
 11:30 **Hamburg Requirements Issues** (Hamburg)
 13:00 Break
 14:00 **Hamburg Requirements Issues – continued**
 15:30 Break
 16:00 **Defining and Developing of ‘urban stories’** (WLTC + ALL)
 18:00 Finish

DAY 1 - April 25

Collect local knowledge

09:00 **Continue with ‘Urban story’ exercise** (AIT/WLTC/ALL)
 11:15 Break
 11:30 **Presentation Bergedorf** (Hamburg)
 13:00 Break
 13:30 **Continue with ‘Urban story’ & questionnaires** (UWE + ALL)
 14:00 **Data Management Plan** (UWE)
 15:00 **Governance Models** (UWE + ALL)
 16:00 Break
 16:15 **Governance Models continued**
 17:30 **Developing Work Plan**
 18:00 Finish

DAY 2 - April 26

Sketching urban stories

09:30 **Presentation Smartathon** (WLTC)
 10:30 **Stakeholder mobilization** (Nicole Schubbe)
 11:30 **Stakeholder issues / Meet and Greet**
 12:00 **Review of other similar projects** (Hamburg)
 12:30 **Identification of individuals / groups to be involved**
 13:00 Break
 14:00 **Steps towards the planning exercise** (ALL)
 15:00 Wrap up and Finish

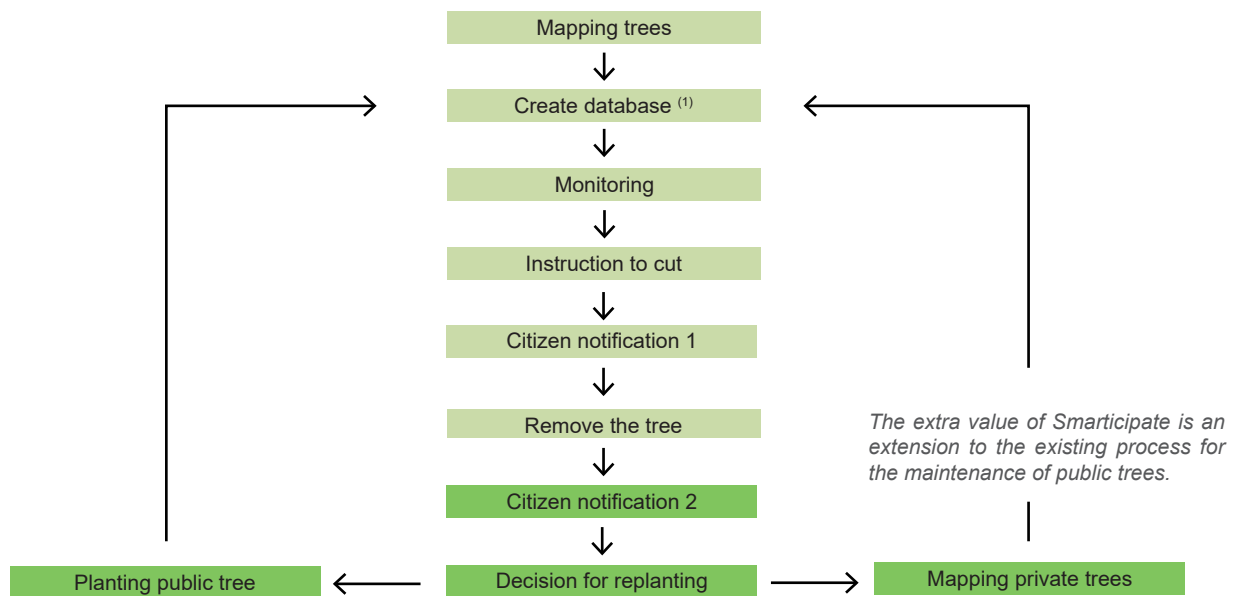
DAY 3 - April 27

**Stakeholder mapping
& interview**

Citizen-initiated urban story

Residents want trees for CO2 reduction

Hamburg sees trees as an essential part of their goal to reduce CO2 emissions by 40% by 2020 and 80% by 2050.⁽²⁾ An example is Mein Baum - Meine Stadt.⁽³⁾ Cutting, planning, planting and maintaining trees is a continuous process and costs a lot of time. Increasing personal environmental responsibility is essential to achieve sustainability goals within the available budget. Smarticipate supports this by extending the existing municipal tree maintenance process as follows:



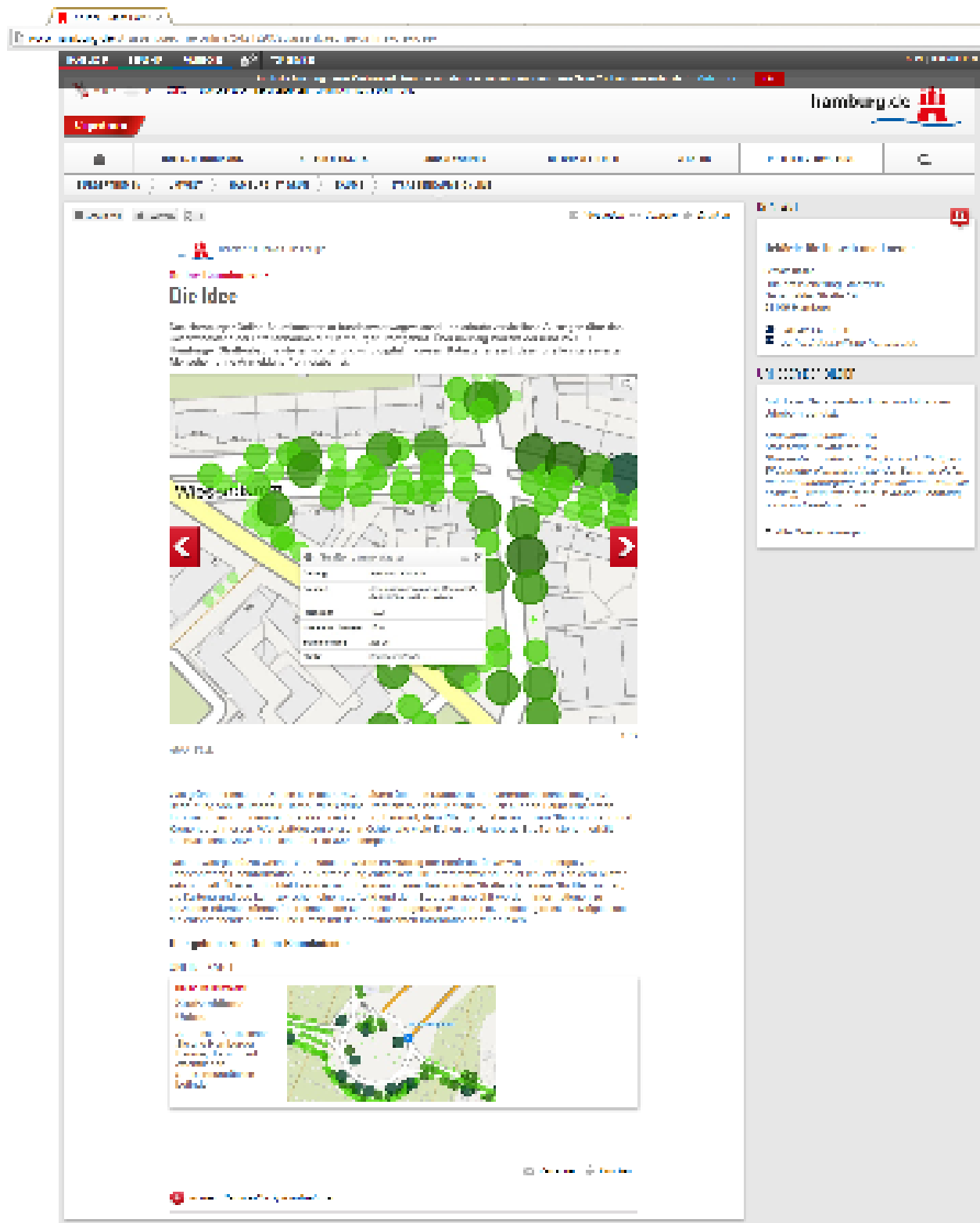
Urban story synopsis

When a public tree is removed in Hamburg, citizens are informed via the tree cadastre⁽¹⁾ and then linked to Smarticipate. They use the platform's planning feature to simulate the planting of a new tree on the location of the removed tree. Smarticipate provides automatic feedback that it is not possible to plant a big tree on this spot and suggests alternative locations. It also provides information on estimated CO2 reduction and the costs of the tree. Citizens can apply to add their chosen tree to the project 'My tree - My city' in order to qualify for partial funding. Since not all citizens can afford to fund the remaining amount, they can also carry out crowdfunding. Once funding is secured, the initiator and his or her supporters are invited by the municipality to join the tree planting. Smarticipate finishes by identifying main issues from the entire interactive process and plugging them into the city's ambition for a CO2-neutral Hamburg.

⁽¹⁾ www.hamburg.de/strassenbaeume-online: A map of all registered trees in Hamburg, located in public areas. See Annex 1.

⁽²⁾ Mentioned in the winning application for European Green Capital, 2011

⁽³⁾ www.hamburg.de/mein-baum-meine-stadt/





Scene 1

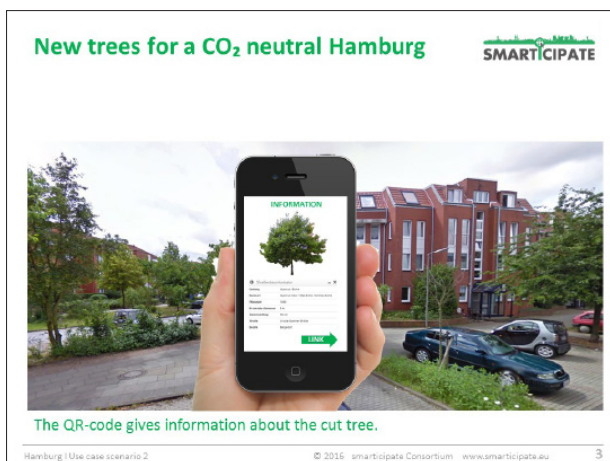
Helen Müller loves living in Hamburg Bergedorf because of its urban green environment. Since she doesn't have a private garden, the public green areas mean everything to her.



Scene 2

One day after coming home from work, Helen discovers that the tree in front of her house has been removed. This makes her angry. Next to the stump she finds a sign from the municipality with a QR-code, which she scans with her smartphone. It links her directly to the tree cadastre.

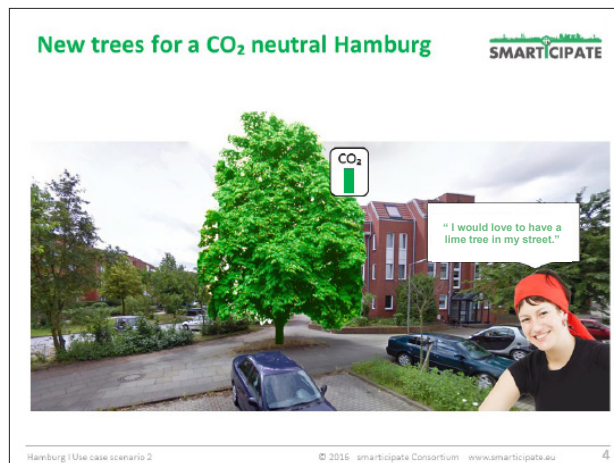
Notice: The QR-code is not yet part of the Hamburg procedure.



Scene 3

The cadastre provides information about the removed tree, including species, year of planting, trunk diameter and crown size. It also explains why it was removed: the tree was ill due to mildew.

Notice: The notifications on removed trees and the explanation for their removal are features that must be added to the Straßenbaumkataster.



Scene 4

Helen wants to have a new tree. She uses the link to Smarticipate, which enables her to simulate alternatives. The feature shows different types of trees and their estimated CO₂ reduction. Helen chooses a lime tree.

Technical note: Drop-down list with possible trees for the location, depending on other trees currently in the street (check GALK.de).



Scene 5

She receives automatic feedback. The lime tree is not a good choice because the expected growth of neighboring trees and the high groundwater levels mean the tree will have a short lifespan. Smarticipate gives the option to plant a smaller tree that can thrive in such an environment.

Challenge: Domain experts have to specify, inventarise and rank different attributes. Suggested data for analysis: expected growth of tree, public or private site, solar potential, tree inventory, lines & pipes, "non-usable areas" eg. streets, airport, distances (to buildings, trees, traffic lights, streetlights, etc.) and potential tree sites (trees from My Tree - My City).

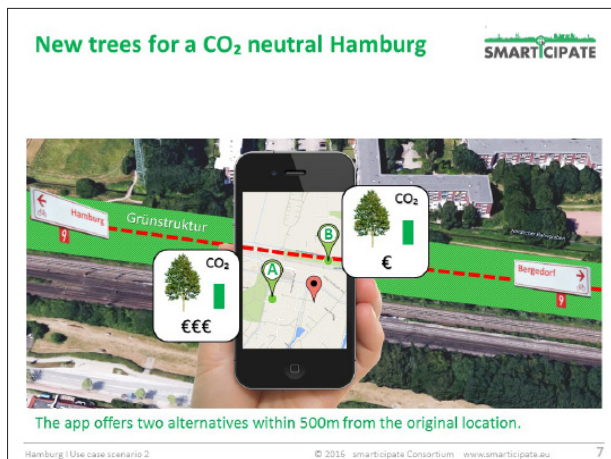


Scene 6

Helen is not satisfied with a small tree because of its low contribution to CO₂ reduction. Happily, Smarticipate helps her search for alternative locations based on property, infrastructure and environmental conditions.

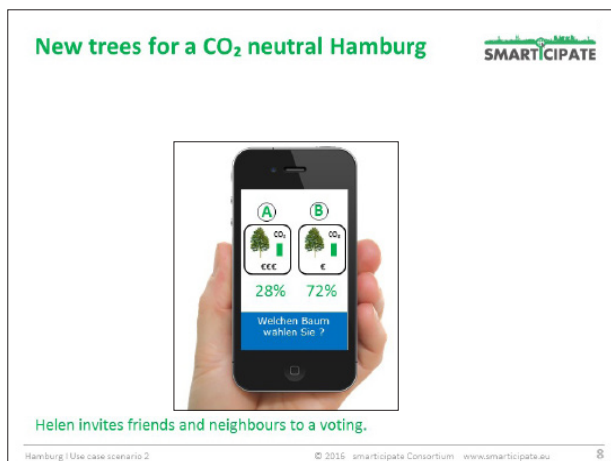
Technical remark: A mouseover effect provides an immediate response (e.g. green, yellow or red dot) regarding suitable locations. Clicking a location provides information on the result.

Challenge: Domain experts have to specify the ranking criteria in order to generate alternatives.



Scene 7

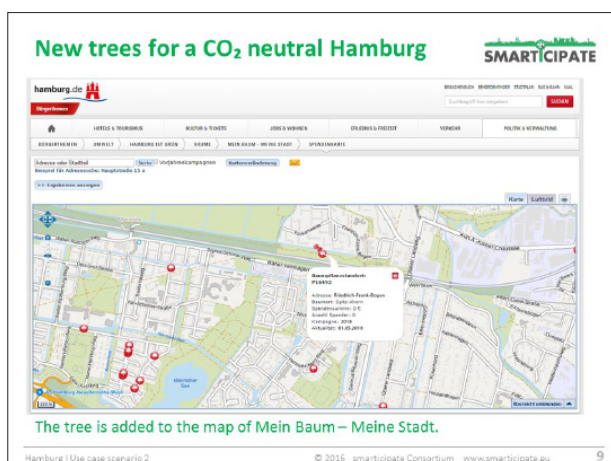
Helen finds two possible locations. Location A is at a public park behind the Gretel Bergmann school and location B is next to the Nördlicher Bahngraben. Both locations support the urban green structure of Hamburg. Helen likes option A because she is a teacher at the Gretel Bergmann school. In the direct comparison of the two locations is indicated that the planning costs for location A are much higher. That's also most likely means, that also the costs for option A are higher.



Scene 8

Helen can't decide on the trees and asks her friends for opinion via the smarticipate platform. The result is clear: friends and family support her in going for location B because most of them think it's important that Bergedorf's tree budget is used to plant as many trees as possible. She applies to upload her chosen tree to the website for the 'My tree - My city' programme in order to qualify for funding.

Technical note: Link with the programme Mein Baum - Meine Stadt of Hamburg: www.hamburg.de/mein-baum-meine-stadt



Scene 9

Once month later she receives a notification from the website 'My tree - My city' that her tree is now part of the programme and ready for funding. In order for the city to plant the tree, she only needs to raise €500,-.

New trees for a CO₂ neutral Hamburg SMARTICIPATE



facebook

Helen Müller

Wall Info Resources Stories Facebook Live Press >>

Dear friends, who wants to help me to reach my goal for a CO₂ free Hamburg? I want to get a tree planted in Bergedorf. This costs € 500.- Do you want to become a sponsor?

6 hours ago · Comment · Like

64 people like this.

View all 11 comments

Write a comment...

Helen uses social media to sent out a call for help.

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Scene 10

Helen uses her facebook network to activate her friends, colleagues and family to raise money for the tree.

New trees for a CO₂ neutral Hamburg SMARTICIPATE



All backers are invited for the day the tree is planted

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Scene 11

Within two months, the required funds are raised and she notifies the municipality. That means her tree will be planted during the next planting round, in autumn. The municipality of Bergedorf invites Helen and her supporters to join on planting day.

New trees for a CO₂ neutral Hamburg SMARTICIPATE



Citizens of all ages / income groups share the city's ambition for a CO₂ neutral Hamburg.

Citizens of all ages / income groups understand the financial consequences of urban planning decisions.

A majority of citizens get engaged to map their own trees.

Smarticipate identifies the main issues for Planning User Forum.

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Scene 12

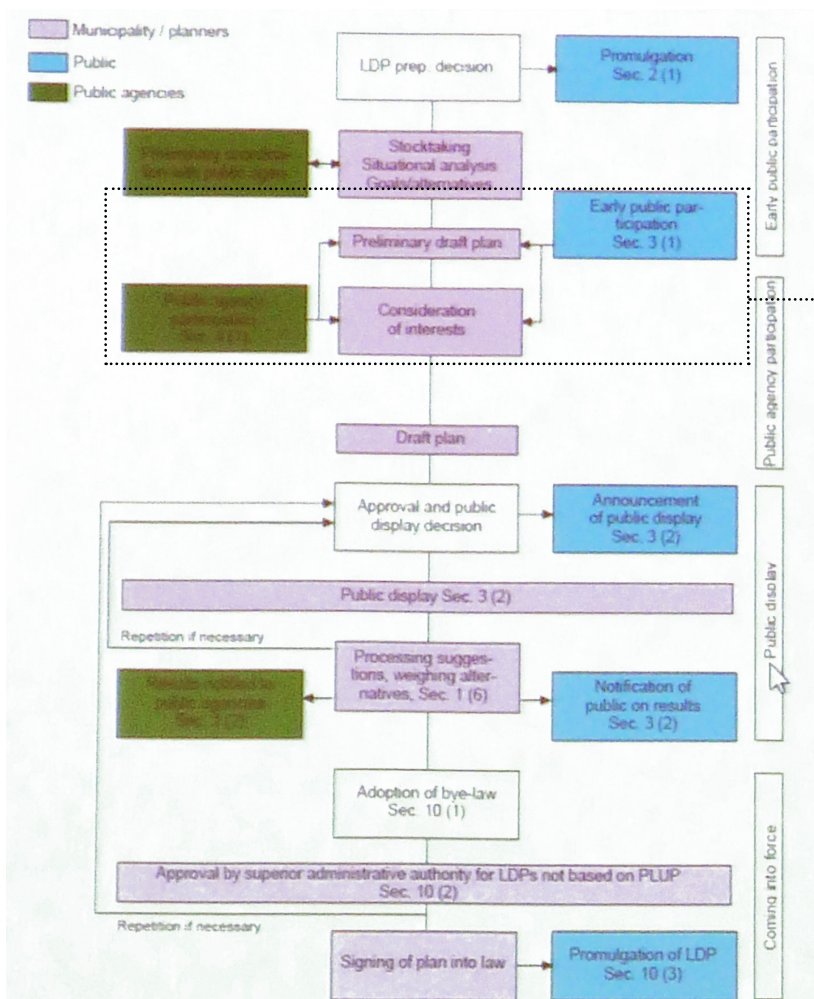
Smarticipate identifies issues from the entire interactive process and plugs them into the city's ambition for a CO₂ neutral Hamburg.

Technical note: Automatically-generated report based on interactive process, including general trends and tendencies.

City-initiated urban story

The city introduces a new zoning plan + guidelines to the community

Hamburg has around 3.000 binding land use plans. It updates around 20 of these every year. This is a huge burden for the administration in terms of time, and it is unable to carry the work out any faster. In general these are the planning steps*.



The extra value of Smarticipate is mainly in these steps of early public participation.

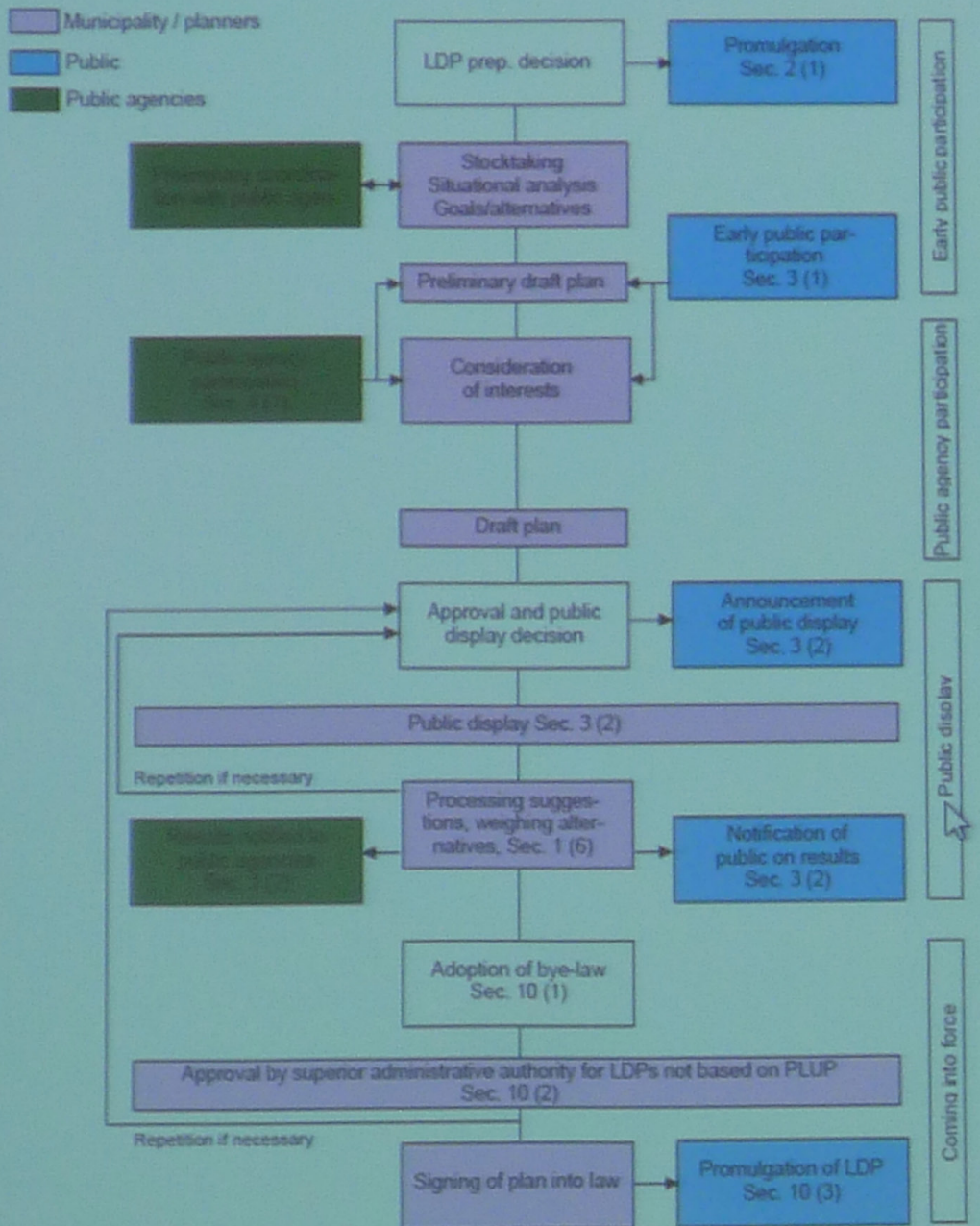
* As presented by Dr. Kai-Uwe Krause during the workshop in Hamburg, 25th of April 2016. See also Annex 1.

Urban story synopsis

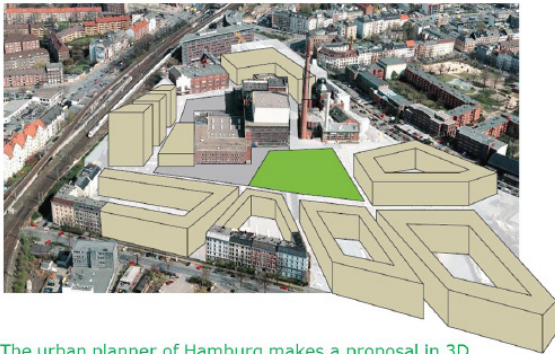
The City of Hamburg makes a preliminary draft plan for an inner city brownfield site. The proposal is disseminated via Smarticipate and the Mein HamburgService postal code notification system. Neighbourhood residents receive the message and come into action. They use the design feature of Smarticipate to produce alternative proposals. The system provides automatic feedback that residents use to improve their proposals. Their ideas are published via the notification system, through which subscribers can see the new proposals alongside the municipality's original proposal. The municipality - which is also part of the mailing list - invites residents to a face-to-face workshop in which the urban planner of the municipality presents a compromise. The revised design is republished and continues through the binding land use steps.

Binding land-use planning

PROCEDURE



Co-creation between city & community



The urban planner of Hamburg makes a proposal in 3D

Hamburg | Use Case 1

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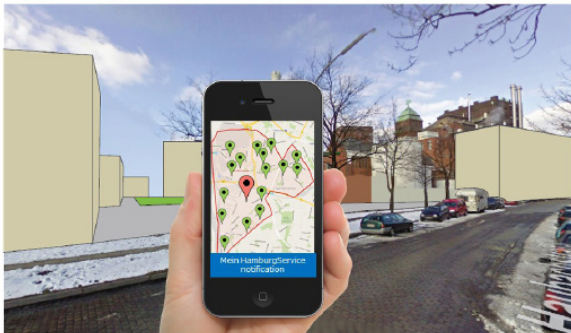
1

Scene 1

The City of Hamburg makes a preliminary draft plan for the Holsten area and uploads it in the municipality's 3D model.

Technical note: The 3D model is BIM-compliant.

Co-creation between city & community



Notification of preliminary draft plan to citizens via app.

Hamburg | Use Case 1

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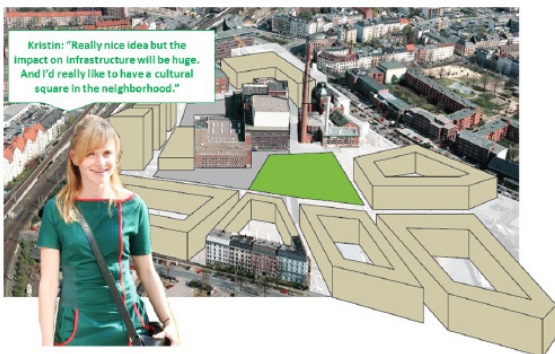
2

Scene 2

The proposal is circulated via Smarticipate using the Mein HamburgService postal code notification system. Residents within Altona-Nord und Altstadt receive an automated message.

Technical note: Link to automatic notification system of the City of Hamburg (Mein HamburgService). Experts or municipality have to specify the filters for notification (e.g. distance, target group, etc.).

Co-creation between city & community



Hamburg | Use Case 1

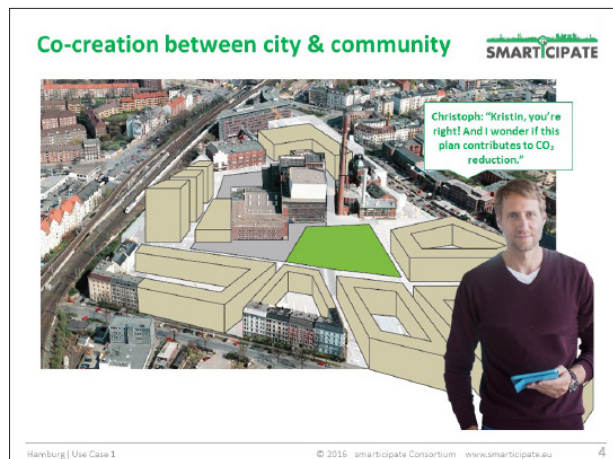
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3

Scene 3

Kristin, a resident living nearby, receives the message. She likes the proposal because the area needs more housing. Although there's a train station nearby, she's afraid there will be too much extra car traffic. In addition she would really like to have a cultural square for the surrounding neighborhoods.

Technical note: Users can easily view the 3D model from different perspectives and check the proposed programming.



Scene 4

Kristin forwards the proposal to her friend Christoph, as she wants to know his opinion. He supports her. He is also worried about the CO² footprint of the new development as there are already too many cars in the surrounding neighbourhood.

Technical note: The impact of development on the surroundings, such as traffic and parking, should be visualized.



Scene 5

Christoph discovers the design feature of Smarticipate. With a traffic simulation, he can see the impact the development will have on neighbourhood streets. Based on this, he moves the cultural square to the historic factory chimney and uses the tree planting tool with CO₂ meter to make it totally green.

Technical note: The system allows 3D models to be visualized in the municipality's existing 3D model. This can be models built with the Smarticipate app, or upload of models from other digital programs.



Scene 6

He receives automatic feedback on his proposal. The cultural square fits the goals of the municipality to maintain the cultural heritage of the site. The idea of reducing CO₂ with trees is also good, but he receives negative feedback: this has made the site completely inaccessible for cars.

Technical note: Planning policy check to verify if the development would be permitted under existing policies and regulations.



Scene 7

Christoph shows Kristin the feedback from the Smarticipator. Kristin sees a chance to add a public parking facility with a range of services like carsharing, electric car charging points and bicycle parking. They locate this next to the main road, so that cars can easily enter and exit the neighbourhood. The updated plan now receives a positive score.

Technical note: Smarticipate can integrate mobility datasets and can link to visual analytics of traffic simulation. In the example, this is used to show the big picture consequences of the parking garage location.



Scene 8

Christoph publishes their idea with the cultural square, the green urban space and the sustainable parking garage via the postal code notification system. Subscribers can see his proposal alongside the municipality's original proposal. Residents respond very enthusiastically.

Technical note: Link to automatic notification system.



Scene 9

There is a lot of enthusiasm for Kristin and Christoph's ideas, and the city invites residents to a workshop. At the workshop, the urban planner of the municipality presents an additional idea: the parking garage is enlarged by 20% to make it possible to increase green on the surrounding streets.

Technical note: Support of town hall meetings.

Co-creation between city & community SMARTICIPATE



Many positive comments, but a small group still disagrees.


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Scene 10

The co-creation version of the proposal is published via the postal code notification system. A lot of reactions come in via social media. The majority are positive.

Technical note: Link to social media.

Co-creation between city & community SMARTICIPATE



Neighbor Jürgen complains: "I want to park my car in front of my house."

Civil servant Ulrike explains: "We still welcome you to use our formal channels to make additional comments."

- Opportunity to speak at Committee.
- Opportunity to send comments to the Planning Inspectorate.
- Opportunity to give comments on conditions to the Council.
- Opportunity to report concerns to the Council.

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Scene 11

However a small minority is still against the preliminary draft plan. Jürgen is one of them. Ulrike, a civil servant, invites Jürgen and other concerned residents to use formal channels to communicate their opinions (see Annex 1). That information is published via the postal code notification system.

Technical note: Users can also use the information in the app for the official procedure.

Co-creation between city & community SMARTICIPATE



Citizens of all ages / higher income groups care about cultural heritage in their neighbourhood.

Citizens of all ages / income groups care about local sustainability.

Holsten area TOP 3 Issues
Button 1
Button 2
Button 3

A majority of citizens is willing to compromise on accessibility for private cars if their environment is green.

Smarticipate identifies the main issues for Planning User Forum.

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Scene 12

Smarticipate identifies issues out of the entire interactive process and plugs them into the planning policy. This is the crucial link between the binding land use Planning steps and the Planning Policy steps.

Technical note: Automatically-generated report based on interactive process, including general trends and tendencies.

Roma Capitale

Urban story 'citizen-initiated'

Co-ops want space for urban gardening

Urban story 'city-initiated'

The city and community make a plan and start the search for the right developer

requirements workshop

Date and time

May 9 – 11, 2016

Location

**Casa della Città and Department of Urban Planning
Roma Capitale**



09:30 **Welcome and Introduction** (Rossella Caputo)
 09:45 **Smarticipate presentation** (UWE)
 10:15 **Smarticipate goals in City of Rome** (Rossella Caputo)
 10:45 **New Cartographic Infrastructure** (Simona Bonamoneta)
 11:15 Break
 11:45 **Map of the City's Real Estate** (Stanislao Picano/Giovanna Tedei)
 12:15 **The Public Property Cartography**
 12:45 Break
 13:45 **Discussion on Data Management & questionnaire**
 14:45 **The Open Data of the City of Rome** (Arianna Bertollini)
 15:15 **Open Data from Mobility Dept**
 15:45 **Discussion on 'urban stories'**
 17:00 Finish

DAY 1 - May 9

Collect local knowledge

10:00 **Meeting with stakeholders involved in cartography**
 12:00 **Discussion on multi-stakeholder collaboration**
 13:00 Break
 14:00 **Regulation of Common Property** (Stefano Rollo)
 14:30 **Smarticipate Framework and Scope** (IGD & Ait)
 15:00 **Governance Models** (Rossella Caputo/Antonio Ciani/ Rocco Maio)
 16:30 **Presentation of 'urban stories'** (WLTC)
 18:00 Finish

DAY 2 - May 10

Sketching urban stories

10:00 **Discussion on Smarticipate Strategy in Rome**
 10:30 **Continue with 'Urban story' exercise** (WLTC)
 12:00 **Presentation of website** (ICLEI)
 12:30 **Definitions of next tasks and conclusions**
 13:00 Wrap up and Finish
 14:00 **Field visit to Caserma Ulivelli**

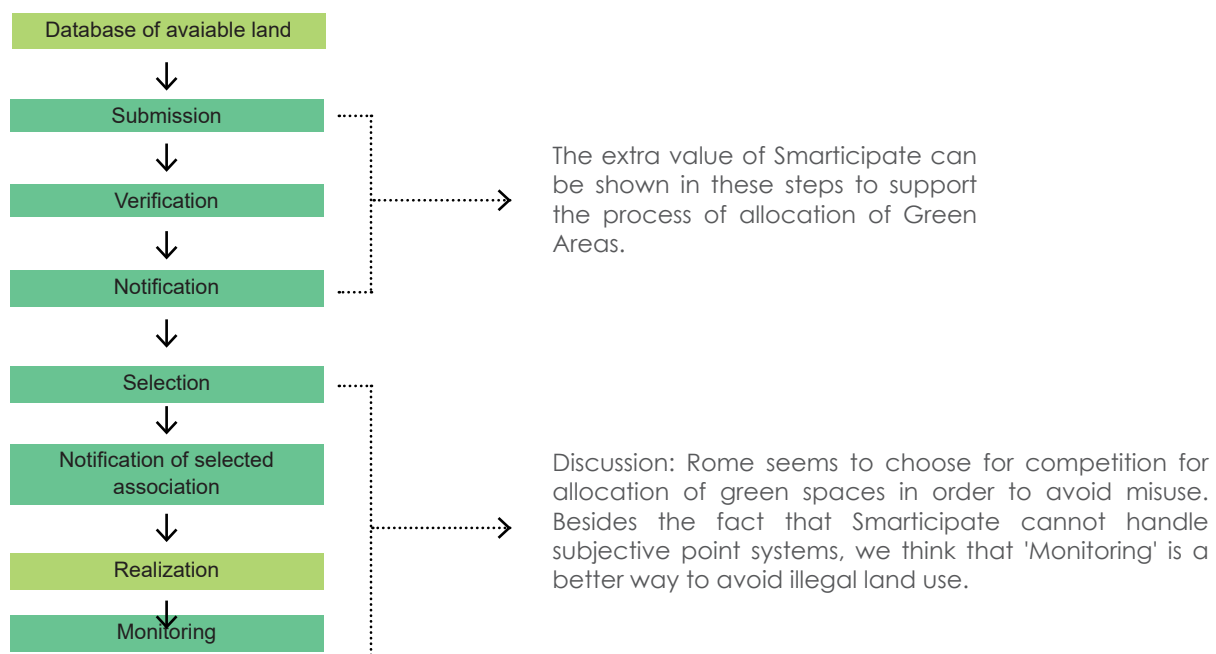
DAY 3 - May 11

**Stakeholder mapping
& interview**

Citizen-initiated urban story

Co-ops want space for urban gardening

Rome has thousands of residents associations. This includes groups focused on urban gardening, one of the most popular uses for the city's plentiful green spaces. The municipality is very positive about such initiatives, as urban gardens bring a variety of social benefits to communities and reduce public maintenance requirements. In practice however, it also creates a lot of work for the city administration. That's why the city set up the 'Regulations for the Management of Green Areas for Urban Gardens', which contains the following planning steps (Art.5: request of an area):



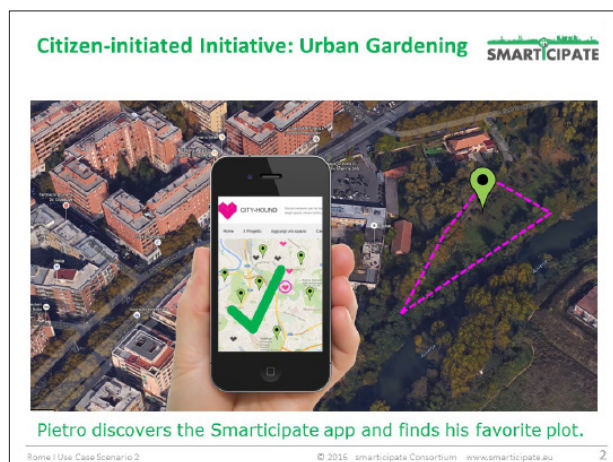
Urban story synopsis

A residents association in Rome wants to have more space for urban gardens. They use Smarticipate to find a potential site. They make a plan by completing an easy-to-use application and using the design feature of Smarticipate. With the support of the automatic feedback feature, the applicant fine-tunes the plan such that it fulfills all the criteria. After they submit the plan, it is published. From that moment, other associations can -within the deadline- show their interest in the same plot. If another association also qualifies, a lottery system is used to make an objective decision. The selected association can then start realizing their urban garden, while the other association is offered an alternative location. Citizens are able to monitor the use of the plots via the Smarticipate app and inform the municipality if they discover illegal use. In these cases, the municipality comes into action and enforces the violation. Such a control mechanism can result in the municipality having the confidence to add more land to the database.



Scene 1

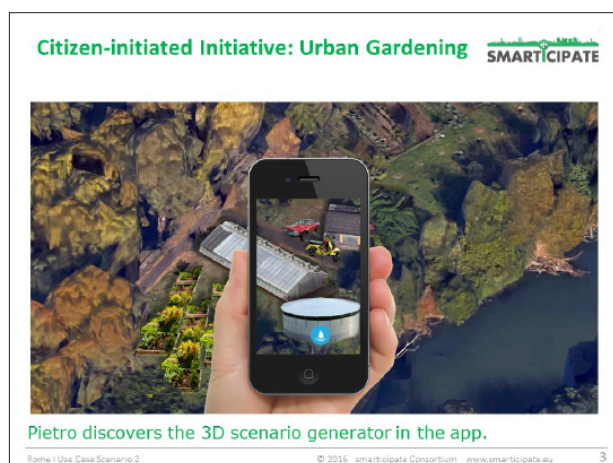
The association 'I Vicini Verdi' maintains an urban garden in the III Municipality of Rome. The members share the harvest to prepare their own food and to sell to the local community. The association has expanded in the past few years and needs more space to accommodate its activities.



Scene 2

Laura informs her father Pietro, the chairman of the association, about Smarticipate. She shows him an overview of the available plots, which are marked as potential sites for urban gardening. He receives all information necessary to make a good plan: size, soil, sunlight, electricity, accessibility and availability of water.

Technical note: Smarticipate is linked to the available data from City-Hound, Reter, etc. in order to compile available properties and present possibilities for the sites.



Scene 3

Pietro works with other members of his association to make a plan that includes a water tower, as the plot has no access to drinking water and the water from the nearby river is too polluted. For that he completes the information in the easy-to-use format Smarticipate, allowing him to have a finished sketch in only 15 minutes.

Technical note: The format has to be designed in this way, such that everybody can make a plan. Simple Yes/No questions are important so that it will not take too much time. Without this, many citizens will be excluded.

Citizen-initiated Initiative: Urban Gardening



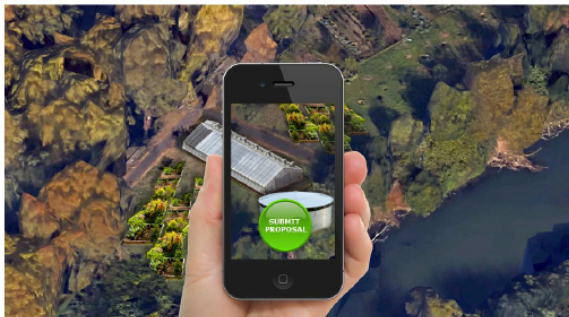
Automatic feedback on the proposal in relation to the regulations.

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Scene 4

He receives automatic feedback on his proposal. The greenhouse and the water tank add extra value to the site in terms of environmental quality. Also the proposed planting beds fit the permitted uses of the site. However he receives negative feedback on the proposed garage, which is intended to repair the cars and scooters of association members. He is not allowed to build this here.

Citizen-initiated Initiative: Urban Gardening



The adjusted proposal is submitted.

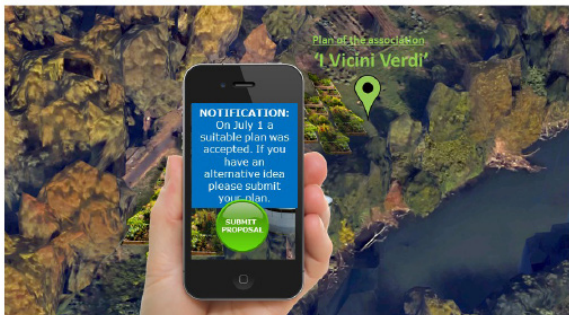
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Scene 5

Pietro is disappointed with the negative feedback regarding the garage because it was important for his business plan. He removes the garage. The business plan is under pressure, but by adding extra planting beds he barely manages.

Technical note: The system allows 3D models to be visualized in the municipality's existing 3D model. This can be models built with the Smarticipate app, or upload of models from other digital programs.

Citizen-initiated Initiative: Urban Gardening



The plan is announced via automatic notification and is published.

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Scene 6

Smarticipate automatically checks the plan. The result: it fulfills the criteria for use as urban garden. A notification is therefore sent out: "On July 1 a plan was accepted for this site. If you also are interested in it, you have until August 15 to present an alternative plan."

Challenge. The form has to be designed in such a way that it can be automatically checked by Smarticipate. As an alternative, a non-governmental organization like Zappata Romana can take this role.



Scene 7*

Another association is also interested in the plot. They develop an alternative plan that is accepted. Because they also used Smarticipate, the result is that this plan fulfills the criteria. A lottery system is used to select the final plan.

Technical note: Smarticipate helps the plan maker make a good proposal by providing immediate feedback and also providing alternatives.

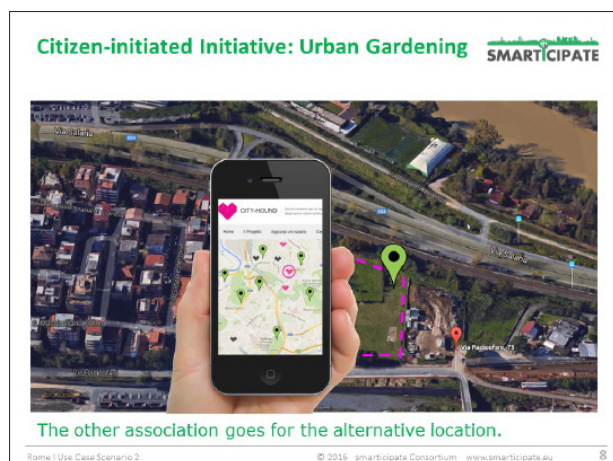
*Remark scene 7

Three ways of decision-making:

A. According to the 'Regulations for the management of green areas for urban gardens'. A jury awards points. Their decision is subjective and therefore open for debate.

B. Voting / Spacehive. This is expensive in real life; digital is great, but then everybody has to be connected.

C) Lottery. The starting point is that everybody who fulfills the guidelines has an equal chance. This is 100% Smarticipate.



Scene 8

The second association is offered an alternative location, which fits their requirements. If they want to qualify for this location they have to follow the whole procedure.

Challenge: It is reasonable to keep the database updated and also as comprehensive as possible in order to offer alternatives. This means citizens don't get frustrated if they don't receive a plot.

Citizen-initiated Initiative: Urban Gardening



The first association realizes the plan and expands its activities.

Rome I Use Case Scenario 2

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9

Scene 9

The association 'I Vicini Verdi' starts right away with the realization of their plan. They prepare the land for the planting beds, order a water tank and start building the greenhouse. The site is so big that they also make a shed for storage. Soon the storage is used to store an old car and mechanical equipment.

Citizen-initiated Initiative: Urban Gardening



Monitoring is carried out by citizens.

Rome I Use Case Scenario 2

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10

Scene 10

A neighbour sees the garage and doubts if it was approved by the municipality. She uses Smarticipate to check. Her assumption is correct, and she sends an alert to the municipality.

Technical note: Monitoring is carried out by citizens. The check can be done easily. Their mobile devices are directly connected to the municipality.

Citizen-initiated Initiative: Urban Gardening



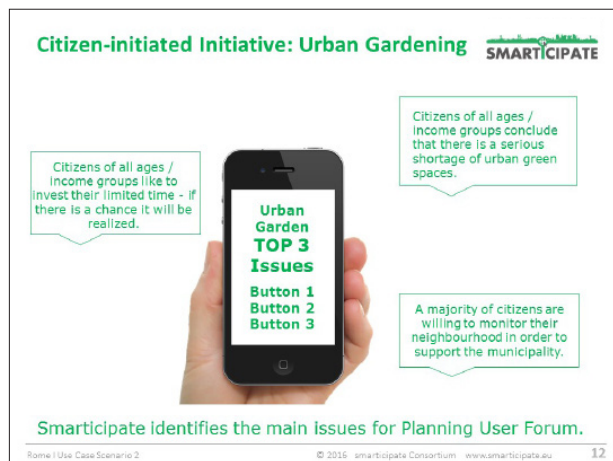
Rome I Use Case Scenario 2

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11

Scene 11

The municipality comes into action and sends a civil servant to check the site. He informs the association that the garage has to be torn down within 4 weeks or else the site will be cleared and returns to the database for available land.



Scene 12

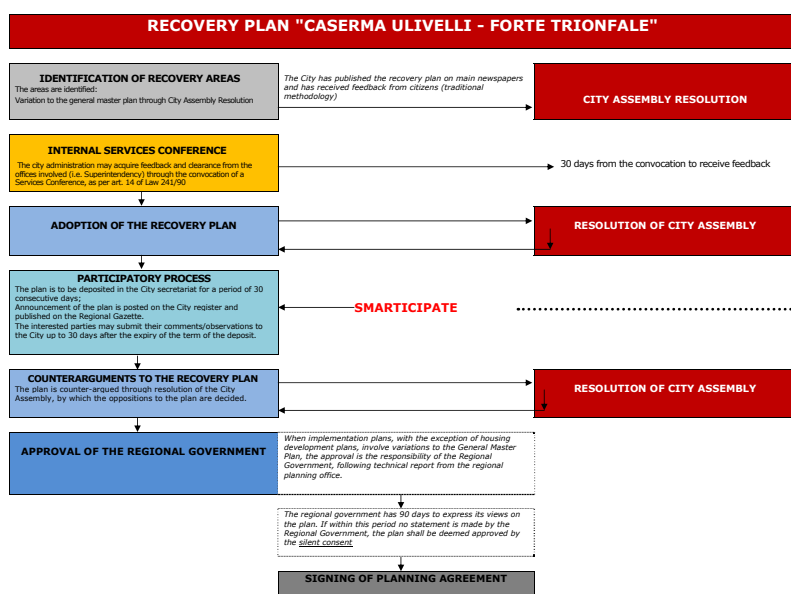
Smarticipate identifies issues from the entire interactive process and plugs them into the city's existing regulations for green areas.

Technical note: Automatically-generated report based on an interactive process, including general trends and tendencies.

City-initiated urban story

The city and community make a plan and start the search for the right developer

Rome has sites with great development potential and citizens with a lot of ideas. This is the perfect starting point for urban transformation. The challenge is to attract a wider range of developers with an open attitude towards participation. Therefore a new instrument is needed. In general these are the planning steps*:

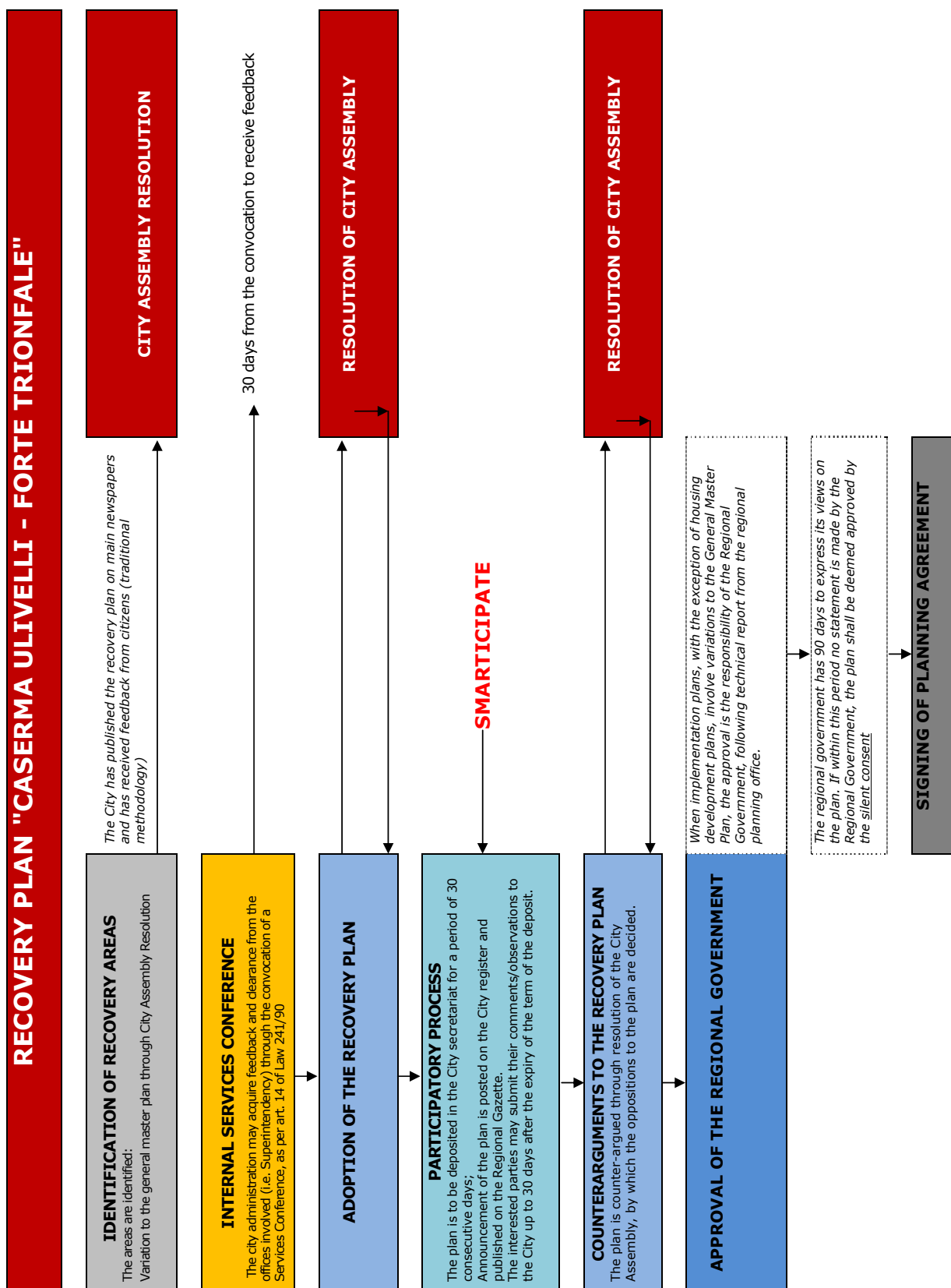


The extra value of Smarticipate can be shown mainly in this step.

* As provided by Patricia Hernandez and Claudio Bordi. See also Annex 1 and 2.

Urban story synopsis

The City of Rome makes a preliminary draft plan for a historical site in the inner city. The proposal is disseminated via Smarticipate using the City of Rome's online portal. Neighbourhood residents receive the message and come into action by answering specific questions about the future programming. They use the design feature of Smarticipate to try out different options. The system provides automatic feedback that they use to improve their proposal. This includes a simulation that shows the consequences of adding social programme on the amount of required commercial programme. After ideas are published via a notification system and receive the minimum required number of followers, foreign investors/developers are also to view the proposal. Residents can then use Smarticipate to fine-tune and improve their proposal. Finally, they can participate in a Tender at the invitation of the municipality. During this process, a public meeting is held in which the public also has a vote. The winning plan continues through the planning process. In addition, Smarticipate identifies main issues from the entire process and links them to the planning policy steps. This includes the tender process for finding interested and appropriate developers.





Scene 1

Rome's Caserma Ulivelli is an historic military barracks and part of a ring of fortresses around the city. Silvia, a civil servant, uploads to the Smarticipate platform the municipality's guidelines for the site's conversion. These must be carried out in line with heritage restrictions.

Technical note: If a 3D model is not available from the city for simulation purposes, google's 3D aerial function should be used.



Scene 2

Residents within District 14 receive a notification about the project, guidelines and questions to share their ideas for future programming: Which social and cultural functions would you like to have in the Caserma?

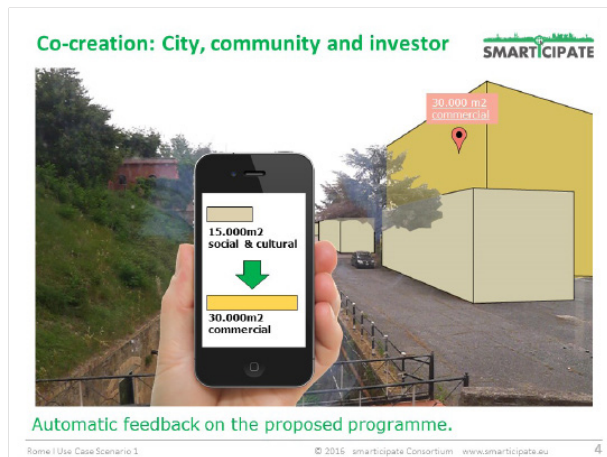
Technical note: Link to automatic notification system of Rome's online portal.



Scene 3

Giulia has a lot of ideas. Together with her friends she dreams up a programme consisting of a large neighbourhood center with child care, a restaurant, sport facilities, affordable housing for youth, co-working space and a primary school. The total programme area is 15.000 m².

Technical note: Users can easily play in a 3D model to see the consequences of their programmatic ideas. Data about the neighbourhood could also be taken from hwww.reter.org/ or similar platforms.



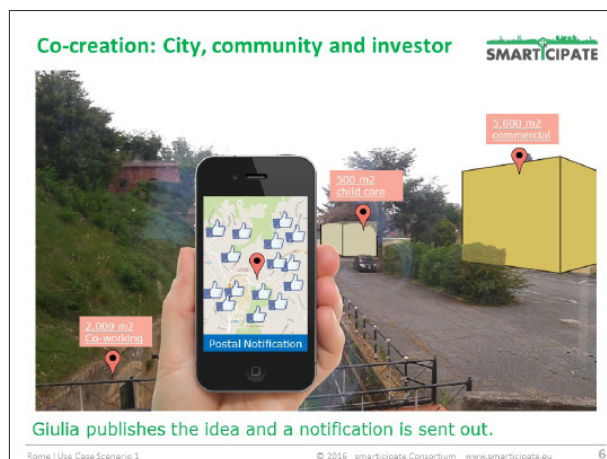
Scene 4

Giulia receives automatic feedback on her proposal. She realises that for each square meter of social programme, two square meters of commercial programme are added to compensate the costs. The simulation visualizes the consequences.



Scene 5

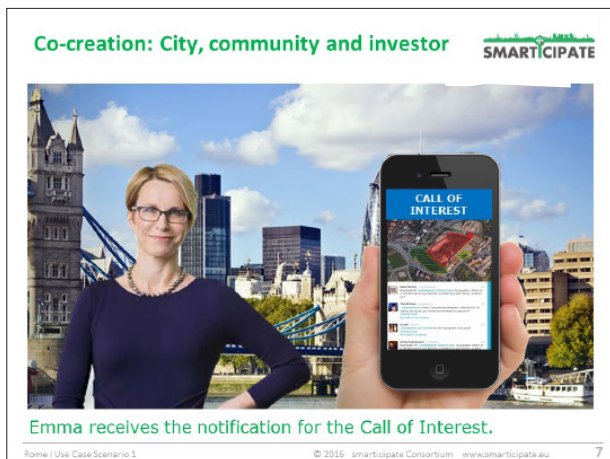
Together with her friends, she tries out different options. They discover that co-working, in combination with a kindergarden, is the most important for them. That means that a totale of 2.500m² also means much less commercial area. This is acceptable for them.



Scene 6

Giulia's group publishes their idea via the notification system. A buzz is created in the neighbourhood, and they receive a lot of followers who support the group. Now the idea is also visible to a larger public.

Technical note: Link to notification system.



Scene 7*

Emma is an English developer & investor. She sees the municipality's Call for Interest for the Caserma and decides to take a look. She is triggered by the unique history of the place and the lively participation process. She decides to give it a try and makes a plan!

Technical note: To be open to foreigners, the system also should be available in English.

*Remark scene 7

Smarticipate offers a a New Public Service:

A. Developers/investors can test their ideas for a development directly with a broad and specific public.

B. Developers/investors can test their ideas in a close environment using the automatic feedback.

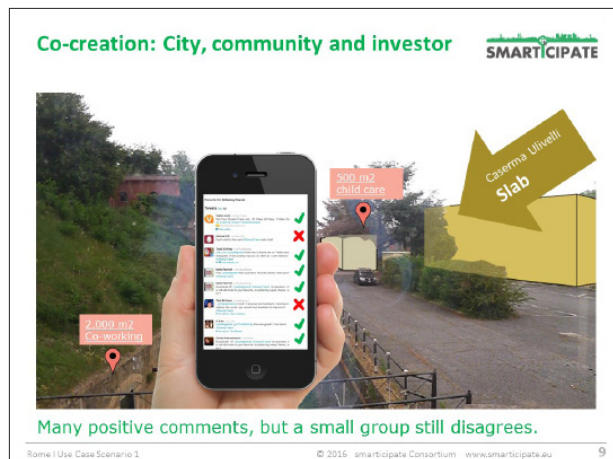
C) Developers/investors can decide for themselves to which extent they want to use the functions and what they want to share or publish.

These options count also for any other user!



Scene 8

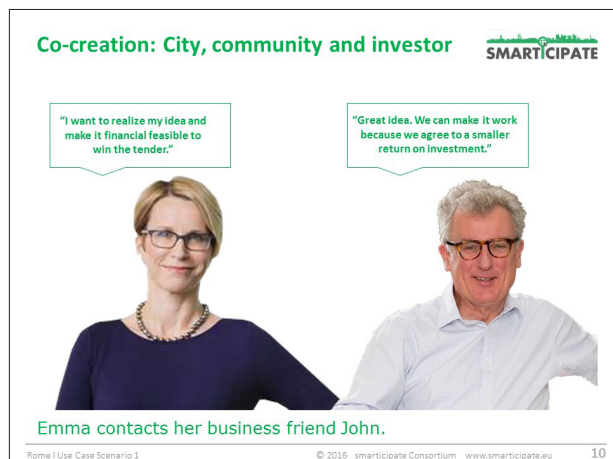
She makes the most beautiful co-working space in Rome, financed by a 75-meter high tower next to the entrance. That's how we do it in London! She receives automatic feedback from Smarticipate: The social-cultural programme is great and fits the municipality's project guidelines. However, the building's height doesn't fit within the heritage guidelines.



Scene 9

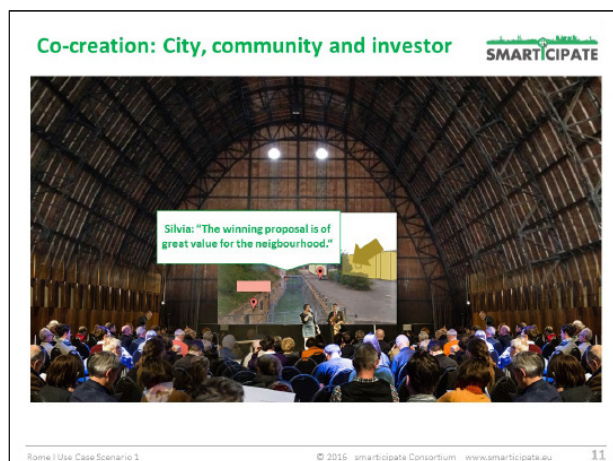
After reconsidering, she decides to change her plan. But she doubts whether she should publish it: the competitors can also see her ideas. However, she's brave and also curious about the opinion of the neighbourhood. She's rewarded with mainly positive feedback. Only the most direct neighbours are opposed: cut some holes in the building!

Technical note: System users can decide which parts of their ideas and contributions are published.



Scene 10

Emma realizes that this small group of neighbours can influence and therefore decided to revise her business case. The co-working place will now be financed by ethical capital, with the result that fewer commercial square meters have to be built.



Scene 11

She applies her proposal for the municipality's Call for Tender. Although Emma's plan hangs between 19 others, she has hit the target right on and receives the public vote! And because she also fulfills the spatial and financial guidelines, she wins.



Scene 12

Smarticipate identifies issues from the entire interactive process and plugs them into the planning policy process.

Technical note: Automatically-generated report based on the process.

SMARTICIPATE ROME SCENARIO

Preamble:

3 main groups of stakeholders should be involved: citizens, investors, Local Authority

Actors of the SCENARIO:

1. Giulia, a citizen living nearby the Ulivelli Barracks (from now onward named “Caserma Ulivelli”);
2. Pietro, a citizen living nearby the Ulivelli Barracks;
3. Emma, possible investor;
4. Silvia, civil servant for the Urban Planning Department of the City of Rome.

Citizens of Rome can register to the online portal of the City in order to utilize the online services.

SCENARIO

In cooperation with the Local Authority of Rome’s District 14, the City of Rome publishes on its institutional website the launch of the pilot Smarticipate application for Rome’s District 14, its purposes and functioning (in Italian and in English).

It should be advisable to organize a preliminary info day for citizens to present the Smarticipate Application and the riconversion project of the Caserma Ulivelli.

Silvia uploads on the Smarticipate platform a preliminary project, requirements included, for the reconversion of the Caserma Ulivelli.

Silvia could identify some questions to address to the citizens (such as which services they would like and who could manage them)

Giulia sees the project online and she sees that the new buildings could be smaller and there could be some additional activities like a co-working in the semi-underground area.

It should be possible to send a notification of the new uploaded information to the people registered to the City of Rome online portal. This would allow us to get already involved an important number of users.

Pietro sees the project online which includes the reconversion of green public areas. He sees that the green areas could be utilized for urban gardens. He reads the Regulations for urban gardens of Rome (Marek: from now on, the SCENARIO you and Patricia developed in Rome follows...)

Smarticipate answers to Giulia showing that by building less cubic meters it will be impossible to cover the expenses necessary to make economically sustainable the transformation. Smarticipate also answers that a co-working could be a good idea as there are none in the area but there is a high percentage of free-lance professionals in the area.

Would it be possible to visualise the relationship between the new cubic meters built and the possible new services?

The data on co-working could be taken by Reter, data on freelancers maybe from Architects Guild, Engineers Guild(links to Reter, Architects Guild, Engineers Guild etc)

Emma is an investor in London that is linked to Smarticipate because of the London scenario and the application has sent a message informing her of the project in Rome. She sees that the Caserma Ulivelli could be an interesting opportunity of investment and that the proposed activities match her economic interests. She can study the proposed project and contact Silvia to start a bilateral interlocution.

To see whether it could be possible to digitalise part of the communication with the City although might not be realistic.

Emma will develop some proposals of the new housing that will finance the renovation of the semi-underground (ipogeo) area to accommodate working spaces (ie: Giulia's co-working proposal). But investors for the setting up of Giulia's business are needed and Silvia, through Smarticipate, publishes a call for interest for those that registered on the Smarticipate platform, indicating the timing and documentation needed to present a proposal.

Could this be done as an additional function of NIC (New Cartography Infrastructure)?

Giulia receives the information of the call for interest and decides to propose a co-working activity together with her colleagues and friends.

To be seen how much of this process may be managed digitally and to what detail they should arrive.

All proposals received are presented to the citizens in an Assembly in the hangar. Those that are technically unfeasible are exhibited on the wall and briefly explained whilst those regarded technically possible are debated.

It's important to have real life discussions!

The different proposals approved by the public assembly are uploaded on the Smarticipate Platform and voted online by the public.

The online voting requires some specific thinking on how it could work. We could add physical paper voting in the District so to allow the involvement of "non-digital citizens".

The public vote identifies the activity of a co-working as the winner and a Public Competition is opened on the institutional website of Rome to identify who could develop such activity on site.

The competition could require a fix quota of money to allow for the realisation of the activities but grant an additional score to projects developing social and cultural activities for the neighbourhood (for example organising events).

Giulia and her team develop the proposal for the Co-Working and through Smarticipate they are able to collect additional investors to co-finance the project, such as Ethical Bank, crowdfunding platforms (like WithYouWeDo of Tim and others) or commercial associations (like Chambers of Commerce).

Silvia opens a Call for Tender for the new housing to be built that takes into account Emma's suggestions and proposals, in particular from the revenue point of view.

Giulia wins the Call for interest and Emma participates in the Call for Tender!

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

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www.smarticipate.eu

THIS IS HOW TO DO IT

Grab your potential

SMARTICIPATE
Opening up
the smart city





Smartathon London
September 17, 2016



Smartathon Hamburg
October 8, 2016

Smartathon di Roma
January 21, 2017



Click the image to
watch the vlog about
the Smartathons, or visit
www.smarticipate.eu

Preface

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

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

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

More than 150 residents, entrepreneurs and city representatives joined the Smartathons in the three pilot cities. These lively, hands-on events focused on developing smarticipate into a user-friendly tool that's relevant for them. This resulted in eight lessons that together form a 'This is how to do it' manual for opening up the smart city.

| | |
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| 2_ Let's make knowledge great again | 08 |
| 3_ Multiple captains on the ship | 11 |
| 4_ Tell me the rules (so I can break them) | 14 |
| 5_ Mayor, where are you? | 18 |
| 6_ No dead-end streets | 21 |
| 7_ Finally, a gadget for my grandma | 24 |
| 8_ Flash in the pan or 2.0, 3.0, 4.0... | 29 |

These lessons will fuel the development of a first prototype in late 2017. Stay tuned at www.smarticipate.eu to find out how you, your friends and family can keep in touch and test it.

1 Doers VS. receivers





Participant Smartathon London

‘Most of us just want to give our opinion. I don’t have time to engage a lot. And I also don’t have the knowledge.’

Doers vs. receivers

Smarticipate is a new way to submit your ideas and proposals for a better neighbourhood and receive immediate feedback on that.

WHAT SMARTATHON PARTICIPANTS SAY

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. Participants in the Smartathons agreed on at least one point: you need the specific qualities of both doers and receivers to get an idea or proposal successfully on the ground.

'doer'

- agenda-setting
- creativity
- change oriented
- data as tool
- adjustable to own need
- initiating ideas

'receiver'

- responding
- accountability
- consequences oriented
- data as verification
- easy to use
- validating ideas

IMPACT ON SMARTICIPATE DEVELOPMENT

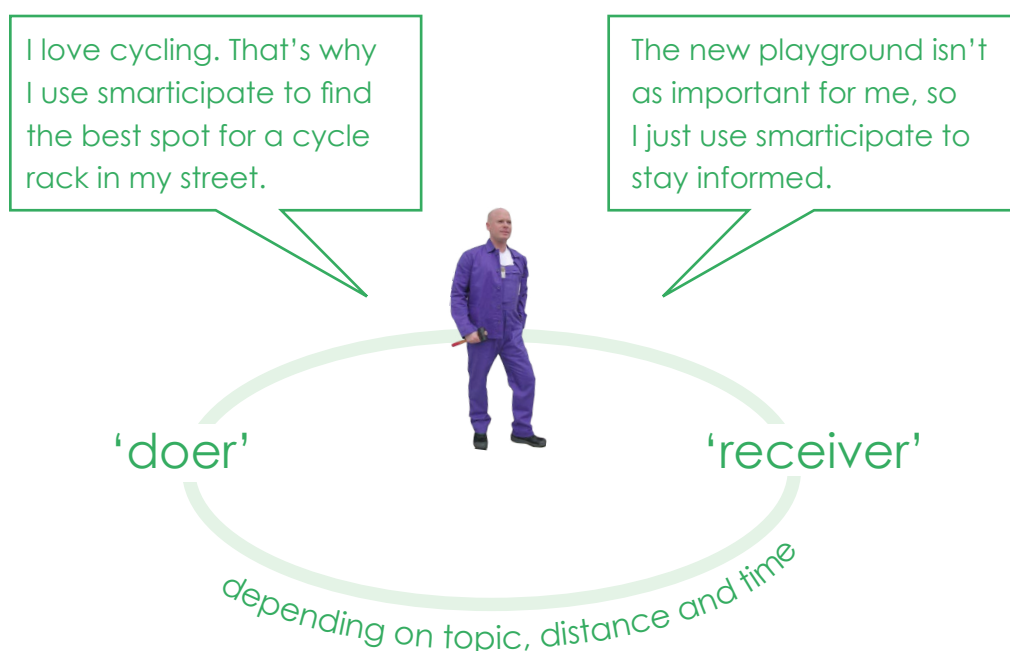
Smarticipate has to cater doers and receivers. Interestingly, both groups highly appreciate immediate feedback. In the case of doers, it provides them with the chance to improve their proposal. For example, an active resident wants a cycle rack in front of his house. He uses smarticipate to determine the best spot. That turns out not to be in front of his house, but - due to a dedicated parking space - 100 metres further down the road. That option suits him fine, and he uses the notification system to inform all his neighbours within a 300-metre radius. That's when the receivers come in to action. They get the chance to check with smarticipate if this is really the best location.

THIS IS HOW TO DO IT

Participants know exactly how they want to use smarticipate; that is, sometimes as a doer and sometimes as a receiver. The role they take depends on topic, distance and time. Take the case of the previous active resident ('cycle fanatic') who developed a proposal for more racks in his street. When he hears about a new playground initiative, he decides not to invest his scarce time in developing a proposal: 'It's more than five blocks from my house and, anyway, my kids have already moved out'. However, he wants to stay informed via the notification system, just to make sure everything stays in line.

Certain events can turn a receiver into a doer overnight. A participant in the London Smartathon provided a good example. The city recently installed a bicycle rack in front of Notting Hill Gate tube station. However it turned out to partially block the station entrance, resulting in a lot of complaints. The city ultimately removed and relocated it at great cost. According to the participant: 'That's my tax money. If I had smarticipate, I'd point out all suitable locations for cycle racks within 150 metres of the 12 stations in the Borough. That would've saved the municipality a fortune!'.
.....

That's what we call a New Public Service.





2 Let's make knowledge great again

Participant Smartathon Hamburg

‘Es gibt viele Daten und Informationen. Aber diese sind sehr statisch und es ist schwer zu sagen, ob sie zuverlässig sind.’

‘There's a lot of data and information. But it's generally very static and you can't tell if it's reliable.’

Smarticipate unlocks data and expert knowledge so that you can check and - if necessary - improve your idea or proposal.

Let's make knowledge great again

WHAT SMARTATHON PARTICIPANTS SAY

Statistics aren't actually the most interesting kinds of data. At least, that's what participants said. Open data is often associated with these kind of facts. However when developing or reflecting on a proposal, you mostly need other information.

| Memory | Dynamic present | Projected impact |
|--|--|--|
| Information on the history of the place, the current policy & legal framework and the ideas or proposals which were previously developed by the community. | Information on what is really happening on the ground, at this very moment. This should be easy-to-verify and visualised through real-time data in 3D. | Information on the anticipated impact of proposals, based on knowledge from recognised experts in relevant domains like space, people, traffic, ecology and finance. |

IMPACT ON SMARTICIPATE DEVELOPMENT

Smarticipate has to offer a full range of information that covers memory, dynamic present and projected impact. That goes far beyond statistics. In fact, all city departments should contribute relevant and usable data and expert knowledge to the platform. This is challenging, especially because there is quite a difference in how cities deal with data. There is even a difference in how departments within the same city deal with data. This requires a coordinated approach for dealing with internal, shared and open data. Internal data is shared within government. Shared data is shared with partners, under conditions established in case-specific agreements. Open data is shared with everyone without conditions.

Do you want to know more? Check out the scoping report 'Open Governance in the Smart City'.

THIS IS HOW TO DO IT

Participants know exactly what information they need. Let's focus on the redevelopment of Forte Trionfale, one of the exciting topics during the Smartathon di Roma. Residents care especially about the memory of the place:

'We want to know more about the historical qualities of this 19th century fortress in the middle of our bustling neighbourhood.'

'We want to know more about the current policy and legal frameworks which protect and guide the expected redevelopment.'

'We want to know more about the ideas that the community already developed during participatory workshops in the past.'



Concerning the dynamic present, they were especially curious about the actual ownership of the fortress. Is it still in the hands of national government, or has it already been transferred to the city?

Turning to projected impact, the Smartathon participants dreamed up a variety of social-cultural activities in the fortress. But being realists, they recognised that commercial functions will be needed in order to finance these activities. But how much commercial programme is required to cross-finance a theatre, co-working space or day care centre? It would be great to have a trustworthy app for that, one of the participants said.

That's what we call a New Public Service.

Multiple captains on the ship

3

Participant Smartathon di Roma

‘Dovrebbe essere applicata a casi complessi che riguardano gli sviluppi urbanistici di un determinato territorio.’

‘Smarticipate should be able to deal with complex cases, which can be applied to urban development.’

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.

WHAT SMARTATHON PARTICIPANTS SAY

Government is not able to solve all problems in society. That's why it needs residents, businesses and NGOs to come up with ideas and invest in realising them. Participants noticed that such co-creation is a game changer. Government loses its 'birthright' to initiate and other stakeholders can also take the lead.

| | co-creation city-initiated | co-creation citizen-initiated |
|---------------|---------------------------------------|--|
| flow based | tree planting programme in Hamburg | cycle racks at tube stations in London |
| project based | redevelopment Forte Trionfale in Rome | reuse empty public building in Hamburg |

Flow-based activities are often year-round continuous services. Project-based activities have a clear beginning and end.

IMPACT ON SMARTICIPATE DEVELOPMENT

Smarticipate has to offer an interface that inspires people to create new apps, which they can plug in to the platform. It should provide templates for simple applications and source code for advanced users. Whoever takes the lead therefore has full access to all functionalities, including the immediate feedback feature. This has to work for 'single issues', like the process of tree planting on your street. The challenge is to make it also work for 'multi-issues' based on even more and

different types of datasets, for example the case of integral land use planning in the heart of a fast-growing metropole like Hamburg.

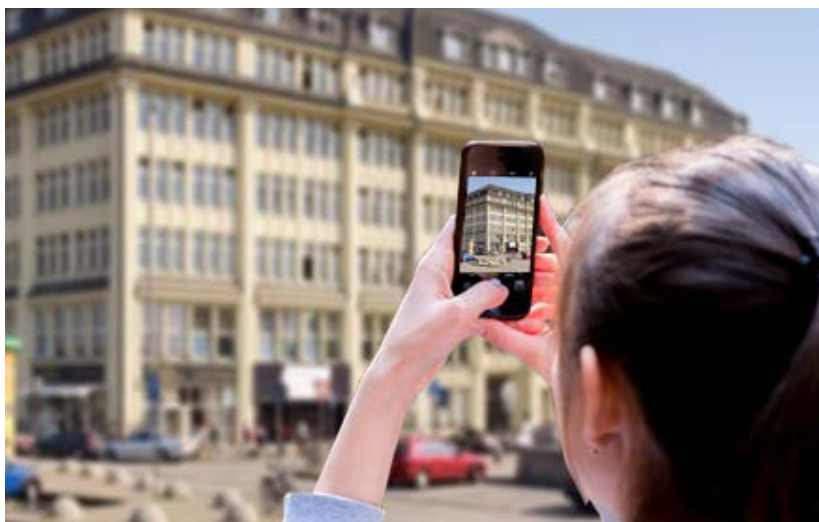
THIS IS HOW TO DO IT

The city of Hamburg sketched an urban story, or planning scenario, about tree planting as input for the Smartathon. This urban story shows that such a deceptively simple topic is in fact surprisingly complex. In the story, a resident uses smarticipate to pick a location for a tree in front of her house. The immediate feedback confronts her with a number of things. The tree needs, for instance, sufficient space to grow to full size, without overshadowing solar panels on nearby houses. She also has to consider which types of trees match the soil conditions in that specific neighbourhood.

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

During the Smartathon, participants protested: 'Trees are important, but you should use smarticipate for more urgent issues, like the lack of affordable housing for students, young families and refugees.' One of them said: 'I would make an app to identify vacant public stock, like the empty office building next to Hauptbahnhof, that can be converted into social housing projects.'

That's what we call a New Public Service.



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





Participant Smartathon Hamburg

‘Smarticipate sollte das finden von neuen Lösungen durch festgelegte Abläufe nicht begrenzen.’

‘Smarticipate should not result in fixed outcomes that block new solutions.’

Tell me the rules (so I can break them)

Smarticipate is based on consistent rules to provide reliable feedback on your ideas and proposals.

WHAT SMARTATHON PARTICIPANTS SAY

Participants realised very well that a tool like smarticipate has to be based on consistent rules. And they appreciated that, because it stimulates government to clarify the guidelines they use to make decisions on their proposals. An example is the programming of affordable housing in vacant public buildings, which some participants pleaded for during the Hamburg Smartathon. For that, you have to know which buildings are owned by the municipality or other governmental agencies. You also have to know which buildings are actually not in use at this very moment. Smarticipate's feedback is then based on a simple rule: 'You can only reuse buildings if they are public and vacant'.

For the vast majority of participants it was enough to know about these rules. But a few of them also wanted to be able to add a new rule, like 'You can only reuse building for housing if they are public, vacant and not reserved for another community programme, like a theatre, co-working space and day care centre.'



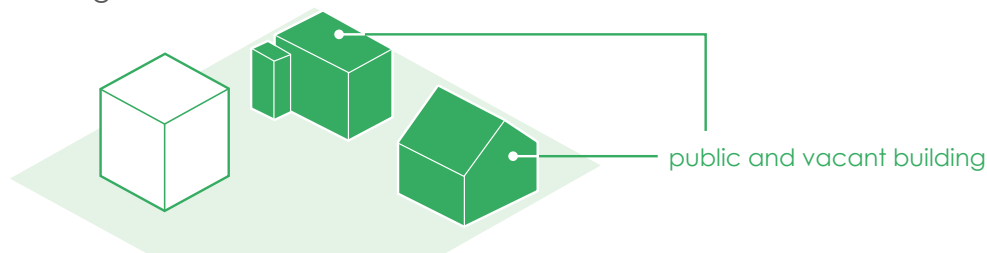
The world is always changing, with new problems and solutions coming up. That's why some participants also wanted to be able to break the rules. Especially during the Hamburg Smartathon, creative 'doers' wanted to ensure that innovative, outside-the-box ideas will not be blocked out.

IMPACT ON SMARTICIPATE DEVELOPMENT

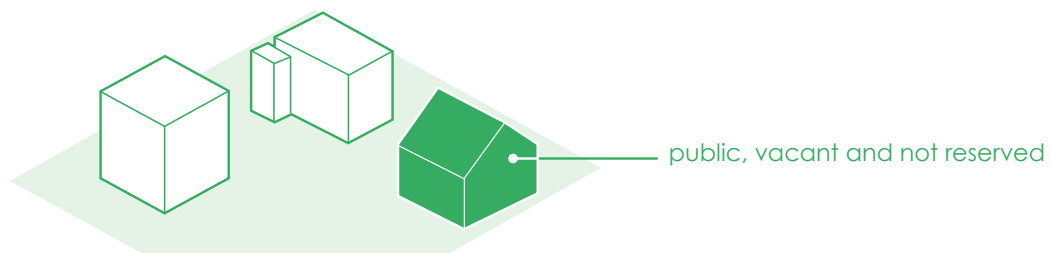
Smarticipate has to allow users to look under the hood to understand on which rules the feedback is based. There should also be a clear procedure for adding and changing these rules by active users. But how far outside-the-box should this go? Most residents will agree with the following rule: 'You cannot plant a tree on water'. However, the example on the previous page shows that it's actually possible to plant a tree on water (although it's very costly).

THIS IS HOW TO DO IT

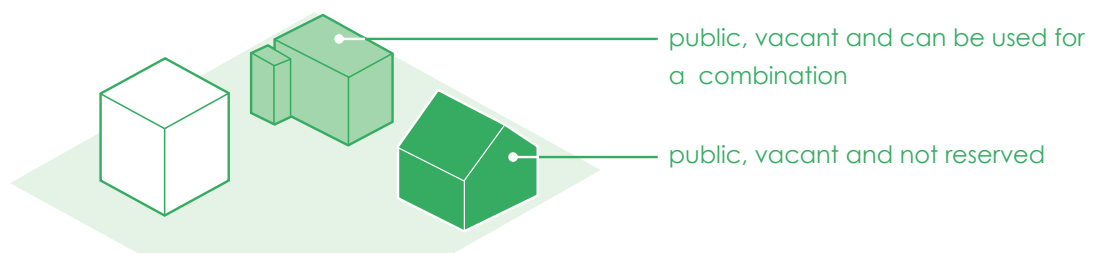
Participants just love to know. In the case of affordable housing, they like to have an overview of public and vacant buildings.



The next image shows the outcome of a rule added by a user. That is, buildings reserved for another community programme cannot be reused for housing.



The next image shows the outcome of a rule broken by a user. That is, these buildings can be used for a combination of day care and housing.



5 Mayor, where are you?

PLANNING APPLICATION

HOW DOES THIS AFFECT

Town and Country Planning Act 1990 (as amended)
Planning (Listed Buildings and Conservation Areas) Act 1990

Application reference: PP/15/07602

Address: Newcombe House, 45 Notting Hill Gate, 39-41 Notting
(odd) Kensington Church Street, LONDON

Applicant: Notting Hill Gate KCS Limited

Proposal: Demolition of existing buildings and redevelopment
residential, and retail uses, and a flexible surgery/office use, and
(ranging from ground plus two storeys to ground plus 17 storeys)
basement together with landscaping to provide a new public space
and associated works (MAJOR APPLICATION).

Reason for notice

- (a) for development of land in or adjacent to a Conservation Area.
- (b) for a grant of planning permission affecting the setting of a Listed Building.
- (f) for development defined as "major" development.

Looking at the application, plans and supporting information

They are available:

- on our website at <http://www.rbkc.gov.uk/PP/15/07602>
- during office hours at Customer Service Centre, Town Hall, Hornsey

Participant Smartathon London

'I want to track my comment or idea through the bureaucratic process. Not only via a computer, but also with human contact.'

You can choose to receive email alerts about applications and many other services by opening an account at www.rbkc.gov.uk/myrbkc

Date: 18/12/2015
STR

Smarticipate helps you plug your comment or idea into the municipal policy and decision-making process.

**Mayor,
where are
you?**

WHAT SMARTATHON PARTICIPANTS SAY

Participants wondered if smarticipate will 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.

IMPACT ON SMARTICIPATE DEVELOPMENT

Smarticipate is a decision-support tool. However, bureaucratic processes are complex and even professionals often lose their way in it. That's why smarticipate should indicate very clearly in which specific phase of the policy and decision-making process it plays a role. Within that phase, users could then track and trace their comment or proposal through the different steps: initial notification, consultation, professional feedback, political response, etc. Don't overlook the need for personal connection, as users want to know which municipal expert is responsible for which step.

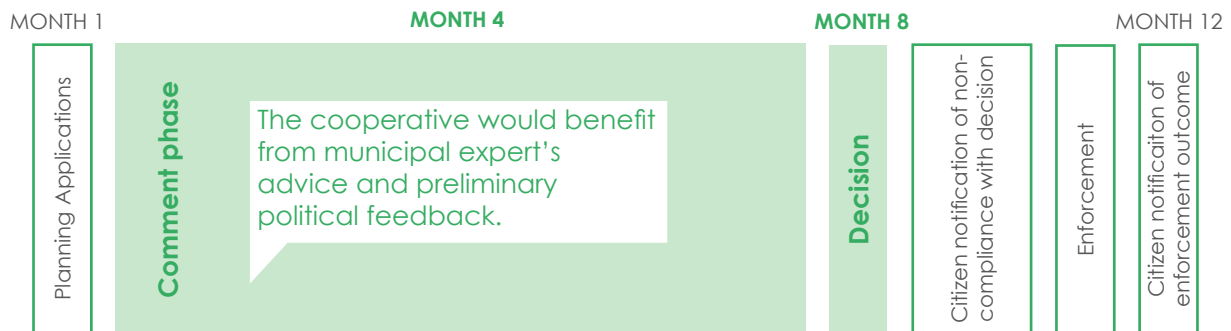
Participants discussed a situation in which a certain comment or proposal receives a lot of popular support. Does that automatically imply political support, thereby making smarticipate into a kind of referendum tool? The answer is a simple 'no'. Smarticipate is meant as a co-creation and consultation tool and should not - in the light of complex political processes - overstretch itself.



Imagine the following situation. A group of residents develops a proposal and is able to track and trace it through the bureaucratic process. After 8 months, the proposal goes before council. However, the council votes 'no' for various reasons. Despite the fact that there was a smooth and transparent process, the group will probably end up frustrated due to the amount of time and money they've invested.

THIS IS HOW TO DO IT

Let's take an example of a residents cooperative that wants to buy and reuse a vacant building for affordable housing. The cooperative submits a planning application. There are certain phases in this process, which differ depending on the municipality.



The Royal Borough of Kensington and Chelsea manages planning applications according to this simplified scheme. The borough wants more residents to be part of its policy and decision-making process, and therefore sees potential in using smarticipate in the so-called 'comment phase'. In this case, the first step is to notify nearby residents about the cooperative initiative. Smarticipate's 3D feature can provide a good overview of the reused building and its extension in the backyard. However, some neighbours don't like what they see. They plea for an alternative design without an extension (and fewer apartments).

The cooperative is facing a dilemma. If it persists with its existing plan, there's a risk that council turns it down in a later phase, which can easily be 8 months later. But modifying the plan is also risky, since political approval is not automatically guaranteed. That's why the cooperative would benefit from a municipal expert's advice and preliminary political feedback in the comment phase. Such feedback enables them to decide: stop investing time and money, or go full speed ahead with the initiative.

No dead-end streets

6

Participant Smartathon di Roma

‘Ci sono un sacco di iniziative, ma la quantità di spazio è limitato. Allora, chi otterrà il pacco disponibile?’

‘There are lots of initiatives, but the amount of space is limited. So who will get the available parcel?’

No dead-end streets

Smarticipate extracts its data and expert knowledge from various sources to give you the best possible feedback.

WHAT SMARTATHON PARTICIPANTS SAY

Typical for big cities: lots of ideas, but little space. In fact, participants in the London Smartathon even thought it was unrealistic to discuss the case of a new football field in the Kensington and Chelsea area, since it is already very dense. Lack of space isn't just about what you can see. It's also about limitations that are less obviously visible, like ownership, (underground) infrastructure, environmental quality, zoning regulations, etc. That's why participants warned about a potentially undesirable effect, that is if smarticipate provides mainly negative feedback. And that would kill the use of the platform.

IMPACT ON SMARTICIPATE DEVELOPMENT

If smarticipate provides negative feedback on a user's proposal, it has to offer a way out in the form of proper alternatives. Technically, this is very challenging. Depending on the geographic scope of the area and the amount of datasets, the number of alternatives that smarticipate has to process can be innumerable. That's why it's important to not isolate the smarticipate platform, but to embed it in surrounding networks.

INSIDE GOVERNMENT AND OUTSIDE GOVERNMENT

Alternatives generated by government departments, as well as by other experts from business, academia and NGOs.

EXPERTS AND CROWD

Alternatives generated by experts, as well as by social media networks which involve a much bigger crowd of residents.

DIGITAL AND NON-DIGITAL

Alternatives generated by online networks, as well as by offline interaction with actual people in a neighbourhood.

THIS IS HOW TO DO IT

Is urban agriculture only for hipsters? Not in Rome, where more than 250,000 people depend on it as an income source. The municipality wants to facilitate urban agriculture on public and unused land. Smarticipate can potentially play a role in that, allowing users to scan the city for available sites. However, these can't be distributed on a 'first come, first serve' basis, since the sites are public property. A transparent tender procedure is required to select - for each available site - the most appropriate urban agriculture collective.

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

Smarticipate would help all collectives to generate a good proposal, which could lead to multiple good proposals for the same site. Not everyone can win, so it's important that losing applicants are offered alternatives based on city data, as well as on crowdsourced data from, for example, RETER and CITY-HOUND.

That's what we call a New Public Service.



www.reter.org



www.tspoon.org/cityhound

Participants in Smartathon di Roma emphasized that you not only need ideas for a successful project, but also money. This is an extra reason to embed smarticipate in surrounding networks, like OpenBudgets and Spacehive, that are specialised in public and private funding for socially-relevant projects.

That's what we call a New Public Service.



openbudgets.eu



www.spacehive.com

7 Finally, a gadget for my grandma





Participant Smartathon di Roma

‘È innovativa e partecipativa, fa comunità.’

‘It’s innovative, participative and creates community.’

Finally, a gadget for my grandma

Smarticipate offers user-friendly features that help you to stay informed, create and interact.

WHAT SMARTATHON PARTICIPANTS SAY

Participants turned out to be gadget freaks. Although they wanted to have all presented features, they were especially enthusiastic about Immediate Feedback, Alternatives and Upload to Council. At the same time, they were concerned: 'Don't forget residents with a language barrier, a disability or a lack of digital access. They should be treated fairly and equally.'

INFORMING



Notification

Receive an alert when something happens related to your interests, which can depend on geographic area, topic, etc.



Quick Info

Click further for a brief overview on the history, present situation and potential changes which can happen.



Visualisation

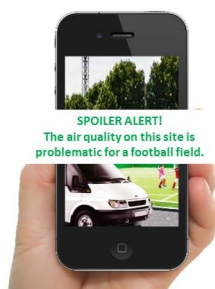
Explore the impact of proposals -and the change that can have on your neighbourhood- in 2D and 3D.

CREATING



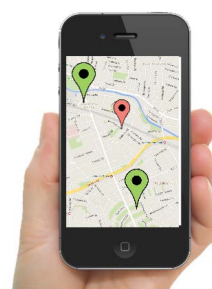
3D Modeling

Make your own proposal for a specific location in an interactive 3D model.



Immediate Feedback

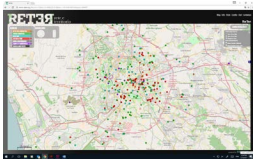
Receive immediate feedback about pros and cons, which enables you to improve your proposal.



Alternatives

Dig into alternative solutions in the case of a negative feedback.

INTERACTING



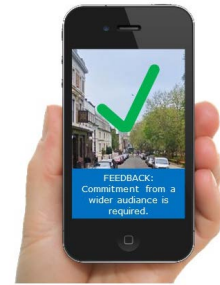
Support Networks

Fill your gaps by browsing through surrounding networks on data, finance, etc.



Like (or not)

Share your idea or proposal and check if your fellow residents like it and want to support you.



Track & Trace

Upload your proposal to Council and track & trace it through the policy and decision-making process.

IMPACT ON SMARTICIPATE DEVELOPMENT

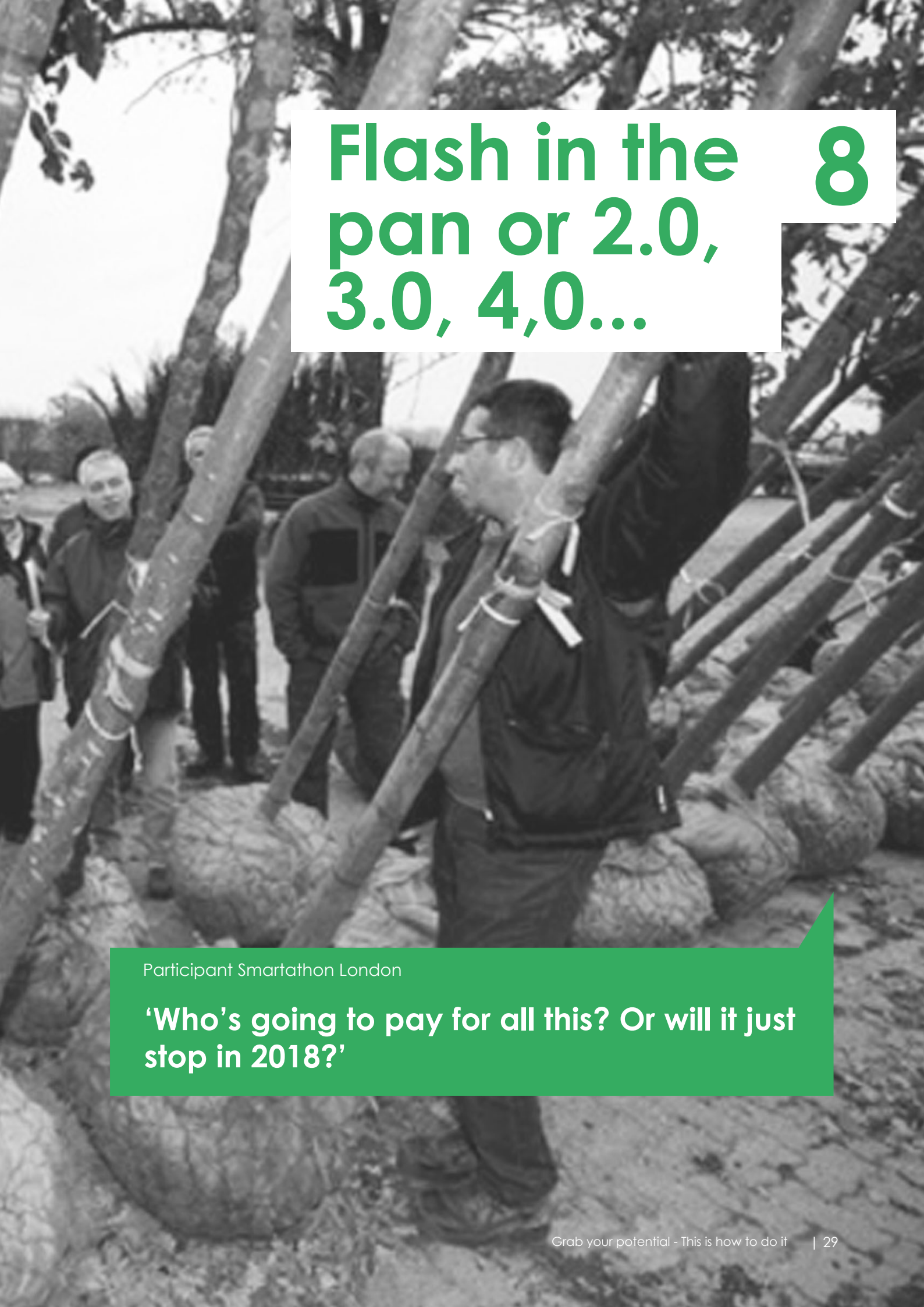
Smarticipate has to balance complexity and user-friendliness. That's why it's important to start with a series of relevant, but not overly-complicated, used cases like the tree planting in Hamburg and the programming of former military barracks in Rome. If the trial group of 'normal' residents, entrepreneurs and others handle these cases successfully, smarticipate can explore a next level of complexity. 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.



Smarticipate can potentially reduce the number of traditional participation events, but not replace them totally. The reason for this is that all participants feel the need for a personal connection in any policy or decision-making process on topics they care about. This requires extra effort for residents with a language barrier, a disability or a lack of digital access.

THIS IS HOW TO DO IT





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

8

Participant Smartathon London

‘Who’s going to pay for all this? Or will it just stop in 2018?’

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.

WHAT SMARTATHON PARTICIPANTS SAY

'Smarticipate looks like an interesting concept, but who will take care of it after this three-year project has ended?'. 'Does government have the funds to do that, let alone to develop it further?'. 'Or should business take over?'. Participants clearly took a long-term perspective. Some even sketched the contours of a sustainable business case:

'Look at the case of the cycle racks near the tube station. If smarticipate helps to avoid one wrong decision like that per year, it will have paid itself off. Since I come from the business world, I am used to that kind of thinking. Unfortunately, government doesn't work like that. The department that invests in smarticipate doesn't necessarily get the savings from another department, although these savings are the direct result of this ICT innovation.'

Marketing is another major concern. Government tends to overlook this aspect, with the result that few residents will use the applications. If smarticipate is publicly owned, government should at least search for a profit or non-profit partner that rolls out a sponsorship campaign on various social media, including banner ads on certain websites, search engine optimisation and videos on Google and YouTube.

IMPACT ON SMARTICIPATE DEVELOPMENT

The smarticipate project focused its first year mainly on the user requirements and technological development of the platform. To ensure a sustainable operation, this has to be complemented by a robust service ownership concept.

THIS IS HOW TO DO IT

The service ownership concept for smarticipate should be based on partnerships within government and between government and external partners. During the London Smartathon, the Hamburg Smartathon, the Smartathon di Roma and various dissemination activities all over Europe, a series of potential partners already signed in.

Do you want to know more? Check out Smarticipate's scoping report 'Open Governance in the Smart City'.

Cities

Smarticipate is partnering with the pilot cities and will extend that to other municipalities that want to make a smart jump forward.

Departments

Smarticipate is partnering with the 'smart section' of these cities and will extend that to other departments and programmes.

Complementary network

Smarticipate is partnering with RETER, CITY-HOUND and Spacehive and will extend that to other networks with added value.

App makers

Smarticipate will partner with small and medium-sized business, NGOs and academia to develop and plug in apps on the platform.

Marketers

Smarticipate may partner with marketers in rolling out a campaign that triggers residents and entrepreneurs to use the apps.

In practice, there is often a cross-over of stakeholder roles. Take one of the participants from the Hamburg Smartathon. As an active member of the regional cycling organisation, which advocates for the interests of cyclists in 800 cities, towns and municipalities of the Metropolregion Hamburg, he signs in as 'complementary network'. In that case, the cycling organisation would share its crowdsourced data with municipal traffic departments and vice versa. He knows what to do with that: create a smarticipate app that enables collaborative master planning for regional cycling routes.

That's what we call a New Public Service.

The 'This is how to do it - Grab your potential' manual for opening up the smart city is made possible by all smarticipate partners: Fraunhofer IGD, University of the West of England, Austrian Institute of Technology, GeoVille Informationssysteme und Datavereinbarung GmbH, ICLEI, WeLoveTheCity BV, Freie und Hansestadt Hamburg, Roma Capitale, Royal Borough of Kensington and Chelsea and Wetransform GmbH.

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www.smarticipate.eu