Understanding cities and citizens:

Developing novel participatory development methods and public service concepts

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A participatory dialog system
Iterative process

What we don’t do

Concept development > piloting

What we do
It’s all about our partner cities

THE ROYAL BOROUGH OF
KENSINGTON AND CHELSEA

Freie und Hansestadt Hamburg

ROMA CAPITALE
Kick-off workshops in three cities

DAY 1 Collect local knowledge
- objectives & challenges
- open data and ICT systems
- planning policy, programs and projects

DAY 2 Sketching Urban Stories
- discussing scenarios
- developing urban stories
- defining requirement

DAY 3 Stakeholder mapping & interview
- issues, conflicts and roadblocks
- mobilization strategy
- planning exercise
Smarticipate makes the difference

These are the topics that come back in each pilot city and where Smarticipate has to contribute by improving existing processes.

Space
There is constant pressure on limited urban spaces.

Expectations
Citizens are demanding fast responses to requests.

Efficiency
Cities are under high pressure to deliver.

Finance
Close link between planning process & financial resources.

Trust
Key for collaboration with citizens.
Urban Story design approach
Urban Story design approach

Data Set → Smarticipate → ‘URBAN STORY’ → Users

- Open data
- 3rd party data
- Other data

New Public Service
Urban Stories as the basis for what we do

Representatives of the city government, urban planning specialists and experts regarding open data together developed urban stories that describe typical workflows of citizens interacting with the proposed platform.

**Real-time feedback**
Users receive instant digital feedback that is customized.

**Broadening of participation**
Smarticipate opens spatial planning processes to all citizens.

**Continuous useful activity**
Smarticipate provides continuous support and feedback.

**New public service**
Supporting citizens in taking over or developing new services.

**Data availability**
Data is available for use + transformed into useable information.
Urban Stories: London

A local square at Kensal Gasworks

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.
Urban Stories: Hamburg
Process

URBAN STORIES
- London: Planning Applications, Co-creation developer and community, City Living, Local Life / Community Infrastructure Levy, Citizens-initiated initiatives, Binding land-use planning, Co-creation city and community.
- Rome: Regulations for green areas, Citizen-initiated initiatives: urban gardening.

USE CASES
- Co-creation: Planning applications, Binding land-use planning, Recovery planning.

PLANNING EXERCISE
- Co-creation Rome: Recovery planning.

MODULES
- MODULE 1: Co-creation

URBAN PLATFORM
Urban Stories: Similarities and specials

SIMILARITY BETWEEN BOTH USE CASES:

1. There is something real to get
2. Integrated > both process and system
3. Individual feedback fuels policy cycle

SPECIAL FOR USE CASE ‘CO-CREATION’:

4. Design driven approach

SPECIAL FOR USE CASE ‘CITIZEN-INITIATED INITIATIVE’:

5. Offering of alternatives
Kick-off requirement workshops
Spring 2016

Stakeholder Meet & Greet
Sommer 2016

Smartathon 1st round
Autumn 2016

Smartathon 2nd round
Sommer 2017

Ready!
2018
Kick-off requirement workshops
Spring 2016

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Ready!
2018
Mobilisation Strategy & Planning Exercise
Mobilisation Strategy & Planning Exercise
Mobilisation Strategy & Planning Exercise

**Success factors**

1. Available Open Data **CHECK & DONE!**

2. Relevant Urban Stories **CHECK & DONE!**

3. Diverse Participant Group
Mobilisation Strategy & Planning Exercise

Diverse ...

HAMBURG network

Diverse ...

LONDON network

Diverse ...

ROME network
Mobilisation Strategy & Planning Exercise

Diverse ...
HAMBURG network

Diverse ...
LONDON network

Diverse ...
ROME network
Mobilisation Strategy & Planning Exercise

**AgendaSetters**
Good listener and good speaker. Knows how to communicate and how to set priorities.

**SolutionMachines**
Step-by-step thinker. Works with a hands-on mentality.

**DataSetters**
Is able to build an app in 5 minutes. Believes in the power of technological innovation.

**FinanceGurus**
Smart calculator. Sees, understands and controls money flows.

**ProcedureSharks**
Manager leaving nothing to chance. Knows how to apply planning and regulations.
Mobilisation Strategy & Planning Exercise

Co-creation = Planning Exercise
Mobilisation Strategy & Planning Exercise

Co-creation

Disruptive moment
I would...

... grasp these Open Data!

... elaborate the Urban Story in this way!

... try these Essential Features!
Mobilisation Strategy & Planning Exercise

Intake → Smartathon → Evaluation
Mobilisation Strategy & Planning Exercise

Intake  Smartathon  Evaluation

Short Questionnaire

Name: ...........................
Sex: ...........................
Age: ...........................
Education: ...........................
Organisation, if relevant: ...........................

Who do you resemble to? *choose 2
- AgendaSetter
- SolutionMachine
- DataExpert
- ProcedureShark
- FinanceGuru

What do you bring to the event?
  ..................................................

What do you expect?
  ..................................................

Juni 23 | RealCorp | WeLoveTheCity
Mobilisation Strategy & Planning Exercise

Intake → Smartathon → Evaluation

Meet & Greet 1h

Working together 1,5h

Lunch Mixer 1h

Reflection 1,5h

Summary 1h

-helpdesk teams

I’m grasping these Open Data.

I’m trying these Essential Features.

I’m elaborating the Urban Story in this way.
Mobilisation Strategy & Planning Exercise

Intake → Smartathon → Evaluation

... can add another topic.

... can change tables.

... can start a new table.
Mobilisation Strategy & Planning Exercise

Intake ➔ Smartathon ➔ Evaluation

★ HELPDESK teams ★

Information and support about...

... Open Data.

... Urban Story.

... Essential Features.
Mobilisation Strategy & Planning Exercise

Intake → Smartathon → Evaluation

**Extensive Questionnaire**

- What did you think of the available Open Data?
- What did you think of the Urban Story?
- Which Essential Features did you like?
- Are you willing to share your own data for Smarticipate?
- Do you want to join the next event in 2017?
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Ready!
2018
www.smarticipate.eu
opening up the smart city