

# Going Smart.

Using technology and data to do good things better.

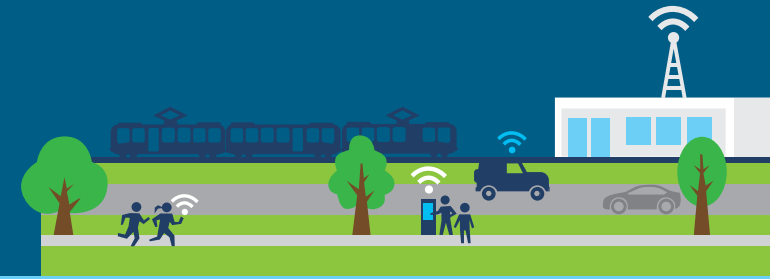
## Smart Cities Framework for Metropolitan Adelaide



# What is a Smart City?

Smart Cities use technology and data to do good things better.

By “going smart”, cities and communities are on the fast track to greater resilience, sustainability, and competitive advantage.



## Why?

Why go smart? Because we have access to technology and information that used well, can:

- Improve the quality and efficiency of services councils provide their communities
- Contribute to councils achieving their strategic goals sooner and more effectively, from community wellbeing, to environmental quality, to sustainable assets and infrastructure
- Connect the buildings, roads, transport and utilities in our cities for a future that is smart, efficient and improves the lives of citizens

## How?

Smart cities use information and communications technology (ICT) to collect, communicate and “crunch” – or analyse – information. The analysis part can create a picture of what is happening now, and what is likely to happen. In practice this can mean:

- Car parking and traffic technologies that identify vacant parking spaces and road congestion points
- Customer portals that make interacting with council services and data a simple and streamlined experience
- Apps that allow members of the public to report potholes and footpath damage, and view in real time the priority and schedule for repair
- Open spaces and playgrounds that respond to their users
- Rubbish bins that know when they need to be emptied, keeping public spaces clean and tidy, and streamlining collection services
- Interactive maps and audio guides for visitors to your area
- Smart community hubs that connect people physically and virtually with each other, with council services, and with the digital landscape

**Importantly, analysing data turns information into intelligence that helps people and machines to act and make better decisions”**

*- Smart Cities Readiness Guide*

## How to use this framework

This Smart Cities Framework exists to connect Adelaide’s metropolitan councils to tools and opportunities to go smart, and to connect with each other through a common language and set of principles to guide each council’s smart cities journey. Councils can use this framework:

- To understand and communicate the idea of a smart city within their organisations and communities
- As a resource as they commence or continue their smart cities journey
- As a common starting point for partnership with fellow councils and other partners such including the community, universities, and the entrepreneurial sector

**The vision of the Smart Cities Framework is to enable, through collaboration, Metropolitan Adelaide being the smartest community in Australia.**

# PRINCIPLES

## Smart Cities principles for metropolitan Adelaide

### LEAD

**Adopt clear goals** For councils, going smart means leading from the front and setting a clear vision for how their communities will experience the benefits of using technology and data better.

**Champion culture change** Through this leadership, councils will be culture change champions, open to doing things differently to how they have been done before, and supporting their partners on the journey.

**Apply good governance** Sound, transparent decision making will support success from the earliest plans through to investment, delivery, operations and maintenance, and continuous improvement.

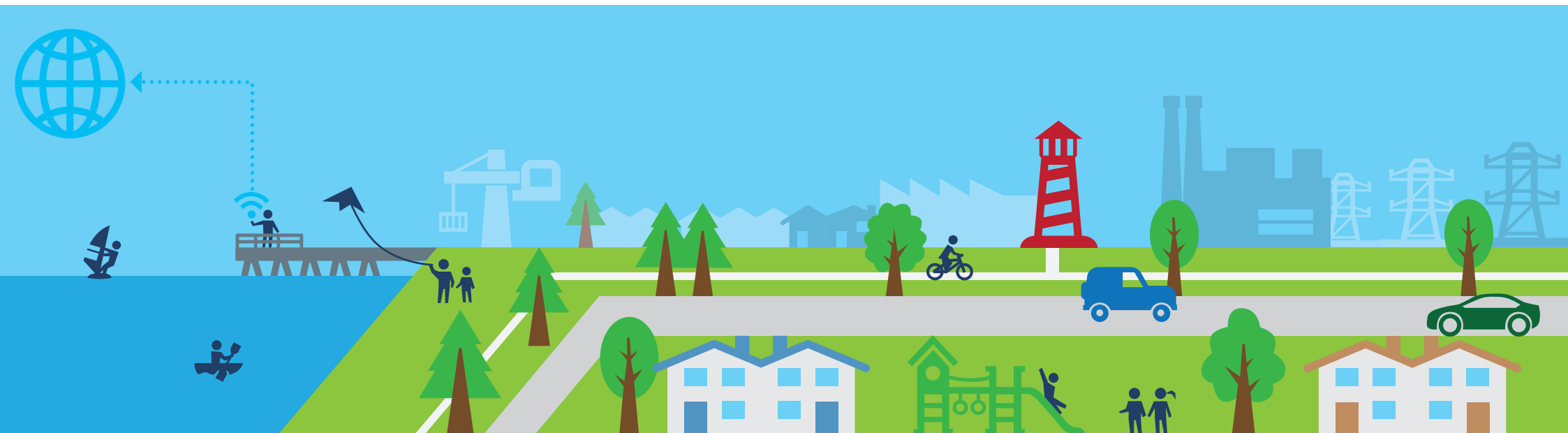
### ENGAGE

**Ask the community what they need**  
**Partner with the community**

The smartest cities are citizen-centric built in collaboration with their citizens. This means partnering with local communities from the start, and placing citizens' experience at the centre - what do they need? What solutions would work for them? How can problems be solved together?

**Partner with other councils**

GAROC has huge opportunity as a group of likeminded councils that can collaborate to make metropolitan Adelaide a joined up, user-friendly smart region where people want to live, work, stay and do business. Realising the opportunities means talking together and working together.



# PRINCIPLES

## Smart Cities principles for metropolitan Adelaide

### SHARE

- Information** Share information between councils, with communities, and with other levels of government to solve problems together.
- Connect people** Use technology to create opportunities for people to connect with council and each other to exchange information, experiences and opportunities.
- Interoperability** Make sure the technology can work with other technology and investments and benefits can be shared.
- Integrate** An integrated approach shares costs, infrastructure and data across multiple functions of a council or councils, overcoming the expense of duplication and isolation in siloes

### CARE

- Access and equity** Support everyone in the community to access and benefit from smart initiatives.
- Community wellbeing** Find ways to use technology and data to improve community wellbeing directly, and through efficiencies.
- Data security** Manage data security responsibly and address people's fears.
- Maintain infrastructure** Factor in operations, maintenance, and future upgrade.
- Financial wellbeing** Make strategic, scalable investments with a long term view to reduce costs and create revenue for councils to reinvest in infrastructure and services.



# THE JOURNEY

How do we create Smart Cities for metropolitan Adelaide?

## GET GOING Strategy development, partnering and quick wins

### 1 Commit to a vision

**1.1** Decide how the experience of your smart city will look and feel

**1.2** Engage to understand needs, preferences, and opportunities

**1.3** Make links to your smart city vision and council's overarching strategic goals

**1.4** Identify measurable targets and reporting schedule

### 2 Know what you have

**2.1** Identify the data and any smart infrastructure you have/are using

**2.2** Share data with your community and council partners

**2.3** Action "quick wins" - what can be done right now with what you have?

### 3 Good governance

**3.1** Establish accountability rules and decision makers

**3.2** Design an open data policy and data security policy

**3.3** Adopt available smart cities standards

**3.4** Identify leaders and champions to support and promote your vision across the organisation

### 4 Pool the resources

**4.1** Find intersections between your smart city vision and council's Long Term Financial Plan

**4.2** Partner with other councils and regions with similar visions

**4.3** Apply for Australian Government funding programs

**4.4** Advocate for State Government funding programs

# THE JOURNEY

How do we create Smart Cities for metropolitan Adelaide?

## GATHER SPEED Collaborative project delivery and evaluation

### 5 Plan projects with partners

5.1 Council projects

5.2 Multi-council partnerships

5.3 Community partnerships

5.4 University partnerships

5.5 Private sector partnerships  
Procurement partners  
Engagement with the entrepreneur ecosystem  
Partnering with other smart cities regions nationally and internationally

### 6 Procure innovatively

6.1 Update council procurement policies to overcome known challenges and enable smart integration across council functions

6.2 Consider engaging suppliers through LGA procurement panels

### 7 Fund creatively

7.1 Explore and pilot non-traditional government and public/private financing options

### 8 Listen to feedback

8.1 Evaluate projects and strategy against agreed measures

8.2 Engage partners and community to collect and reflect on experiences and opportunities to improve



# THE JOURNEY

How do we create Smart Cities for metropolitan Adelaide?

**KEEP GOING** Embedded culture, transformation, and continuous improvement

## 9 Embed "smart"

**9.1** Troubleshoot the culture - consider whether all areas of council are on board, and what further support is needed

**9.2** Integrate smart thinking into all councils strategic and operational plans, so smart becomes business as usual

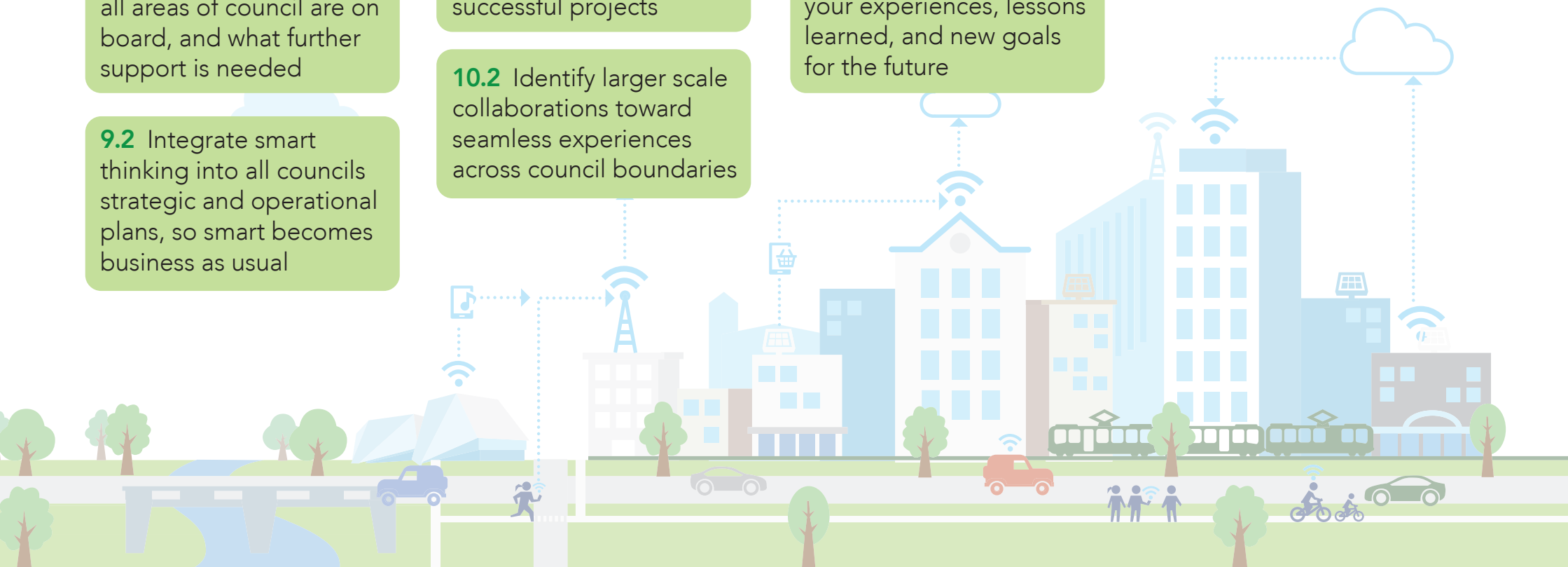
## 10 Think big

**10.1** Replicate and increase the scale of successful projects

**10.2** Identify larger scale collaborations toward seamless experiences across council boundaries

## 11 Revise the vision

**11.1** Revisit your strategy and update to reflect your experiences, lessons learned, and new goals for the future



# Resources

Resource (as of 2019)	Useful for: Get going	Gather speed	Keep going
Metropolitan Adelaide Smart City Snapshot 2018	✓		
Metropolitan Local Government Group Smart Cities Strategy Workshop Notes anz.smartcitiescouncil.com	✓		
Intelligentcommunity.org	✓	✓	✓
ISO 37106 - Sustainable cities and communities	✓		
Smart Cities Open Data Guide (no date)			
Smart Cities Council Smart Street Lighting 101	✓	✓	
Smart Cities Readiness Guide 2015	✓	✓	✓
Smart Cities Guidance Note on Smart Cities Standards 2017	✓	✓	✓
SSCANZ Procuring the Smart City June 2018	✓	✓	✓
London Datastore: data.london.gov.uk			
Tel Aviv Smart City tel-aviv.gov.il	✓	✓	✓
Santa Monica Wellbeing Project wellbeing.smgov.net			
Charles Sturt Smart City Plan 2018-2025 charlessturt.sa.gov.au	✓		
Digital Unley unley.sa.gov.au	✓		
Town of Gawler Smart City Strategy 2017-2020 digital.gawler.sa.gov.au	✓		

## Next steps



Promote the Framework within councils, and identify the current point in the journey



Start the journey as individual councils or in partnership, using the resources identified in the Framework and



Engage with the LGA to develop and use implementation supports



Promote the Smart Cities Framework for Metropolitan Adelaide amongst councils and to State and Commonwealth Government



Support councils to implement the framework by developing tools and creating opportunities for collaboration

For further information contact the Local Government Association of South Australia

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