

Cities as digital platforms

Challenges and opportunities in the Municipality of Thessaloniki

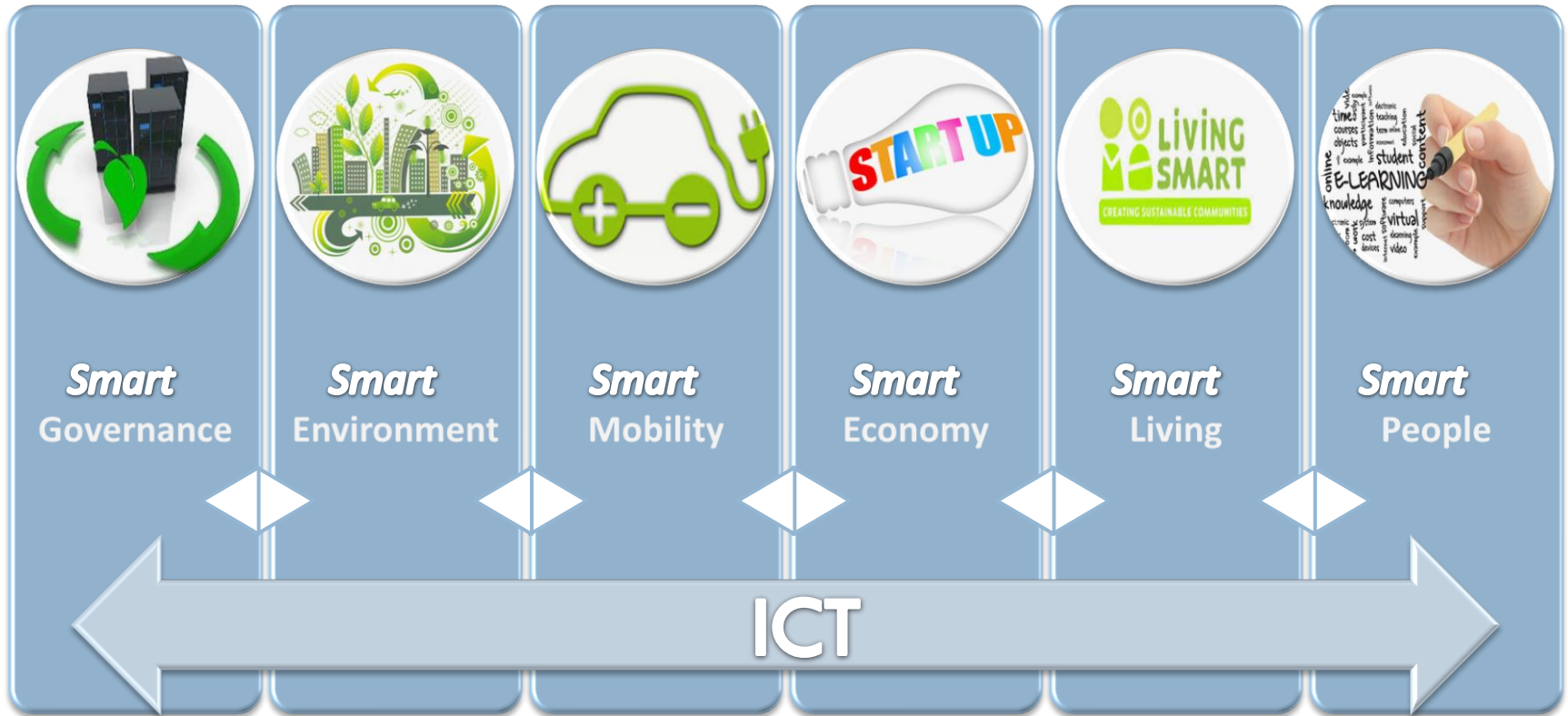


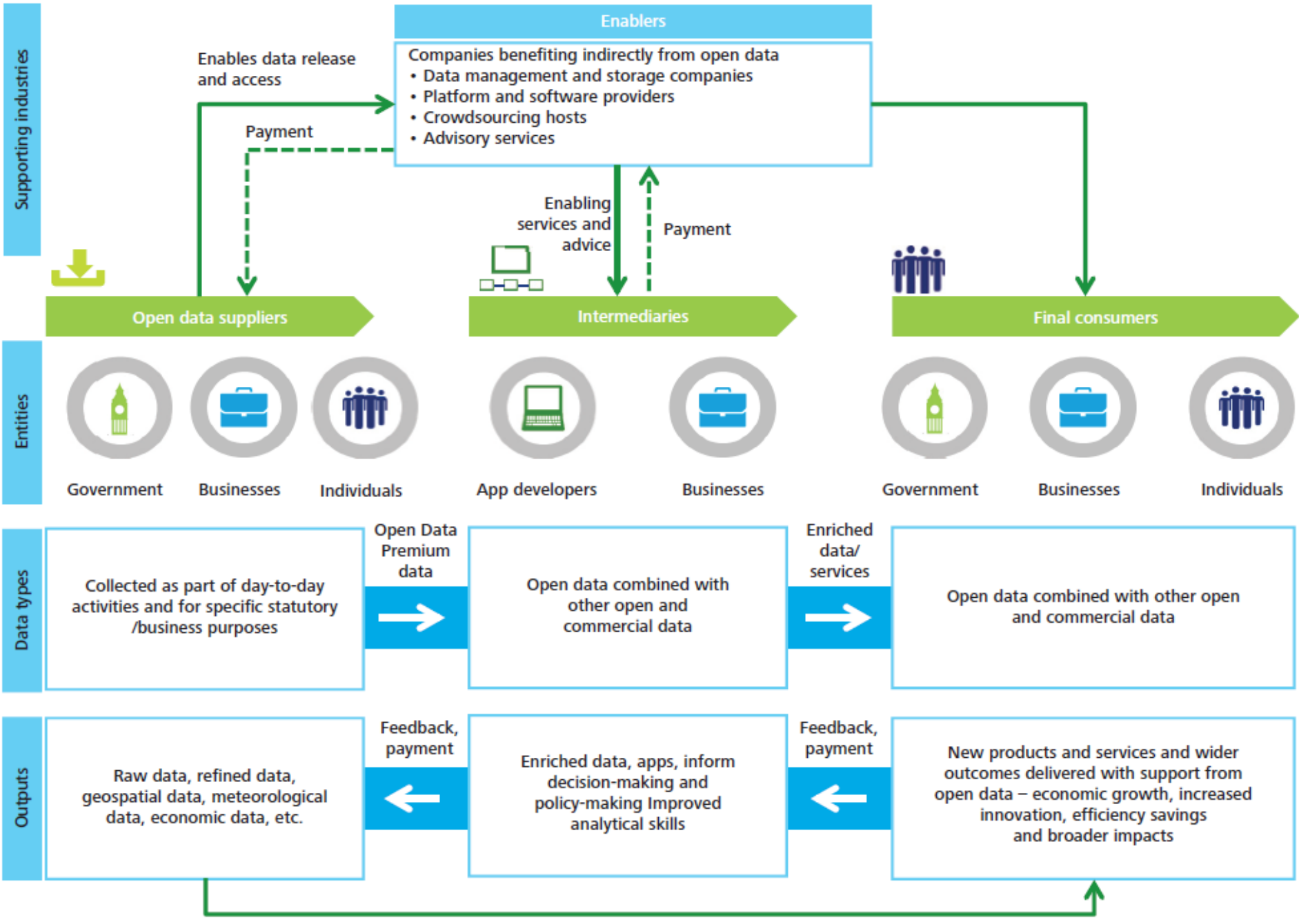
Charalampos Tsitlakidis

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(Smart) City?





Source : Deloitte LLP/ODI

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Strategy & Action Plan

■ Innovative initiatives (*crowdsourcing*)

■ Apps4Thessaloniki

(*Citizen ideas and applications from developers of the city*)

- 220 ideas, 3.000 votes, 14 applications were developed
- Over 85.000 visits on the competition site

■ Hackathess (*Hackathon*)

(*applications from developers of the city within 36 hours*)

- 11 developer teams
- Innovative applications based on Municipality's Open Data
- One start-up created

■ Apps4Tourism

■ Crowdfunding platform



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Strategy & Action Plan

- **eGovernment portal of the Municipality**
(<http://opengov.thessaloniki.gr>)
 - Holistic approach and presentation - Smart City
 - eServices (*applications, document search engine, environmental conditions, online advocate*)
 - Interactive platform for the resolving of various issues
 - Virtual mall
 - SynTHESSI platform (*volunteerism, citizen engagement*)
 - Users can vote for the quality of provided services



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Short and medium term planning

- **Proposal - Horizon2020** (*Smart Cities call, lighthouse city*)
 - Humble Lamppost project (*open data from multiple sensors*)
 - Decision theater for the Municipality
 - City's Dashboard
- **Other funding opportunities and proposals**
 - ICT for Urban planning (H2020)
 - Sustainable Mobility (H2020, CIVITAS)
 - European Investment Bank (EIB), European Bank for Reconstruction and Development (EBRD)



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The Humble Lamppost Project

- Communications – as transmitter/receiver points for WiFi communications ('LiFi')
- Provide public WiFi services as a new city infrastructure
- Public security, through use of CCTVs on posts; control of light attenuation levels, etc
- Air quality monitoring
- Environmental management through CCTV
- Traffic control through using the post for CCTVs or radar
- Parking controls through sensors on posts
- Noise pollution monitoring
- Reading smart meters of buildings from the outside



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Good practices

- Completed a survey regarding the quality of the provided digital services
- Encompassing of the survey results in our planning
- Online voting and feedback for every new eService
- Scheduling to conduct similar surveys in a regular basis



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Challenges

- Resistance to change
- Organizational silos, cross-sector synergies
- Digital divide, digital literacy
- Personal data and security
- Interoperability
- Legal framework
- Gain the trust of the public to our vision, build an effective relationship between the two sides, thru efficient and productive communication channels



