



WHAT IS A SMART CITY?

A SMART CITY USES INNOVATION, DATA AND TECHNOLOGY TO MAKE OUR LIVES BETTER.

PARTNERS

- o The City of London
 - Planning Services
 - Information Technology Services
 - Environmental and Engineering Services
 - Community and Economic Innovation
- o The London Economic Development Corporation
- o London Hydro
- o LARG*net (London and Regional Global Network)

IBI Group – Consultant

WHY IS A SMART CITY IMPORTANT FOR LONDON'S FUTURE

- o Smart City strategies across the world
- o Better decision-making
- o Cities can offer services that are:
 - Less expensive
 - More convenient
 - More inclusive
 - More accessible
 - Better experiences
- o Offer what residents, business, talent looking for
- o Deliberate plan to maintain competitive ground

OUR APPROACH

- o Many provide a long list of “cool” technology projects
 - o Quickly out-of-date
 - o Narrow in scope
 - o Rely heavily on government to deliver
-
- o Set the environment
 - o Facilitate
 - o Allow private sector, institutions, utilities and others to lead the way on technology projects on ongoing basis

WHAT IS CITY OF LONDON ALREADY DOING?

- o Some examples:
 - Computerized Maintenance Management System (CMMS)
 - Open Data Portal
 - Intelligent Transportation System
 - Virtual Reality Urban Modelling
 - Customer Relationship Management Software (CRM)

Our Smart City Vision

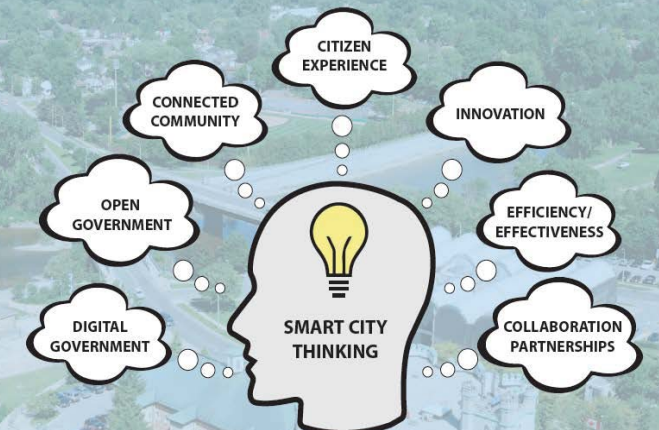
A Picture of Our Future

Our future London will use innovation, data, and technology to make our lives better, strengthen our economy, protect our environment and deliver government services more openly, efficiently and effectively for all Londoners.



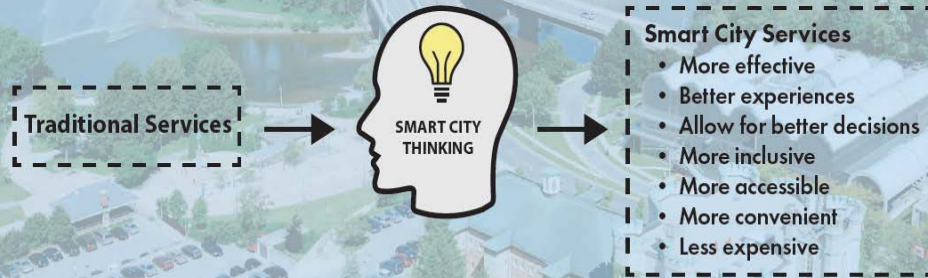
What is “Smart City Thinking”?

In order for London to move toward this vision of a smart city we’ll need to use smart city thinking. But what is smart city thinking? Based on our engagement process, our research and analysis of best practices elsewhere, we’ve boiled smart city thinking down to the following principles.



The Value of “Smart City Thinking”

When Smart City thinking is applied, it can have a transformational impact on the way that we deliver services. And, the outcomes can be significantly improved for all citizens.



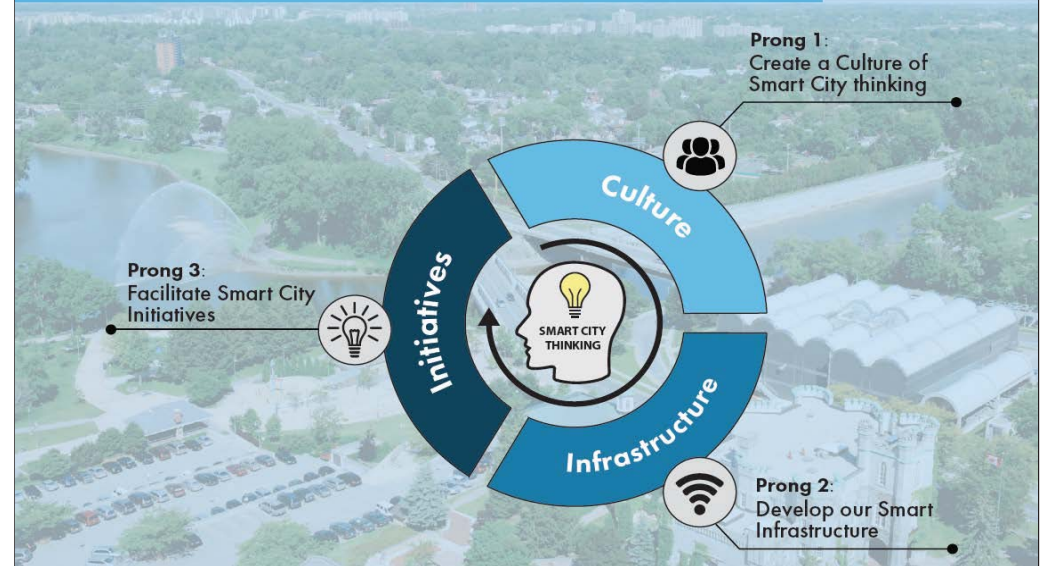
How we will Create a Culture of “Smart City Thinking”

- 1 **Create a Smart City Office that will have the primary mandate of driving a smart city culture throughout our organization. This will include such things as:**
 - Implementing the Smart City London Strategy
 - Presenting, educating and coordinating training on smart city thinking
 - Helping service areas to move through smart city thinking, as they evaluate how it could be applied to the services they deliver
 - Helping service areas to integrate smart city thinking and industry best practices into their business plans, business analysis and project management
 - Bringing together tech sector innovators and service area leaders to collaborate, exploring new ways of delivering services
 - Identifying needs for smart city infrastructure and support
 - Identifying gaps and high demands for smart city services
 - Facilitating collaboration and partnerships to deliver smart city projects and products
 - Promoting and branding London as a smart city and place to do testing
 - Measuring smart city progress
 - Supporting service areas in developing data analytics and business intelligence skills
 - Serve as a single window for smart city enquires & initiatives relating to local government

Our Strategy

How We Will Achieve A Smart City

We will achieve our Smart City by implementing a three-pronged strategy:



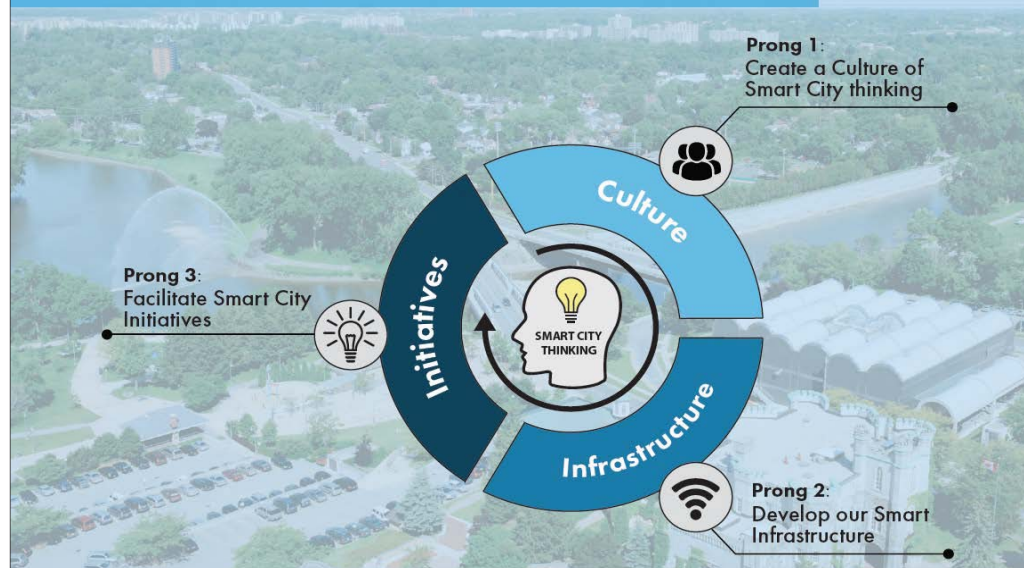
How we will Create a Culture of “Smart City Thinking”

- 2 **Promote London as a test bed for smart city innovation; brand London as a good place to test new technologies and applications; and allow for a broad range of testing on city lands, services and assets. Share access to municipal sensors and associated information.**
- 3 **Engage the public, tech community, utilities, institutions, university, colleges, development community and many other stakeholders in smart city conversations, speaker series, hackathons, strategy evaluation, service reviews, etc. on an ongoing and regular basis.**
- 4 **Establish a smart city strategy implementation committee, with the mandate of advancing the smart city strategy, promoting collaboration and partnership development and advancing smart city thinking throughout the London community. This committee would be composed, primarily of people from the private sector, institutions, NGO’s and other non-government sectors.**
- 5 **Create a “Civic Accelerator” to bring the public sector, private sector, tech community and educational institutions together to solve challenges facing our city with smart city thinking. Integrate the Civic Accelerator with supporting organizations that can help grow businesses that evolve from this innovation.**

Our Strategy

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We will achieve our Smart City by implementing a three-pronged strategy:



How We Will Develop Our Smart City Infrastructure

3

Manage and Communicate Data More Openly

Establish a data governance strategy, with Council-approved policies on transparency/open-data standards, stewardship and integration from new methods of collection.

Modernize open data portal with emphasis on data visualization, user interface experience and application programming interface (API).

Continue to release new & updated open datasets supported by a responsive infrastructure.

Develop analytics, data visualization and reporting tools to proactively communicate insights to City staff, business, and the community.

Establish data warehousing strategy – future proof for new requirements to store more data and unify fragmented datasets.

Create strategic data connections to existing applications to benefit London citizens, businesses and institutions.

Enhance business processes through digital transformation.

Establish policies that facilitate meaningful data joins and analysis between service areas within the Corporation and between partners and stakeholders.

Improve the efficiency and effectiveness of resident support interactions using advanced data analysis techniques.

How We Will Develop Our Smart City Infrastructure

1

Improve Information Communication Technology (ICT) Infrastructure

Develop a telecommunications infrastructure strategy for the adoption of next generation technology – explore, design and integrate new technologies with urban landscapes and pilot and partner to create new opportunities.

Facilitate and incentivize investments in broadband Internet enabling ICT infrastructure.

Integrate ICT infrastructure requirements into the municipal planning process and public realm projects (e.g. roads, parks, sidewalks).

Explore opportunities for partnerships to expand access to Internet across the city.

2

Expand Data Collection

Enable the establishment and implementation of sensor/meter/camera deployment initiatives by investing in the supporting infrastructure and applications utilizing data collection technologies.

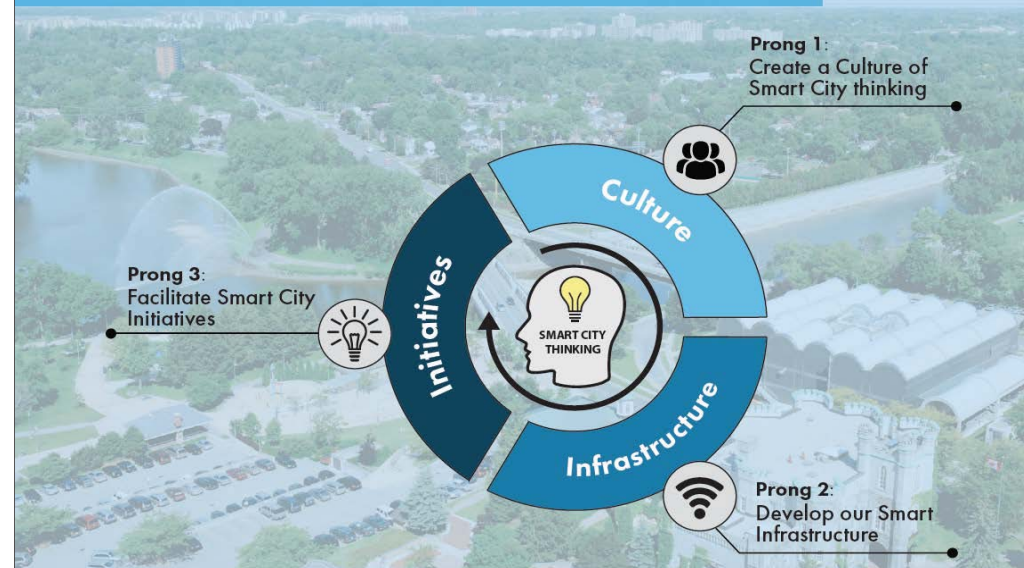
Establish best practices to encourage the use of “internet of things” (IOT) devices for City infrastructure and equipment.

Establish guiding principles to collect, warehouse and analyze information used for services delivered by the City and its boards and commissions.

Our Strategy

How We Will Achieve A Smart City

We will achieve our Smart City by implementing a three-pronged strategy:



How We Will Facilitate Smart City Initiatives

What is a Smart City Initiative?

For the purpose of our Smart City Strategy, a smart city initiative is a product, service, or program that makes our lives better, strengthens our economy, protects our environment or delivers government services more effectively.

Who Will Deliver Smart City Initiatives?

Our Smart City Strategy doesn't rely on local government to deliver smart city initiatives. Rather, with a culture of smart city thinking and a robust smart city infrastructure in place, our strategy sets the right environment for our entire community to deliver these initiatives. It draws upon the innovation and "horsepower" of our institutions, utilities, NGO's, technology sector and the broader private sector. At the same time, it is expected that our local government will apply smart city thinking to deliver city services more efficiently, effectively, and with greater accessibility.



How We Will Facilitate Smart City Initiatives

What Can Smart City Initiatives Do For Us?

Smart City initiatives can take many forms and be delivered by many different stakeholders in our community. For example, they can help us with such things as:

- Connecting members of our community to one another in new useful ways
- Monitoring the health of our environment and allowing us to make changes to improve it
- Allowing local government to better engage Londoner's in important conversations and decisions
- Making driving, cycling, using transit and walking more convenient, accessible, and efficient
- Giving Londoner's the information they need to make good decisions that help them save energy, save money, protect the environment, or gain employment
- Supporting the delivery of emergency services, health care and social services
- Allowing newcomers to more easily access services, participate in events and become more comfortable in their new community
- Offering new forms of culture, arts and entertainment and new ways of accessing them
- Providing utilities in new cost-effective and environmentally conscious ways
- Creating connections between London and the rest of the world
- Supporting research and innovation in our institutions, laboratories and industries
- Creating new business opportunities that stimulate job creation

What are the next Steps?

With the Draft Smart City Strategy now prepared, planned next steps are as follows:

- 1 Circulate the draft Smart City Strategy widely to seek out feedback.
- 2 Prepare an implementation plan, which identifies costs and prioritizes implementation steps and recommends who should be responsible for these various implementation pieces going forward.
- 3 Resources will be allocated in City Planning during 2019 to develop the implementation plan for the Smart City Strategy.
- 4 Revise the Smart City Strategy, based on feedback received and ensure that Implementation Plan is aligned.
- 5 Return to Council for approval of the final Smart City Strategy and the associated Implementation Plan.
- 6 Incorporate the Smart City Strategy and Implementation Plan in Council's Strategic Plan and prepare an associated business plan for the 2020-2024 Multi-year Budget.