• All citizens’ voices, needs, concerns and capabilities starting and core points in Smart Cities and Communities

• There’s a common gap between EU policies and EU citizens: trust. And this is also the case for smart cities policies

• Closing the gap: Citizens’ Dialogue and empowerment
Our two main goals as an Action Cluster

• Strengthening local political support and commitment towards citizens centred and citizen’s driven smart communities

• Providing cities with practical tools, guidelines and methods

3 +1 main Initiatives or Actions
Inclusive Smart Cities Manifesto & Ambassadors

- A Manifesto co-created with 70 stakeholders and signed by 123 organizations

- **Manifesto goes local** (available in 7 languages): selecting and engaging 10 cities through in-depth interviews

- 3 Ambassador Cities selected (Glasgow, Utrecht and Leeds) committed to share their best practises and disseminate the Manifesto nationally

- **Goal** > 50 Mayors or their Delegates signing the Manifesto in 2017, 150+ in 3 years
CitizenCity SET Social Engagement Toolkit

Cities need to know what society wants, to know what to services to provide. CitizenCity brings existing social engagement resources and tools to cities in a way that makes them accessible and useful.

18 webinars
- June 2 day workshop London (23 people, 7 cities, 8 countries)
- SharingCities and London GLA support
- October workshop with the City of Milan

Upcoming:
- minimum viable product ‘field test’ model
- Strategic planning for the project development
Citizen-centric approach to data: Privacy-by-design

- **Gap**: GDPR regulations entering into force May 2018 and Smart City Officers/Data Protection Officers need to address a series of concerns in different domains

- **Goal**: GDPR Compliance Guidelines under Preparation

**Achievements**

- Awareness workshop & Privacy impact assessment workshop, common indicators on GDPR compliance identified

**Ongoing**

- create of a body of knowledge and of common practices on GDPR compliance by proposing the same type of workshop to other cities/projects

- An ISO Standard
Main challenges

• **Integration** with vertical issues as well as with SCC01 projects (ideally piloting AC CF Initiatives in synergy/within vertical Action Clusters)

• **Visibility** leveraging the new EIP SCC website and blog

• **Resources**_ Initiatives maturity level: ready for applying for public funding (EU or other) via calls for proposals/tenders as well as looking for partnerships with private sector
Our Development

01. Manifesto. A integrated value proposition for reachout.
03. Crosscutting GDPR Guidelines & Standards
04. Piloting a specific engagement method via online platforms: PB
A new Initiative
Participatory Budgeting for Inclusive smart cities

• What priorities/vertical issues would citizens choose to focus on and to invest resources if asked?

• **Goal**: Support cities in piloting Participatory Budgeting to Smart Cities Policies through online platforms
Setting up of a new Participatory Budgeting initiative for SCC
What is EMPATIA?

- EMPATIA is a CAPS Project (H2020/ICT-10-2015) that seeks to radically enhance the inclusiveness and impact of the participation of citizens by developing and making publicly available collaborative tools adaptable to different social and institutional contexts.

- **Research** on Digital Democratic Innovations and Participatory Budgeting;
- **Collaborative platform** for PB management;
- **Pilot Cities** in Portugal, Czech Republic, Italy, Germany;
- **Dissemination** of the key findings and the technology itself

The EMPATIA platform is released as open source under a free license.
IN ALL CONTINENTS TODAY WE HAVE PBs

3000 are those known

Source: Learning from the South, 2010, GIZ- Bonn
Criteria to define PB

1) Explicitly discussing public expenditures;
2) Having a structured (not necessarily formally) deliberative procedure;
3) Coinciding with an institutional responsibility of the Local Authorities in charge for public budgeting, generally a Municipality;
4) Having some degree of co-decision that makes the outcomes of PB binding for public decision-making;
5) Giving feedbacks to citizens over the implementation of PB outcomes in public policies.
Popularity of PB

- History & Diffusion & Digitization
- Appeal (talking about money!)
- Structured Institutional Design
- Iteration and «rites» (foster its centrality with respect to other Dis)
- Exemplary tension between Patterns/Models vs Infrastructuring
- Interdisciplinary Literature
Collaborative Platforms for PB

wiremaze
D21
openDCN freE-Democracy
PlaceSpeak
LOOMIO
Betri Reykjavík
Decide Madrid
empatia
pol.is
PB and Smart Cities

• to foster knowledge sharing drawing on EU and international good practices with focus on processes and challenges, skills and capacities which needs to be mobilized at the City Administration level, collaboration with local civil societies

• to disseminate existing online platforms highlighting business models, their strengths and weaknesses

• to explore methods and models of methods and models of integration between PB and other areas of intervention which are particularly relevant for Smart Cities

• to offer capacity building to cities interested into piloting PB in a Smart City framework
PB and Smart Cities: complementary approaches

PB as booster: Applying PB in Smart City domains to enhance citizen engagement

PB as orchestrator: Integrating participatory tools and methods developed within Smart Policies toward a multichannel participatory system
A possible strategy for the PB initiative

PHASE I (2017 – 2018) – “Knowledge sharing and capacity building” –

• 3 webinars with focus on
  • **Management of PB**: role of local decision makers, city officials and the needed cross sylos collaboration within city administration
  • **Collaborative platforms for PB** and their features, strengths and weaknesses
  • **From PB to Smart City**: cases and methods for participatory design of multi-channel processes (where PB interacts with other “smart” policies)

• 1 workshop/focus group titled “PB meets civic hacking: testing PB in Smart City contexts” with city reps actively promoting smart mobility/energy efficiency projects will be held to explore conditions and define possible use scenarios for a thematic-smart city application of Participatory Budgeting

• 1 Call for interest to scout Cities and communities interested in piloting PB for Smart Cities

**Expected Outputs:**

• Memorandum of Understanding with at least 5 existing providers of services and developers of platforms for digital Participatory Budgeting

• Instant Book from the 3 webinars and the focus group

• Definition of scenarios of use of PB for Smart Cities and tentative definition of pilot cities for Phase II
A possible strategy for the PB initiative

PHASE II (2019-2020) – “Piloting Participatory Budgeting for Smart Cities”

• We expect to enhance and provide initial support in piloting a PB experience in a core group of cities by 2020. The best case scenario would entail the launch of pilots in lighthouse cities and define best practices to reuse on a larger scale within the network.

• The detailed strategy for pilot implementation will depend on the capacity of the previous phase to engage key stakeholders in the institutional, scientific, and technological domains:
  • Pilot design and municipality capacity building, including the definition of local steering multi-stakeholder groups for each pilot
  • Technology adaptation to pilot, including the detailed definition of technological options for each pilot in relation to the market opportunities
  • Pilot implementation
  • Data gathering and evaluation

Dissemination of results and replication of best practices and technologies.
Towards Common body of knowledge and practice for GDPR Compliance

Antonio Kung, CTO, Trialog
Chair EIP-SCC Citizen Approach to data: Privacy-by-design initiative
Context

- PRIPARE commitment 7001
- Liaison category C ISO/IEC JTC 1/SC27/WG5
  - Editor ISO 27550 Privacy Engineering
  - Rapporteur Study period Privacy in Smart cities
- Initiative
  - GA 2015 Berlin: proposal for initiative
    - Nov 2015. Action Cluster meeting Brussels
    - April/May 2016. Two webinars on privacy for smart cities
  - GA 2016 Eindhoven: proposal for workshops in GDPR compliance
    - April 2016/Sept 2016: Espresso webinar / ERRIN workshop
    - Nov 2016. Action cluster meeting Brussels
    - March 2017/July 2017: Sharing cities PIA workshop
    - October 2017. Action Cluster meeting Brussels
  - GA 2017 Brussels: proposal for sharing GDPR compliance practice
Cities must Manage Ecosystems

Ecosystems
- Big data
- IoT
- Smart Cities

Domains
- Smart grid
- Health
- Transport

Concerns
- Security
- Safety
- Privacy
Cities must Manage Ecosystems

Municipality stakeholder → Requests → PIA → Agreements For data exchange → Integrator → Supplier

Citizen → Give consent → Data Controller → Data processor

Privacy Obligations

PIA and PbD Purpose known

Requirements Purpose unknown

Contracts
First Workshop London - March 2017

• SCC Sharing Cities Project
  • London, Milan, Lisbon + Bordeaux, Warsaw, Burgas
• 15 attendees
  • managers and data protection officers
    • GLA, Royal Borough Greenwich, Lisbon and Milan
• Focus
  • understanding privacy compliance and impact on project use cases
    • London use case
    • Milan use case
    • Lisbon use case
• Conclusion (Report available)
  • carry out common privacy impact assessment practice in a subsequent workshop.
Second Workshop Milan - July 2017

- Privacy Impact Assessment Workshop
- 34 attendees
  - managers, data protection officers and suppliers of applications representatives
    - Milan, GLA, Greenwich, Lisbon, Burgas.
- Four applications:
  - building retrofit (Milan),
  - bike sharing scheme (Lisbon),
  - smart energy management system (Greenwich),
  - lamppost (Milan).
- Results
  - Four privacy impact assessment canvases
Example PIA canvas: Building Retrofit Milan

Source / Threat

Access to sensor location + Energy/Env data
Access to identification data (name)

Event to avoid

Availability of private data (organization issue)

Consequence

Violation of private flat
Personal data could be used anymore
Violation of individual freedom

Mitigation Measures

Clear definition of
(1) Data access control
(2) Roles of different partners involved (ex: who manages the mapping between anonymised data and well-known customer data)

Issues

1. Technical issues
2. Organisational issues

* SharingCities common definition of risk and risk sources
Conclusion of Milan Workshop

• **Insight on privacy impact assessment process**
  - need for a common list of risks,
  - need for guidelines to assess a given level of risk,
  - necessity to integrate alternate design approaches when data subject consent is not provided,
  - need for a data collection strategy when multiple applications are anticipated.

• **SharingCities first project taking consortium level action to build common understanding**
  - Italian data protection authorities very positive

• **Recommendation**
  - Create of a body of knowledge and of common practices on GDPR compliance.
  - Higher level measures
    - GDPR compliance helpdesk
    - H2020 guidelines for GDPR compliance
    - Consortium concertation instruments involving data protection authorities.
Create of a body of knowledge and of common practices on GDPR compliance.

- Workshop to be proposed to projects
  - Light house projects
  - Others
- Results and practices are shared
  - Win-Win
  - GDPR compliance is for May 2018

- Objective
  - At least 5 workshops
Impact on Standardisation

Additional guidelines
For ecosystems

General Privacy Standards
Privacy framework 29100
Privacy impact assessment 29134
Privacy engineering 27550 (new)
Code of practice 29151
Privacy Information management systems 27552 (new)

OASIS-PMRM

Privacy Standards for Smart Cities
Management oriented

Privacy Standards for Big Data
Sharing chain oriented

Privacy Standards for IoT
Supply chain oriented

October 11, 2017
EIP-SCC Action Cluster Meeting
Potential for new standard

General privacy Standards
Focus on organisations

- 29100 Privacy framework
- 27550 Privacy engineering
- 29134 Privacy impact assessment
- 29151 Code or practice for PII protection
- 27552 Privacy Information Management System

Smart city standards
Focus on ecosystems

- e.g. privacy management guidelines for smart cities
CitizenCity: Social Engagement Toolkit
Project Background

CitizenCity SET
(Social Engagement Toolkit)

CitizenCity, an EIP-SCC initiative
European Innovation Partnership for Smart Cities & Communities

Volunteer support
- Core leadership team
- Engaged networks; academic and research, public and private sector, social innovation and knowledge field, city networks and EC level

Implements “European Manifesto on Citizen Engagement”

Bridge demand (cities) with existing supply (tools)

Co-create a toolkit for co-creating cities
CONTEXT

EIP-SCC  Building “European Innovation Partnerships”

Collective challenge = collective opportunity

Social engagement enable project success
Objectives today

Present “City Field Testing” phase of SET

• Share and test initial thinking
• Harvest some content on your project
• Have a productive and open discussion

> Identify case to field testing CitizenCity SET

> Contribute your Best-Practice tools
1st Year Ambition

Practical, value-adding, & easy-to-use Toolkit
Used by 50 cities (large and small)
50 great tools
Solid structure / frame (but evolving)
Networked community of users & supporters
Understand how/why cities pick/use tools
Funded and resourced
Landscape

City convergence
Digital world / Social change
City growth
Government role

Smart City
Promises made, now see people as key

Co-creating cities
No lack of technology or learning
Poor ‘connection’ to supply of tools

135 experts from 32 countries collaborate on the EIP-SCC’s European Manifesto on Citizen Engagement.
### Iterative (lean) development approach

1. **Learn / Build** in workshops
2. **Measure** from field testing

**Repeat** => evolve & grow

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#### Framework terms and hierarchy that capture excellence
- 1 Draft
- 2 Tool details for implementation
- 3 Additional conditions matching city to tools
- 4 KPI from city and social perspective
- 5 Ensure toolkit is usable based on needs & habits

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Pre-workshop Preparation

**Network Development**
- Academics
- Cities
- Industry
- Society
- Thought leaders

**Solution Validation**
- Cities as users
- ‘Tool’ makers issues
- Key ideas checked

**Feedback Presentation**
- 18 times
- In person and web
- Cities, academics, orgs

**Toolkit Function**
- Elements defined / refined
- Populated with sample framework and tools

**Team and Planning**
- Core team and future team
- Network of advisors
- Funding models
- Development principles
Design Workshop

Summary
• Series of pan-European events
• 2 days each
• 40 cities + 40 others (goal)
• Finish with working toolkit
• Field test in cities after workshop

City Authorities
(\textit{how they understand \& use citizen engagement})
• Definitions and meaning matter
• Alpha toolkit to stimulate conversations
• Strong facilitation \& guest list

Diverse Perspectives
• Resolve complexity
• Build robust scalable platform
• Address stakeholder needs \& habits
London Design Workshop – June 15/16

23 people
• 7 city authorities
• 8 countries
• Academic – Industry - Social
• Strong facilitation

Key output
• How cities understand citizen engagement
• How cities want to use toolkit
• How tools are applied in cities
• What need toolkit fills
• CONTENT to build prototype toolkit!

Key Guests
• Nesta
• Future City Catapult
• Sharing Cities (London/Milan)
• Wikimedia Germany (comm dir.)
• Smart.London
• Cisco
• SME
• Urban planners

Facilitation Team (volunteers)
• Marie-Helenn Elleboudt - Faciliyo
• Liesbeth Scholten – FreeUp
• Jose Barco – Community CoLab
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City Field Test – next step

WHY
Enable success of city project by aligning with needs and habits of society

HOW
Define a framework for shared understanding
Assess capacity and goal setting

WHAT
Research and analysis
Tools and workshops
CitizenCity SET (Social Engagement Toolkit)
Three components:

1. Organizing Framework
   - sense making

2. Assessment
   - match city-tools

3. Tools
   - add value

Digitized in time
3 framework examples

Why?... communication among cities

A common definition to aid communication amongst cities

Structure and hierarchy – a taxonomy

Place holder to hang tools

Terms fill the structure to define and capture excellence in citizen engagement. Different approaches are possible.
PRINCIPLE based

Organizing Framework

- Communities of Interest
- Service Co-Design
- Service Consumption
- Know Your Customers
- Clear Demand Signal
- Get to Serve
- Desired Engagement
- Data Respect
- ‘Nudge’ Change
- Engage
SCOPE based

CITY
- process policy
  - Effective
  - Efficient
- capacity skills
  - Audit
  - Plan
  - Implement
  - Gap
- mindset
  - All employees
  - Plan vs. reality
  - Open or innovation
  - Transparency
  - Accountability
  - Risk

CITIZEN
- aware
  - Issues
  - Benefit
- opportunity
  - Design @ needs / habit
- skills tools
  - Technology
  - Language
  - Social ability
- motive
  - Safe space
  - Sense / community
  - Broad / stakeholder
  - Supporting / landscape
  - Holistic & integrated

SHARED
- inclusion
  - Segmentation
  - Activity addressed
  - Data is open
- open data science
  - Citizens engaged
- plans in place
  - plans executed

Organizing Framework
2 Reasons for assessment

Understanding where cities are at

Identify gaps & set priorities

Select tools appropriate to situation

Digitize (in future)
Providing a strong city leadership network that advocates a common vision; operates as an effective leadership team; role-models open transparent style; sets priorities; creates and maintains a coherent roadmap; and ensures city success.

A city that is built around its citizens, business community and visitors (as key stakeholders/customers); that truly understand them; engages them in an open and transparent relationship; and proactively ensures their active contribution to progress.

Inventorizing and exploiting physical assets; for multi-purpose; managing life-cycles and investments; integrating physical and digital assets; complete capture and open sharing of asset information.

Exploiting the power of open data sharing and modern technologies (e.g. social media, analytics, mobile, cloud computing, sensors) through investment in and management of digital assets; including respect of privacy and digital abilities.

Setting appropriate goals and targets; establishing measures and monitoring practices; ensuring a performance culture; predictive use of data; robust public value measurement; open reporting of value to stakeholders.

Source:
Making cities smarter
Guide for city leaders:
Summary of PD 8100
bsigroup.com
Engagement Tools

Key elements:

Basic profile – what the tool is for

Matching (101, 201, 301)
  Project / engagement challenge
  City profile (character, resources…)

Implementation details – ‘how to’ guide

Capacity building in cities

Open & evolving
An example of common use...

Town hall meeting

Event where politicians talk with constituents

Hear on topics of interest
Discuss specific upcoming legislation or regulation
Venue for protest and active debate

Need not take place in a town hall
Experimented with digital formats
No specific rules or guidelines, but often follow local customs
National politicians hold in variety of locations to reach larger proportion of constituents.
# Engagement Tools List

<table>
<thead>
<tr>
<th>Tools</th>
<th>+70</th>
</tr>
</thead>
</table>

## TransformCity

**Introduction**
Name: TransformCity  
Website: www.transformcity.eu  
Location: Amsterdam, The Netherlands  
Business profile: SME based, Amsterdam SouthEast @2020  
Overview: TransformCity is a platform for urban planning and development, supporting storytelling, interactive maps, and collaboration among businesses, organizations, and citizens to plan, improve, and maintain cities.

## Fidelity

**Introduction**
Name: Fidelity  
Website: Fidelity.eu  
Location: Brussels, Belgium  
Business profile: Smart City consultancy  
Overview: Fidelity is a leading provider of smart city solutions, focusing on the development of innovative technologies and services to enhance urban living.

## EIP-SCC

**Introduction**
Name: EIP-SCC  
Website: eip-scc.eu  
Location: Brussels, Belgium  
Business profile: European Innovation Partnership on Smart Cities and Communities  
Overview: EIP-SCC is a collaborative platform aimed at advancing innovation and technology in smart cities, fostering collaboration between governments, businesses, and research institutions.

---

1. Name: Momo Kapo Square  
2. Website: www.blok74.org  
3. Location: Belgrade, Serbia  
4. Business profile: Built environment, smart cities  
5. Contact: Miroslav Misko, misko@blok74.org, +381 6 2476 1038, www.blok74.org
Mapping tools to framework

1 Organizing Framework

Tools

What’s Missing from / Wrong with model?
- Communications missing?
- Kill ‘Desired Engagement’?
- Performance mgmt. missing?
Your project

**Where** is this happening

**What** do you want to achieve

**Who** in team is involved in SE

**How** is the project success defined
Framing social engagement

Define your social engagement needs

Use existing frameworks(s) or your own words

Okay to consider related-narrow-broad issues
Assess status

Evaluate the current status of framing topics (all or partial)

**Beginner** – not much done

**Intermediate** – active and growing

**Expert** – knowledgeable and experienced
Goal Setting

City Wide
1. Set 2 year goals
   (or)
2. Select priorities

Project Focus
Select priorities
Engagement Tools

**Working**
For you (or) your network

**Deciding**
Who makes decision and why

**Fitting**
DNA of project/city that makes/breaks a good fit
User Needs & Habits

Who has these needs
  Where is the greatest need

What are the real needs
  What do they need to accomplish

Current learning / locating
  How is this done
  What are the weakness
Understanding SET

What is S.E.T.

How would you define it
Helping EU cities to transform around societal needs

- Work directly with city authorities
- Support SCC01 and other funded projects
- Collaborate for new funding: EC, national, project calls
Check out

1. Meet expectations
2. Accomplishments today
3. Good advice
CLOSING

Helping co-create a better world
One city at a time

john@urbanscreens.tv
<table>
<thead>
<tr>
<th>Founding Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1) Core values</strong></td>
</tr>
<tr>
<td>Consider long-term complexity early</td>
</tr>
<tr>
<td>Act tactically, think strategically</td>
</tr>
<tr>
<td>Citizens-solutions not cities-problems</td>
</tr>
<tr>
<td>Build scalable sustainable model</td>
</tr>
<tr>
<td>Useable for diverse cities</td>
</tr>
<tr>
<td>Design for city-as-user needs/habits</td>
</tr>
<tr>
<td><strong>2) Bridge supply-demand</strong></td>
</tr>
<tr>
<td>Need/solutions exist</td>
</tr>
<tr>
<td>Environment not exclusive or end-date</td>
</tr>
<tr>
<td>Co-create in workshop to engage supply/demand</td>
</tr>
<tr>
<td>Engage stakeholder/advisors to ensure impact/takeup</td>
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<tr>
<td>Iterative development with cities</td>
</tr>
<tr>
<td><strong>3) Designers role</strong></td>
</tr>
<tr>
<td>Important to involve</td>
</tr>
<tr>
<td>Taxonomy leadership</td>
</tr>
<tr>
<td>Service design</td>
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<tr>
<td>User experience</td>
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<tr>
<td>Facilitate co-creation</td>
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Here's to the crazy ones, the misfits, the rebels, the troublemakers, the round pegs in the square holes... the ones who see things differently -- they're not fond of rules... You can quote them, disagree with them, glorify or vilify them, but the only thing you can't do is ignore them because they change things... they push the human race forward, and while some may see them as the crazy ones, we see genius, because the ones who are crazy enough to think that they can change the world, are the ones who do.

STEVE JOBS

Mindfulness means paying attention in a particular way: on purpose, in the present moment, and non-judgmentally.

KABAT ZINN

We cannot solve our problems with the same thinking we used when we created them.

EINSTEIN

GET CRAZY
Be Brave! Think different.

GET NAKED
Be Mindful! Life is short make the most for you and others.

GET HIGH
Technology and learning are not barriers. Be thoughtful, curious and