



# CITYKEYS PROJECT - SURVEY FOR CITIZENS & STAKEHOLDERS

V2.1 - 12/03/2015

The aim of CITYKEYS<sup>1</sup> is to develop and validate, together with cities, *key performance indicators* and *data collection procedures* for monitoring and comparing *smart city solutions* across European cities.

The objectives of the CITYKEYS project are to:

1. Develop and validate a transparent performance evaluation framework for smart cities (key performance indicators, guidelines for data collection, measurement system prototype). The framework will be tested in 5 case-cities;
2. Develop recommendations for the implementation of the measurement system into the cities decision-making process and recommendations for the development of new business;
3. Engage stakeholders in identifying and exploiting opportunities for synergy and replicability; and establish a collaboration platform for European cities.

The consortium includes 3 research organizations (VTT, AIT and TNO), 1 cities network (EUROCITIES) and 5 partner cities (Rotterdam, Tampere, Vienna, Zagreb and Zaragoza). In addition to the 5 partner cities, more than 30 cities have shown their commitment to contribute with data and feedback to CITYKEYS.

The first task of the project is to identify what are the cities' and citizens & stakeholders needs in evaluating smart cities. Moreover, the project will identify the citizens and city stakeholders' criteria with regard to how smart city projects are evaluated, selected and accepted by the citizens. This way, the indicators used for performance measurement are expected to be broadly supported by a wider audience (e.g. citizens, non-technical stakeholders, etc.) and that is especially helpful when cities and industry stakeholders will be presenting or evaluating future city projects. The following questionnaire is aimed at cities' stakeholders, such as: utility companies, citizen's associations, research institutes, smart city stakeholders, etc.

The survey that follows consists of four parts which have to be completed in *March 2015*. Ideally, each city should arrange a meeting with key stakeholders of the city (indicatively, stakeholders working with citizens, professional groups, etc.) and try to fill in as many answers as possible. Combined with this approach, or alternatively, cities can ask the same key stakeholders for surveys, reports, results from field work, etc. that they have available and that can be relevant to CITYKEYS survey.

<sup>1</sup> CITYKEYS is a H2020 CSA project, selected under the call H2020-SCC-02-2014: "Developing a framework for common, transparent data collection and performance measurement to allow comparability and replication between solutions and best-practice identification"



1. Smart city	<u>Target:</u> <ul style="list-style-type: none"> <li>Understand how citizens &amp; stakeholders perceive their cities' "smart" policies and strategies</li> </ul>
2. Smart city projects	<u>Target:</u> <ul style="list-style-type: none"> <li>Understand what "smart city" projects are visible to the citizens &amp; stakeholders but also what the latter consider as priorities for a better city and life in it</li> </ul>
3. "Smart city" projects evaluation & acceptance	<u>Target:</u> <ul style="list-style-type: none"> <li>Understand what the citizens &amp; stakeholders consider as priority projects or as priority projects' impacts and results. The latter relates to the acceptance of a project</li> </ul>
4. Open data	<u>Target:</u> <ul style="list-style-type: none"> <li>Understand what the citizens &amp; stakeholders think of the open data activities of their city</li> </ul>

If you have questions or need more information and help about the questionnaire please contact EUROCIITIES: Anja Katalin De Cunto ([Anja.DeCunto@eurocities.eu](mailto:Anja.DeCunto@eurocities.eu)) or Nikolaos Kontinakis ([Nikolaos.Kontinakis@eurocities.eu](mailto:Nikolaos.Kontinakis@eurocities.eu)).


## 1. Smart city

Questions of this section will provide an understanding of how stakeholders perceive “smart” policies of the city



In which city do you live?	
What does the term “smart city” mean for you?	
Generally speaking, do you think your city is “smart”?	
Generally speaking, do you think your city is “innovative”? Please list one or more things that would in your opinion make your city smarter / more innovative	

## 2. Smart city projects

Question of this section identify which “smart city” projects are visible form the citizens and stakeholders; in addition, which projects are considered as “smart”

 <p>Do you know of “smart city” projects that your city is implementing? Please provide some examples</p>								
If yes...	Can you indicate to which of these general sectors relate the projects you know of?	My city is working on...	I'm satisfied with the results... <sup>2</sup>					DK/NA
			5	4	3	2	1	
		City attractiveness						
		Competitiveness						
		Digital infrastructure & e-services						
		Economy						
		Education & skills						
		Energy						
		Environment (air quality, noise, soil, green areas, biodiversity)						
		Finance						
		Fire and emergency response						
		City Governance						
		Demography						
		Health						
		GHG emissions						
Quality of life								

<sup>2</sup> 5 being most satisfied and 1 least satisfied

		Citizens participation					
		Creativity					
		Recreation					
		Research & knowledge creation					
		Resource management					
		Safety					
		Housing					
		Social and human capital					
		Solid waste					
		Innovation					
		Telecommunications					
		Transportation					
		Urban planning					
		Social inclusion					
		Water, wastewater and sanitation					
							
If no...	 Do you think that your city is not adequately publicising its activities? About which activities your city should inform more?						
	Is there some other reason for not being aware of your city's projects? How could your city improve their communication about smart city activities						

### 3. "Smart city" projects evaluation & acceptance

This section relates to the effort of understanding what are the project categories and project impact priorities for citizens and stakeholders of a city

Can you indicate what, in your opinion, makes a "smart city" project useful for the *citizens*?

Can you indicate what, in your opinion, makes a "smart city" project useful for the *city*?

Can you indicate how important you consider each one of these results when evaluating the importance and impact of a "smart city" project?<sup>3</sup>

	5	4	3	2	1	DK/NA <sup>4</sup>
Better city governance						
Better education & skills building						
Better health						
Better integration/acceptance of the foreigners in the city						

<sup>3</sup> 5 being most important and 1 least important

<sup>4</sup> Don't know/Not applicable

			5	4	3	2	1	DK/NA <sup>5</sup>
		Better private transportation						
		Better public transportation						
		Better telecommunications						
		Civic engagement						
		Cleaner city						
		Cleaner energy						
		Creation of cultural value						
		Creation of innovation & knowledge						
		Creation of local enterprises						
		Decrease in noise						
		Economic growth						
		Improvement of city attractiveness						
		Improvement of the housing conditions						
		Increase of city competitiveness						
		Increase of security						
		More transparency						
		New digital infrastructure & e-services						
		New jobs						
		News skills for the citizens						
		Protection of natural resources						
		Protection of the environment						
		Protection of the most vulnerable citizens						

<sup>5</sup> Don't know/Not applicable

	<div>?</div>	Recreation impact						
		Total cost of the project						
	City governance	People	Environment	Economy				
<div>Generally speaking, please indicate the 5 most important results that a “smart city” project should have</div> <div>* Keep CTRL button pushed to select more than one result for each category (Remember to select max. 5)</div>								

#### 4. Open data

Questions relate to the open data activities (if any) of the city and what stakeholders of the city think about them

<p>Do you know about the “open data” initiatives in your city (if any)? If yes, please describe briefly</p>							
<p>Are you adequately informed of the foreseen benefits for a city and its citizens and economy?</p>							
<p>Publication of open data can have some positive consequences. How important do you think are the following results of opening data?<sup>6</sup></p>		5	4	3	2	1	DK/NA
	Transparency						
	Quality of life						
	Business development						
	Creation of local economic development						
	Better civic engagement						
	Open architecture, interface and protocols for data						



Thank you for your help filling in this form!

<sup>6</sup> 5 being most important and 1 least important