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Digital Tools for Enhanced Community Engagement in Urban Planning

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April 2021



Serviceworks

Roadblocks slowing planning progress

Future-proofed
technology

Skeptical
citizens

Funding
gaps/priorities

City decision
making

Civic
leadership



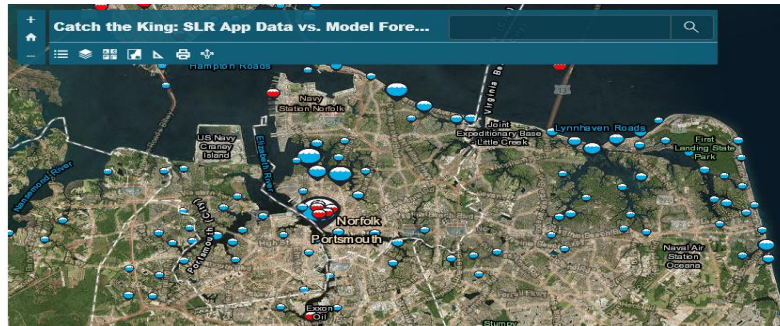
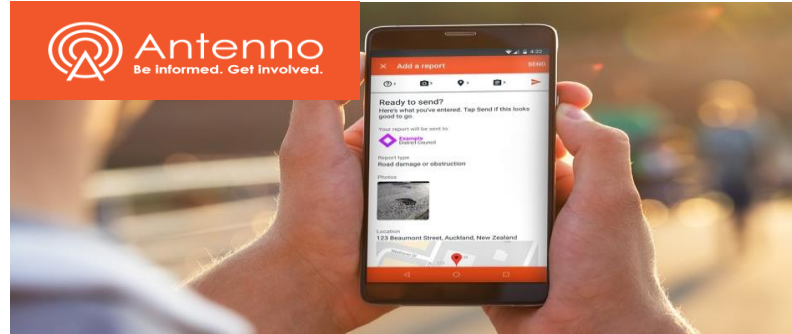
New citizen hope

VanConnect

Report issues
and stay
connected.



Antenna
Be Informed. Get Involved.



StormSense Project

Forecasting Flooding from Storm Surge, Rain, and Tide

Community Partners

2017-2018 Recent Recognitions

- THE TOP 30 Government AWARDS of 2017
- SMART 50 AWARDS
- City on a Cloud
- ICD Smart City 2018

Flood Monitoring
Sensor Vendors
Data Analysis
Platform Partners
Data Communication
Platforms Used



Serviceworks

New citizen hope



VIENNA 2018 TRA
A digital era for transport

WienMobil APP

WienMobil APP makes it possible to plan, book and pay for various modes of transport. The APP is a service by Wiener Linien.

The image shows a hand holding a smartphone displaying the WienMobil app interface, which includes a map and a list of transport options.



SAVE THE ENVIRONMENT AND LOWER YOUR BILLS

SMART HDB HOME

- Monitor your overall household energy and water usage
- Access real-time usage pattern
- Receive tips and set targets to reduce energy and water usage
- Automate energy-saving measures

- Monitor electricity usage of individual home appliances
- Switch on and off your appliances remotely

The image shows a hand holding a smartphone displaying the SMART HDB HOME app interface, which features a dashboard with various energy and water usage metrics.

(online) booking service
(offline) Transport Service

Buyer



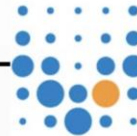
Rider



App

(offline) Transport Service

Seller



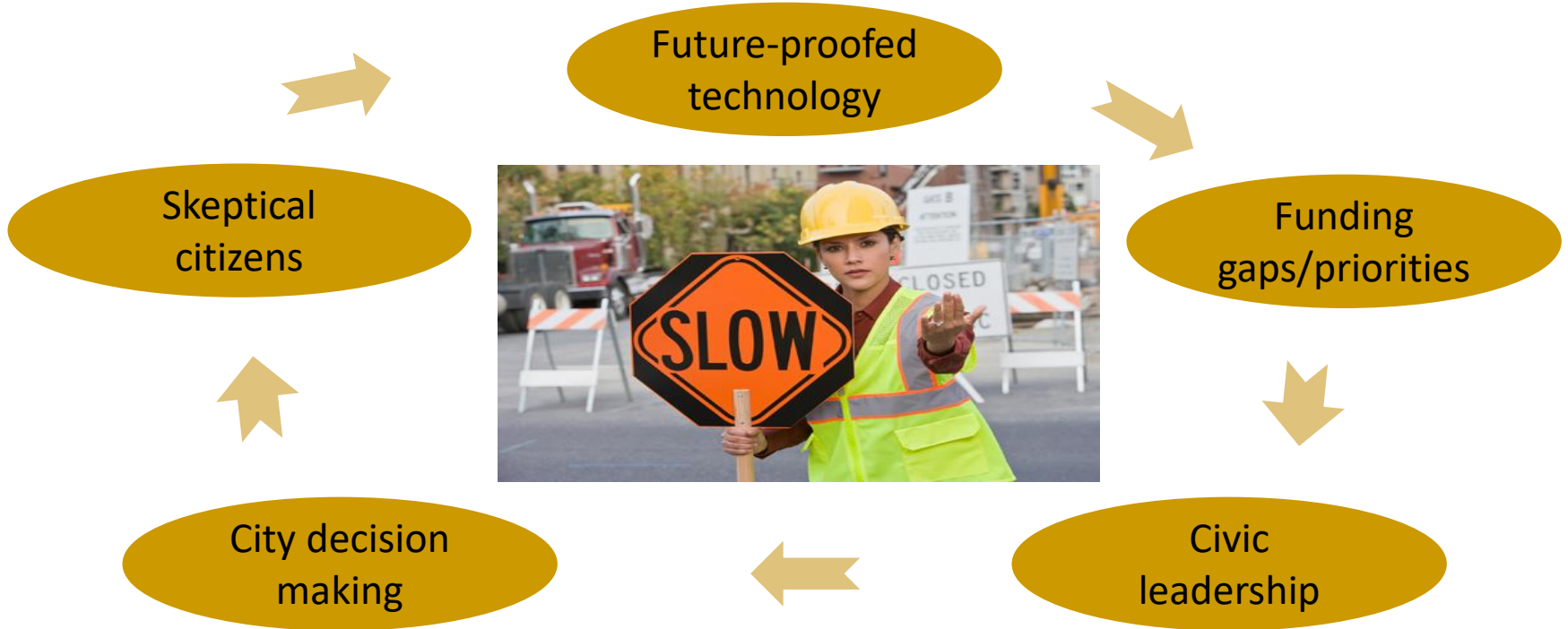
Exchange



**Ride-hailing
Company (Driver)**



So what about the roadblocks?



Becoming more citizen-led

Data sharing/Open APIs
(& better, freer WIFI)

#blockchain (the
new internet)

Vendor
entrepreneur/
activist labs



The Internet of
Collaboration

Marketplace for
smart solutions



What change has looked like...



...what change looks like now





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