



# ENTER.HUB

European Network exploiting Territorial Effects of  
Railway hubs and their Urban Benefits

## WS 3 – New Technologies - Smart Cities

23.01.2014, v5

**Objective: To prepare topics and processes for the ENTER.HUB meeting in February 2014**

### 1. Introduction

#### => Purpose of the note

In this note, we introduce the intended framework for our next workshop, to take place in Lugano, 20-21 February 2014, and provide ENTER.HUB partners with **four key questions** they can use to structure their presentations and pro-active participation. The seed for these questions was already proposed in Creil (PFA slides), and are formulated in this document.

These are intended as a guideline, not as closed framework; in some cities, the partner experience or special conditions may advise to go beyond the suggested questions and / or elaborate on different levels about the overall thematic. But since a key purpose of our workshops is to share and learn, the process will be facilitated if we all share a common framework.

We should keep in mind the intended products / outputs:

- For the “core” group of partners for this workshop (Creil, Lugano, Rostok), the presentations of project/an action they have developed or are developing in their cities, concerning the workshop transversal theme;
- For all partners:
  - to prepare their contributes to the working group sessions and joint seminar session;
  - to contribute for the thematic concept maps;
  - to enable focused pos-workshop 1-page reports, incorporating the best possible added-value brought by the workshop sessions; as well their contributions to a rich thematic report.

For such purpose, we suggest you try to answer the suggested four questions, in a concise way but conveying the most significant aspects of your city reality, on this thematic.

#### => Core guidelines

In general terms the timing and programme will broadly follow the pattern set in last workshop in Creil. But with great emphasis on basing the workshop on your answers to these questions. Those answers from all partners, plus the presentations of the « core-3-city » group of partners (Creil, Lugano, Rostok), plus the Lugano site visit and documentation, will be the main material to discuss and build upon, for the group sessions and the joint workshop session.

Having this in mind, we suggest the following core guidelines for your work in preparation for Lugano:

1 – All partners are invited to answer the four key questions (presented in chapter 2 of this document)

Local Support Groups play a key role in the preparation of the material for the workshop: these guidelines should be transmitted to the Coordinators of the LSGs, in order to help them in guiding the discussion during the meeting(s) they will hold in preparation of the workshop.

- 2 – All partners should prepare one short summary (one page, max. two) with only their selection of the most interesting / relevant elements of their answers. These can be in the form of images / graphics, with brief legends, or simple text.
3. The “core” group of partners for this workshop (Creil, Lugano, Rostok) should provide some answer to these same four key questions in their presentations, but the relative emphasis on each aspect is entirely up to them. It is important that myself and Jean-Jacques receive these presentations before 14 February, and the sooner, the better feedback we can provide.

### **=> New Technologies and Smart Cities**

The thematic workshop at Creil focused on “Governance and participation” . Our next thematic workshop will focus on “New Technologies – Smart Cities”. In fact, it is a good idea to bring what we learned from our previous workshop thematic to give context to the new thematic at hand.

When ENTER.HUB was designed, the need to look at new technologies emerged from direct challenges, such as the following:

- How to exploit the new technologies for (1) communication, transmission to users of the potential of the hubs, in terms of transport connection (real time information) and (2) data recording and representation useful for the understanding of the hub working and users needs;
- How to develop integrated information and ticketing/payment systems of the different channels, so increasing the potential of hubs if there is a low barrier intermodal exchange.

At the core of issues like these and others, however, is people, their institutions, and how they interact or relate with technology. Be it in the role of users, planners, managers, policy-makers. So we must not forget to equate in this new theme, the context of governance and participation frameworks.

We are now concerned how to make best use of new, smart ICT for engaging citizen participation and for a more participative process in benefiting of such spaces like Fast Train/ Multi-mode transport stations, thought as a Hub of mobility and as an interesting spatial framework.

Any significant endeavor such as these, in a context of consolidated urban space, in a large set of European cities, represents a fantastic opportunity to contribute to paradigm changes, and current crisis shows we badly need to think different.

The fact that ICT is a fast moving target, advises that we don't get trapped into looking only at the latest fashionable gadget-based innovations, but look more at adaptability and resilience, which is in tune with the mobility theme, that a transport hub represents so well. Smart is more than high tech. And we should never forget that the source of smartness is the human brain in motion - hence, public participation and participatory, inclusive designs, are destined to outsmart any other approach.

Smart Cities is a concept that caught a lot of attention in the last 10 years. For many it is seen as a key route to bring attractive innovation and new opportunities of development to our cities. For others it is seen as a buzzword that may cover-up growing inequalities and non-sustainable modes of development. We should keep these aspects in mind, but we must not be distracted from a pragmatic approach: what do we need, that new technology can help? And how to go at it, to avoid known pitfalls and contribute to build a better city for all citizens? What can we learn from previous experience and the best practices in both other cities and our own?

## 2. Key questions on the theme of “New Technologies and Smart Cities”

The best way to tackle these larger questions, is to begin by answering very simple, basic questions, that provide a solid foundation for our next steps ahead. For this workshop, we ask therefore all partners to focus on such simple, basic questions:

- in what concern technologies directly relevant to ENTER.HUB, in your city,
- 1) What are the current uses / know-how / installed components of new technologies?
  - 2) What are the already projected / planned uses of new technologies?
  - 3) What is your vision of a Smart City Enter.Hub?
  - 4) What is the key institutional & regulatory framework in place dealing with new technology usage?

## 3. Checklist suggestion for answering the key questions

To help partners to answer these questions, we suggest a simple outline, a kind of checklist:

A- Actors/ Stakeholders related with ICT ; B - Stages of ICT uses in Hubs ; C - Levels of ICT uses in Hubs;  
D – Technologies & Priorities; E – ICT Ethical issues

(where ICT stands for Information and Communication Technologies); but you may skip over some aspects, or give different levels of attention to them, according to what is relevant for you.

You can use this checklist, building a simple matrix, where each component may have more or less relevance, depending on what is applicable and directly relevant to ENTER.HUB, in your city. In other words, each partner may have different distribution of interesting / relevant elements to consider, for each question, for each aspect suggested in the checklist.

Below you can find a template with an example of different degrees of relevance for each component. Darker green cells identify the aspects of the checklists that make more sense to take in consideration, when replying to each question, while lighter shades of green identify cells where the suggested checklist points may be more irrelevant, or not to consider altogether.

CHECKLIST	Actors/ Stakeholders related with ICT	Stages of ICT uses in Hubs	Levels of ICT uses in Hubs	Technologies & Priorities	ICT Ethical issues
QUESTIONS					
1) What are the current uses / know-how / installed components of new technologies?					
2) What are the already projected / planned uses of new technologies?					
3) What is your vision of a Smart City Enter.Hub?					
4) What is the key institutional & regulatory framework in place dealing with new technology usage?					

To further facilitate the use of this kind of checklist, here are some aspects to illustrate :

A- Actors/ Stakeholders related with ICT : it is useful to consider that ICT can be used to 1) Informate and communicate to users / other citizens 2) Informate and communicate for planners/decision-makers ;

B - Stages of ICT uses in Hubs : it may be useful to consider 1) ICT in place during concept, design and planning ; 2) ICT in place during implementation ; 3) ICT in place during use , maintenance and upgrades ;

C - Levels of ICT uses in Hubs: For instance, 1) Basic uses (expected functions) ; 2) Special uses (special needs) ; 3) Innovative uses (the dream alive);

D – Technologies & Priorities: Forr instance, it may useful to consider, besides the 1) Current state-of-art (in place or projected), also 2) New ICT driven by needs (users, planners) and/or 3) New ICT dependent of resources available;

E – ICT Ethical issues: It may be useful to consider 1) Big Brother risk? 2) Balanced agendas (users, planners, decision-makers); 3) Control tools (procedures, regulation) in place; 4) ICT for accountability & transparency & auditing

Again, there is no mandatory need to concern with all aspects suggested, since they may have more or less relevance, depending on what is applicable and directly relevant to ENTER.HUB, in your city.

#### **4. Usage of technologies in discussion**

To “warm-up” for our workshop, and stimulate partners to bring interesting elements to the table, we present here a small seed:

For instance, concerning possible usage of technologies, we can consider ,

- From the “user-side”:

- a) Integrated Ticketing (ex. « green lane » solutions)
- b) Provide directions/ facilitate commuting decisions
- c) Scheduling and information on arrival times / delays
- d) Security / Safety ( both on transport, systems and personal /social)
- e) Core support services to these uses

- From the « planner-side » :

a) Project management tools and information gathering ;

b) Gathering indicators to monitor and evaluate:

- what is important to measure, what is easy to measure, what is cheap to measure, what ICT is in place and what could now come into place. For instance, tracking geo-referenced spatial paths and modal uses, modal interaction or sequences, etc.; monitor satisfaction levels.

c) Political, institucional and regulatory frameworks

- how can ICT help policy making, policy evaluation, political support; what kind of institutions and inter-institutional articulation may be facilitated by what ICT; what institutions will handle the new space and several uses and modalities; how can ICT help monitor and enforce regulatory framework but also help to fine-tune or change these regulations, or identify loop holes or contradictory regulations.

d) Cost / benefit categorization of ICT for all these uses

-Resources available , technology-in-place-wise, financial-instruments-wise, and institutional-legal-wise

## 5. ENTER.HUB externalities in discussion

One obvious central issue that emerges from the « Smart City » expectation, is what impact (positive and negative externalities) could ENTER.HUB have in the surrounding area of the Hub, and what role may new technologies play.

Take for instance new kinds of social and economic activities, or enhanced forms of « old » ones, enabled by the new technologies put in place through ENTER.HUB :

- Expanding tourism, with new modalities, is an obvious candidate ;
- Commercial malls , restauration, etc, in spaces , is also common. But do we want to reproduce the current dynamics of ultra-large surface malls / markets ? What about promoting small business, or even micro-business and /or entrepreneur activities, enabled by the new ICT, if we provide a good, cheap ICT backbone, out of the HUB planned infrastructure ?
- Entertainment is usually associated to large malls ( for instance, interesting absence in airports), but again new ICT may enable other kind of cultural uses and events , self organized by both local communities and visiting groups ; creating new cultural inter-exchange opportunities, multipliable by new innovative ICT.

At another level, ENTER.HUB and new ICT may enable :

- Innovative forms of grassroots urban regeneration ;
- New target segments, such as bring to urban center: youth, mix / integrated ethnies, mix of social & income classes (versus class gethos);
- New forms of pleasant and attractive space, open vs closed environments, natural light versus articial light, energy efficiency buildings, etc

In summary, ENTER.HUB , with intelligent use of new technologies, within a « smart City » perspective, can act as an opportunity to revitalize civic participation, strenght values of cultural identity, tolerance to diversity, solidarity in community, civic participation.

## 6. Summarizing

Please keep in mind that your answers to these questions, both in the form of written materials as well of discussion previous to the meeting in Lugano, will be an essential building block for a successful workshop.

We encourage all partners, in particular through their Local Support Groups, to answer the basic **key four questions**, having in mind their own perspective, based on the richness of each city level of ICT infrastructure, specific needs and corresponding strategy in place; but also based on the wealth of their unique cultural identity and heritage.

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