

# Cities Coalition for Digital Rights

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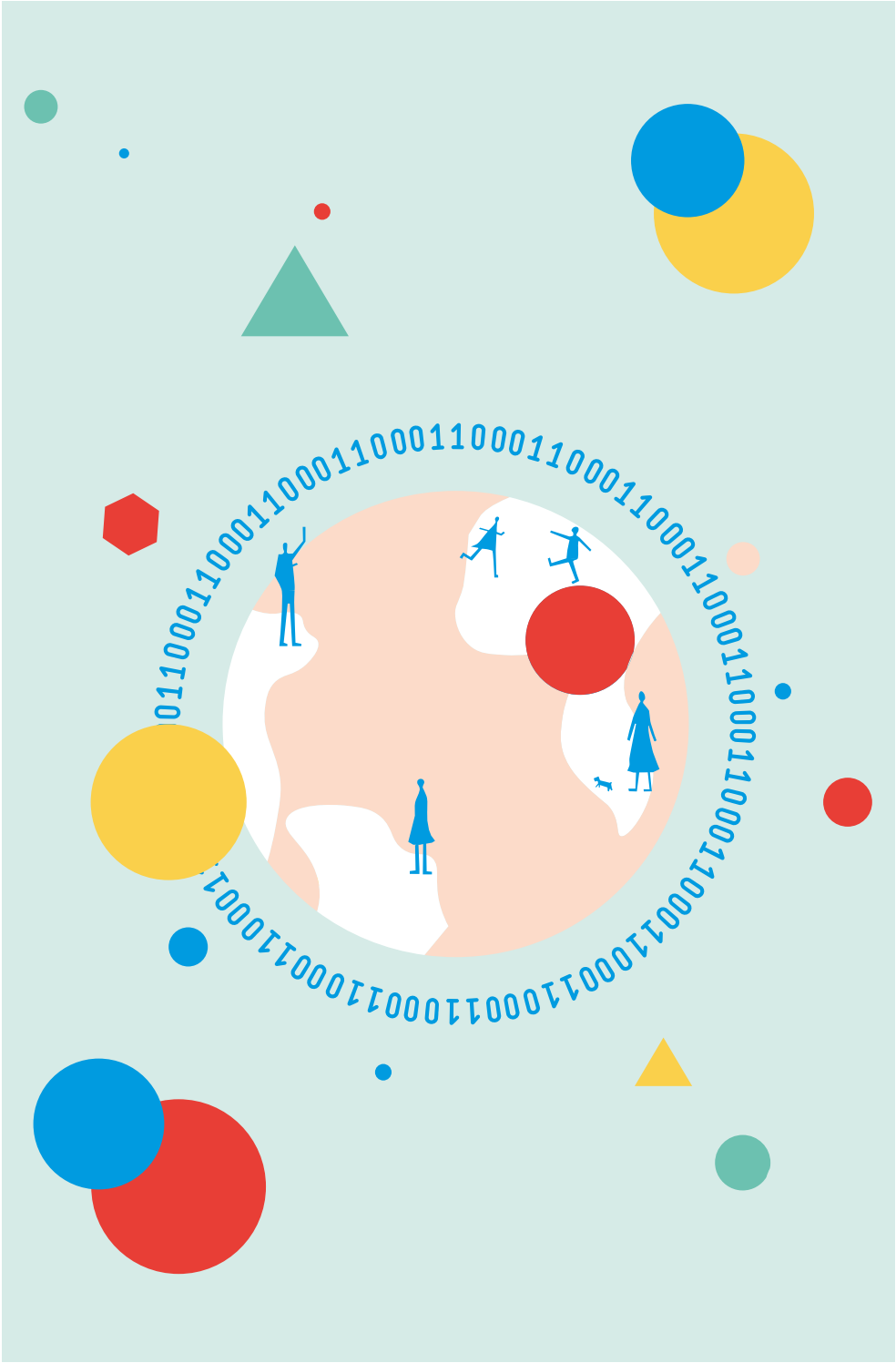
City Square by Gabriel Santiago

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# Declaration of Cities Coalition for Digital Rights

We, the undersigned cities, formally come together to form the Cities Coalition for Digital Rights, to protect and uphold human rights on the internet at the local and global level.

The internet has become inseparable from our daily lives. Yet, every day, there are new cases of digital rights abuse, misuse and misinformation and concentration of power around the world: freedom of expression being censored; personal information, including our movements and communications, monitored, being shared and sold without consent; 'black box' algorithms being used to make unaccountable decisions; social media being used as a tool of harassment and hate speech; and democratic processes and public opinion being undermined.

As cities, the closest democratic institutions to the people, we are committed to eliminating impediments to harnessing

technological opportunities that improve the lives of our constituents, and to providing trustworthy and secure digital services and infrastructures that support our communities. We strongly believe that human rights principles such as privacy, freedom of expression, and democracy must be incorporated by design into digital platforms starting with locally-controlled digital infrastructures and services.

As a coalition, with the support of EUROCITIES, United Cities and Local Governments (UCLG) and the United Nations Human Settlements Program (UN-Habitat), we will share best practices, learn from each other's challenges and successes, and coordinate common initiatives and actions. Inspired by the Internet Rights and Principles Coalition (IRPC), the work of 300 international stakeholders over the past ten years, we are committed to the following five evolving principles.

# Cities for Digital Rights Principles

01.

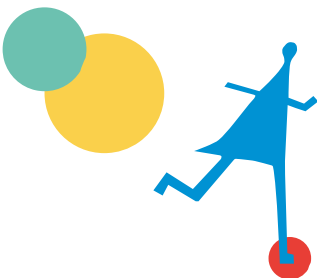
## Universal and equal access to the internet, and digital literacy

Everyone should have access to affordable and accessible internet and digital services on equal terms, as well as the digital skills to make use of this access and overcome the digital divide.

02.

## Privacy, data protection and security

Everyone should have privacy and control over their personal information through data protection in both physical and virtual places, to ensure digital confidentiality, security, dignity and anonymity, and sovereignty over their data, including the right to know what happens to their data, who uses it and for what purposes.





03.

## Transparency, accountability, and non-discrimination of data, content and algorithms

Everyone should have access to understandable and accurate information about the technological, algorithmic and artificial intelligence systems that impact their lives, and the ability to question and change unfair, biased or discriminatory systems.

04.

## Participatory Democracy, diversity and inclusion

Everyone should be represented on the internet, and collectively engage with the city through open, participatory and transparent opportunities to shape the technologies designed for them, including managing our digital infrastructures and data as a common good.

05.

## Open and ethical digital service standards

Everyone should be able to use the technologies of their choice, and expect the same level of interoperability, inclusion and opportunity in their digital services. Cities should define their own technological infrastructures, services and agenda, through open and ethical digital service standards and data to ensure that they live up to this promise.

# Why join?

## Objectives

This coalition aims to rally up cities to sign the declaration with the following objectives:

- To eliminate barriers to harnessing technological opportunities that improve the lives of city inhabitants;
- To provide secure digital services and infrastructures that support communities; and
- To increase respect for human rights in a digital environment, particularly in City services by incorporating human rights principles such as privacy, security, freedom of expression, and democracy by design into locally controlled digital platforms, infrastructures and services.
- To jointly advocate for digital rights and the provision of digital services and infrastructures that support communities.

## Planned activities

- Campaign for 100 cities in 100 days
- Seminars, Workshops and training events leading to enhanced awareness and capacity of UN-Habitat partners to ensure digital rights
- Each signatory city to host an activity on the international day of the internet
- Compendium of Case studies on local government efforts to promote and ensure digital rights
- Demonstration projects on efforts to ensure the above-mentioned principles in the signatory cities

Mailing list for sharing policies, case-studies, practices, questions:

[citiesdigitalrights@framalistes.org](mailto:citiesdigitalrights@framalistes.org)

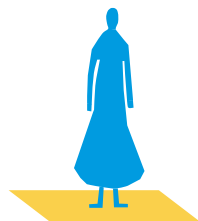
## Expected outcomes

- Improved policies, laws, plans and strategies for better open and ethical digital service standards at the city and global level.
- Improved access to affordable and accessible internet and digital services on equal terms, as well as the digital skills to make use of this access and overcome the digital divide.
- Improved privacy and control over personal information through data protection in both physical and virtual places.
- Increased understanding of the technological, algorithmic and artificial intelligence systems that impact their lives, and the ability to question and change unfair, biased or discriminatory systems.
- Improved representation on the internet, and collectively engage with the city through open, participatory and transparent opportunities to shape the technologies designed for them, including managing our digital infrastructures and data as a common good.

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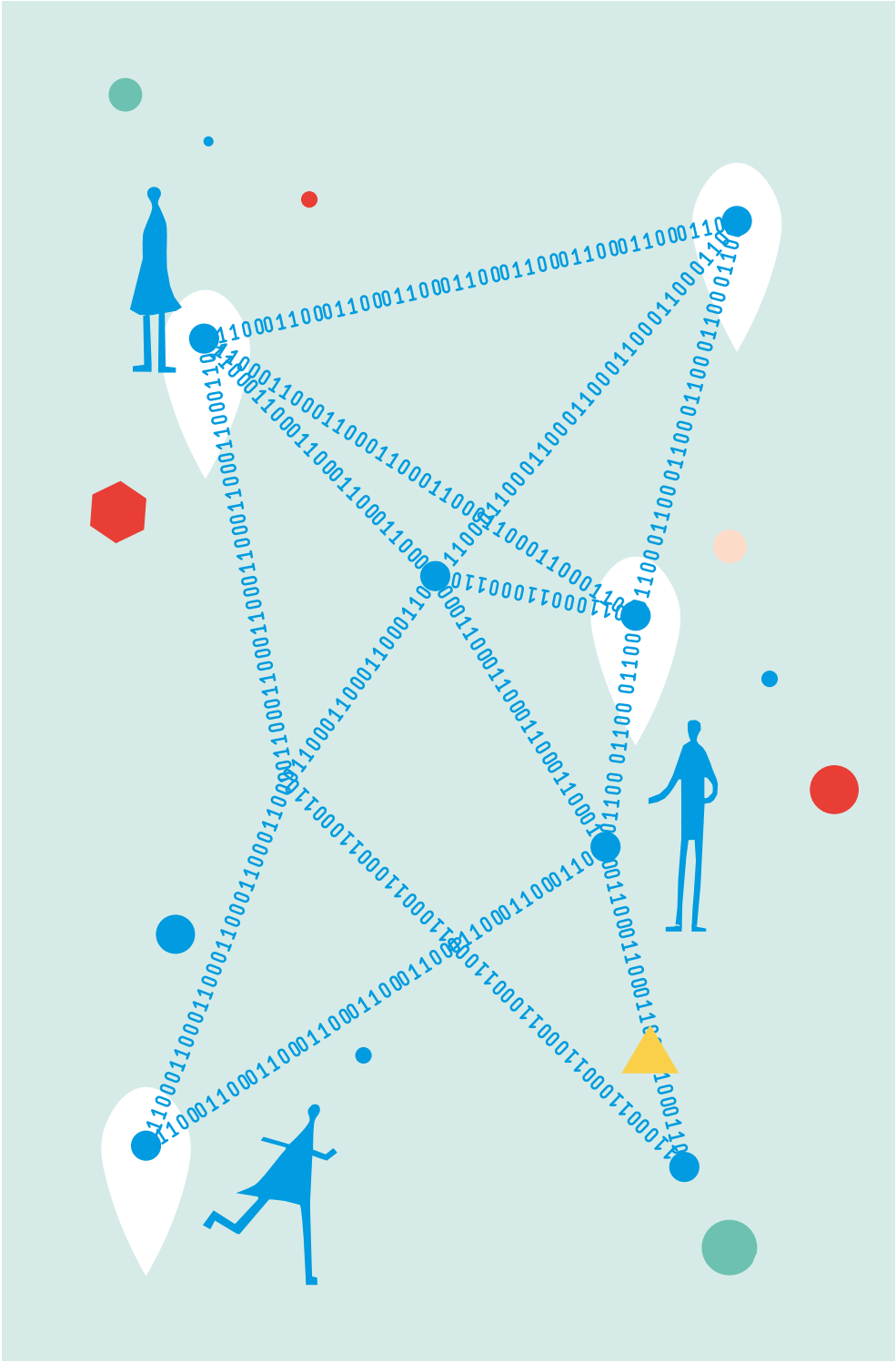


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# City Examples

## PRINCIPLE 01

## UNIVERSAL AND EQUAL ACCESS TO THE INTERNET, AND DIGITAL LITERACY

### Library Privacy Week

#### New York City

In 2018, the City of New York held its first Library Privacy Week, which included a series of more than 30 free public workshops aimed at teaching residents better data privacy and security practices. Library Privacy Week 2018 marked the formal launch of NYC Digital Safety: Privacy & Security, a project that ensures that NYC residents can rely on public libraries for their questions about internet privacy and security while promoting civic engagement and participation.

2019



NYC Public Library by Soomness

## Proactive services

### Bratislava

The new Mayor of Bratislava has a plan to create a transparent, liveable, modern, accessible and innovative city. Looking into the future, the administration of the Mayor wants to leap frog towards proactive services for citizens and stakeholders, closely cooperate with business, academic and third sector to develop a modern city adhering to the principles stated in the UN Sustainable Development Goals.



Bratislava by Aneta Pawlik

## Tada Manifesto

### Amsterdam

The participatory manifesto “Tada, clarity about data” - created with local businesses, academia and residents - will be implemented. The manifesto highlights concepts such as inclusion, transparency and ethical data use.

[tada.city/en/home-en/](https://tada.city/en/home-en/)



Tada by Hans Kleijn



## Open data for public benefit

### London

London is a recognised leader in mobilising open data for public benefit, with the London Datastore empowering London's agencies and institutions to solve some of the most complex urban challenges faced by Londoners: like poor air quality, housing and inequality, and today nearly half of all Londoners who travel regularly use apps made possible from live data made publicly available by Transport for London.





## Data ethics principles

### Helsinki

Helsinki plans to be world's leading city in opening up and utilizing public data. Therefore, it is fundamental to engage in data ethics and ensure transparency, accountability, and non-discrimination of data, content and algorithms. Helsinki is in the process of formulating data ethics principles for the city in order to safeguard citizens, their data and privacy while accessing the services offered by the city.



Helsinki by Tapio Haaja

## Digital inclusion

### Milan

In Milan, the Digital Citizen Folder was developed to help citizens in their user experience with Municipality. It is a private and secure digital repository where personal documents for all citizens are stored. In this way, citizens can reach a single point of access to find all their information and data, directly from the Municipality web portal. The access to the personal folder is protected and guaranteed through the national electronic identity system (SPID) or the strong authentication system ensured by the local Cybersecurity unit.

Another goal of the Milan Municipality is to spread the digital knowledge and digital skills to everyone, making citizens aware about different opportunities provided by digital technologies and allowing them to access and use public e-services offered by the Municipality.



Milan by Thoots Y

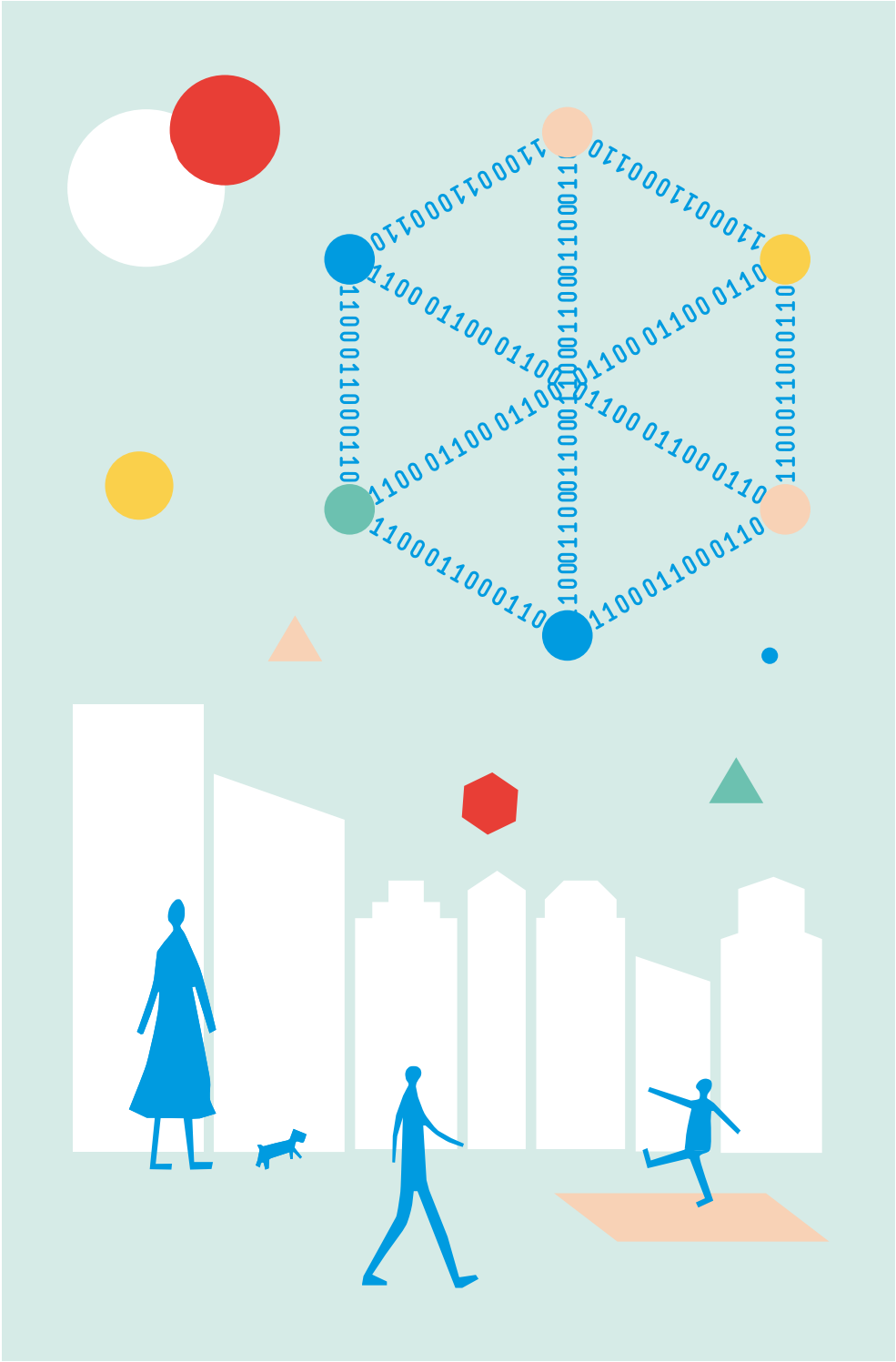
## Ethical digital standards

### Barcelona

Barcelona has been working for over two years on its Open Digitisation Plan and one of the important results are Barcelona's Ethical Digital Standards, an open source Policy Toolkit for cities to develop digital policies that put citizens at the center and make Governments more open, transparent, and collaborative.

This is a decisive policy change that puts people first in the design of government services and reinforces their digital rights. The City reinforces its policy for technological sovereignty, for full control of its ICT services and infrastructures, and the ethical use of data to be more open and transparent, while returning data sovereignty to citizens.





# What can your city do?

## Institutional measures

- Institute or maintain a data protection office
- Institute or maintain a (CTO) office with authority to institutionalize and enforce digital rights
- Political council has a digital equity agenda

## General process

- Attend and contribute at global digital rights events
- Commit to uphold the Declaration of Cities Coalition for Digital Rights

# Principle based actions

## PRINCIPLE 01.

### Universal and equal access to the internet, and digital literacy

- Existing or planned commitment to universal broadband
- Existing or planned programs to increase digital literacy
- Public education campaigns to increase digital literacy and awareness

## PRINCIPLE 02.

### Privacy, data protection and security

- Publish a data protection policy
- Institute local legislation to protect data privacy and security
- Develop tools for residents and visitors to protect privacy and security



## PRINCIPLE 03.

## Transparency, accountability, and non-discrimination of data, content and algorithms

- Initiate a process to increase transparency and accountability around algorithmic decision-making
- Create or maintain digital portal to share open data
- Publish open data related to city services and technologies
- Leverage local power to protect net neutrality

## PRINCIPLE 04.

## Participatory Democracy, diversity and inclusion

- Develop new digital participation tools to increase civic engagement and participatory democracy
- Leverage existing technology platforms to increase resident participation in government processes
- Document the demographics of local internet users (with commitment to make progress over time)
- Ensure your digital platforms are accessible

## PRINCIPLE 05.

## Open and ethical digital service standards

- Existing or planned technological sovereignty policy
- Require the use of Open Standards in procurement, reducing the risk of vendor lock-in
- Promote the use of Open Source technologies







HELSINKI

MOSCOW

BERLIN

VIENNA

BRATISLAVA

SYDNEY

TIRANA

ATHENS

# Cities that joined the Coalition so far



A

## Amsterdam

Amsterdam believes in people centered approach to technology.

Starting her term in June 2018, Deputy Mayor Meliani is developing an ambitious policy framework, called “the digital city,” including proposals on data minimization, open by default, privacy by design, and a ban on Wi-Fi tracking. Also, the participatory manifest “Tada, clarity about data” - created with local business, academia and residents - will be implemented, highlighting concepts such as inclusion, transparency and ethical data use.

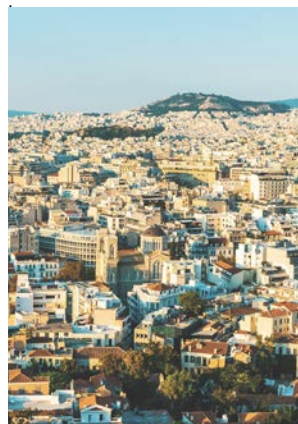
To put word into actions, Amsterdam is pioneering creating open accountable

tech solutions at their Datalab. For example, every year, 250.000 issues in public space, such as trash on the street, are reported to the City of Amsterdam and directly routed to the right person on the street by an algorithm. To ensure this technology is fair and beneficial to all, a neutral audit will be conducted, testing whether the algorithm is not biased towards particular privileged areas or problems.

The city of Amsterdam is convinced that diverse input from residents is essential in their policy making. OpenCity Amsterdam provides easy-to-use digital participation tools to include the residents voice, such as co creating the design of public space. In Amsterdam civic initiatives have emerged to empower people digitally. ‘Programming school ‘Codam’ makes sure everyone who is motivated - degree or no degree - gets a chance to learn coding.

Cities should join forces to set the conditions for innovation in the digital city. Together with Eindhoven, Amsterdam has developed four main principles providing guidance to citizens and entrepreneurs about the values and norms of the digital infrastructure, such as sensors and data usage in urban public space. These four principles has been widely adopted in other Dutch cities through the Association of Netherlands Municipalities. DECODE is a response to people's concerns about a loss of

control over their personal information on the internet. In the EU-project Amsterdam and partners provide tools that put individuals in control of their data. In the next years, Amsterdam is excited to learn more from other cities in the digital rights coalition



## Athens

### Athens Open Schools

The Open Schools program is an innovative initiative run by the City of Athens, which has grown popular within the local community. Schools are open to the neighbourhood and to the society.

The school premises turn into meeting places and centres of action where the local community is invited to take part in recreational, cultural, educational and sports activities suitable for people of all ages.

During the week schools remain open with security from the final ring of the

school bell until 9.30pm and during the weekends from 10am to 8pm.

*"When designing the Open Schools program, we had two main things in mind: the need to convert school buildings into creative meeting points for the citizens of the local communities, as well as the importance of providing a space where one can acquire knowledge, pursue creativity and where innovation and dialogue bloom. A year later, we are truly proud to see that the school environment contributes to a more interesting daily life for the citizens of Athens"* MAYOR OF ATHENS, GEORGIOS KAMINIS

Our goal: A modern educational hub, open to all the society. The new, digital era requires special skills and knowledge that everyone can gain, regardless of gender, age or nationality.

The building: Start Project begins to write its own story, and there would be no more suitable space to host it, from the beautiful Lela's Karayianni house, which a few decades ago was associated with the struggle for freedom.

Start Project provides digital skills to all social groups:

- Education
- Developing digital skills, from the use of computers and social networks, to planning and creating websites.

- Professional advancement
- Consulting seminars for the development of entrepreneurship and the search for business opportunities.
- Innovation
- Introduction to innovative technologies such as 3D printing, robotics and automation, and on-site practice with special equipment.



## Austin

### Open and inclusive city services in Austin

The City of Austin's Digital Inclusion Strategic Plan was adopted by city council in 2014, establishing a vision for every Austin resident to have the opportunity to be fully engaged in digital society and enjoy the benefits that digital access can bring. The plan includes efforts to close gaps in digital literacy and device access among the Austin community

through skills training, grants, device access, and working with a network of service providers. Device access and connectivity are key pillars of Austin's digital inclusion efforts. In refurbishing retired computers, the City of Austin gives community nonprofits a leg up and diverts waste from the landfill. The City's open access computer labs provide digital literacy training to all residents who need it. Moreover, Austin Public Libraries are addressing education gaps through device and wi-fi hotspot lending programs. Building on the foundation of digital inclusion, the City of Austin is developing a citywide policy for accessibility in the digital era. In order to be truly inclusive, the City's approach to accessibility must consider complex issues, for example: how to make services more findable and usable for people of all abilities and across all types of devices; payment methods for "unbanked" residents; providing content and guidance in the eight most common languages spoken by community members. The launch of City of Austin's Office of Equity in 2016 brought an increased focus to these efforts in service of addressing racial inequity and historic disparities. The City of Austin is committing to these principles with its Digital Transformation Strategy, which puts residents first, empowers multidisciplinary teams, plans for change, and cultivates communities of learning throughout the City. The latest

work in this effort can be seen at [alpha.austin.gov](https://alpha.austin.gov).



B

## Barcelona

[Barcelona Ethical Digital Standards - a Policy Toolkit](#)

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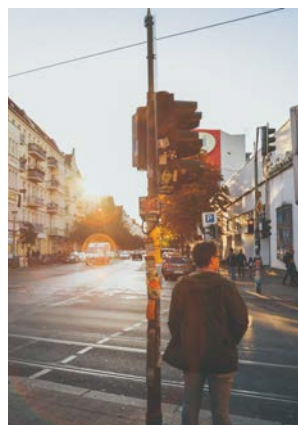
This is a decisive policy change that puts people first in the design of government services and reinforces their digital rights. The City reinforces its policy for technological sovereignty, for full control of its ICT services and infrastructures, and the ethical use of data to be more open and transparent,

while returning data sovereignty to citizens.

In the context of this programme, Barcelona has released several digital services as reusable open source software, key among them is its flagship citizens' participation platform Decidim, which Barcelona has deployed to support direct consultation with its citizens. Another important project in this initiative is the Barcelona Open Data portal, enabling more transparency regarding city services, and showcasing open data based citizen projects within its "Reuser" area.

In the area of data protection, Barcelona has recently appointed its first Chief Data Officer, director of the Municipal Data Office, and has put privacy and compliance with the recent EU General Data Protection Regulation at the heart of its data management and digital service design, supervised by its Data Protection Officer. Barcelona is also a key participant in the Decode project, a collaborative initiative at European level to strengthen citizens data rights and put them back in control of their data as well as enable them to share this data for the common good.

Barcelona is committed to work for Technological Sovereignty and is releasing a Manifesto in favour of technological sovereignty for cities and citizens' digital rights.



## Berlin

Like Amsterdam, New York and Barcelona, Berlin also faces the challenge of accompanying and shaping the digital future of the city - not only technologically, but also with regard to socio-political aspects. The central instrument here is the development of a digitization strategy. The aim is to develop a digitization strategy for Berlin based on sustainability, participation and economic development.

The strategy development process is scheduled to last 18 to 24 months and will be accompanied by a participatory citizen dialogue. The aim is to create a Berlin that is worth living in, which also ensures access and opportunities for all Berliners in the digital age and thus offers potential for growth and better social coexistence in the city. The mutual exchange with other cities that face similar interdisciplinary and interdepartmental challenges

as Berlin will enrich the process of brainstorming for a successful implementation of the goals.



## Bratislava

Bratislava, as the capital of Slovak republic, is the largest city in Slovakia and is the industrial, administrative, cultural and university centre.

The new Mayor of Bratislava, Matus Vallo, and his administration has a plan to create a transparent, liveable, modern, accessible and innovative city. Looking into the future, the new administration wants to leap frog towards proactive services for citizens and stakeholders, closely cooperate with business, academic and third sector to develop a modern city adhering to the principles stated in the UN Sustainable Development Goals.

Given the goals in the Cities for Digital Rights Declaration Bratislava aims to:

1. Increase connectivity to public Wi-Fi, improve e-government services and increase accessibility of our web and digital services to create a communication channel with citizens.
2. Develop mechanisms to process data in a secure and fast way to improve lives of its citizens, including open data standards and data exchanges.
3. Create and implement processes that increase transparency and give opportunities to various stakeholders to participate in the city governance, including innovative procurement, experimentation and testing of new technologies and processes.
4. Build an ecosystem of stakeholders and create participatory and collaborative tools.
5. Drive close cooperation with business and academic stakeholders through joint projects and initiatives to solve city's most pressing issues.
6. Develop and enhance citizen engagement and participation through forums, stakeholders groups, education and citizen projects in sustainable city development.
7. Build regional and international networks exchanging best practices.



## Cary (U.S.A.)

<https://www.townofcary.org>



## Chicago

Universal and equal access to the internet, and digital literacy

The City is committed to providing residents with access to technology and broadband. Our libraries with

support from the Chicago Public Library Foundation, the City's Department of Innovation and Technology, and many others provide several critical services to promote access to the internet and digital literacy.

Privacy, data protection and security

The City considers privacy as it approaches the design of new programs. When the City launched its municipal ID program, CityKey, the City Clerk conducted a listening tour across the City to build a program that served the needs of our residents. You can listen to team members discuss how they approached this project at their ChiHackNight presentation: <https://chihacknight.org/events/2018/10/02/citykey.html>.

Transparency, accountability, and non-discrimination of data, content and algorithms

Chicago has automated processes in place to publish data openly to its Portal at [data.cityofchicago.org](http://data.cityofchicago.org).

Participatory Democracy, diversity and inclusion

We work with residents to build new programs and technologies, like the CityKey <http://www.chicityclerk.com/chicagocitykey>, the Array of Things <https://arrayofthings.github.io>, and the new 311 system <https://www.chicago.gov/city/en/sites/311ProjectInformation/home.html>.

Open and ethical digital service standards

The City provides open resources through its Developers Portal at <http://dev.cityofchicago.org>. We also openly publish our standards, which are generally updated annual at [chicago.gov/doi](http://chicago.gov/doi), with an emphasis using more open source technologies



## Grenoble

New services, risk of exclusion, privacy protection... facing the challenges of digital technology In Grenoble we have long been combining equity and modernity. And to go even further, we decided to join the network of "Cities for Digital Rights" at the City Council meeting on February 4th, 2019.

Taking action against digital exclusion The risk of a break with the public service created by the increasing digitization of a certain number of services is real: this is why, in Grenoble,

like many other local authorities but unlike the State administrations, we have chosen to maintain physical counters for all administrative procedures, but also to support citizens in this transition. In libraries or city halls, computers are available and agents welcome and accompany all audiences, especially the most vulnerable. Many of the associations we support are also working to ensure that no one is left behind!

Taking action to protect privacy

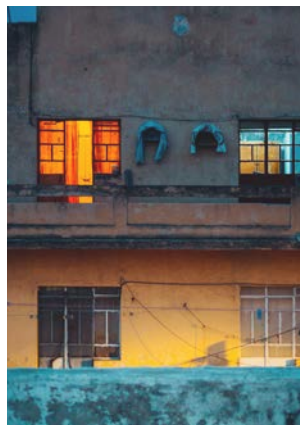
The digitization of society also has other consequences, of which little is said: the risks of abuses in terms of generalized surveillance or privatization of data by Internet giants are not to be taken lightly. This is why on our official websites, the cookies deposited by these unscrupulous actors are disappearing and being replaced by virtuous tools for analysis and linking to social networks. We have also hired an information systems security manager and have brought ourselves into compliance with the European General Data Protection Regulation (GDPR) by appointing a data Protection Officer.

Free software: take back control of your digital life! Labelled Free Digital Territory, a member of The Promoting and defending free software Association - April, Grenoble deploys free software in schools and administration to no longer depend on private publishers and ensure its



technological sovereignty. In Grenoble, schools are being equipped with the primtux environment (Linux dedicated to pedagogy) and all the city's agents will soon use the free suite Libre Office.

Open data for more sharing and transparency Making public data accessible means transparency and participating in the dissemination and sharing of knowledge: public data is a common good! On the basis of this information, citizens, companies, researchers, journalists, etc. can propose new uses such as making the absence of women's names visible in public spaces or informing people about civil engineering near their homes. But it also means widening access to culture, by making the collections of our cultural institutions, such as the Grenoble Museum, public and freely reusable online. In partnership with Wikimedia France we will work to make this information as visible as possible, while making you want to visit it on site!



## Guadalajara (Mexico)

### Visor Urbano

Tackling corruption in urban development through open data and georeferenced information about land using, zonification, business licences and construction licenses issued by the city.

With Visor Urbano we would like to recover the trust of citizens in government institutions. The citizens become sensors and monitors of what happens in the city. Citizens are expected to become active participants in the urban development of the city. We use technology, focusing its development on the usability of the citizen.

Currently the platform is used in 90% of all digitally available procedures and we have had more than 50,000 digital inquiries about property information.

More information at [visorurbano.com](http://visorurbano.com).



## H

## Helsinki

Helsinki's City Strategy 2017-2021

outlines that Helsinki aims to be the city in the world that makes the best use of digitalisation. Helsinki increasingly understands its role as the creator and enabler of possibilities.

The city develops digital solutions, which make it easy for residents to follow and engage in matters of interest and concern to themselves. In other words, Helsinki plans to increase participatory democracy, democracy and inclusion with the support of digital solutions. The city has already established several digital platforms such as the Helsinki App and Voice your opinion where citizens can participate in open hearings.

Furthermore, the city continues to further develop its feedback system to reflect better the needs of citizens. Helsinki's operating model is based on openness and transparency. Also the city plans to be world's leading city in opening up and utilizing public data. Therefore, it is fundamental for the city to engage in data ethics and ensure transparency, accountability, and non-discrimination of data, content and algorithms. Helsinki is in the process of formulating data ethics principles for the city in order to safeguard citizens, their data and privacy while accessing the services offered by the city. In Helsinki, the whole city is utilized as a place for learning for people of

all ages. Digital technology enriches the learning process and enables learning regardless of time and place. Helsinki is building an Älykoulu (Smartschool) operating model where future pedagogical solutions will be innovated and implemented. Digital analytics provides an enabling environment for learning to progress at an individual level. Digital services lower the threshold to seek education and for reorienting studies at transition stages. In addition, the city supports elderly people and other citizens who are not familiar with technology and teach them basic skills to utilise digital services. For this purpose, Helsinki has established "Digital Counseling"-services across the city where citizens can receive help and guidance on digital matters. More information at Digitaalinen Helsinki



K

## Kansas City

DataKC is a division of the City Manager's Office focused on supporting data-driven management in city operations. DataKC partners with city staff to leverage data in order to help the organization understand customer feedback, manage effectively, improve operations, and tell stories with data. Additionally, we run the city's data transparency programs including OpenDataKC, and KCStat.

City staff can choose from a scope of services for DataKC's assistance on projects and analysis relevant to their operations. In addition to partnering with staff to further department efforts, DataKC also manages the City's centralized data efforts including KCStat, Open Data KC, Resident Satisfaction Survey, Business Survey, Employee Engagement Survey, Data Academy, Process Improvement Academy, etc.

One of KC's main digital rights goals is to make our data transparent, easy to access, and contextual. This is primarily accomplished through OpenDataKC and KCStat. Our KCStat program brings together division and department directors, the city manager, DataKC, and the Mayor to discuss the city's progress towards its adopted goals. The narrative that the subject matter experts provide illuminates the data in a way that a spreadsheet alone never

could. The Mayor and City Manager ask questions and give direction to staff at these meetings. These meetings are always public and residents and staff are encouraged to stream it, watch it on cable, download the slide decks, read the post-meeting memo, and follow along as we live-tweet it. Residents can even tweet their questions to us with #KCStat!

This level of transparency and accountability was recently written into law with the passage of a new ordinance that requires city leadership to report out on citywide progress towards our goals in a data-driven and public discussion.

You can learn more at [kcmo.gov/kcstat](http://kcmo.gov/kcstat) and at [kcmo.gov/data](http://kcmo.gov/data)



L

## London

In London everything we do starts and ends with the citizen. This can be



summed up with a simple question: how can digital, technology and data empower Londoners from all walks of life to live healthy lives and live well alongside each other? The new Smarter London Together Roadmap, launched by Mayor Sadiq Khan in June 2018, champions a bold people-first approach to the way data and technology serve those who live, work and visit our great city.

London is already a recognised leader in mobilising open data for public benefit, with the London Datastore empowering London's agencies and institutions to solve some of the most complex urban challenges faced by Londoners: like poor air quality, housing and inequality, and today nearly half of all Londoners regularly travel use apps made possible from live data made publicly available by Transport for London.

The Crowdfund London platform supports Londoners to act together to improve their neighbourhoods. The Mayor's Civic Innovation Challenges set open calls to the tech community to work with public agencies to develop and scale solutions to Londoner's biggest issues. We are also committed to support the next generation of pioneers by enhancing the digital skills of young women and Londoners from diverse backgrounds through the Digital Talent Programme.

We are collaborating with European cities to sharing new energy saving

and mobility ideas designed around citizens' needs for more low-carbon, connected neighbourhoods and cities. With the growth of Internet of Things devices transparency is fundamental, which is why London is piloting a new Data Trust with the Open Data Institute so we can share live data from city spaces while safeguarding their privacy and security of Londoners. We are committed to working closer with other cities across the world to set a progressive, sensible and ethical approach to promote inclusion and the digital rights of our citizens.



## Los Angeles

<https://www.lacity.org/>



## Lyon



N

## New York City

[Make Technology Work for All New Yorkers](#)

In his first term in 2013, Mayor de Blasio established the goal of making sure every New Yorker has affordable,

high-speed internet access by 2025. Since, the City of New York has invested in broadband infrastructure and is creating new ways to bring equitable service to all areas of New York City, including bringing free Wi-Fi to Queensbridge Houses, the country's largest public housing complex.

In 2016, the Mayor's Office of the Chief Technology officer created a set of best practices and resources for using smart technologies responsibly in order to establish open and ethical digital service standards. More than 35 leading cities have signed on to the Guidelines for the Internet of Things.

Earlier this year, Mayor de Blasio launched a national coalition calling on all U.S. mayors to join a Cities Open Internet Pledge requiring all U.S. internet providers with whom they do business to follow a strong set of Net Neutrality principles. Over 100 mayors across the country have signed onto the Cities Open Internet Pledge to prevent providers from being the gatekeeper between residents and the local government services on which they depend every day.

The City of New York also held its first Library Privacy Week this year, which included a series of more than 30 free public workshops aimed at teaching residents better data privacy and security practices. Library Privacy Week 2018 marked the formal launch of NYC Digital Safety: Privacy & Security, a project that ensures that NYC residents

can rely on public libraries for their questions about internet privacy and security while promoting civic engagement and participation.



M

## Milan

### New digital services for 'smart citizens'

Since 2016, Deputy Mayor for Digital Transformation for Municipality of Milan aims at developing all technological initiatives respecting users' digital rights.

Roberta Cocco, Deputy Mayor, has adopted an integrated Digital Transformation Plan based on 4 pillars (infrastructure, services, digital education and digital skills) with a user-centric focus in order to simplify citizens' lives, ensuring them equal rights and opportunities.

The Digital Citizen Folder is the key digital project which was developed to help citizens in their user experience

with Municipality. It is a private and secure digital repository where personal documents for all citizens are stored. In this way, citizens can reach a single point of access to find all their information and data, directly from the Municipality web portal. The access to the personal folder is protected and guaranteed through the national electronic identity system (SPID) or the strong authentication system ensured by the local Cybersecurity unit.

Connected with this project the Municipality goal is also to spread the digital knowledge and digital skills to everyone, making citizens aware about different opportunities provided by digital technologies and allowing them to access and use public e-services offered by the Municipality.

This has been possible through the organisation of several initiatives, such as the 'school-work alternation program', a project about digital education of citizens that involves students in all registry offices of the City to support citizens who might be interested to learn how to use the digital services of the Municipality.



## Moscow

<https://www.mos.ru/>



## P

## Philadelphia

The City of Philadelphia is committed to driving equity and inclusion through its technology-based services. In 2010, OIT was a part of the inaugural team that established the City's KEYSPO

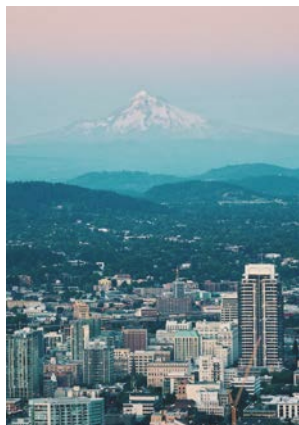
network. This network includes over 50 public-access computing centers located in public, private, and nonprofit organizations that are committed to increasing access to technology and education in communities with low in-home internet adoption rates.

The City continues its dedication to closing the digital divide by making financial investments into its communities through grant-making. The Digital Literacy Alliance provides financial support to programs in Philadelphia that work to address issues of literacy and inclusion. The Alliance is a broad coalition of institutional stakeholders working to alleviate the digital divide in Philadelphia through programs, policy, and partnership development.

In 2017, the City of Philadelphia established the SmartCityPHL initiative to drive collaboration across municipal entities, universities and colleges, community-based organizations, businesses, and residents of the city to develop policies and technology projects that aim to increase equity and access to government information, services, and engagement. SmartCityPHL is focused on technology that leverages real-time data and analytics that will drive municipal service innovation and support the quality of life for its diverse communities and residents. The City is currently implementing its Smart City roadmap which include policies on

data, privacy, and project development to ensure equitable practices and the voices of the city's residents are well-reflected in the outcomes of the initiative.

Over the years, the City of Philadelphia has led and supported open data initiatives such as OpenDataPhilly. In addition, the City has an established team of analysts, developers, engineers, and project managers who develop meaningful ways for Philadelphia's residents to engage with geo-spatial technology. Using geographic data, the CityGeo team collaborates with City departments to create many user-friendly, public applications such as Atlas, OpenMaps, CleanPHL Litter Index. More recently, the team developed a crowdsourcing data application to help the City collect, record, and input the city's landmarks on a map. The goal is to make the landmarks a useful reference when viewing city maps. The landmarks will also be used to support named-based routing for the City's Next Generation 911 system in the future.



## Portland

### Smart City PDX projects

Smart City PDX is prioritizing projects that reduce inequities for people who have been left behind in our city, specifically people of color and people with disabilities. Smart City PDX projects will:

- Engage community members in an authentic and meaningful way to identify needs, to design projects and to make decisions.
- Focus on addressing the problems of and reducing disparities for communities of color and people with disabilities.
- Advance projects that have measurable benefits and build metrics of success collaboratively with the community.
- Acknowledge that one project size does not fit all; ongoing evaluation, refinement and collaboration will be

needed to make projects successful.

- Make data freely available and accessible to the public so that the Portland community can understand and evaluate our decisions, and design innovative solutions of their own.
- Be effective partners with academia, non-profit organizations and national consortiums, other agencies, and private sector companies to leverage resources toward improved outcomes.

The Digital Equity Action Plan (DEAP) outlines a series of operational and policy proposals for public and private agencies, along with nonprofits in Portland/Multnomah County to advance the cause of digital equity.

Another project in draft form, the City of Portland Privacy and Information Protection Principles, aim to provide data management guidelines for collecting, processing, publishing, sharing or protecting information in the Digital Age, prioritizing that from vulnerable communities.

The Smart City PDX Priorities Framework describes a roll-out of technology and data management that addresses inequities and disparities using data and investing in technology-driven projects that improve people's lives.

The roll-out can be seen here: <https://www.smartcitypdx.com/guiding-principles>

The Digital Equity Action Plan (DEAP) harnesses the efforts of local partners (community-based organizations and nonprofits on the front lines of digital inclusion efforts, and local governments, businesses, schools, libraries, etc.) to focus services and resources on traditionally underserved and vulnerable residents.

Specifically, the DEAP provides a framework for local partners to collaborate on 17 strategic actions that target inequities in access to high-speed internet at home and in school, devices to use the internet, and relevant training to gain digital literacy skills.

More information: <https://www.portlandoregon.gov/oct/73978>

The Privacy and Information Protection Principles are expected to be adopted in Spring 2019. Policies and administrative procedures will be developed in the coming two years. It will involve community based organizations and other stakeholders committed to digital equity and digital literacy.



## San José

The City of San Jose's current development and approach for establishing centralized, Citywide consideration of digital privacy policy. Three concurrent efforts are ongoing: Privacy Working Group (senior internal City staff), Privacy Advisory Board (external privacy experts), and Community Engagement (series of recurring workshops/events to engage community leaders and the general public. All three concurrent efforts are formulating Citywide privacy principles that will be vetted, amended accordingly, and approved by all three efforts. The privacy principles will then serve as a point of departure and reference for the development of policy, specifically for smart city use cases in 2019.

[sanjoseca.gov/digitalprivacy](http://sanjoseca.gov/digitalprivacy)



## Sydney

### Digital Strategy

The City's Digital Strategy sets out how the council will maintain a focus on people and community outcomes during a time of continued technological change, and leverage the benefits presented by technological innovation. The Digital Strategy has six priorities:

1. Champion digital inclusion and lifelong learning: We create programs to encourage skilled, digitally literate communities for everyone to access and enjoy the benefits of digital technology.
2. Create people-centred digital programs and services: We design our programs and services around the people who use them to provide a better experience of dealing with the City. This also means ensuring people can access our online services any time from any device.
3. Transform how we engage with all

our communities:

We use technology to have a more open conversation with our community that leads to greater community participation in decision-making processes.

4. Support businesses to build digital skills, knowledge and infrastructure: We support our local economy to be more resilient and enhance Sydney's reputation as a collaborative, connected and innovative city to attract talented people into our local workforce.
5. Actively participate in urban renewal of Sydney, advocating for, and where appropriate providing, smart infrastructure needed to ensure Sydney's global competitiveness: We use our influence to partner with others to get these networks and infrastructure in place.
6. Innovate ethically in the information marketplace: We creatively use data to improve the performance and operation of our systems and infrastructure, while meeting privacy expectations, and encourage understanding of security issues.

### Smart City Strategic Framework and Implementation Plan

Building on the Digital Strategy, the City of Sydney is developing a Smart City Strategic Framework and Implementation Plan. It recognises that a smart city is one that harnesses data and technology and combines this with

human capital to deliver the priority outcomes identified by the community.

The framework will be based around five strategic pathways:

1. A city supporting connected, empowered communities
2. A city fuelling economic competitiveness and attracting global talent
3. A city future-proofing its environment and bolstering resilience
4. A city cultivating vibrant & liveable places
5. A city providing intelligent, efficient service delivery

#### Community Engagement

The City was one of the first councils to establish an online consultation hub to ensure consultation was supported with effective digital engagement.

Through the "Sydney Your Say" engagement platform, the community can contribute to Council decision making across a wide variety of areas from planning, new facilities, arts and culture, community wellbeing, and strategy development

The platform was established as a website in 2011 and was widely recognised by industry peers as a leading example of online participatory consultation. The City continues to develop the platform utilising new methods and technologies such as smart phone applications, virtual reality, and social media to provide

access for as large a section of the community as possible.

#### Open Data Platform

The City of Sydney embraces the principle of "open by default" and publishes open data sets on its open data platform under the creative commons licensing model. The platform provides datasets relating to Transport and Access, Public Domain, Community, Planning, Cultural, Regulatory, Economic, and Environmental.

Processes are established that ensure that published datasets are of sufficient quality, do not contain sensitive information, and are under the custodianship the City. As well as providing data in tabular form (excel and csv), the platform provides API access to allow external developers to develop their own apps.

#### Links

##### Digital Strategy

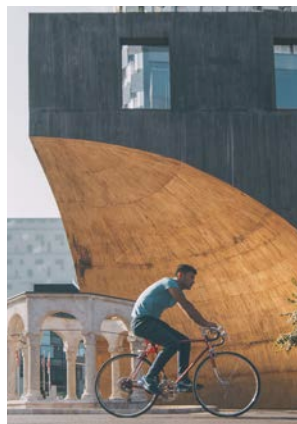
<https://www.cityofsydney.nsw.gov.au/vision/sustainable-sydney-2030/digital-city>

##### Sydney Your Say

<https://www.cityofsydney.nsw.gov.au/council/your-say>

##### Open Data Platform

<http://data.cityofsydney.nsw.gov.au/>



## T

### Tirana

Using open standards and open source software to modernise local government services.

This initiative consists on making a series of steps in a large deployment of open source technologies in the our IT infrastructure. The Municipality of Tirana is using Nextcloud, an open source self-hosted cloud solution (our data is under our control), and LibreOffice, the free and open source platform for document editing - our digital documents are created and saved in an open standard. We believe that we can build the infrastructure that we want, with limited resources (reduced costs) and customize it to our needs. We have had close collaboration with the respective communities of the open source software solutions that we have implemented as well as with the Albanian local community



which promotes the use of FLOSS.  
We also have our Open Data portal which is part of our efforts to increase transparency and citizens participation.

#### Future work

We are making steps forward towards Open Government and E-Participation: [merrpjese.tirana.al](http://merrpjese.tirana.al)

#### Interesting Quote

By using open standards and open source we can build and extend our digital services in the right way. They are accessible to our citizens, they are interoperable, and they keep our systems and data accessible even in the future - Ermir Puka

#### Recommendations

Despite the resistance to change and other big challenges, using free and open source software and platforms like LibreOffice – supporting open standards – is in the best interest of the citizens and more governments should follow this approach

#### More information

- [blog.documentdfoundation.org](http://blog.documentdfoundation.org)
- [joinup.ec.europa.eu/news/boost-local-ict-sector](http://joinup.ec.europa.eu/news/boost-local-ict-sector)
- [opensource.com/article/17/8/tirana-government-chooses-open-source](http://opensource.com/article/17/8/tirana-government-chooses-open-source)



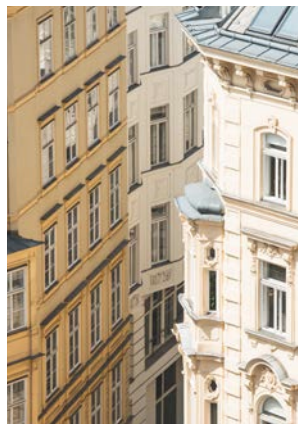
## Turin

### DecidiTorino & Torino City Lab

DecidiTorino derives from the analogue DecideMadrid, which uses source code readapted to Italian authentication specifications. Platform allows citizens to participate in debates, start and submit proposals, or support those already submitted giving opinion also on projects of the Administration still in the planning stage. Overall, the site recorded almost 50 thousand visits, with peaks recorded during the debate on second City subway. Proposals and debates analysis shows that the areas of greatest interest are found in mobility, environment, culture, economy and security. More information at <https://www.deciditorino.it/>

Torino City Lab (TCL) is an initiative-platform aimed at creating simplified conditions for companies interested in conducting testing in real conditions of innovative solutions for urban

living; promoted by the City of Turin . It involves a vast local partnership of public and private actors interested in supporting and growing the local ecosystem. The idea is that businesses can profit of the urban territory to reduce the time to the market of their rpe-commercial solutions. More information at [www.torinocitylab.com](http://www.torinocitylab.com)



## Vienna

### DecidiTorino & T

*Vienna is conducting a study and a research program on "digital humanism"*

More information at <http://www.digitaleagenda.wien/>

### Digital Agenda Vienna

The Latin origin of the word 'agenda' essentially means 'things that ought to be done'. With this in mind, the Digital Agenda Vienna can be seen as a 'to-do list' for the city. It summarizes

which projects and activities in the area of information and communication technology (ICT) will fall under the responsibilities of the city council.

This in itself implies that the Digital Agenda Vienna does not comprise a rigid set of rules, but is a working document – an overview that will continuously develop and improve. This makes sense, as the demands of our citizens and our technical possibilities are constantly evolving. How the City of Vienna can deal with these demands and possibilities is a question that the Digital Agenda Vienna ultimately aims to answer. In so doing, we address the following questions: How can the potential of new technology benefit the citizens of Vienna? How can we take advantage of these opportunities, while also avoiding the risks associated with these new technologies?

Considering these questions, the Digital Agenda Vienna is a logical addition to the existing strategic documents in the area of research, technology and location policy. Ultimately, however, it encompasses far more, as technological developments continue to play a decisive role in key aspects of city life.

#### Putting Users First

The main focus of the Digital Agenda Vienna has been the various users that live within its (the) city. Their concerns, needs and interests have been the guiding principles for setting

priorities, implementing projects and designing new services. That is why the involvement of users is an essential component in all related processes.

Digital Agenda Vienna's current proposal has also been a result of this focus. It was not conceived behind closed doors but elaborated with the participation of hundreds of interested people. That is why any further development of the Digital Agenda Vienna will also be carried out in a transparent and open manner.

The Digital Agenda Vienna is consistent with the "Viennese principles" that have emerged in the course of this discussion process. This refers to the nine guiding principles that the city uses to lead the development of new technological opportunities. In addition to transparency, openness, and participation, this also includes trust and security, inclusion and social sustainability, gender equality, citizens' orientation, the strengthening of business locations, consolidation, innovation, as well as flexibility and learning.

It is these principles that render Digital Strategy Vienna unique, and ensure that the opportunities and potential of digital development benefit all Viennese citizens. However, these principles must also be lived. That is why we invite you – and all people living in this city – very cordially, to participate in this process and dialogue.



## Z

### Zaragoza

The city of Zaragoza has just approved a new strategic roadmap for the next 20 years, "H20+". The objective 4 of this new strategy includes the transition towards an innovative and intelligent society based on knowledge and culture. In turn, goal 6 of H20+ aims to achieve a new participatory governance that, through networks and alliances, projects the city and its surroundings.

Both objectives are fully aligned with those included in the City Coalition, which seems a logical step to move forward.





