

A nighttime photograph of a city skyline with illuminated skyscrapers and buildings, viewed from an elevated perspective. The image is partially obscured by a yellow and white geometric overlay on the right side.

CITIZENS' REQUIREMENTS FOR SMART CITIES

WHAT STANDARDS CAN DO!

Smart cities are helping :

- *Meet global energy targets*
- *Reduce costs of government & social services*
- *Spur job creation & economic growth*
- *Meet important environmental goals*
- *Upgrade & improve the existing infrastructure.*

In all these challenges, the role of the citizen is critical

Standards can help assess the different citizen-related issues that smart city standardisation needs to address. For each of these issues, standards can:

- ★ **Provide** a statement of the subject area
- ★ **List** relevant standards & ongoing standards activities
- ★ **Assess** whether activities in practice are taking reasonable account of the smart city dimension from the perspective of citizen welfare, and if not, the needed rectifications
- ★ **Identify** general legal & ethical issues
- ★ **Contain** terms & definitions

Citizens' / Consumers' general needs

Citizens' needs should be properly considered in every standardisation activity relevant to smart cities. Standards should cover “horizontal” matters that affect citizens' lives, including:

- **Citizen involvement/empowerment, complaint & redress procedures**
- **Physical security**
- **Cyber-security**
- **Exchange & handling of citizen data, data protection, digital privacy**
- **Accessibility, both physical & electronic**

Citizens & city authorities

Standards can deal with aspects of citizens' day-to-day interfaces with local authorities i.e. related to their residence (registration, local taxation, communications from & to the local authority), and citizens' requirements in connection with community-based initiatives.

Citizens & local services

The standards aspects include:

- **Public transport**
- **Education & child-care services**
- **Recreational services**
- **Healthcare services**
- **Sanitation**
- **Utilities**
- **Emergency services.**



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