

**Organise! Object!
Outsmart**

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**Organise!
Object!
Outsmart the Paradigm!**



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INTRODUCTION

Dear reader,

Global population trends point towards more and more people migrating to urban areas, making cities the centres of multicultural gathering, economic activity and political innovation. These growing cities are also places of direct implementation of many new technologies. The promise of these new digital technologies is economic growth, evolution of our democracies and better living standards. Indeed, more and more cities try to adopt the identity of a smart city to prove their adeptness in using technologies to address the challenging trends of the 21st century.

However, the intentions of municipal governments behind the implementation of these technologies vary. In political contexts where the democratic controls aren't developed and the corrupt elites rule through authoritarian means, the values behind the implementation of digital technologies in these cities are violated to promote individual interests, rather than those which benefit the public. Therefore, we, young green activists of Eastern Europe have gathered to denounce the harmful practices currently being implemented and to rethink the concept of smart cities from a Green Eastern European perspective.

In order to do this, we organised the project 'Outsmarting the paradigm: Implementation of new technologies in cities'. The project was originally to be implemented in Riga, Latvia in May 2020. However, with the difficult circumstances brought forward by the pandemic, the format was adapted for the project to happen completely online.

As a part of the new format, the Prep Team recorded (1) a podcast introducing the digital city through the differing perspectives of two people about their smart city, (2) a webinar on Inclusion and Citizens' Rights and (3) a webinar on Citizen Scoring. This publication is the final step of the project, gathering the political, theoretical and practical outputs. Specifically, it gathers the "Manifesto on Eastern European Smart Cities", interviews with experts, articles on the different aspects of a smart city, quizzes and campaigning tips on organising around smart city issues.

This project builds on the previous work of the CDN and Green European Foundation on an international project called 'Youth and the City - Young people for fair and Green cities' as well as the transnational project 'A Charter for a Smart City'. This project is being implemented as a part of the 'Charter for a Smart City II' organised by the Green European Foundation with the support of CDN and Wetenschappelijk Bureau GroenLinks.

We hope you enjoy this publication and use it to learn about smart cities with an added Eastern European perspective, have some fun along the way and feel empowered enough to promote the critical solutions for smart city implementation in your city!

Editorial team,
Elena, Hanna, Luka and Masha

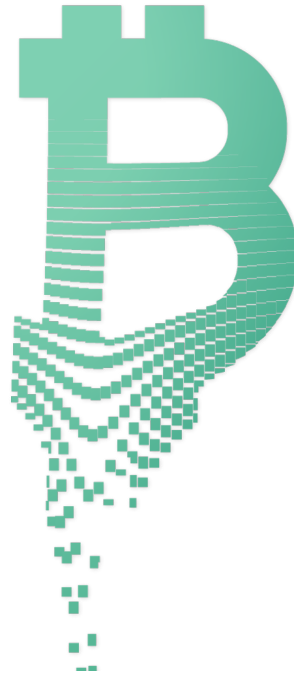
MANIFESTO ON EASTERN EUROPEAN SMART CITIES

Developed by the preteam and participants of the project “Outsmarting the paradigm” as a part of “Charter for the Smart City II”.

We, the youth of the Eastern European (EE) cities see digital technologies becoming an important aspect of our cities, and embrace their transformative potential to our urban environments. We acknowledge that the implementation of new technologies in our cities can be beneficial if directed at improving everybody’s life in the cities. However, we are concerned that at the moment, digitalisation and technologies are used to further increase inequality, racism, bureaucracy, corruption, climate and social crisis under the pretence of neoliberal growth narratives. We want to end this kind of abuse of new technologies, and take ownership of their transparent implementation in our cities, making sure that they are used to achieve green values.

Digital Economy

Currently, cities are providing significant tax subsidies, repurposing urban spaces, and taking loans to provide infrastructure for new tech-based businesses in hopes of them providing economic growth and raising employment. However, these kinds of practices can create a race to the bottom between cities, and make them hostages of large corporations and their threats to move their operations elsewhere. Furthermore, despite investing into showing a friendly face to the public, these corporations



have proven to be hostile to workers' unions, oftentimes banning them, as well as having a large turnover rate of their workforces.

Even when these companies provide economic growth, which is not connected to the general economic wellbeing of the majority, it is based on the extraction of rare metals and high energy consumption which is especially problematic in Eastern European countries which are still largely relying on fossil fuels, as well as dependency on the global economic trends. When the latter takes a turn to the worse, like during the COVID-19 pandemic, the first ones to be affected are the workers and their families. Accordingly, multinational technology corporations often times keep their headquarters in their home countries, while outsourcing manufacturing or customer support to EE countries, relying on their low labour standards and leaving the highly qualified workforce with little choice but to emigrate to rich countries.

The new digital economy in our cities must provide clear benefits to all the citizens. The benefits tech companies are given, must also oblige these companies to assist in lowering inequalities and promoting a better standard of living in cities in a meaningful way, by engaging in dialogue with the municipal governments and citizens' organizations. They must take responsibility for the environmental impact that they make and invest in sustainability, including energy conservation, renewable energy production and sparing, circular use of metals and other materials.

Environment and technologies

As we are diving further into the climate crisis, the neoliberal economy is trying to adapt, instead of changing. This is creating a false solution of "green" economy and "green" technology that more often than not avoids real climate action and continues the already existing approach to consumption which is not feasible for the foreseeable future. We demand that new technologies and innovations are used to systematically achieve our climate goals. Climate change cannot be tackled without restructuring our economy, therefore, we demand that green tech will not be used to advance consumption. Green-tech should help us reduce greenhouse emissions, foster democracy, and reduce social and economic inequalities. Our smart city should not be someone else's civil war or environmental disaster.

We must put narratives of self-driving, electric and/or private vehicles as a solution to the environmental impact of a city to a stop. These means of transportation are individualist, based on consumption, increase the need for paved areas, raise the temperature of cities and produce negative environmental outcomes in the places where the lithium, cobalt and other necessary metals are mined.

We want the municipalities to streamline the processes of in-

stalling new energy solutions that are cost-efficient and environmentally friendly alternatives. As outlined in the 'Charter for the Smart City', local generation of renewable energy offers a unique opportunity to create new commons. Collective solar roofs, neighbourhood heat pumps, collective batteries, and distributed smart grids, managed by energy cooperatives, can speed up the energy transition, democratize the energy system, forge new bonds between neighbours, and prevent sensitive data on the energy use of households from coming into the hands of large energy corporations. Renewable energy cooperatives deserve municipal support.



Digital inclusion and democracy

Nowadays, we see the implementation of new digital technologies in Central and Eastern European cities as concentrating hierarchies of power as well as bringing dangers of excluding the most vulnerable groups from the society. The implementation of new technologies is prone to be contained to the wealthy and visible areas of the city and its access reserved for the wealthiest and most privileged individuals.

The implementation of new digital tools in municipal governments without a clear view of how user-friendly it is for all the groups in the society can lead to the exclusion of elderly people, immigrants, differently-abled and other vulnerable groups. Implementation of these kinds of technologies without extensive public consultations and studies can turn out to create democratic deficits in a city, and therefore, these kinds of practices must be avoided.

Procurement of digital technologies must be done in a transparent way, allowing fair and objective public tenders as well as the debate of citizens regarding the benefits of a specific technolo-



gy. The data collected by these technologies must remain in the hands of the public and its transfer to private companies must be transparent and in the public's interest as well as based on clear conditions. We demand for the benefits of the implementation of new technologies to be clearly communicated to the public, and the advantages to be available and accessible to everyone in the city, and in all areas of the city, rather than being contained to the wealthiest groups.

Digital participation

Digital tools can strengthen democracy in numerous ways, from facilitating access to public sector information to broadening citizens' participation in decision-making. Digital platforms and social media provide a forum for public debate and for contact between elector and elected. There are good examples, especially at the local level, of politicians who do not exclusively send, but also receive. They reply to questions online, answer for their decisions, and pick up ideas, as outlined in the 'Charter for a Smart City'.

We want Eastern European cities to provide free and accessible education in digital literacy, and equip the citizens with the knowledge on how to use any new digital tools made available by the municipalities. Digitisation and digital transformation have to become an empowering force for all citizens to make our smart cities more democratic. Currently, many EE cities use digital participation tools accessible only to the individuals who can afford their own equipment, and have the technical and legal knowledge to include themselves in the debate. We want for the urban governments to ensure, that digital tools are used to help all stakeholders to have a better conversation in public debates on the upcoming projects about the interventions planned and for the design participation process to be more inclusive, agile, and open. This should be done by making these digital tools available in public spaces such as libraries, with officials tasked with facilitating the participation of citizens.

I N T E R

VIEWS

GOVERNING A SMART CITY

By Luka Gudek

Smart city governance has recently proven to be a highly salient issue in the debate on smart cities. It has the potential to put together the economic, social, political and environmental approaches to analysing smart cities in a meaningful way. In this interview, we discuss the key issues of smart city governance with Giorgia Nesti, an assistant professor of EU policy-making at the Department of Political Science, Law, and International Studies at the University of Padova, who was published in the recent special issue of *Public Management Review* on Management, Governance and Accountability for Smart Cities and Communities. Her current research is in the area of smart cities as a new way to imagine local governance and policy-making through innovative ideas and tools.

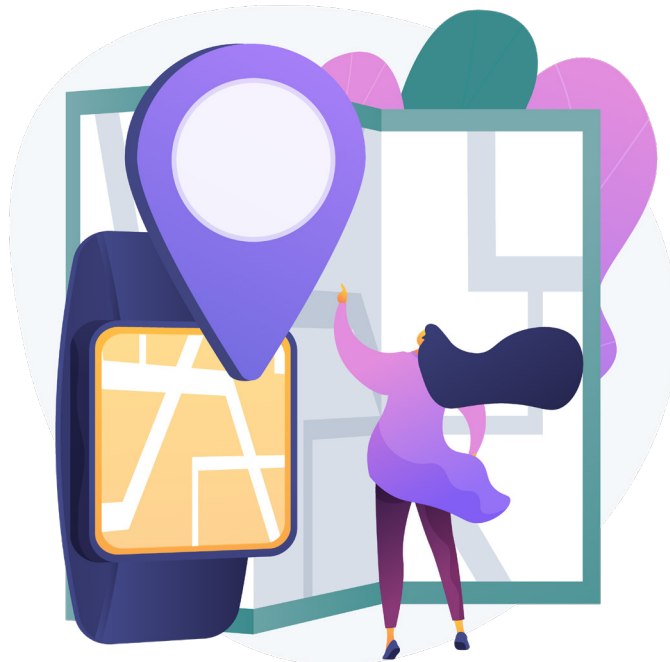
What makes a successful smart city today and has the criteria changed since the concept first appeared?

Today a successful smart city is a city that promotes not only sustainability and the adoption of technologies 'per se' but rather a resilience and responsive use of technologies for citizens. When the policy discourse about smart cities first appeared, it placed a great emphasis on the capacity of 'smartness' to enhance economic development while neglecting other crucial aspects such as digital and social inequalities. This discourse paved the way – in my opinion – to 'controversial operations' such as the creation of utopistic cities or the technological race

started in some municipalities. Previously many mayors viewed ICTs as an end in itself, not a means to achieve something else. This led to the creation of 'useless' smart cities. Now the majority of mayors are adopting a more cautious approach, and the concept of a smart city has been re-focused on citizens' needs.

The concept of a smart city is often presented as a way to address a series of 'wicked issues' that municipal governments are trying to address. Do smart city technologies really have the potential to address these issues and are there real-life examples of this from Europe?

Yes, the smart city could potentially address several wicked problems, such as climate change, economic downfall, inequalities and more general policy problems related to sustainable mobility and e-government due to the 'holistic' governance approach that it should promote. Also, the Coronavirus emergency



could benefit from a smart city approach – think for instance at the potential of big data, AI, IoT and ICTs in supporting the prevention of diseases. But the crucial point, nevertheless, is how to design and to implement such an approach in a way that could benefit citizens, on the one side, and that is feasible for public administrations, on the other. This is very challenging because public administrations are complex organizations and they do not often have enough resources, policy tools and/or skills to cope with innovation at the local level. There are some good examples of cities that are moving in this direction, such as, Barcelona, Vienna, and Milan, in Europe or Boston, in the US.

In your article on the transformational nature of smart city governance, you wrote about what smart governance looks like in different cities. Why is it important to use the concepts of smart governance and smart city governance? Is the way in which cities develop their smart governance models a political process?

The concept of governance in my opinion is crucial. The smart approach is useful only if it solves problems and it produces public value. That is, the smart city should be driven, guided by the public. Local administrations (politicians and public officials) should steer the process and should be responsible and accountable for the choices they made – in this sense, the development of a smart governance model is definitely a political process. Other actors – such as the private sectors, citizens, civil society organisations, and/or research centres – can participate in the development of the smart strategy but the definition of goals and of expected results in terms of public value that a smart city should achieve is a political responsibility.

Does the implementation of smart city technologies change the political dynamics of a city, or strengthen the existing power dynamics?



It depends on how the smart city strategy is defined and implemented. This problem has many facets.

First, smart technologies obviously create inequalities as for every technology. Digital divides, lack of digital skills, and lack of infrastructures are all 'well-known' barriers to the access to technologies that create inequalities. And these inequalities overlap with existing economic, social, and gender inequalities and prevent citizens from equally benefitting from the smart city.

Second, smart governance should promote participation but if there isn't a clear will or strategy to engage all the citizens and civil society organizations in the governance process – especially those who are at the margins – the risk is that participation is granted only to the same 'members of the club'.

Does a model of smart city governance promote specific values, and do these differ from city to city or are they consistent?

Literature about smart city governance tells us that it should promote sustainability, economic development, innovation, and wellbeing. But every smart city focuses more on one aspect or another. The majority of smart cities still place a great emphasis on issues such as the reduction of energy consumption, the promotion of e-mobility, or the support to businesses.

Now other public values such as inclusion, participation, empowerment, digital rights, and the United Nations Strategic Development Goals are on the smart city agenda.

Some smart city strategies like 'The Greater Manchester Digital Strategy' present gender balance as an objective to be addressed. Have the issues of gender equity been satisfactorily included in the academic debate on smart city governance and smart city strategies? What are the changes that should be included in the governance models to address this issue?

Unfortunately, it's not the case. Gender inequalities have not been sufficiently addressed by smart cities because the discourse (or rhetoric) surrounding them is gender-blind - ICTs and smart goals are supposed to be gender-neutral. I've already addressed this point in an article. To advance the debate, a gender mainstreaming approach should be adopted in the governance of smart cities: We need tools, data, skills, and processes capable of supporting policy-makers in promoting equal opportunities and the diffusion of a new mindset.

INCLUSION IN SMART CITIES

By Hanna Pischyk

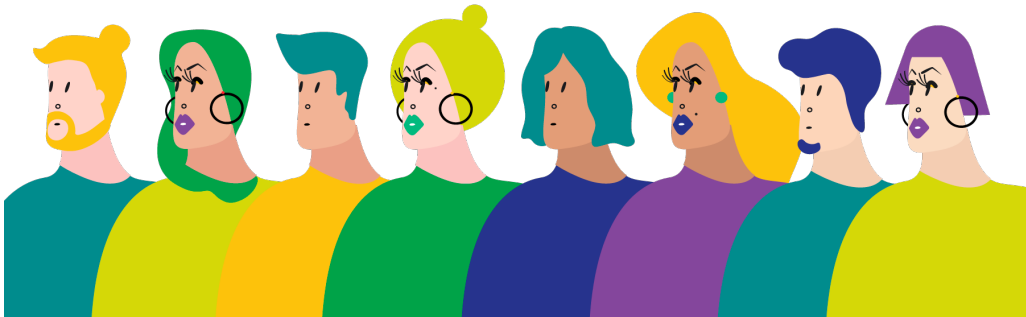
There is a complex network of dimensions that make a smart city “intelligent”, i.e. smart environment, smart mobility, and smart economy providing sustainable, accessible, and effective solutions to their citizens that can ease their lives. Another equally important component is the human aspect, which is about creating a city that fosters inclusion, embraces diversity, and ensures that all groups are able to engage in and shape their cities. This issue is particularly relevant for the LGBT+ community that is often left behind in the process of urban development.

In this section, we discuss the issue with representatives of two organisations working in the field of LGBT+ community inclusion on national and international levels respectively: Anastasia Danilova, the executive director of GENDERDOC-M Information Centre and Manuel Rosas Vázquez, the coordinator of the Rainbow Cities Network.

Manuel Rosas Vázquez is the coordinator at Rainbow Cities Network. In this capacity, he works with the Board to set the strategy and direction of the network, manages relationships with our members and other international bodies, and represents the network on platforms around the world. He is a specialist in international relations and strategist on LGBT+ policies. He holds a master’s in Public Policy.

Anastasia Danilova is the Executive Director of GENDERDOC-M Information Center, located in Chisinau, Moldova. Before be-

coming Executive Director in April 2010, she was GENDERDOC-M's Women's Program coordinator. She was also involved as a volunteer in the publication of a magazine for lesbians, Theme. She shared her personal story and motivated other community members to protect their rights in Moldova's homophobic society. Anastasia is one of few open LGBT+ people in Moldova who represents GENDERDOC-M at both the national and international levels, speaks publicly on LGBT+ issues, and organizes public activities including Pride marches.



Tell us about your organisations. What do you do?

Anastasia Danilova: The Information Centre "GENDERDOC-M" is one of the only NGO actively promoting LGBT+ rights in Moldova. GENDERDOC-M has carried out more than fifty projects at different levels raising public awareness about sexual orientation and gender identity, lobbying state institutions and international organisations for LGBT+ interests and rights. Our Centre also aims at preventing HIV/AIDS and STDs, promoting healthy lifestyles and offering psychological and legal assistance for the community as well as organizing support groups (for transgender people, seropositive gay people, older gay people, relatives of people from LGBT+ community) and conducting activities with professional groups such as psychologists, sociologists, journalists, police and doctors.

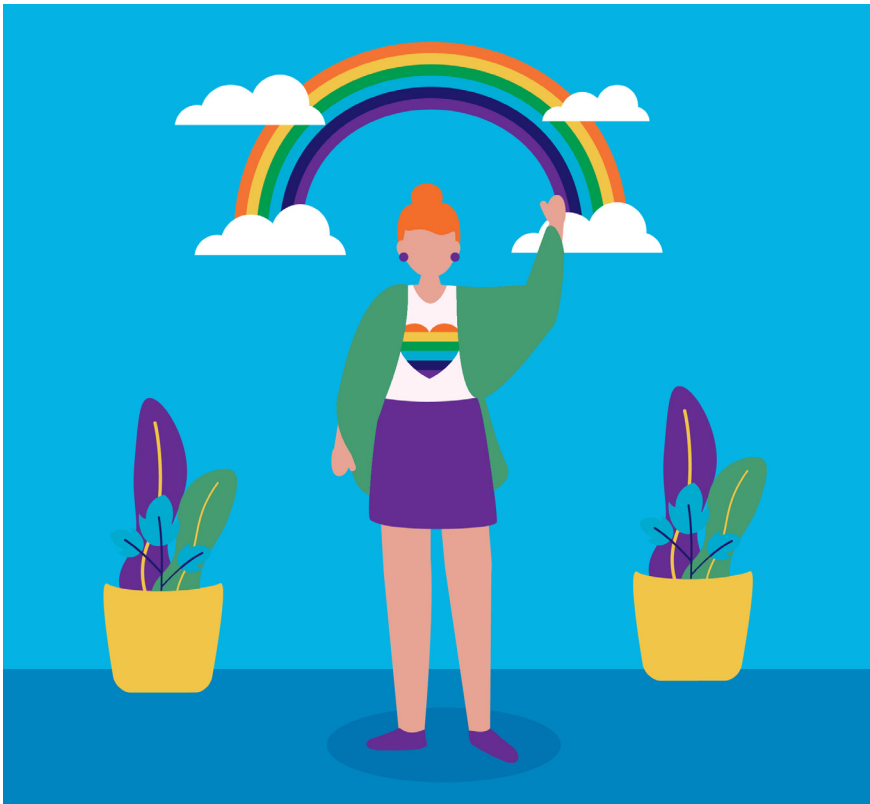
Manuel Rosas Vázquez: I would start by acknowledging that humanity is diverse, complex, and colourful, while our identity, culture, and expressions are intricately entwined into our being. This diversity should be a cause of pride and love, and not a reason to hide or be scared. But members of LGBT+ people around the world still face stigma, discrimination, exclusion, and in extreme cases violence. Rainbow Cities Network and its 33 member cities work to guarantee a person's sexual rights with the help of innovative public policies in their respective cities which encourages LGBT+ individuals to enjoy their sexual identity and exercise control over their own bodies. The Rainbow Cities Network has existed since 2012, initially only as an informal network subsidised by the Dutch Government. However, the subsidy finished in 2018 and the members decided to keep up with the great work of the network and in July 2019 The RCN was registered in Amsterdam as a non-profit organisation.

Manuel, how can a city become a member of the network? And what opportunities does this membership open for a city?

Boroughs, counties, small, and large cities that have an active LGBT+ (inclusive) policy within the local administration can become a member of our organisation. As per our By-laws, all interested cities need to send an application consisting of a signed Memorandum of Understanding accompanied by 2 so-called one-pagers. One describing the LGBT+ policy and the second one describing three best practices conducted by the city in the year of application. After the application has been approved by all members, the applicant city then pays the annual fee. The opportunities are limitless, cooperation among the members, joint events, and activities as well as to contribute to the annual publication of the organisations best practices.

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Why is LGBT+ inclusion crucial for a city's development and resilience?

Manuel Rosas Vázquez: LGBT+ citizens are an integral part of every society. Therefore, modern societies and successful cities cannot be conceived without the full inclusion of LGBT+ individuals. There is evidence that shows that inclusive cities attract talented people and some of those talented people might consider migrating to one of those cities that welcome openly and clearly people from the LGBT+ collective. This makes the cities more competitive. Recently the organisation 'Open for Business' published a study that shows a ranking of cities that are competitive globally and I am pleased to share with you that among those cities 9 belong to our network, Amsterdam, Berlin, Paris, Barcelona, Frankfurt, Hamburg, Munich, Mexico City, and Sao Paulo.

Anastasia Danilova: Participation of all citizens in developing a city's infrastructure is crucial, because diversity helps to make decisions that are suitable for all residents of the city and makes it a space, where everyone feels safe and included.

How can urban planning work toward making cities safer and more inclusive for people discriminated against based on their sexualities?

Manuel Rosas Vázquez: Around the world and in Europe LGBT+ individuals constitute a significant number of the poor. Transgender women and gay men still represent the highest number of individuals in our community living with HIV which might lead to developing severe symptoms because of COVID-19. Therefore, local governments need to address this problem through an inter-sectional approach and urban planning plays an important role to prevent the isolation of our community when thinking about how cities are built.

Anastasia, your organisation operates on a national level. What are the key challenges you face in your advocacy and community work?

There are a number of barriers that LGBT+ communities face in Moldova. First of all, there is social intolerance and high levels of homophobia, transphobia, and biphobia in society. As a result, many LGBT+, especially from rural areas, fear to disclose their sexual orientation or gender identity as well as to report to the police and take any legal action when facing abuse. At the same time crimes against LGBT+ individuals are not recognised as hate crimes. Another problem we face is hate speech and discriminatory rhetoric advanced by local politicians, churches, and public figures. On top of that, there is a lack of a clear legal definition of gender at a state level.



One of the most disturbing LGBT+-related issues in our region (Central and Eastern Europe) might be police harassment. What role can the cooperation between law enforcement agencies and LGBT+ communities play in improving their safety in public spaces and tackling LGBT+-related hate crime and discrimination?

Anastasia Danilova: Hate crimes against LGBT+ individuals are not recognised as such, and the police defines them as hooliganism, theft, or assault. There are also cases of attempted extortion by police officers who extort money from gay people at their gatherings in exchange for not disclosing their sexual orientation. In addition, there are known cases where the police refuse to draw up reports if the victims are LGBT+ people, while the manner in which police officers treat LGBT+ individuals may include insults and degrading treatment. When such cases come to our attention, we file a complaint with the Ministry of Internal Affairs. Meanwhile, since the police are aware of our organisation, the attitude towards LGBT+ individuals who contact the police immediately changes, when "GENDERDOC-M" is mentioned or when our employees provide assistance. At the same time, every year the police protects the participants of public LGBT+ events, does not hinder the holding of them, and treat the organisers with respect.

Who are the main actors in making cities more open and welcoming to the people of diverse sexualities?

Manuel Rosas Vázquez: Well, this is a question with multiple answers and depends on whom you ask. But what is undeniable is the preponderant participation of the local administration to fully recognise their LGBT+ population and prevent discrimination in public spaces.



What is your experience of cooperation with public authorities? Do you think it is important to have a state-level action plan for LGBT+ issues?

Anastasia Danilova: This cooperation with public authorities is clearly important, since NGOs cannot bring a fundamental change on their own, especially when it comes to informing the population and introducing LGBT+ issues in the field of education. Unfortunately in our context, we are lacking political commitment, since many politicians benefit from having LGBT+ issues as a manipulative tool in public discourse, which helps them to win votes. Our organisation has a well-established cooperation with the Ministry of Health on health and prevention of HIV and other sexually transmitted diseases. The Ministry of Internal Affairs is also open to cooperation to some degree. For example, we cooperate in the field of LGBT+ march protection and police participation in our training programs on SOGI (Sexual Orientation and Gender Identity). However, police education is still neither widespread, nor centralised, and the institution remains homophobic and transphobic. What is more, sometimes its members themselves become a source of discrimination and blackmail.

What are the first steps city administration and policy-makers can/should take to support equality of LGBT+ people?

Manuel Rosas Vázquez: This is also a complex answer, but I would say that the cities are interested in moving forward to fully recognise and prevent discrimination against the LGBT+ community. First of all, it is necessary to have the political will, followed by the training on LGBT+ topics to first response officials like the police department, fire-fighters, and health care personnel, enact a policy within the local administration that develops programs and work with LGBT+ local groups.

What are some strategies NGOs and city councils can follow to promote LGBT+ inclusion in their communities?

Anastasia Danilova: I think it is truly important to have supporters in municipal councils who can change attitudes toward the issue from within and include different groups in the decision-making, including LGBT+ individuals. In my opinion, it is one of the most effective and powerful strategies at the moment, because the process in Moldova as well as many other countries of Central and Eastern Europe is still in the initial stage.

What is the role of technologies in supporting diversity and fostering LGBT+ inclusion?

Manuel Rosas Vázquez: New technologies are an ally to our community especially IT tools, through those, our community is able to express their needs with absolute anonymity that in some cases is very important because some members of our community unfortunately still need to hide. There are many examples in Europe where online surveys have helped local, regional, and international organisations to map the needs that LGBT+ individuals face in their everyday life. For example, the European Union Agency for Fundamental Rights announced the results of the largest conducted LGBT+ survey in Europe. Results suggest

that there has been little progress within recent years. For example, many same-sex couples report that they are still afraid of holding their partner's hand in public, 40 per cent of interviewees have experienced harassment, and discrimination rates remain high in public spaces like schools, cafes, and nightclubs. The Transgender community is the group experiencing the most severe discrimination, especially when it comes to identification documents and access to public services.

What is your vision for LGBT+ inclusion in cities of Central and Eastern Europe? What are the main challenges and opportunities do you see?

Anastasia Danilova: I will reflect on these questions through our experience in Moldova. Talking about main challenges, first of all, for now it is impossible to establish effective cooperation with municipal councils due to their high levels of homophobia and transphobia. Even the use of the rainbow symbol sparks a negative response. For example, one of the municipal councillors from the socialists' party demanded a ban on the use of rainbows in the city, considering it a threat. There are no LGBT+ places like bars, clubs or cafes in the capital, not to mention the rest of the country. All attempts to open such places have failed because they were not profitable. So all we can do is rent a space to hold a private event for LGBT+ people. Other challenges I have already mentioned, they are a lack of open LGBT+ citizens as well as their exclusion in urban spaces. Talking about opportunities, one of the most prominent is to work with individual members of municipal councils who are strong allies of the LGBT+ community or who are part of the community themselves. However, as I said it before, this is only the initial phase. At the same time, solidarity, partnership, and the implementation of joint activities on issues that affect all, like environment, accessibility, mobility, waste separation, etc. is one of the ways to foster a positive attitude towards LGBT+ people, because they are not just represen-

tatives of the LGBT+ community, they can also responsible and active citizens.

Manuel Rosas Vázquez: Countries and cities from Central and Eastern Europe must recognize, protect, and fight discrimination against LGBT+ communities in their territories not only because is the right thing to do, but because they have the moral responsibility to grant and protect human rights to all its citizens. The main challenge is to educate and provide accurate information to the citizens that are opposed to fully recognise basic rights to LGBT+ individuals. I trust that the citizens of Central and Eastern Europe are willing to learn and to cooperate with the rest of Europe in protecting LGBT+ rights, an example of that is that we have Ljubljana as a founding member of the network and more recently Kotor in Montenegro joined our network. This is a clear sign that more people in the region want social justice and equal rights for everyone.

THE COVID CRISIS AND DIGITISATION

Josef Šmida has been a professional in the field of social inclusion and human rights for more than a decade. In the last four years, he has been combining digitalization and social dimension, especially in terms of digital exclusion and digital literacy. Currently, he works on civic-tech open data and the right to information in a digital era in OSF Prague. He has been a member of the Czech Green Party for eighteen years and is in his second term as a member of the Global Greens Coordination. We talked with Josef about the digitisation, pandemic and how technology influences our lives and cities.

Tell us about yourself and your activism.

My name is Josef Smida, I am from Prague, Czech Republic (CR). Currently, I am working for the Open Society (OS) foundation Prague and ministry of Labour and Social Affairs. I work on Human Rights and Social inclusion. Now I am combining this issue with digitisation. I work on a project in OS Prague that tackles transparency and right to information in a digital era; I am working on open data and civic technologies, as we support the NGO sector. On the other hand, in the Ministry, I work on a project developing community-based coordination with a multidisciplinary approach. It is operating in 4 regions in CR and all of them are in periphery and have structural difficulties. When it comes to Greens, I am a member of the Czech Green party since 2002. I was working as the head of the human rights' expert section when we were in government. I am also a member of Global Greens' coordination as a representative of European Green Party (EGP). I was also active in Young Greens, both in Czech Young Greens and Federation of Young European Greens (FYEG).



Can you tell us more about your project in the OS foundation that tackles digitisation and local communities?

The project is called “Our state, our data”. The main aspect is the data transparency of the state and the right to information. The project is 10 years old already. We are trying to push state institutions to open data. It can be environmental data e.g. Czech Meteorological Institute, that was closed, for people to get the abundant data of the forecasts. In case someone who had damage caused by bad weather needed to deal with an insurance company and prove to them that it was a natural cause, they would need to provide them with data from this institute. But they would be able to obtain it only by paying for it. They even had a list of prices for data. Institutions that are funded by the state, by taxpayers’ money, should have open access to all the data.

Last year the centre finally opened up. We also support organisations that try to open data for their field of expertise. We are not only pushing the data openly but we also try to connect the state, business, and NGO sector. We try to do this because there is no space for them to meet and discuss how to make the information more accessible. They are also talking about which in-

formation, for whom, and in what format should be opened – it's a long process and dialogue between these different stakeholders. So we organise events, where they can meet, get to know who does what and for whom. I am organising the Open Data expo, that is the biggest event about Open Data in the country. Last year we had a keynote speaker – Jan Phillip Albrecht from German Greens, so I also try to make the events greener. We are also giving an award for the best application built on Open Data (OD) and Open Source (OS).

What about your work with young people?

One of the very important partners that we have is Cesko Digital (Digital Czech Republic) – 3000 volunteer community from the ICT sector. People are involved differently and we as OS Prague are there from the beginning. We helped to establish it and give it a course and have been cooperating with them since then. We do a few things that are planned, but there is also a lot of agile cooperation. The core is us trying to give the ICT expert community an insight about the NGO sector, as they want to work with NGOs and the civil society. If we talk about education and pandemic, it was a milestone for Cesko Digital. Till then, it was a really closed group of ICT experts that try to help the world, but still did not know exactly where to start. The society was also not really understanding their needs. The pandemic showed how much they actually need the online infrastructure – when it comes to schools, public institutions, or NGOs. Everyone suddenly needed an IT support.

The education sector had the biggest and most unexpected need. The schools and families were not in general ready for this. There was a huge risk that households with more and less developed IT skills and different incomes would have a big education gap. This project delivered equipment to schools and elementary schools, collected from different companies and donors,

e-shops, everyone had at least 10 computers to give away for this purpose. Another thing was methodological support. Having a computer is not enough and many schools – both staff and students have problems using online tools. There is a separate team in Cesko Digital that helps and trains people on using GSuite, Microsoft teams, Zoom etc. as well as some more advanced training if needed. Third, there is social inclusion dimension, we were aware that there are schools that were more prepared and didn't need any help from us. They have other sources to get help. But in CR there are still schools that are segregated. e.g. Roma schools in the socially excluded localities. It is a long term problem, but during this pandemic, they were one of the most vulnerable people in these schools.



It is not just about the quality of the schools but also the environment, where the kids are growing up. Distance education transferred to their homes will not mean that they will follow it as the environment and the home itself might not give them equal opportunities to be enrolled in distant education. e.g. kids might have other 5 siblings and parents, maybe a grandparent or someone else living in the same flat. When there are 7 people living in one flat, usually in very bad conditions, distance education simply will not work. It is very hard to provide equal access to education, even if there are resources for digital education. This is a challenge to be solved in the future. When we talk about education, we should talk about standards for housing as well.

Cesko Digital did another cool project - Rmap using open data, that provided with clear information where people could get masks and respirators. At the beginning of the pandemic, the market for the masks was completely empty, you couldn't buy any masks. There was a wave of solidarity, mostly from women who made masks and the application was showing where the nearest masks were located from you. You could get a mask fast, for free. Suddenly there were places popping up with masks and machine parts. It was an emergency project and is finished already, after winning many awards.

There are other projects trying to help NGOs, e.g. a civic tech project with transparency international, gives information about the politicians, you can look up any politician and get basic info on them, as well as financial backgrounds, who supports them financially, activities etc. It is being developed now and is getting better and better.

Another project helps the municipalities give clear overviews about budgeting. It is a tool on a website working with open data and gives an overview of the financial situation. Everything that is written on an invoice, is written there. It works as a service for the citizens. You can see how much your municipality is spend-

and gives an overview of the financial situation. Everything that is written on an invoice, is written there. It works as a service for the citizens. You can see how much your municipality is spending on what. It is also good for the leadership of the municipality because they have a good overview of how the municipality is using the money. Now there are 10 municipalities in CR that use it. it is called citivizor.

There are many other projects that I can talk about - on media, transparency and digitisation, but there are not as many Social, Economic and Cultural rights related projects and this is something I want to bring on the table. In general, these rights are still not protected as they should be, both in the CR and in our region - Eastern Europe (EE). They are also not commonly understood, not everyone will agree even on the meanings of the terms. It is



a very slow process and Open data is clearly connected to civil rights like access to information, the education, and housing or health, and the pandemic in general, it is now much more connected to Social, Cultural, and Economic rights. And I hope that this is the future of this project.

Last year at the Open Expo, the main topic was the climate crisis. We wanted to show that there is a huge problem - climate change that touches all the rights. Next year, if pandemic allows, the main topic will be health. But it doesn't mean that the expo has a narrow theme. You have to tackle education, right to information, politics, labour market, housing, and loads of other things. More and more people in CR, and not only here, are understanding this social and economic crisis. All this is already challenging, just like avoiding being called "a commie" or "too leftist", unfortunately in EE it is still hard to leave the bubble.

Yes, it seems like it is our eternal damnation to have to explain what socialism in reality is and how real socialism, or leftist politics should work. It is also pretty scary how the culture sector is pushed back right now. Good luck with your future projects!

Tell us about your work in the ministry of Labour and Social Affairs and what is the project tackling the less developed area in the western part of CR.

This is totally out of Digitalisation topics, it tackles social inclusion in the broader sense. This project is funded by the EU and is autonomous from the structure of the ministry in a way. It is a project that was developed outside of the ministry. These 4 regions are less privileged in the development sense but have many opportunities to overcome the challenges they currently face. We are executing community-based coordination. There are 4 community coordinators that network active people and institutions. There is also a multidisciplinary team: archaeologists, his-



torians, architects, social anthropologists, geo-botanists, people that can help the local development by providing expertise.

Let's say if you are a mayor of a village, even if you want to make a change, you feel kind of alone as the county and state are rarely helping out. Regional institutions are not really reachable as you don't have competencies or social capital. The project ran for 3 years. There were many urbanistic developments in several villages. From cultivation of streets, public spaces, or even helping to organise people. Through this project, we are getting information on what the problem is. If there is an active citizen present there, it is a good starting point. But they often don't have the skills to organise others, they don't have experience, and they might be scared. They are realising loads of aspects on the need for participation, expertise, and the involvement of the citizens. An active mayor can involve the inhabitants and this way also ensures that they are re-elected next time. It is a circle of confidence and happiness, just if you put participation in the chain.

I like the project because I have a chance to leave the Prague bubble and go to a region where the living and opportunities is different. It is a beautiful landscape, but there is not much to do in those places. People go to work in Germany and come back to CR to sleep. It's pretty empty when it comes to services, culture, and many other things. Very often there is not that much that needs to be done to improve, these regions were always very rich and full of intelligent people. There is no reason to believe that this region cannot give people the life that they deserve. The project might seem to be an outside intervention, but in reality, the community coordinator is a person already living there.

We try to be part of the community through our agents that bring expertise after consulting the locals. We also give them some outside perspective. If the coordinator is really from that place, they usually know the place, people, and culture a lot, but very often they are not independent. They need to conduct and keep their relationships with the community even if they will stop working as a community coordinator. They often suffer with "local blindness" - they do not see a problem because they have lived there for a long time. If there is a person from Prague, there might be an attitude that the locals might not accept that much from the person, but the coordinator must become the expert on the place, have skills that give the possibility to be part of the community, this way it is much more sustainable. These people also have empathy, be able to lead and this way contribute to the local community.

This project is in its last year. I am curious if there will be a continuation. If there is one, there must be a digital dimension in the new project, because the rural and urban divide also has digital aspect - these regions are not ready for the digital era that is already here.

VIRTUAL REALITY FOR THE SMART CITY

We interviewed Gunita Kulikovskaya, who has an extensive background working with urban activism and participation processes in the Nordic-Baltic region. Since 2016 she has also founded an immersive technology company Vividly that works with visual communication for urban and architecture projects. Recently a new chapter Vividly Urban consultancy has launched to help urban planners with data-driven, digital, and visual urban planning decisions.

Tell us a bit about yourself, what you do and what is your background?

I'm Gunita Kulikovska, I'm trained as an architect, but I practiced as an urban strategist/urbanist. I've been curious about Architecture and built and un-built environment since childhood. I loved to build tree houses and I thought "this should be architecture" - not only the story of the house, but the surrounding and details. However, when I got into architecture, I realised it is not what I expected. I was involved in student organisations and NGOs, that led me to connect with various interesting people working with early participatory methodologies, at the time when we were just wrapping our heads around the idea. It eventually became a new normal for urban planning. Nowadays we speak about participation at every and each step of city planning. For a young architect, it seemed like there must be something beyond blueprints, drawings and layouts. Something that we would describe as space in between - the social and economic relationship that happens in space, how space supports the interaction, community creation and innovation.

All in all, that's when I met some other architects at first AlterUrb event of CDN, after which WG was established. We wanted to embrace the importance of the urban spaces, in particular pub-

lic spaces as a social realm for democracy and re-define it; the spatial conditions, how they can empower people to take part in their social and political live, how to make the politics and policies care more. This is nothing new - of course, things that you see in front of your nose or in your backyard are the things you are most involved with. This is also how I approach my work, we always base the engagement through the issues the locals are most concerned with. If politics seems so far distant, than something that happens in your courtyard feels quite close and personal. This is how we can get social activism and democracy more personal, more engaging. I was part of a team, that was pioneer of experimenting with this participatory methodologies in Riga, Latvia, capital of culture 2014.

So, we also advocated that culture, as such, isn't just traditional culture, but culture in Europe is also participatory culture, citizen-engagement culture, urban planing culture - they're all cultures that shall be part of this curriculum, celebrating Riga as capital of culture in Europe. That's where it started, the work took off. Eventually, the project after project and having curiosity towards processes, communication, visualisation and engagement because the usual methodologies, tools and approaches that architects use weren't really working with people and neighbourhoods or getting them on board. That's how in end of 2014 I was introduced with virtual reality and immersive media which blew my mind from the first point.

We were the first ones to bring virtual glasses to Baltics not just for scientific purpose. I saw a lot of opportunity in this medium, how we can talk architecture, how we can be transparent between the professionals and non-professionals, the experience of architecture, in it's purest and finest way - spatially. So if before we were limited with, blueprints, drawings, renderings - now, there was a portal to enter the space and really feel it as it is. Then Vividly was created this way. To be pure, transparent with the spacial communication, we say: we speak vividly, to do vividly, to actually show architecture and cities, vividly. We live in a photo-realistic decade.

We knew that there is a gap between our expectations towards projects and the result. We wanted to eliminate this by bridging this gap between the professionals and non-professionals, to create common ground and spacial language, so that everyone understands the project and how it feels. In the same time it serves as a roundabout for different stakeholders - people by engaging, by understanding, by discussing - they are empowered and they co-create, they are not put in front of the fact. They are engaged in the process. Municipality and developers get the long term involvement and their hands sort of more free to discuss the solutions and engage the community and to advocate for that. Relationships established are always most important.

To sum up: in Vividly we turn the space into experience. Every project starts with a questions: Why? Who is your user? What is the behaviour of the Target Group? I do not believe in technology for the sake of technology. We have changed our model of working a lot and the most value we can add is in having strategic approach. The technology is a final step.



Tell us more about the projects that you do.

It's less about what we do, it's about why we do it. We really try to create common ground of communication. There're always different ways and different audiences to address, thereafter also the tools that we use, which technology do we pick. I constantly keep on repeating that it is very important to place the questions in the right order. Firstly asking what is the story, what is the call for action, secondly, understanding to whom we're trying to explain that, and just thirdly, to pick the right technology or the right medium. Therefore, we work with the landscape technologies and tools, starting from different mobile web solutions to the virtual reality experiences. When it comes to urban planning and engaging the stakeholders, it is very important to address it in the right way. We have been building a composition of elements to address this user journey. For example because of COVID crisis, world has shifted very quickly towards digital realm; that means also citizen participation has moved to the digital environment.



We try to use 3D data, spatial data that we have and turn it into interactive web experience so that everyone can quickly open e.g. 3D.Belgrade.com and be able to understand what's going on in the city and what are particular development projects or ideas that are brought to public.

We call it virtual teleport in a way, because we combine 3D data with 360 images, so that you're able to see the terrain and 360 environment. This way people can already see the plans and visuals and given the information straight away. In lot of this participatory projects we would ask open questions: What would you like here? How would you see that? Although they already know there're some planning limitations, there're always some ideas. Don't ask that question if you already know more or less what's going to happen there, ask more nuanced questions, How would you use it? or Would you take part in this?

We received feedback through Telegram bots - a virtual planner assistant that gives you a bit of information about planning process or about idea and therefore, you are able to answer or to share your ideas about question that is addressed. It is possible to quickly shift between one or another project, but it is nothing that hard core gamers or modellers do, it is just a simpler, lighter data - laser point cloud model that is turned into the 3D model. In the first stage website was empty and the virtual assistant was giving you bits of information and background and asks you: 'How would you see this area developing? Once you answer, professionals can imagine it but others not always.

So when the professionals draw over the actual pictures of location the proposals from the bot chat, you're able to discuss the proposal. Then, people can visualize a lot better, how their ideas turn into tangible results. If you look for example from bird's eye, you see how does the development look overall. You could be sitting in any city and could teleport into this question, this planning issue and take part. We are not anymore limited with our physical presence, we can share ideas of development. There's a lot of re-immigration, people are returning back to the country side and many inter-

ested to take part in planning of the area, but they physically cannot attend this. So, it becomes a quite inclusive, engaging, digital platform where city is able to navigate the information and look at the information spatially, unlike on flat maps and plans, we're able to see how the terrain and geography is created. It gives us some extra layer of information about the area.

What is important, it's not how complicated the solution is, it's about does the solution fit the right scenario, the right user story. We always say create the user story before you create the solution or a prototype. We use the technology to boost the engagement. We sometimes say 'to lift the planning culture'. So, you as an inhabitant, or as entrepreneur, you're able to understand where the city is going so that means, you could expand your operation and host more people for example in the area, or how you can be resilient with the business and be in relation with natural resources that exist in the area. So therefore, it becomes not just a platform to ask for an opinion, but also to create a sense of belonging and endorse the presence in the city.

Do you have to collaborate with different levels of governing and how is it working with them?

There're different levels of participation. The official participation is embedded in planing procedures in most of the cases. But, from developer's perspective, including the City as a developer, they can use power of engagement, ask opinions, involve people it is an investment for future communication and marketing. So think about the school or kindergarten, there's plenty of groups of people that are interested in this object: parents of kids, kids, teachers and of course the rest of the people in the city. It is also an endorsement for the political power, or people that are at that point in power, position in municipality, it's in their interests to spread this message to the people, because that allows to retain their position.

This is about communication and it has been so far in the cities we have been working with. Also the European Union funds have been

enabling this kind of experiments and prototypes. You have a big topics in one project, urban planning and engagement and then huge and unknown topic of XR, including all these immersive tools. This is the first project that proves the concept of how XR can be applied in urban planning for wider public. I can understand planners that are just sitting in front of this pool of technologies that all of them are like 'pick me pick me', however, planners have to have high digital literacy, in order to be able to select and understand how they can put it together. That's where we step in and become a power team for the city to understand better and landscape of digitalisation, technology and actually simplify it to the point who is your customer, from the point of municipality, which planning/operations or planning subjects are you trying to solve and not trying to focus on technology as such and that's when the bureaucracy becomes a little bit more easier to handle. Municipalities are already burdened with a lot of stuff, they don't have enough time to spend on participation. But, perhaps there's there is one kindergarten, one area where you can apply it and then it becomes a pilot case, a test for the methodology and then others can learn from that and adopt.



Thank you. How long are you doing this and how big is your team? How do you work?

We decided to create a company from ground up in a space where nothing is defined. It's redefining the processes, constantly asking new questions and trying to be updated because in digital space everything is changing fast. Many strategic questions. In fact, business is such a dynamic space and being an entrepreneur is just constant self-development and self-growth and without developing these learning mechanisms yourself, it's impossible to keep the head above the water. Therefore, there's been so many trials and errors on defining what exactly are we doing.

I started establishing a company in 2016 and in fact. We started as a start up in Helsinki and from there we moved to London and then to lots of places around. We built international collaborations with organisations that represent architects. We were building a particular product for solo and small scale architecture offices who accessed virtual reality without any burden or excessive downloads and extra set up, because back in 2015-2017 it was still seen as quite inaccessible. We wanted with Vividly App in particular to give access to creative medium and allow architects to speak about their space creatively and express it in the best way. As it happens in technology business, and in business in general, things change also technology we based our product on was changing dramati-



cally. So, when you become bigger, you have more users and bigger community, it's getting hard to maintain. The first three years it's just about defining what is your added value - is it a product or is it your time, your effort, your knowledge, consultancy or it's mixed.

For two years we've been more of a service company trying to focus on adding the value to what we do. There's always a choice and it's not the easiest decision to step out of the start up bubble. Rail Baltica the biggest rail infrastructure project that connects all over from Helsinki to Warsaw, started to activate and I found their hearing ears to discuss the progress, innovation, digitalisation across planning and construction and that gave me quite enough reason to return back here to Riga. Now we are 6 to 8 people, that work remotely, we meet and we work shoulder to shoulder. Flexible work allows new interesting collaborations - this is how some new projects or satellite companies have started on Vividly ecosystem.

One of it was the Museum from home, which is also initiative we started in Covid times and we got quite recognised for it in the world, being able to bring the museum to people. We created this initiative to support Museums. With Invi from USA we created this to bring their contents to the world without any physical borders. Vividly gets very interesting requests from different partners, different potential projects, like recently we started to work a little bit with hiring and training using Virtual Reality which allows us to really deploy psychological and scientific aspect on how people react in space which you can't get from a regular interview even face to face. People may know the right answers and things they say might not always fit to how they act, do or feel. It is also useful for trainings to be able to step into the other shoes, hearing one from the distance, looking at how one communicates. These kind of trainings of soft skills are quite crucial and usually quite expensive for companies to handle, but, with the VR you're able to multiply this value.

Also, after this project that I mentioned earlier we understood that the visualization, engagement, chatbox, everything works well, but needs some base, some input, the data must be somehow organised. So we started to work with data driven urban planning ap-

proach and helping municipalities to make smarter and not emotional decisions. We are working to package it up for the cities, to help them to understand the idea better, to give right expertise because data is data, you can visualise it but can it help you to make a decision? Decision comes from what is the call for that decision - like where to build the kindergarten, what is the criteria, how it's going to affect the local community for example, or taxation and income, livability standard and attractiveness of the space because of those factors. Therefore, we can create a program for that kindergarten or public space - what do we want to invest in this area in order to get the outputs that's we're looking for.

These kind of approaches would really help cities be more rational and use the power of the data. Cities talk a lot about being smart, but at the end nothing is really connected smartly. Again, I understand the position of city officials - for them, this data is all there, you just have to organise it, collect it and you would have that answer. But, to become data literate, to learn how to analyse, how to show or how to pick the right criteria it could be another load for their already full schedule so it's fine not to know everything but to have these tools in a way, packed for them in a much better, much user-friendly and digital manner. Outputs are PDFs, printed materials and it means that you flatten the huge amount of quality data and depths of data that you have, into PDF or JPG of maps for example - even though you could have these maps interactive.

How are we as humanity catching up with technology?

We say that technology is moving fast and developing so quickly and being so dynamic, but what have been innovations' progress or development in e.g. political systems or social systems? How much we have innovated democracy, meaning making it better. What technology does? Makes something faster or effective, more accessible. Have we created mechanisms, methodologies, new concepts of what are the social structures, political structures? We still keep on repeating the same political divisions, social democrats are those, centric are those, rights are those.

However, it's been already redefined, perhaps those names are not anymore legit, if people from the past, from 50 years ago would be asked on what do they mean, than you wouldn't fit the values that are nowadays. We haven't been innovating at that, therefore my answer to this is, I think we are growing even bigger gap between these two innovations. As a society we are not innovating the social systems, we are not moving on and therefore the technology is much further and we have to somehow catch up. Technology can organise itself much better than humans can, sometimes technology is already there but we are not just yet grown to exploit it in a best way. This is topic we should be discussing - it's all there but we're not allowing the participation to be fully open, because we are scared and our systems are based on political agendas and even projects, so we are limiting the openness and the democracy what technology could give us.

That's also interesting to imagine, what would be the technology like or what would we be now discussing if technology would be more accessible for everyone for all these years or if our democracy was developing as fast as technology is.



A good example is a sci-fi movie scene. In almost all sci-fi movies you can see how technology overrules the humanity. There's been no scenarios where it's the opposite, where humans evolve along the tech. Not because of technology, chips and super AI. How can we be more developed so that we can communicate better and clearer. Technology should be a booster and not opposite. This is a provocative thought of course and up for discussion, but there is a different way to look at this!

A R T I

C L E S

ADVANCING TOWARDS ACHIEVING DIGITAL EQUITY AND INCLUSION IN SMART CITIES: THE CASE OF E-ALBA- NIA GOVERNMENTAL PORTAL

By Manjola Logli

The need for smart cities is increasing day by day, smart cities are also the solution to the problems faced by Central and Eastern Europe (CEE) cities as a result of internal migration from rural to urban areas. Additionally, some Cities in CEE are trying to implement and promote practices of sustainability to address these growing challenges of urban development. As with most of the smart cities in the world, the cities of Eastern and Central Europe are also more focused on technology-oriented solutions when it comes to smart solutions, despite technology being able to bring as many negative as positive changes, increasing discrimination, inequalities and clashing with values of autonomy and protection of data. Each city has its own visions and often has different priorities for achieving their objectives, including, the capital of Albania, Tirana where the concept of a smart city is not unknown either as it has been implemented in previous years' projects such as Mobike, Tirana Ime application, and finally the government portal e-Albania. With this article, we will explore the recommendations for implementing smart city technologies in Tirana, based on a review of the literature regarding the context and give the policymakers an opportunity to distinguish the areas for improvements related to the impact that technologies in smart cities may have in our lives and ethics.



Through this online portal the government of Albania offers different services to its citizens, issuing and allowing them to apply for various permits and documents online while avoiding waiting in a queue in public institutions. On the flip-side, this great opportunity for young adults as well as for everyone who has the chance to easily access the governmental portal, has, in turn, become a barrier for ageing populations and people who do not have the necessary means to access technology, shaping into the kind of phenomenon that creates inequalities. Even though there are two ADISA (Agency for the Delivery of Integrated Services Albania) offices in Tirana city that offer public services to citizens of Albania, they are inadequate to accomplish all citizens' needs without spending their time in a long queue. Additionally there are some cities in Albania which are lacking this kind of assistance since there are no ADISA offices and those people are not aware that they can get that kind of service in

the aforementioned offices. Accordingly, this part of the population has opted for less than efficient solutions, such as going to places acting as photo and internet services, providing support in using e-Albania portal, but not authorised by the government to conduct this service. Without being aware, they are disclosing their personal information and jeopardising their personal privacy as a result of these interactions.

The purpose of this article is to provide a proper analysis of the Smart City technologies, discussing their importance and disadvantages, thus indicating better solutions for the citizens of Albania, taking into consideration all users' needs, and giving the policymakers the opportunity to make room for improvements related to the impact that technologies in Smart Cities may have in persons' lives and ethics.

From one point of view, this article will focus on two problems, outlining the way these technologies display to endanger the privacy of the residents and the lacking of information and knowledge. Considering that, the smart city concept needs to be reconsidered and reevaluated in order to be updated to a greater version meeting the necessary criteria according to some standards and values, leading to a safe solution.

Smart City is a buzzword which deals with a wide subject where one of the main components is technology. By incorporating technologies, a smart city should improve the quality of citizens' lives, serve our values, make our lives easier, and ensure a safe future.

"While technology certainly has a positive effect on our lives, it can also pose a threat. Being more and more integrated into our cities, ICT is influencing our lives, our ethics and even more, creating a digital divide. ICT cannot automatically create a smart city, but humans can. Following citizens as the crucial protagonist, a smart city should embrace digital equity and inclusion, even

though there are a few municipalities that are “smart” enough and have engaged the inhabitants to smart cities strategies. In addition to that, there is a lack of literature and research regarding digital equity and inclusion as part of the smart city concept.

A smart city cannot pass over the percentage of the population lacking the skills or the opportunities to access innovations and keeping them out of the new platforms, otherwise, it can hardly be called ‘smart’. A smart city should promote strategies for both digital equity and inclusion. Digital equity refers to the condition of being able to satisfy all citizens’ needs despite their economic background, abilities, knowledge etc. through city initiatives providing equity, openness, democracy, and economic opportunities for full participation in our society. Digital inclusion refers to the activities that are undertaken to help citizens to access and use technology in a safe and proper way.

As mentioned previously, the e-Albania governmental portal, while bringing advantages to the citizens, may also create some ‘digital divides’ for that part of the population who find themselves unconnected to these technologies. Smart solutions, offered by cities, should not just scratch the surface of citizens’ needs, but should aim for their use is inclusive and equitable.

There are many solutions that can be applied to prevent ‘digital divides’ and promote inclusion in the case of e-Albania governmental portal, which can also be implemented in a broader context.

- Cities should begin with a concrete plan before incorporating these technologies, testing and leaving space for experimentation, in order to create more sustainable alternatives.
- They should do research about the percentage of the citizens that cannot be connected to them, citizens without digital access and skills, in order to eliminate all the negative effects that can make citizens’ lives even more complicated and make sure the whole community is connected and is participating.

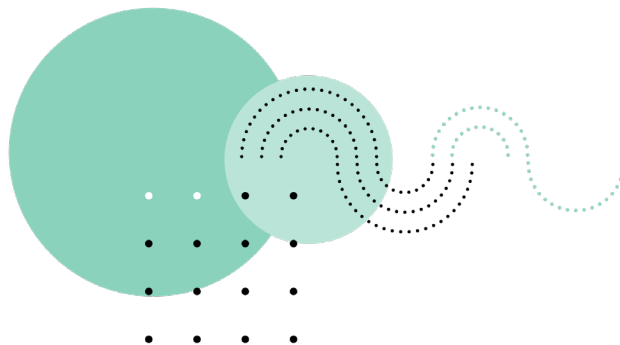
- Based on data extracted by this research, cities can use strategies that involve citizens that have the skill in assisting others, giving them the opportunity to propose ideas, empowering citizens to promote collaboration, participatory sensing, and enhancing social inclusion.
- Cities may provide various programs that offer free training at libraries of the cities or internet services, offering free knowledge and accessible tools, and promoting social behaviour for everyone.
- In the case of Tirana, the city should add to the number of ADISA offices and the services that they provide for the citizens, translating these technologies in an easy language for all, and empowering citizens to overcome these barriers created.



- They should offer instructions that should be accessible for all which can be part of a daily newspaper, since these are mainly sold to the elderly population, or can be part of television advertisements. Additionally, all these instructions can be included in free brochures available to everyone.

All the approaches of smart cities are based on technology, through creating what some may call “smart cities.” The way that each of these technologies are implemented must be updated in order to improve the quality of life for all citizens. Regarding that, the ‘smart city’ term would refer to the willingness of individuals to construct smart urban solutions, increasing participatory sense, knowledge sharing, and not clashing our values.

Accordingly, in order to make a city prosper, all the main city structures have to work together, empowering citizens, creating spaces for experimentation to solve the citizens’ problems, by using all their resources, and implementing new technologies with democratic control.



COMMON SENSE

By Daria Smagina and Lucy Gavrilenko

PART I: AN URGE TO REDEFINE SMART CITIES

In this article we would like to share some experiences of global perspective on cities' so-called smartisation, and our pilot questionnaire results, where respondents', representing Eastern and Southern Europe and even Latin America countries, share their local points of view. As green urban researchers, we were wondering: how does the cities' smartisation process work in different parts of the world? Which cities best exemplify the usage of smart technologies, and how did they reach their level of modernization? We were wondering, how this knowledge may be applied to Eastern European reality. By launching an independent questionnaire, we tried to find answers at least to some of these questions in this article.

According to UN estimates, 68% of the world's population will live in cities by 2025 [1]. Already, some of the world's mega-cities are said to be overpopulated. Municipalities do not always cope with the challenges of massive waste collection, with the supply of utilities and with the difficulty of distributing electricity uniformly from district to district, etc. To provide the population with high-quality urban services, administrations are increasingly in need of diverse advanced information systems.

To understand how the rapid evolution of modern civil organization strategies affect people's life, it is valuable to first attempt to go through the main components of an average young citizen's perception of the smartisation. So let us begin by discussing a very popular belief: when in the literature about smart cities an important common denominator refers to a technological progress. According to the British Standard Institution, Information and Communications Technologies (ICTs) "[...] enable city governments to interact directly with communities and urban infrastructure and monitor what is happening in the city, how the city is developing, and what ways can improve the quality of life" [2]. It means that through the use of various integrated sensors gathering information in real-time, cities can accumulate data from city dwellers and take advantage of contemporary algorithmic technologies to solve inefficiency problems but how effective are data processing technologies in the modern cities we live in? ICTs presupposes that it is essential to the quality, productivity, and interactivity of city services — to reduce costs, resource consumption, and to improve communication between city dwellers and the state.



We often believe that use of smart technologies in our cities is constantly being spread to improve urban flow management and quick response to complex tasks. Moreover, it is a common belief that a “smart city” is better prepared to solve problems than a city having a simple “operational” relationship with its citizens. However, the term itself remains unclear in its specificity, and therefore involves many interpretations and discussions, of which we decided to provoke among our respondents.

1st SINGAPORE	2nd HELSINKI
3rd ZURICH	4th AUCKLAND
5th OSLO	6th COPENHAGEN
7th GENEVA	8th TAIPEI CITY
9th AMSTERDAM	10th NEW YORK CITY
56th MOSCOW	73rd SAINT PETERSBURG

One of the principal evaluations a smart city can get nowadays is being ranked by international institutions, experts and other related establishments. Nevertheless, we keep in mind that while such a ranking provides a necessary picture of global trends, it still cannot be accepted as the only fair source of objective categorization. As we are focusing on the three areas in this research — Eastern Europe (specifically Russia), Southern Europe (Italy) and the Americas (Colombia and the USA) — we’re going to highlight the key tendencies that these regions exhibit in the latest world smart cities rankings. The first place on the 2020 list, presented by The Institute for Management Development, in collaboration with Singapore University for Technology and Design (SUTD) [3], has released the 2020 Smart City Index went to Singapore for a second year in a row. The second position in the ranking

of smart cities was taken by Helsinki, and the third was awarded to Zurich. Auckland and Oslo followed, Copenhagen and Geneva took 6 and 7 places respectively. Taipei City is the eighth smartest city, Amsterdam follows. New York closed the top ten. In addition to the Russian capital, the rating included St. Petersburg, which took 73rd position, without changing its position compared to 2019. In the study published on September 17, 2020, Moscow was ranked 56th. Russian capital climbed 16 places in the ranking of smart cities, compared to the list from 2019. The ranking included 109 cities.

These are some of the results of ICity Rate 2017, the FPA's (Financial Planning Association) annual report offering an overview of the situation of cities in Italy on their path to becoming "smart", that is, closer to the needs of citizens, and more liveable. FPA analysed 15 urban dimensions defining the targets for cities, such as poverty, education, air and water, energy, economic growth, employment, tourism and culture, research and innovation, sustainable mobility, public green areas, legality and security, etc.

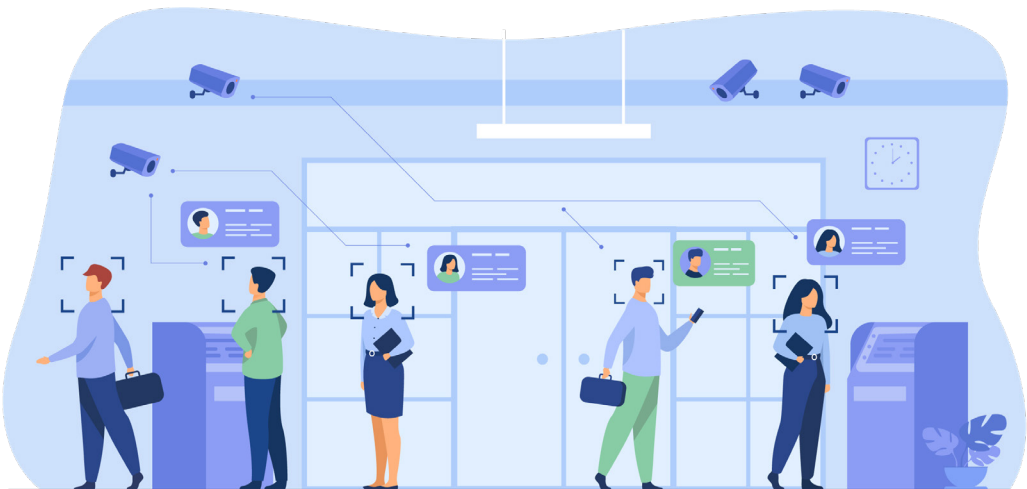


employment, tourism and culture, research and innovation, sustainable mobility, public green areas, legality and security, etc. There are ambitious projects for cities of the future, some of which are already in development. For example, some cities are actively introducing technologies and how smart and sustainable they can become by 2030. Milan, Bologna, and Florence, the top three smart cities in Italy, represent different models of urban development able to bring important achievements. Milan, driven by economic dynamism, is the most solid “enabling platform” for the Smart City of the Country.

Another curious pattern well-seen from the Swiss International Institute for Management Development ranking is that the biggest Latin American cities (such as Santiago, Sao Paulo, Buenos Aires and Bogotá) are gathered at the end of the first hundred. Overall, these cities have a few characteristics in common. The smart city aspects and technologies in these cities are generally scored positively, but their relation to inclusion and equality received an extremely low evaluation. The same goes for security and accessibility. These problems are related, mostly, in the social area. As such, the social area is a cause for concern. On the other hand, There are also visible difficulties with the basics of city management, such as air pollution, corruption and health care. Even though the cities are accumulating multiplying economical possibilities, the issues of democracy and basic human rights are still on the agenda. Formal state programs of urban development, as sports’ integration in Bogota, “Urban Argentina”, etc., are covering the most triggering needs of the citizens, ignoring the permanent requests. For example, to beat the transport problem in Bogota, they built a metrobus system that covers the main parts of the city. There’s even the application that allows you to develop a route to your destination and monitor the actual schedule of arrivals. On the other hand, the areas of the city with the highest density of population are being still ignored and there’s no perspective to solve the problem. The bus system is overcrowded, citizens hate using it and prefer using

personal cars or stay in their block's area. This approach is referring to infrastructure development, but not referring to providing people with real access to urban mobility; this creates many side-effects, such as insecurity, segregation, exclusion and so on.

A smart city is a place where not only technologies and infrastructure are being developed enough, but a city provides the citizens equal access to its services. The modern concept proposes to build this equality based on the big data collected from the area of the city by numerous tech tools. Let us take a closer look. We do not know how to predict the future, but we are quite capable of imagining what life will be like in large metropolitan areas. In the first place, urban centres will be even more densely populated. As a result, congested megacities at present will experience even greater problems with load, infrastructure and transport in the future. These challenges are being addressed by the innovations for cities that are being introduced and tested in many countries today.



Quite often a smart city is regarded as a place where you don't need to worry about personal safety. How to make sure that the crime rate in megacities and other settlements drops to zero, and ordinary people stop fearing for themselves and their families? Some governments rely on the use of artificial intelligence, as part of the new possibilities unlocked by recent technologies based on machine vision and AI. For instance, face recognition technologies are used in many smart cities around the world, in particular in Moscow. At the moment, more than 160 thousand smart cameras have been installed in the Russian capital, with help of which the police solves hundreds of crimes a year. This smart technology is often used for taking control over people's daily and political lives, ruining all the legal paradigm of private personal space. This way they use video smart tech in China to control Uighur minority and collect all the possible data using it with no permissions and against human rights policy. As for the safe street and low crime rate, it is directly connected to the income and happiness rates in the city. Happy people that have what to eat, mostly do not choose to commit crimes.

Evidently, the proposed system has several risks. The main concern we have on the agenda right now is represented by the state that uses tools of control both in the public and personal life of a citizen. We can find alternative systems for providing security in the city. The systems are ruled by citizens themselves. For example, in New York, there is an active application Citizen that people use for reporting crimes live. The level of participation reflects the level of security there is in the city. On the other hand, this application excludes people who don't have mobile phones and internet (socially unprotected communities, homeless people, etc.). This way of establishing security can be one of the most efficient strategies, thus, it needs to have a particular level of digitalization among the target groups.

SOCIAL INVESTIGATION

After promoting the questionnaire for two weeks on social media, we received answers from the youth living in the cities of a different scale and geography: from Accra and Novosibirsk to Bologna, and from London to Bogota.

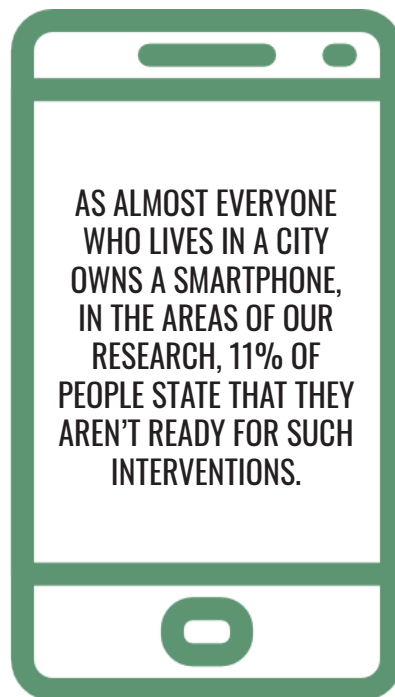
Taking a look at the examples of the smart cities that we were given by the respondents it comes up clearly - there are two main locations of the smart cities: the first one is in Northern Europe and another is in Asia. The only North American example we've got is New York and a Canadian couple of Quebec and Toronto. However, the two main leaders of our world ranking are Tokyo and Amsterdam.



You may think that now we live our best-digitalized life but at the same time, the vast majority of our respondents considered their cities not to be smart ones. Nevertheless, those who live in smart cities concluded that it is related mostly to online public services and traffic control.

According to the respondent's opinion, public transportation and the problem of city mobility were chosen as the main direction for the smart city technologies development. At the same time, the safety and security of citizens appeared as the least favorite option. *A question arises: has it happened because, living in Europe, where we have an illusion of safety, we got used to treating this privilege as new normality?*

A curious trend popped up when it came to a principal question - are you ready to connect your smartphone to the smart city's network?



In the most creative part of the questionnaire, where we proposed to invent the way the respondents would like to contribute to smartisation of their cities and towns, we've got unexpected results. While some people preferred to omit replying, others eagerly expressed readiness to communicate and collaborate with their local authorities, to take part in public education (related to smart city technology), and even volunteer to mobilise the citizens to be involved in local initiatives.

We admit that the approach represented in this pilot social investigation has quite a humble scale. However, through this form we found the main trend: people are ready to live in smart cities and they have a fine base that could be used to help the professionals defining problems of the city for a future smart strategy development, which one of our experts considers as the most important step of the path. And after all, we were especially proud to observe our respondents united in their majority to choose smart citizens among their top pick-ups for the components of a smart city!

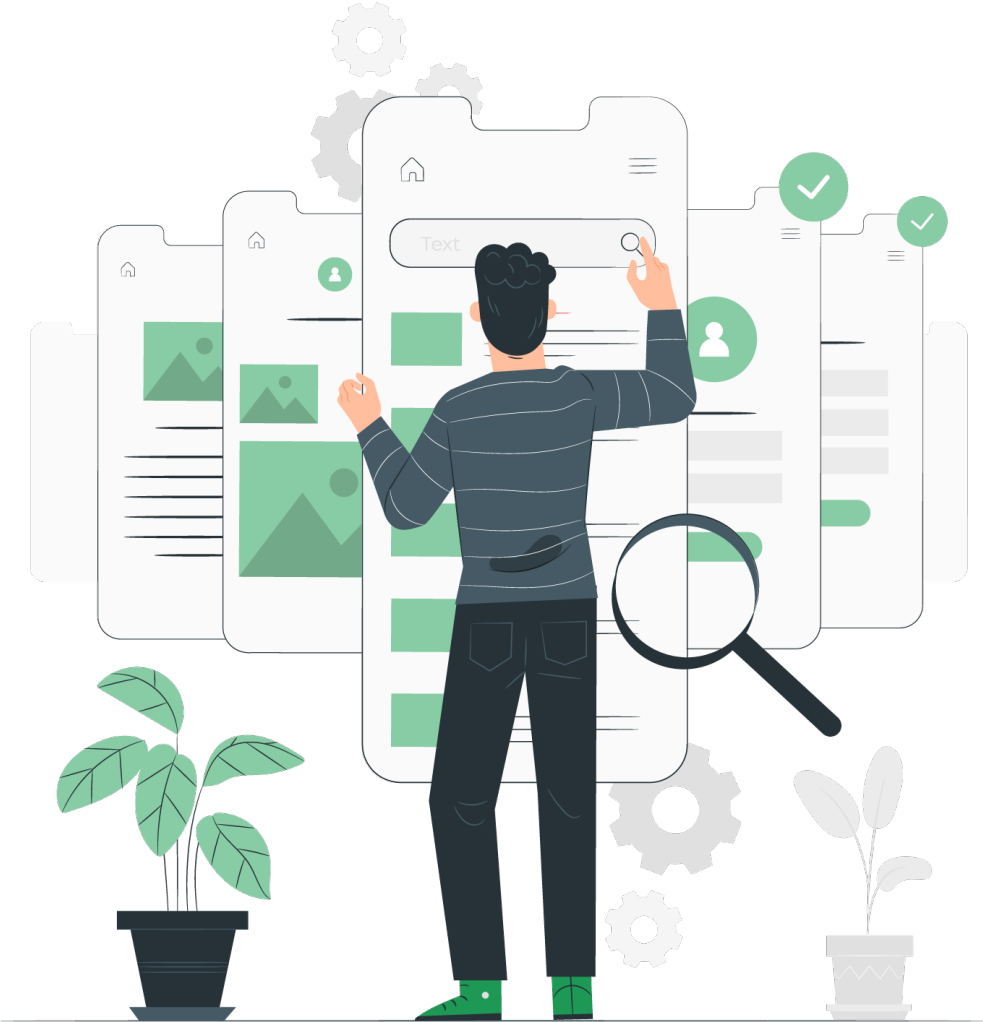
Certainly, development of digital technologies and the construction of "smart cities" are seen as one of the fundamental strategies of modern urban development. Municipal governments around the world are investing in smart environments as a way to improve the quality of urban services. Cities are portrayed as "smart networks", which are tied not only to each other but also to end-users, officials, businessmen. Social media is becoming a new way to "feel" the city and learn about what is happening in it. This urban transformation goes hand in hand with the transformation of urban research. They begin to work with large amounts of information, can analyse changes in the city with a minute and hour intervals, and extract hundreds of new patterns of urban activity from the raw data. All of this requires a transformation in the methods of city explorers.

However, no technological transformation happens without

problems. This is especially evident in science, where the practices and ideas of researchers are attached to certain methodologies and work with data. To digitise, they need to abandon these practices or mix them with others. Digitisation in urban research is not painless, especially for social and humanitarian researchers who have to develop patterns of coordination with “programmers” regarding data, methods and project management.

In general, modern urban digital projects tend to form working patterns of coordination that resolve the tensions that arise in interdisciplinary teams. Mixing patterns of expertise, collaborative work, formal management, temporary assemblies or orders become solutions in digital urban projects, teams of which are characterised by hybrid roles and undefined boundaries. To achieve joint research results, the participants need to revise their methodological principles, approaches and meanings in the process of project design, collection, processing and interpretation of data, taking into account the ever-increasing impact of digitisation of the city and urban processes.

Hence, we dare to conclude that the smart cities of our loud times, according to the ideas of young people aged 18–35, are, first of all, the personification of smart cities. The concept of a smart city, to put it straightforwardly, obliges governments to cooperate with their residents, taking into account respect for the personal data of each user of offered smart technologies. According to experience from Russia, South America and Europe, the world still has something to strive for in this dialogue for civil rights in rapidly developing smart cities.



PART II: COMMON SENSE: RECONSTRUCTING THE SMART CITIES' VISION

Since the beginning of our investigative adventure, we have decided to ground our thoughts by blitz-talks with the experts on the Smart cities' topic. To analyse the variety of paths that could be taken for smartising the city, we met with two experts from different parts of the world: Russia and the USA.

Both have broad experience of global practice related to Smart technologies and/or urban planning. We hope their background and knowledge of the strengths and weaknesses of modern urban development will allow us to reach a new level of understanding of the problem.

Our first expert, Aleksey Radchenko, is a specialist in a geographic information system (GIS) and works on Smart city's technologies development in Russia. Author of urban science, transport and city data channel (https://t.me/urban_blog); author of the project 'Map of road accidents' (dtp-stat.ru) and Analysis of Routs (transmetrika.com).

What is your professional background related to Smart Cities and Smart Urban technologies?

I work with the IT sector, mainly – GIS analysis. For example, now I'm involved in a project related to the analytics of open GIS data of the urban development sector. Our main project, for now, is an interactive map of accidents. The idea behind the project was the merging particular maps to the formal faceless data so in the end we can see localization of the road accidents in real time.

How would you describe the smart city concept to a person who has no clue about it?

Currently there's no single definition of Smart City, I see a Smart city concept as an urban policy that allows building a conscious consumption strategy basing it onto big data analysis, where all the activities are reflected in statistics. The definition of a Smart city is uncertain still as it meets a phenomenon of a digital city, digital footprints and digital rights.

Do you think all the cities should become smart ones? Do you treat this trend as a positive one?

It's almost impossible to rate the smartisation process as a positive or negative one. Any tool can be used in both ways. Digitalization of urban data can be extremely effective. The same way it can be harmful in the terms of social control. In general, this process cannot be stopped so it is important to have strong control and transparency of the process.

When it's time for a city to start transitioning to a smart city?

Any city should be smart in the way it can afford it and according to the aims it has. Now all the territories are already digitized in the way (city websites, traffic lights, Internet, etc.). So it is inevitable to become smart for a city. The only issue here is how does it meet the strategic needs of the city?

Who is the main initiator and decision-maker here?

Digitalization In Russia is initiated by the government as a part of the policy of control. All the digital federal projects that we have today, aim not at simplification of the bureaucratic process but reinforce and growth of the controlled area and analysis. It allows to exclude personal involvement and gain a couple of loyalty points if the tool is used in the right way. On the other hand, even counting all the efforts and investments from the government's and private investor's sides, the main problem here is a lack of understanding what all these projects (which cost is over



billions roubles) may be used for. Especially it comes to the small cities, where sometimes they are trying to implement solutions from the mega-polices

What are the most important parts of the flow/stages of the modern process of the Cities' Smartisation?

I consider a set of aims as the most important stage. At this step, we have to answer the question 'how will we change the city with digital technologies?'. Second, which is ignored even by Moscow, is to set the rules, legal base and method for future work, financial conditions and levels of responsibility.

What would you highlight as the main risks of Smart cities?

The biggest risk here is about leaks of personal data. It becomes a common case due to the high cost of the protection systems. For example, data of citizens' location and tracking is available

right now for any interested person in Moscow. Now we have a wide discussion on digital privacy. However, I think, an extremely little percentage of people take care of their digital footprint and are ready to protect their data using legal tools. In general, a person cannot say 'I am ready to share my data' or 'I'm not ready'; today the most of the data is gathered without agreement from the side of the object of this data. For example, data of the citizen's location is collected by underground support, transport systems, street cameras network, etc. They aren't requested to agree with this. Even if they would throw away their cell phone, cameras at the buildings or in the elevators would film all the location changes.

Or let's look at passports of health that are in some countries in Asia. The data they use is accessible. Even more – the owner of the passport should show their health condition data to get access to particular spots of the city and goods. I think this practice will spread further.

How do you rate this approach from a humane perspective?

I won't stick to any particular points of view mainly, because the priorities here are focused on society's well-being rather than keeping personal data in private. Counteracting this paradigm is inefficient now, especially, in the conditions of the pandemic.

In this case, a citizen appears in the situation when they do not want but have to buy a smartphone and upload particular applications?

Yes, as we can see from the case of social monitoring (application used for the lockdown control in Moscow) even if the person didn't have a smartphone, they were provided with one and forced to install the necessary software to take part in this monitoring system.

What is your biggest fear related to the Smart city concept?

Personal data security, financial risks like inefficient state investments and state forgetting about the citizen, their emotions and feelings, etc. This approach when we base our decisions on data and statistics makes everyone equally faceless and this way we can lose local features, something that makes a city a special place.

And what is your biggest hope?

Inclusion, equality and competition among cities. Digital technologies make this process more complex and speed it up. Data access for research is another hope I have for smartisation. Scientists received a bunch of new tools for defining and solving local problems.

Before we go to the second interview we have on our agenda, let's remind ourselves that Smart city isn't just a digital concept of optimisation of urban processes but the actual project of "increasing people's life quality". Even though it's big data collecting and analysis, it is still done by people and for people.

Exactly about this perspective we are going to talk with our second expert - Dhiru A. Thadani, an American architect, with decades of practice in urban planning, development and architecture worldwide. Mr. Thadani, for the past forty years, he has taught, practised, and has strived to place architecture and traditional urbanism in the public eye. He has been a charter member of the Congress for the New Urbanism (CNU) since its formation in 1993. He has been the principal designer of new towns and cities, urban regeneration, neighbourhood revitalisation, academic campuses, and infill densification projects.

When it's time for a city to start transitioning to a smart city?

Only after a city has exhausted all passive solutions to improv-



ing the quality of life for its residents. Then only should capital investments in smart technology be expended.

Who is the main initiator and decision-maker here?

Usually, the city's Urban Design and Planning staff are supported by the Administrators and City Manager.

And who's the main beneficiary?

At present, the main beneficiaries are the companies selling the technologies, without much understanding of urban form.

What is the role of the government in Smartisation? And what is the role of global and local companies? Citizens?

The government is the client who makes the final decisions. Administrators, citizens and designers should understand that 'smart city' is a branding title. It does not improve the quality of life of residents. Building a new park or recreational area in the city does not require smart technologies. Adding bus routes to an unserved area can be done without smart technologies. Zon-



ing for multi-use corridors can permit shops that provide daily needs to locate in an underserved area. Permitting city residents to work from their homes, or run a business in their residence helps supplement the household income and should be encouraged, as long as there are no toxic emissions. Providing licenses for the weekly farmer's markets to occur on public land within a neighbourhood can combat food deserts, where residents do not have access to fresh products. Adding side-walks, cross-walks, bicycle lanes, and traffic calming does not require any smart technologies. Planting street trees and providing street lights do not need extensive technology – at the maximum, there can be light sensors that turn off and on the lights when someone passes. There is no need to monitor soil moisture and water irrigation for street trees – if native plants are used that flourish in the regional climate.

What would you highlight as the main risks of Smart cities?

The risk is that cities invest financially in smart city technologies when they are not necessary. High-capital investment in technocratic solutions is promoted by the companies who manufacture, install, and monitor these technologies with little or no

concern for the quality of life, urban form, community life, exchange of goods and services, or placemaking — which are the very lifeblood of urban living.

What is your biggest fear related to the Smart city concept?

Smart City technology assumes that people are dumb and cannot turn off the lights when they leave the room. It is better to educate than make an expensive solution that assumes that the average person cannot think. Over the years, the various design professions have developed a very low reputation in the public's mind. There are many reasons for this situation, but primarily people are not served. The concerns of the public need to be heard and responded to, rather than making an object that is only admired by other designers. Designers who promote smart technologies, I fear, will devalue the services that architects and planners provide, by making false claims. We should promote ideas that make life safe and sustainable through common sense. High tech projects such as Masdar City have failed miserably.

And what is your biggest hope?

I love cities and I love the variety from region to region. My biggest hope is that all cities thrive and reach their maximum potential, without gold-plating all mechanical equipment that requires long-term maintenance. The most efficient and sustainable machines are those that are turned off. Before a single fiber optic cable is laid, a "smart city" should be planned to be compact, connected, and complete.

To finalise this statement Mr. Thadani proposed us to take a look at the concepts he packed all together with the vision of the Smart cities development.

SMART CONCEPT

Compact refers to access for all residents to their daily needs, within walking distance. This means mixed-use zoning that permits living above retail and a robust mix of living and workplaces so jobs and residences are in close proximity.

Connected refers to convenient access to transit within 400 meters of each residential building; access to parks, green space and recreation; and connection to cultural and civic institutions. Complete refers to a diverse multicultural environment where all income and age groups are welcome to participate in daily community activities.

SAFE CONCEPT

Before a single closed-circuit camera is installed, all public spaces must be fronted by buildings that have windows that look onto the public realm. The line of sight between private space and public space must be unobstructed. This is the most efficient way to create a safe and secure environment. A hundred eyes on the street are better than any number of cameras.

Reducing the width of traffic lanes help reduce automobile speed, making the streets safer. Reducing the radius of a curb on the corner induces stopping before making a turn. These are only a few strategies that make cities safer without smart technologies.

SUSTAINABLE CONCEPT

Before investing in expensive high-tech digital sensors and computer monitoring systems, the location of the smart city should be in close proximity to reliable potable water and fresh

food sources. Fresh products should not travel a long distance to nourish the local population.

Although the electric light bulb, high-speed elevators, and air-conditioning are extraordinary inventions, each building must be designed to take advantage of natural light and cross ventilation, so that the interior is habitable during the day without artificial lighting and is comfortable for the majority of the year without expending energy on cooling and heating systems.

Consumers should demand that all materials and building systems incorporated in the building be evaluated for their potential life cycle cost, before financing the project, which is usually a mortgage loan. What will the actual expense be to occupy and maintain the property throughout the loan?

If these basic planning recommendations are not adhered to, then no matter how much technology is incorporated into the 'Smart City' it will always be dumb.



To sum-up: jumping into Smart city technologies and implementing them everywhere, it's viable to use a critical approach and keep asking yourself and others involved - do we truly need to use these tools for exactly this case? Can it be replaced by traditional methods or is big data analysis and collection indispensable for this situation? Who is benefiting from the process and who is ready to take responsibility for such a massive technical process? All these questions can not be answered here, by us but we would like to inspire you to think about it and try to answer them, at least, for yourself.

As we can see from these two interviews, there are two sides to the same coin. With smartisation widely spreading worldwide, the necessity of this process to still be on the agenda prevails. Questioning and doubting it is a fair reaction to the complex evolution of smart technologies. An interesting thing is that if we'll go back to the real-life examples, we'll see that technocratic mechanisms may be used not only by the governments, as we can see in Russia or China, but also by the global companies. The first use it for reinforcing social control, the second - for raising the profits. Both count people as a source of data and economic benefits, none of them count people and citizens as personalities. On the other hand, there are global companies who are stepping into this Smart game as the suppliers but prefer to stay unnamed receiving unbelievable profits from selling the technologies still.

Now you can turn red, fume inwardly, and you may ask your monitor loudly 'Why don't we change it, for heaven's sake?!'

We want to finish our article with a list of the recommendations based on the information we collected. We analysed all the information we've got, summed it up to the experience of life and work in the Eastern European context we have, but there is a pinch of critical thinking to be added. We welcome our readers to take a look at our recommendations related to the Smart Cit-

ies' development in the conditions of Eastern Europe.

1. Do we need to make this city Smart? The economic resources of Eastern European cities are extremely limited. Due to this, it is a key stage: to do a wide detailed analysis of the territory, its problems and traditional ways of solving them. We know that the majority of the EE local authorities are quite conservative. So an independent specialist can appear here as a person who may help to find a creative simple decision for old problems of the city.

2. If the decision was made and the Smart city strategy was approved for practical implementation, the next important recommendation is to focus on the aims of this strategy. Setting particular goals would not allow technocratic tools to spread into the areas they aren't wanted in. In EE bureaucracy is a slow process. To overcome this unproductive gap it could be consistent to start with a particular timeline and aim setting.

3. Then, according to the aims, develop the legal base and frames of the strategy to define regulative laws and responsible people.

4. Only after the traditional methods are exhausted, aims are set and the legal base is developed; it is time to go to the strategy's content, which can not be described by our recommendations and may vary from case to case. Here we suggest paying special attention to the local communities which are usually left outside of the process, even though they may help to mark the main needs of the territory and bring in a personal perspective to the process.

5. The last recommendation we have here is related to the transparency of the process. Keeping information about the Smart strategy development open would provide citizens with better legal ways of controlling it and being sure that the flow matches the frames.

Sure, the Smartisation of the city isn't a simple journey at all but there are some important bullet points we would like to name at the end of our material.

As we saw from our experts and global examples, there are people, who are counted as numbers and treated as resources. We have to personalize the smartisation's flow, the implementation process and we have to personalise the city itself. One big prob-



lem is visible here. It is a lack of efficient communication between the government and the citizens. To fix the situation some Smart technologies may be used to optimize interaction with the formal decision-makers to reach real improvement of the level of life. Yet we are not sure if it would work the proper way in the unpleasant reality of the Eastern European democratic crisis.

There are no doubts that we can use Smart tools in most of Eastern European cities. But do we need to collect all the data and keep it using in secure ways? Do we really need to share each of our steps to find out where it is better to build a green zone? Or health information to get access to the city's goods? Before implementing smart tools in all the cities and spending colossal money for that we recommend making sure that we understand what is private information today and where is the real border between this and the personal space we are ready to sacrifice for common well-being.

It is another question we would like to ask you to answer for yourself. But while answering it, please, make sure that you prioritise yourself, your privacy and happiness.

SMART TRANSPORT FOR A SMART CITY

By Masha Pashkova-Dzneladze

Have you ever pass down a street in your city and asked yourself: Who is the person that made this pedestrian sidewalk so narrow? Who decided to remove the bus stop from a place where it used to be for decades? Who made the dumb decision to cut the trees and widened the road? You are probably not alone as most people don't like the decisions made without consulting with the population or any explanations. Nor does anyone try to persuade us that any particular decision is justified. Instead, our protests and petitions are just ignored. In most Eastern European cities, there is no dialogue between the municipality and citizens. Thus, their needs and wants are unsatisfied.

I have lived in 3 big cities so far: Tbilisi, where I was born and I grew up, Prague, where I lived for 2,5 years and Belgrade, where I moved in September 2019.

Tbilisi

I remember the times in my home city, when the street I was living on was two way. Then, one day it became one way, surprisingly for the younger me. In fact, more and more streets were becoming one way, more crossroads were setting up traffic lights with

timers, so even if there were no cars around, you would have to wait to cross. More and more people were migrating to the capital because the government was not taking care of the rural areas and more and more ugly buildings were built. The tram lines that were once covering the whole city disappeared in the 90s, as people were selling the metal as raw material during the huge economic crisis that came after the civil war and gaining the independence from the “Socialist” USSR and slipping into capitalism.

Luckily, today there is a metro in Tbilisi, which has 2 lines, but is absolutely not sufficient for the population, nor does it cover all the neighbourhoods. There are some buses, but much more “Marshrutkas” a cancer of post-USSR countries, ugly minibuses, totally uncomfortable for everyone that is taller than 175cm. They are stopped anywhere in the middle of the road by shaking your hand up in the air, like how the people in American movies stop a taxi but the comfort is far from it. Before, it was many small “companies” that were competing with each other and therefore driving super-fast to “catch” as many passengers as possible. Now all Marshrutkas belong to Tbilisi Transport Company - a



privately owned monopolist that doesn't care for the passengers or the workers. These "minibuses" are usually full and drive in an unsafe manner.

The bicycle infrastructure is practically nonexistent. In the best case, there will be a bike lane on one side of the street in several places. So you can more or less safely use your bike to go from one end of the street to another. Some brave people bike all over Tbilisi, risking their lives doing so. There is a train line going through the whole of Georgia all the way to Azerbaijan, and crossing the capital from North to South-East, there are several stops inside the city, located near the metro stations, but unfortunately, the city government made a decision to move it away from the city centre to the other side of the Tbilisi sea, thus making it more difficult to get to for everyone. There are talks that this was done to sell the land where the railway lines are. Another "Smart" decision of the City government was to fill up kilometres of the already dug tunnel where the third line of metro was planned. All in all, the Tbilisi transport system pushes you to purchase a car and for those that can't afford that, which is around 65% of the city population, it stays as a torture mechanism.

Prague

When I moved to the Czech Republic and actively started to travel around the city, I was truly shocked. Could a transport system work and actually... be a system? There is a metro, trams, buses and train that are all interconnected and accessible through a simple payment method, that was, by the way, invented by the Green Party (if you were wondering if public transport is political). The transport is always on time, it is clean and spacious. Very rarely, during the rush hours, you need to ask 1 or 2 people to move so you can go out. The price is more than acceptable for the quality of the service. All the stations are nicely and clearly connected to each other and even if you don't have your smart-

phone, you can easily read on the map that is located on each of the stations which bus, tram or metro line goes to which part of the city. Or you can just download the Czech transport application or check your connection on Google Maps. You can also use the cable car with the same card (litacka).

Don't get me wrong, there is a lot for Prague transport to improve! e.g. the biking in this City is pretty difficult for beginners. There are not many bike lanes. In some places, they are painted, but then they suddenly disappear, leaving you in the middle of the street unsure where to go. You can take your bike on public transport after an additional payment and for free on some of the trains. The night bus system could be improved as well. But the state that the Prague public transport system is now in should truly be an example for other Eastern European capitals, whose decision-makers do not consider decent and accessible mobility a human right.

Belgrade

Coming to live in Belgrade was an exciting experience for me, but after living in Prague, the car-centric capital of Serbia was difficult to adjust to. Here, just like in Tbilisi, people are pushed to buy cars, pay for the petrol, stay sober in the evening, or drive drunk, pay fines because of driving drunk, and pay fines because of parking in the "wrong" places. Where else would they park if the government pushes everyone to buy the cars?! There simply can't be as many parking spaces as there are the dwellers in the city. Every morning, when I was walking from my flat to the office for 30 minutes, I would see 4-5 different inspectors, looking at car plates and giving away fines. In Belgrade, I became very cautious again. You never know from which corner car will jump out because everyone is in rush. And I understand them - they are rushing to save several seconds on every corner because after, they will stand minutes and maybe even hour in different parts of the city in a traffic jam.

The problem in Belgrade is not only the large number of cars and a lack of public transport though. The city itself has very weirdly planned elements e.g. the tram lines in some areas are in the middle of the street and in some parts on the sides of the street, which means that the trams are forced to drive slower than the cars and the parked cars often interfere with the movement of the tram. The metro in Belgrade is being built now, let's hope that it is planned properly and overcomes the cramped traffic of the city. Biking in Belgrade, just like in Tbilisi, is a fairly extreme sport, however, I see a lot of people biking still, mostly in the summer, but in the winter as well.

Lessons to be learned

What can Tbilisi, Prague and Belgrade teach us about cities? We Greens agree, that urban planning should happen with the maximum inclusion of the inhabitants of the particular city - as it is these people that will be using the transport. Not everyone has to have a degree in urban planning, but everyone can express their needs and it is the duty of the city to satisfy them. Then, it is the task of the planner to transfer these needs into the urban intervention and through change that satisfies the above-mentioned needs.

One of the biggest issues that Eastern European cities are facing is the collapsing public transport systems. This is a need that is most obvious for any visitor. In all Eastern European cities I have been to, the transport is not adequate. Here I will explain what the city government needs to do to transform the Public transport from a torture mechanism to a service that the population does not neglect to use. These can be outlined in six simple truths:

Simple truth #1: A lack of adequate public transport and bike infrastructure in the city leads to inhabitants buying more and more cars.

Sounds simple right? How can we blame the people for not being willing to stand in buses that are so full of people that even if

you faint from lack of air in August Tbilisi or Belgrade, there is no space to fall down? When there is a struggle at the metro stations for getting in and out from the train cars because there are too many people in them, buying a small, cheap car seems to be an easy solution. You have your personal vehicle, and you go from point A to B without needing to lean against 6 other strangers standing next to you. Except, not everyone can afford a car, and even if they could, the traffic jams would be endless.

Simple truth #2: No matter how much you widen the roads, you will not be able to accommodate ever-growing car space demand.

There is just not that much space in the city. Even if it was, you should consider the social effects of too wide, autobahn like streets on the city. Moreover, it's been proven that adding car lanes just makes using cars more appealing instead of lessening the strain on the traffic (just think of cities like Los Angeles). So what can be done? One solution can be to stop wasting the taxpayers' money and invest it into the public transport infrastructure instead; hire professionals to study the city and the transport behaviour and come up with best mass transit solutions. Another solution is technological. Nowadays, cities collect vast amounts of data. It is very easy to estimate the number of passengers using public transport. This is the data the planners can base their decision regarding the bus numbers, frequency and locations for the new bus/tram lines, making them more cost-efficient.

Simple truth #3: Private transport feels good

We associate private transport not only with convenience but also with comfort. However, bicycles are also private transport even if for many they aren't on the radar. A bike gives you the same flexibility and independence as the car. Riding it is practically free. Of course, not all of us can cover 10km per day, this is why it should be allowed to take bikes onto public transport. This way people would be able to combine available means

of transportation and have more routes and chances to be on time. People should be motivated to cycle. A bike renting service would help this, and smart city solutions like a digital map of the bike rental stations and bike lanes would be an extra bonus.

Simple truth #4 People need to know where they are going

Online maps changed our perception of the city, how we communicate and commute in it. If we want citizens not to get lost, make sure to create apps that show transport in real-time, the schedule, and the best connections. This should include biking as an option: A map that shows the bike routes and sorts them by difficulty, steepness and travel time (these already exist in some cities, like this one: mapa.prahounakole.cz).

Simple truth #5 Combining different transport means often makes for the fastest route

Therefore, existing train routes should be included in the city transport network. In most cases they go through the city any-



way, so they are a fast and practical way to connect the nearby cities. Before I discovered the bike+train connection from my flat in Prague to my office, I was spending up to 1 hour on the commute with bus+metro+bus, after I would spend just 25 minutes. Through the same logic, ferries and cable cars can also be included in the city transport, depending on the city landscape. This way the dwellers can cover big distances in little time.

Simple truth #6 People like to walk if there is walking space

The five previous findings lead to reclaiming more space for pedestrians. In fact, some streets can be reserved for pedestrians and bikes, allowing only those car drivers that live or work there enter. Barcelona is implementing this approach and with huge success – the pedestrian 3x3 blocks became livelier and safer.

Instead of a conclusion, I would like to again outline the criteria of a good public transport system:

Fast – allows you to cover big distances in a short time;

Accessible – physically based on your location or ability

Affordable – shouldn't be expensive and there should be particular benefits for the underprivileged.

Clean – the passengers will not use the public transport if they are repulsed by it.

Connected – it should be easy to switch between different types of transport.

Let's hope one day we will see the implementation of these solutions in our cities altogether.

SURVEY ON SMART CITIES

Throughout the process of assembling this publication, the Editorial Team made an online survey, with the aim of gathering more diverse and personalised feelings and opinions around the topic of interest. Below, you can find a pool of all the answers we have received. Enjoy!

Smart city is a city equipped with technological innovative tools to collect data on various parameters. To my personal view, a smart city would be a greener city in the sense that it will combat the heat island effect and the forthcoming impacts of climate change.

A smart city is one that makes the life of its citizens easier, healthier and more enjoyable. Components such as greenery and parks, playgrounds, public transport, and safe roads are essential.

Smart city gathers and uses data for:
-Making services better for people
-Understanding systematic injustice and tackles them

A city that uses technology to make better what's already good in the city (making transport more accessible, decision-making more democratic, public spaces more inclusive)

WHAT IS A SMART CITY IN YOUR OPINION? WHAT DEFINES IT? WHICH COMPONENTS?

A city that makes people's lives easier. The one working for people and not against them. The one that even though it has smart technology doesn't invade people's privacy. An inclusive city that won't discriminate against people from different backgrounds, ages, gender, sexuality, etc.

Smart city uses digital services for:
-Making public services more accessible and efficient
-Making it easier to participate in city's decision making (like citizen budgeting)

The key components that define a smart city are citizens, technology, and institutions. Since most of the solutions are based on technology, I believe that technology has a great contribution in developing a smart city, it must satisfy citizens' needs and the latter one should be placed at the center of the "smart city" concept, in order to provide the best quality of life for all citizens.

More cycling tracks to provide opportunities to people who want to cycle towards work instead of using cars.

More public transport

Better transport payment system

Smart traffic control systems

Buildings covered in vegetation, green roofs, and less concrete.

More efficient use of physical infrastructure

Efficient Electrical grid houses and buildings that use renewable sources of energy

better drainage systems & better waste management

**IN WHICH WAY YOU WOULD LIKE YOUR CITY TO BECOME 'SMARTER'?
WHAT WOULD YOU LIKE YOUR SMART CITY TO HAVE?**

Promote volunteering

More collaborative city, a city where citizens are a priority, where they have a great role in building policies and decision-making.

build more parks and playgrounds for children and pets

Public internet

The online bureaucracy that would save time. One app that would track bills and other similar expenses and obligations.

Better online government payment



Dysfunctional - Cities often spend public funds for needless 'smart' features such as these 'smart' trash bins with solar panels. In reality they are more difficult to empty, they take up more space, and often are in spots which make it more difficult for people with mobility restrictions to navigate the city. Also, the price of one is around €5000.

Dysfunctional - digital ad walls with 'smart' features like this one which allows you to email postcards from Zagreb in reality aren't used and reduce traffic safety when placed in intersections (like this one in Zagreb).



Functional - Zagreb has a great open WiFi coverage available in the wider center. The login interface is available in Croatian and English which makes the city a lot more accessible. Unfortunately, as in many cases, this feature is not available beyond the centre.



H O W T O -

S M A R T
C I T Y

HOW TO ORGANISE AROUND A SMART CITY? #CAMPAIGNING TIPS

by Elena Petrovska

First things first!

What issue do you want to deal with in your city?

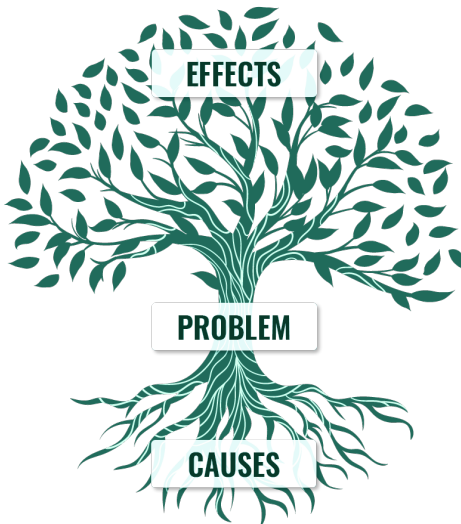
Define the problem and identify the change you want to make.

Meet with your group and work on developing a shared vision about the city you want to create – let it be ambitious! Once you get into planning an action, it would be good to focus on only a few aspects at a time to keep your message clear and actions targeted.

Whilst identifying the change you want, ask yourself and your group the following questions:

- What problems are you most angry about?
- Do other people share your anger and frustration?
- Can you think of a realistic solution for this problem?
- Will this solution have a lasting impact on people's lives?
- Does it create structural or cultural change?

Try finding the roots of the problem you want to tackle - for this you can use the 'Tree of a problem' methodology.



If you want to create a lasting change, eliminate the causes (roots) of the problem, it is important that you address more than the symptoms/effects (leaves) of the problem. You will want to look at the factors that hold your problem up (trunk) and connect it to deep histories of injustice (roots-causes).

Define your demands.

- Make sure you take into account all the different groups of people in your city that are negatively affected by the problem and that there's a space for all of them to share their opinions and voice out their needs.
- If you are not directly impacted by the problem, you are in the role of an ally. In this case, it is especially important that the voices of people directly impacted are prioritized in your organising work.
- One way to ensure that you create strong demands for your campaign is to make them S.M.A.R.T. (Specific, Measurable, Attainable, Realistic, and Timely). You can use different types of analysis, such as SWOT, PESTEL, etc.

Make a strategy and divide roles.

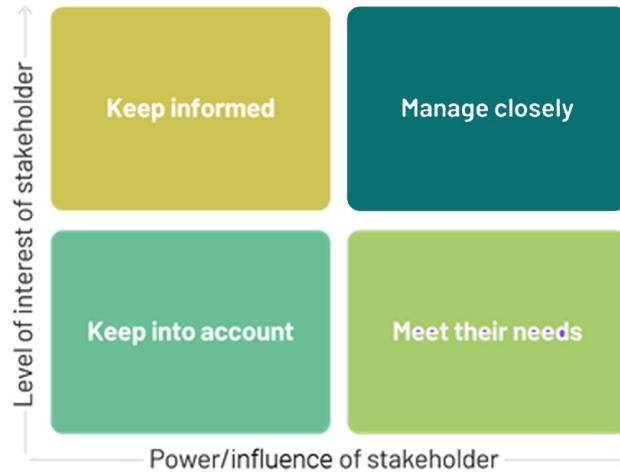
Strategy is an essential part of organising because it helps you understand how each step you take will move you closer to the implementation of your demands. A strategy can be defined as the method of building enough power to influence a decision-maker to give you what you want in your city. When talking about the strategy, you need to define the following:

- Power roles in your community
- Stakeholders
- Demands
- Targets
- Supporters
- Tactics

Key players in your action are those people who can help you make the change you want.

Constituents are the people directly affected by the problem and allies are their supporters. These are the people that will help you build power to apply pressure to a target – that is a decision-maker with the power to give you what you want. A secondary target would be someone who has the power to influence the decision-maker.

Stakeholders are all the entities that can be impacted by your action and/or are interested in topic: Institutions, individuals, government, organisations, associations, donors, media, beneficiaries, opponents, schools, celebrities, sports clubs, companies, ministries, academic communities, etc. Taking into consideration that you might have a variety of stakeholders within your target audience, you might need to develop different messages for them. You can use the following graphic to categorise stakeholders systematically:



Create the message.

The message is the core idea you want people to remember and repeat about your campaign: Words, phrases, stories and images are all ways you can communicate your message.

Here are some principles of effective messaging:

- Tailor your message to your target audience
- Focus on shared values between you and the target group
- Connect stories to real and personal examples
- Point audiences toward positive solutions
- Use statistics sparingly
- Use pop culture references.

Mobilise!

Building collective power is critical to your campaign because individuals can wield more power when they work together. This collective power can be used by a group working together with a shared interest in achieving a goal.

This process of engaging others includes:

- Conducting outreach (table meetings in your urban community, public announcements, partnering up with other groups, social media)
- Building relationships with new members
- Providing opportunities for members to get more involved
- Developing members into leaders.



Choose your channels and tools.

When conducting a campaign, don't neglect offline engagement. Nowadays, a lot of offline content is available also online, which helps to reach out to a greater number of people and different target groups.

For online campaigning, you can use social media, but bear in mind that they collect our personal data and use algorithms that make it more and more difficult to reach the new audiences. However, a strong social media campaign can also be used to build pressure on your targets and force them to act. You could use Instagram, YouTube, Twitter, Facebook, V Kontakte, TikTok, and Snapchat. Don't neglect email as part of your communication and use channels on Telegram for spreading your message and recruiting supporters.

Bonus tip: Check out some of these free online tools for creating/editing online content: *Canva*, *YT cutter*, *Soundwise*, *HTML Image Color Codes*, *Colours*, *Voice2v*, *Filmora*.

If you decide to do an online advocacy campaign – put extra effort into researching data, laws, and policies on the problem you want to tackle. Tailor your message according to policy/law you want to change/influence.

For taking the campaign to the streets, you could work on organising mass protests, performance, public assemblies, or display banners/posters with the key message on a building/bridge. For additional ideas and inspiration check theurbanactivist.com. Whichever kind of urban action you decide to go with, call media (several days before the action) and prepare a press release you'll send following the action to all the media that didn't come.

Evaluation & Next steps

After your action took place, have a meeting with your group/team and discuss what went well and what could be improved the next time. Note everything down and bring your growing experience to future organising around your cities!

It's important that you pick out the small wins that you are confident you have achieved and won't take up a lot of your resources to measure. Achieving small wins will help you get the attention of supporters and build power to keep pushing for your big win. It's hard to predict how long it will take to make some change. Some campaigns may require a lot of tactics over a long period of time to ultimately create lasting change.

There is no such thing as losing when it comes to activism. If you experience a setback in your work, you should regroup with your members and see if your strategy needs revising.

You should not give up. Organise! Object! Outsmart!



SESSION OUTLINES

This part of the publication celebrates the creative and intellectual endeavours of the PT who worked tirelessly on the sessions' development for the event in Riga. As the event was cancelled, we decided to share the sessions with the wider public. The outline is written to support all who would like to conduct workshops and training activities on the topic of smart cities and related issues. In the sessions' description, you will find detailed information including methodologies, instructions, and materials that will help you to envision how the workshops can be run.

DAY 0

Topic:

Introduction and getting to know each other

Duration: 70-90 minutes

Number of participants: 15-22

Materials: 3 bowls/ hats, sticky notes, pens, a blanket, few flipcharts, markers.

Objectives: To provide a space for the participants to learn about each other, the project as well as organisers

Methodology: Online/offline quiz, games, group work

INSTRUCTION:

1. Warm-up: The session moderators prepared a quiz either online or using flipcharts. The participants are asked to answer 3 questions (after everyone shared their answer, moderators reveal the right information or add more details). These 3 ques-

tions (after everyone shared their answer, moderators reveal the right information or add more details). These 3 questions are:

- 1) **WHO** is organising the training and what do you know about the initiative/organisation?
- 2) **WHAT** methodology is the training based on? And what do you know about non-formal education, its principles, and methods?
- 3) **WHO** is conducting the training? Who are the preparation team members?

2. After the quiz, moderators share the practical information (such as venue, accommodation, agenda, etc.) with the participants and introduce the whole team of the organisers.

3. Ice Breaker games:

- 1) **Movement Name Game:** All participants stay in a circle. The first participant begins by saying their name while at the same time doing a movement. The next participant repeats the previous name(s) and movement(s) and then says their name and does a movement of their own. This continues till the last participant.
- 2) **Blanket Game:** A large blanket is held up between two groups, while one player from each team stands or squats behind the blanket. The goal of the game is to be the first to identify the other person behind the blanket after the blanket drops. The winning team gets the person from the losing team on their side.
- 3) **How Do You Do Game:** The participants are divided into several groups and asked to give their own replies to the statements one by one. The statements can be "My favourite place is...", "If I wrote a book, it would be about...", "If I was a mayor of my city, my first decision would be...", "If I could organize an international youth event, it would be on the topic of...", etc.

4) **Whose Story Is It Game:** Everyone writes down (in a readable manner) their funniest or the strangest real-life story on a piece of paper. The stories get dropped into a hat, picked and read out loud. Participants should try to guess which story belongs to whom.



Topic:
Game Night

Duration: 90 minutes

Number of participants: 15-22

Materials: The information is provided in the game's description at the links given below

Objectives: To provide a space for the participants to get to know each other in an informal setting and break the ice in communication

Methodology: An interactive game

Instructions:

Before the game, participants are invited to take part in a name game to recall each other's names.

Moderators organise either of the games, Tale Of Two Cities (<https://www.coe.int/en/web/compass/tale-of-two-cities>) or A Mosque In Sleepyville (<https://www.coe.int/en/web/compass/a-mosque-in-sleepyville>).

DAY 1

Topic:

General introduction

Duration: 90 minutes

Number of participants: 15-22

Materials: Posters, flags, publications of organisations conducting the project.

Objectives: To introduce the main topical concepts to the participants and provide them with an overview of the Working Groups, their work, aims, etc.

Methodology: World Cafe, individual reflection, group work

INSTRUCTION:

Moderators make a project's introduction providing information regarding the organisation's history, its aim, and objectives as well as the project's code of conduct, methodology and preparation team members. [10 minutes]

World Café: Moderators start by introducing the World Café method, setting the context, and sharing the Café's etiquette.

Setting:

- 1) Alter-Urb table.
- 2) Digital [x] table.
- 3) CDN & GEF table.
- 4) Agenda table.

The process begins with the first of 4 10-minute rounds of presentations (lead by a host) for small groups of 4-5 people seated around a table. At the end of 10 minutes, each member of the group moves to a different new table. [35 minutes]

Identifying Fears & Expectations: Participants share their fears and expectation via an online tool (e.g. menti). When everyone has done it, moderators divide participants into 4 groups and give each group 3 fears and 3 expectations that have been shared beforehand. Each group should create stories involving the fears and expectations, but without naming them. Finally, the stories are read aloud by the group members while other participants try to guess the fears and expectations connected with the stories. After, all the fears and expectations are collected by moderators and written down on a flipchart, each is connected with the Rules of Conduct and their interrelation is explained. [45 minutes]

Topic:

Team Building

Duration: 90 minutes

Number of participants: 15-25

Materials: Flipcharts, pens, printed task sheets, charged mobile phones

Objectives: To help participants learn to perform as a team and come up with the rules of mutual work during the project; explore the city through the activity

Methodology: City game "Mission impossible"

INSTRUCTION:

1. Moderators share the concept of the game with participants, explaining rules and aims. Then participants are given tasks to fulfill in a timely manner to get to know the neighbourhood/city, citizens as well as city dimensions related to alternative urbanisation and smart city topic. [10 minutes]

2. The Game [45 minutes]

Game Description:

Moderators begin by saying “Good morning, group! We know that you came to this training course full of motivation and willing to work together during the following days. If you decide to divide the tasks among sub-groups, the smallest number of people in a sub-group should be 5. Be back at the venue in 45 minutes! Your first mission today as a group – should you decide to accept it – is to complete the most of the 13 tasks in the next 45 minutes”

Tasks:

- Come up with a nickname/codename for everyone in the group. Put the nickname on your name tag.
- Make 2 videos (max 10 sec long) representing “urban activism”. All group members have to be in the video.
- Take 3 different photographs of the group, including ALL of you; in one of them ALL of you must have something on your heads, in the second one ALL of you must be airborne (=in the air!), and on the third one... surprise us! Upload them to our Telegram group.
- Stand on the street and for the next 25 cars that pass by, note the ratio of men and women riding it.
- Take 5 pictures of different smart city solutions you can find.
- Use one of the smart city solutions. Take picture/video while trying/exploring it.
- Take 5 group selfies of CCTV cameras. It can be done by a sub-group.
- Find the closest regulated crossing and take these measures within one red light to red light:
 - how many cars pass by

- how many pedestrians pass by
 - how many cyclists pass by
 - how many mini-scooters/electric scooters pass by
 - how many birds fly by
- Cross five pedestrian crossings, do something on each
 - Map the longest path in a nearby park.
 - On your way map and name plant and bird/animal species you know and see. Use a digital map to map them.
 - Find 3 different buildings that have been built at different times. Take a picture of all 3.
 - Pick up 3 pieces of trash from the street and put them into the bin. Document it.

3. Debriefing/reflection: Participants reflect on the rules (code of conduct) again and agree on the principles that need to be respected during the project, such as working together, supporting and respecting each other, letting everyone talk and be part of the discussion, cleaning up after yourself, etc. [35 minutes]



Debriefing questions:

- What can you say about the city/neighbourhood? (presentation)
- What did you observe?
- How did you feel?
- What did you like?
- Was it hard to accomplish the mission? If yes, then explain why?
- What was your own role
- did it change?
- What was the hardest thing?

ORGANISE! OBJECT! OUTSMART THE PARADIGM

- How well did you work in your teams?
- What principles should we use to make our teamwork better this week based on your experience during the activity? (moderators write down the answers on a flipchart)

Topic:

Terms & approaches

Duration: 90 minutes

Number of participants: 20-25

Materials: Flip charts, pens, markers

Objectives: To ensure that all participants know and understand main terms and approaches regarding smart cities and technology; encourage participants to learn more on the digital city narratives

Methodology: Group work, discussion in a big group

INSTRUCTION:

1. Introduction to the session's agenda and the group activity [10 minutes]
2. Participants are divided into 5 groups (4-5 people per group). Each group gets 4-5 terms and is given time to reflect on them as well as come up with their own definitions. In addition, each group should come up with at least one example from their own experience on how the approaches discussed within the group are reflected/integrated in their daily lives.[30 minutes]

Terms/approaches:

- **Universal basic income** (sometimes called Citizen's Income) is a guaranteed, non-means-tested income, sufficient to

cover basic needs, payable to every person legally resident in the nation-state.

- **Degrowth** is a form of society and economy which aims at the well-being of all and sustains the natural basis of life. It is a political, economic, and social movement based on ecological economics, anti-consumerist and anti-capitalist ideas. It is a project advocating the democratically-led shrinking of production and consumption with the aim of achieving social justice and ecological sustainability.
- **Mobility as a service (MaaS)** is the integration of various forms of transport services into a single mobility service accessible on demand. To meet a customer's request, a MaaS operator facilitates a diverse menu of transport options, be they public transport, ride-, car- or bike-sharing, taxi or car rental/lease, or a combination thereof.
- **Social housing** is houses and flats that are owned by local governments or by other organisations that do not make a profit, and that are most frequently rented to people who have low incomes.



- **Affordable housing** is housing that is appropriate for the needs of a range of very low to moderate-income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. As a rule of thumb, housing is usually considered affordable if it costs less than 30% of gross household income.
- **Land use plan** is the process by which sections of land are evaluated and assessed to become a basis for decisions involving land disposition and utilisation. This involves studies on the environmental effects of land use and its impact on the community.
- **Social inclusion, integration, and segregation** - Social inclusion is the process of improving the terms on which individuals and groups take part in society—improving the ability, opportunity, and dignity of those disadvantaged on the basis of their identity. Social exclusion/segregation is the process in which individuals are blocked from (or denied full access to) various rights, opportunities and resources that are normally available to members of a different group, and which are fundamental to social integration and observance of human rights within that particular group (e.g., housing, employment, healthcare, civic engagement, democratic participation, and due process).
- **Green infrastructure** is a strategically planned network of natural and semi-natural areas with other environmental features designed and managed to deliver a wide range of ecosystem services' in both rural and urban settings.
- **Participatory planning** involves the systematic effort to envision a community's desired future and **planning** for that future while involving and harnessing the specific competencies and input of community residents, leaders, and stakeholders in the process.

- **Gentrification** is a process of changing the character of a neighbourhood through the influx of more wealthy residents and businesses. The gentrification process is typically the result of increasing attraction to an area by people with higher incomes spilling over from neighbouring cities, towns, or neighbourhoods. However, some view the fear of displacement, which is dominating the debate about gentrification, as hindering discussion about genuine progressive approaches to distribute the benefits of urban redevelopment strategies.
- **Platform economy** is economic and social activity facilitated by platforms. Such platforms are typically online matchmakers or technology frameworks. By far the most common types are “transaction platforms”, also known as “digital matchmakers”. Examples of transaction platforms include Amazon, Airbnb, Uber and Baidu. A second type is the “innovation platform”, which provides a common technology framework upon which others can build, such as the many independent developers who work on Microsoft’s platform.



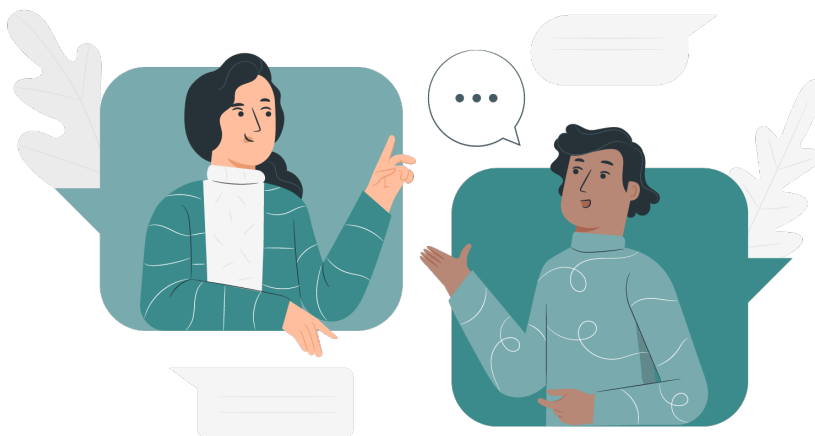
- **Digital rights** are those human rights and legal rights that allow individuals to access, use, create, and publish digital media or to access and use computers, other electronic devices, and telecommunications networks.
- **Cyber security** commonly refers to the safeguards and actions available to protect the cyber domain, both in the civilian and military fields, from those threats that are associated with or that may harm its interdependent networks and information infrastructure.
- **Big data** is a term for a collection of data sets so large and complex that it becomes difficult to process using on-hand database management tools or traditional data processing applications. The challenges include capture, curation, storage, search, sharing, transfer, analysis and visualisation.
- **Internet of things** is a network of diverse interlinked physical objects that communicate with each other by means of embedded internet-enabled electronics, such as lighting fixtures, thermostats, home security systems and cameras, and other home appliances.
- **Cloud computing** is an information technology (IT) model for enabling convenient on-demand network access to a shared pool of configurable computing resources (e.g. networks, servers, storage, applications and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.
- **5G** is a new wireless technology which enables a new kind of network that is designed to connect virtually everyone and everything together including machines, objects, and devices. It is meant to deliver higher multi-gigabits per second peak data speeds, ultra-low latency, more reliability, massive network capacity, increased availability and a more uniform user experience to more users.
- **Open data** is free and widely available data for consultation and reuse, including reuse for commercial purposes, with a



view to increasing transparency and stimulating economic activity.

- **AI (artificial intelligence)** refers to systems that display intelligent behaviour by analysing their environment and taking actions – with some degree of autonomy – to achieve specific goals.
- **Blockchain** is a technology that allows people and organisations to reach agreement on and permanently record transactions and information in a transparent way without a central authority.
- **Digital/smart city** is a place where traditional networks and services are made more efficient with the use of digital and telecommunication technologies for the benefit of its inhabitants and businesses. Yet smart cities goes beyond the use of information and communication technologies (ICT) for better resource use and fewer emissions. It means smarter urban transport networks, upgraded water supply and waste disposal facilities and more efficient ways to light and heat buildings. It also means a more interactive and responsive city administration, safer public spaces and meeting the needs of an ageing population.

- **Digital divide** is the gap between individuals, households, businesses and geographic areas at different socio-economic levels with regard both to their opportunities to access information and communication technologies (ICT) and to their use of the internet for a wide variety of activities.
- **Citizen scoring** is the use of data scores that combine data from a variety of both online and offline activities to categorize citizens, allocate services, and predict future behaviour.
- **Automated decision-making (ADM system)** is a socio-technological framework that encompasses a decision-making model, an algorithm that translates this model into computable code, the data this code uses as an input—either to ‘learn’ from it or to analyse it by applying the model—and the entire political and economic environment surrounding its use. This means that the decision itself to apply an ADM system for a certain purpose—as well as the way it is developed (i.e. by a public sector entity or a commercial company), procured, and finally deployed—are parts of this framework.



3. Group presentation: All the groups present their terms to the rest of the participants. When every group has presented its terms, moderators invite participants to go through the definitions prepared by the Preparation Team members. [25 minutes]

4. Discussion in a big group: [15 minutes]

Discussion questions:

- How do you think these terms are connected in relation to Smart Cities?
- How is urban planning impacted by digital innovation?
- How many new terms did you learn? Do you think urban-related terms are connected to digital terms?
- What additional terms do you think would be useful to us?

Topic:

City narratives

Duration: 90 minutes

Number of participants: 20–25

Materials: Flip charts, pens, sticky notes

Objectives: To introduce to the participants' different narratives about digital cities and explore how these cities can promote different interests

Methodology: Group work, group discussions

INSTRUCTION:

1. Moderators present two very different stories on two digital cities, revealing in the end that it is the same city. Participants learn from this that there are many stories/narratives about cities, but citizens need to be very critical in assessing them

and seeing beyond those narratives. Moderators then briefly present Invisible cities concept. [20 minutes]

Story 1:

I'm going to tell you a story about a day I had the other week when I realized how much of an impact technology has on my life. I took a day off from work to get some errands done in the city. I saw a tweet from my district city councilor saying that there's a new interesting digital tool available in our city. Through this tool, citizens can pay all their utility bills and access other invoices. I could pay for my electricity and water bill in less than 3 minutes!

My car was getting fixed so I took the subway to the city centre. I haven't used the metro for a while but I quickly spotted that I can pay at the ticketing machine using my smartphone. A couple clicks later and I was sitting comfortably in the train. I got off at the station and headed towards the city hall. I was really impressed by the recent renovations in the municipality building.

I had already made the appointment online so the process was a lot less complicated than before. What a blast! In the lobby, there was no information counter, but only a couple of sleek-looking machines. I came up to the closest one and scanned the QR code I got during the online registration.

The public servant handed me my login information for the digital tool straight after I showed them my ID and proof of payment. A couple of minutes later I was outside the city hall and off to enjoy the rest of my day off in the sun. While sitting down for a coffee, I also downloaded an app for reporting issues in the service provision, that they told me about, in the municipality.

Story 2:

Today is the day I finally managed to take some time to head to the municipality building. I've been working extra shifts these weeks and couldn't find the time to do my errands before. I had no choice but to take a free afternoon today because I stopped getting my utility bills and I was afraid my electricity will be cut off. The municipality building is a bit far from my house so I needed to take the bus or metro.

Metro operates more often so I decided to take that option. However, when I got to the station, I realized they had closed the counter I could buy a ticket at, all that was left were the top-up machines. Since I didn't have a credit card which was a condition to have a top-up metro card, I ended up walking three more stations to get to the one where I could pay in cash. Unfortunately, I had to pay an extra fee but I had no other choice.

I got on the train and arrived at the municipality office after a while. Once there, I realized that the building looked different than the last time. Apparently, they have done some renovations and all I could see in the lobby strange looking machines. They were asking for something called a QR code. I tried to find someone to help me but there was no one else there. Finally, another citizen explained to me that the city government has implemented a digital action plan where all the city services were provided online.

I couldn't even get an appointment because I had to get an appointment online first. I decided to go to the library to access a computer since I couldn't afford to have one at home. I didn't really understand how the digital tool works, but what I knew for sure was that I had to take another day off from work to make another appointment and that will be difficult!

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2. Participants are divided into few groups and each group is assigned to listen to a podcast (Health, Public services, Environment, Economy). Each group should critically assess the material given and summarize it in 3-4 main points following the structure prepared by moderators. [30 minutes]

Podcasts:

1. Health

<https://player.whooshkaa.com/episode?id=322821>
(00.00-06.23)

2. Public services

Citylab Episode 8

<https://www.bloomberg.com/news/articles/2019-02-26/tech-nopolis-citylab-podcast>
(04.10-09:56 or 12.00-24.30)

3. Environment

<https://guidehouse.com/insights/energy/2018/beyond-the-electron-smart-cities-and-building2grid> (02.23-11:45)

4. Economy

Citylab Episode 1

<https://www.bloomberg.com/news/articles/2019-02-26/tech-nopolis-citylab-podcast> (02.30-11:40)

The structure:

- Provide an overview of the position in the podcast (2-3 sentences);
- List key concepts/words (on post-its);
- Describe potential pros and cons;
- Are the concepts discussed in the previous session (AlterUrban+Digital terms) used in the podcast? Where, and in what

way? If not, where do you see the potential to include them?

Group presentations and discussion: Each group presents their podcasts. Then all participants are invited for a group discussion. [20 minutes]

Discussion questions:

1. Do you see the same/similar terms used between the concepts?
2. How are different narratives told? (Buzz words, futurist narrative)
3. What are the “conflicting rationalities”?
4. Are they focusing on the wider society? Who are the main beneficiaries?

Topic:

Organisational evening

Duration: 55-60 minutes

Number of participants: 20-25

Materials: Flip charts, pens, markers, chairs

Objectives: To provide a space for participants to share information about their organisations/initiatives (values, history, values, aims, etc.)

Methodology: Energiser, group work

INSTRUCTION:

1. The Big Wind Blows energiser based on organisational facts: Moderators get participants sitting in a circle. There should be one less chair in the circle than participants playing the game.



One participant stays in the middle. Whoever is in the middle says “the Big Wind Blows for.....” and finish the sentence by saying one thing that is true about their organisation. For example, “The Big Wind Blows for anyone whose organisation focuses on digital rights”. Once the person in the middle has said the statement, everyone in the circle for whom the statement is true must leave their seat and find a new one. The participant in the middle should also try to get into a seat. [10 minutes]

2. Group activity “Organisational profile”: Participants are split up into 4-5 groups. Within a group, participants should find out what their organisations have in common and imagine/visualise what their shared organization would look like regarding logo, name, activities, values, etc. Later, each group presents their “new organisation” in a creative form. [45 minutes]

DAY 2

Topic:

Inclusion and citizens' rights

Duration: 90 minutes

Number of participants: 20-25

Materials: Pens, 5 blank flipcharts, cards, sticky notes, markers

Objectives: To increase participants' awareness of digital tools which can be used to access citizens' rights in cities

Methodology: Group work, discussion

INSTRUCTION:

1. Mapping: Participants are split into groups by categories (Citizen Participation/ Democracy, Health, Economy, Mobility, Local services) [20 minutes]

Each group is given a piece of paper where they map digital platforms they use in their cities or have heard of. Then groups have a short 10-minute discussion where participants share their stories in writing. Participants are encouraged to share individual stories and experiences from different cities and how citizens use these platforms to claim their rights. [10 minutes]

Questions:

- How did you do these actions before the platforms?
- How did it change your life personally?

2. Analysing the platforms through the principles of the Charter: In the same groups, participants are invited to analyse the platforms based on the principles from the charter. [30 minutes]

Principles:

- Promote the involvement of all stakeholders in the development and implementation of technology. Innovations must take the values and needs of users into account.
- Invest in technological citizenship. Work together with citizens and create space for experiments.
- Let knowledge be free. Do not lock technology up in patents. Use open standards and free open-source software.
- Protect privacy and personal information. Give citizens control over their data and prevent class injustice.
- Share data that is not traceable to a person. Such data is public commons. Keep in mind that not all knowledge can be captured in hard data.
- Work on a public digital infrastructure. Offer a platform to service providers, citizens' initiatives, and urban commons. Technology must contribute to sustainability. Use all policy tools to



accelerate the deployment of green technology. Make sure our smart city is not someone else's environmental disaster.

- Create lively public spaces that invite movement and encounters, and where people are not constantly monitored. Recognise the right to meaningful human contact.
- Promote a fair platform economy. Implement tailor-made policies to safeguard public values. Prioritise non-commercial platforms or create public platforms.

3. Discussion: Participants are invited to reflect and discuss together the platforms following guiding questions.[30 minutes]

Questions:

- What did you notice from the analysis of the platform?
- What is the use of such platforms? How do you use these platforms in your everyday life?
- What ideas are behind these apps?
- What are their purpose?
- How are these platforms connected to the real world?
- How have they changed our lives?
- How useful are they really? Are they making our lives better?
- How are urban platforms organised and who benefits from them?
- What is their role in the future of our cities?

Topic:

Digital divide

Duration: 60–90 minutes

Number of participants: 20–25

Materials: Printed role descriptions in A4, scissors

Objectives: To increase participants' awareness of the lack of access that different social groups have in a digital city

Methodology: A role-play game (One Step Forward), discussion

INSTRUCTION:

1. The moderators introduce the game rules to the participants and create a quiet atmosphere. In the meantime, each participant is assigned a role, written on a piece of paper that is given to them. (It is important that participants don't share their roles with each other). [5 minutes]

Possible roles:

1. A person who doesn't have access to the internet:

You come from a low-income background and cannot afford to pay for internet access. The only time you can access the internet is when you are at work. However, because of the work intensity, you don't have time to surf the internet. You don't have a lot of free time, and when you do, you usually spend it with your family or watching television.

2. An elderly person:

You are an elderly man, who lives alone in the city. Your children live in another town and they don't visit very often. You have a smartphone, but don't know how to use its all features. You mostly use it for calls. You don't own a computer. You spend your time reading the newspaper or working in your garden.

**3. A refugee:**

You are a refugee in this country. You moved here a year ago but still haven't been able to learn the language very well. You live in a refugee camp.

4. A person from a language minority community:

You are a person from a minority community in the city. You are not proficient in the main language of the country you live in. Often, you feel excluded from participating in city decisions because of language barriers. Also, you feel the city government doesn't take minority groups into consideration in decision-making processes.

5. A person who struggles with technology:

You work in a shop in town. You own a smartphone and a computer but aren't very proficient in using it. You are a bit of an old-school person and prefer face to face interactions. You find it difficult to understand new technologies quickly.

6. A person with visual impairment

You have a visual impairment. You work as a school psychologist. You live with your sister, but she is mostly working so she is not around a lot. You want to be more active in city decisions because you feel that the municipality doesn't take into consideration different perspectives from its residents.

7. A university professor:

You are a political science university professor. You are very active in political and social issues in your city. You try to be informed about the current developments in your city. You were very enthusiastic about the new urban online platform put in place by the municipality, but you don't think it has been very successful. Most of the comments put there by citizens aren't getting much feedback, and you don't notice changes in the decision-making processes of the municipality.

8. A student:

You study art at the local university, with a major in photography. You are an activist for the Young Greens and are often engaged in their activities.

9. Rich person:

You come from a high-income background. You live in the centre of the city and work as a director at the local bank branch. You like to be informed all the time, so following the latest news is very important to you. You follow the online news and are subscribed to the main media platforms in the country.

10. Low income:

You come from a low-income background. You don't own a smartphone or computer. You get the local news from watching television in the evening. You often feel you are not able to access information regarding your city government.

11. Local Council Representative

You are a representative in the City Council. You ran as an independent candidate in the elections and won. You are always vocal about social rights and have been able to push through new project ideas in the municipality.

**12. Someone who lives in a slum:**

You live in a slum. You work 10 hours per day at a local store. You don't own a computer. You would like to be able to get more information about decisions in the local government but find it difficult to access this information.

13. A person who is sick and needs an appointment with the doctor:

You have a chronic illness. You need to take medicine and need an appointment with the doctor every six months. You often face difficulties in accessing the health services you need, because of the bureaucratic processes.

14. LGBT+ person

You are a person from the LGBT+ community. You often feel the city government doesn't include people from all groups in the city-decision processes. You want to fight for more inclusion and rights, but find it difficult to access information from the city government.

15. Mayor

You are the mayor of the city. You have been reelected for a second mandate. In this term, you want to implement more smart city projects and you have the support of the majority in the city council.

16. Small business owner who doesn't know how to use online platforms

You have owned a small business in the city for 10 years now. You face difficulties in accessing all the information you need about local businesses in your city (obligations and rights you are entitled to).



17. A person who just lost their job and wants to apply for unemployment benefits:

You just lost your job as a nurse. It looks very difficult for you to get a job right now so you want to apply for unemployment benefits. However, the application needs to be done online and you are not sure how comfortable you feel with it. The information you read was not very clear and there were no guidelines provided. Also, at the municipality, they wouldn't give you any help with how to access the portal.

18. A person with quadriplegia disability:

You have quadriplegia disability. Due to the new changes in the city government, all applications for different services should be done online. Your brother is helping you but the platforms often have problems and you feel it would be much easier to just go to the city offices and solve the problems face to face.

19. Janitor:

You work as a janitor. You just started a new job and you need to submit some documents to your employers. You can only get these documents from the city offices, but due to the new changes, you needed to do an online application. You tried to access the platform, but the process was very complicated and bureaucratic so you just gave up. All you needed is one document!

20. A person who is a resident but not a citizen:

You are a resident in this country but not a citizen yet. You renew your residency every two years. The city government has decided to change some procedures and you read about it on the website. However, some of the new procedures are not very clear and you don't know who to contact about it, the government have not provided any contact or left space for feedback.

21. A person who has a child that starts school this year

Your child starts school this year. You need to register them to the local school, but the application can only be done online. You are not very comfortable with the digital means and are afraid you will make a mistake.

22. A developer:

You are a very famous developer in the city. With the new changes the municipality has implemented, you find it a bit confusing but your team is adapting fast to the new changes and you think it won't be a big problem to keep up. Also, it's much better now because you have access to all this data you couldn't access before. You are thinking about using these platforms to advertise your products more.

23. A new couple who want to apply for social housing:

You are a new couple. You heard that the city government provides financial support for housing to new couples. However, the application procedures seem very difficult and complicated. You are not very familiar with digital means so you are a bit afraid of not being able to finish your application. The city government hasn't provided any number or email you can contact for help.

24. A journalist:

You are a journalist. You want to start writing about urban issues. You think that participating in open forums will give you more information and build your network. Additionally, you are trying to access all information provided in the Open Data website of the city government. However, you feel that some of the information is not reliable and you are worried about the data privacy issues in accessing online forums on the city government websites.

2. Participants are given some time to read their role and understand it. After that, moderators provide guiding questions for participants to reflect on their roles and build up a picture of themselves and their lives in their heads. [10 minutes]

Questions:

- What was your childhood like? What sort of house did you live in? What kind of games did you play? What sort of jobs do your parents have?
- What does your everyday life look like now? Where do you socialise? What do you do in the morning, in the afternoon, in the evening?
- What sort of lifestyle do you have? Where do you live? How much money do you earn each month? What do you do in your leisure time? What you do on your holidays?
- What makes you excited and what you are afraid of?

When participants have a vision for their role, moderators ask them to remain silent and line up beside each other.

3. Moderators announce that they are going to describe a situation or event and then read out a list of related statements. If participants believe that their role relates to this statement (in other words, they can answer “yes” to the statement) they take a step forward. Otherwise, they should stay where they are and not move. [10-15 minutes]

Situation:

Your city government announces that they are going to digitize some of their services. You can apply for services online, you can access all data online and now you also have a new app where you can find traffic information and you can make a complaint about problems in your neighbourhood.

Statements:

1. You feel that you can easily express your opinions about decisions in your city;
2. You feel your perspective is taken into consideration in city decisions;
3. You think you can easily access the information you need in your city;
4. You feel your needs are mostly met by the city government;
5. You feel you can easily exercise your rights as a citizen;
6. Services in your city are fairly accessible and you feel you have the adequate tools to do so;
7. You can easily understand and make use of the new platforms provided by the city government;
8. You think it has become much easier for you to apply for health services;
9. You feel your data is used fairly and your individual rights are protected;
10. You feel the city government has taken all the necessary steps to include you in decision-making processes.



4. Reflection: moderators invite participants to mark their positions at the end of the game.

5. Discussion in small groups: Participants are divided into 5 groups. The group division is based on the colour of paper each participant receives (the ones with the same colour are in a group together). Each group discusses the characters: who are they, what is their daily life? And then they write down what they think the character's day in real life looks like. [15 minutes]

6. Discussion in a big group. [30 minutes]

Questions:

- How did you feel stepping forward - or not?
- For those who stepped forward often, at what point did you begin to notice that others were not moving as fast as they were?
- Did anyone feel that there were moments when their basic human rights were being ignored?
- Could you guess each other's roles?
- How easy or difficult was it to play the different roles? How did you imagine what the person you were playing was like?
- Does the exercise mirror society in some way? How?
- Which human rights are at stake for each of the roles? Could anyone say that their human rights were not being respected or that they did not have access to them?
- How do you think the smart city projects affect social inequalities?
- How did you imagine your character's everyday life? Can you describe a day in their life?
- What steps could be taken to address these inequalities in the new "digital society"?

Tips: During the debriefing and evaluation it is important to explore how participants knew about the character whose role they had to play. Was it through personal experience or through other sources of information (news, books, and jokes?) Are they sure the information and the images they have of the characters are reliable? In this way, you can introduce how stereotypes and prejudice work.

DAY 3

Topic:

Where the money goes

Duration: 90 minutes

Number of participants: 20-25

Materials: Projector, mobile phones, few computers for group work, headphones, pens, paper sheets



Objectives: To develop among participants an understanding of the capitalistic interests behind smart cities and who benefits from smart cities

Methodology: Presentation (theory on the topic), group work with a podcast, group presentations

INSTRUCTION:

1. At the beginning of the session, moderators ask participants “Why are tech companies interested in cities?” Moderators invite everyone to share their perspectives and then make a presentation on the history of the issue: Who are the biggest players and how big are they. [20 minutes]
2. Research with podcasts related to the topic of smart cities and economy: Participants are split up into 3-4 groups; each group gets an extract of a podcast they will have to listen to. After listening to the extract, participants dig deeper into the topic by doing online research on the issue. [50 minutes]

Podcasts:

- 1) The Digital Life - Design and Technology Podcast. Gig Economy Anxiety. <https://podcasts.google.com> (03:34-8:27)
- 2) The Digital Life - Design and Technology Podcast. Techno-Utopia and Alphabet’s Smart City. <https://podcasts.google.com> (4:48-09:02)
- 3) Yanis Varoufakis with Professor Noam Chomsky at NYPL, April 16, 2016 | DiEM25
<https://www.youtube.com/watch?v=szIGZVrSAyc> (11.11-17.00 minute)

Guiding questions for group discussion and group presentation:

- What is your impression of what was said?
- What is the main idea related to our topic money, city, and tech?

Each group presents their podcast and discussed ideas. [20 minutes]

Topic:

Degrowth and environment

Duration: 75–90 minutes

Number of participants: 20–25

Materials: Markers, pens, paper sheets

Objectives: To explore how technology promotes the economy of growth in cities and how it can be used by the community for promoting sustainability

Methodology: Interactive online presentation, online quizzes and polls, discussion

INSTRUCTION:

1. Moderators make an online presentation (via menti tool) covering the following issues: [40 minutes]
 - Basics of degrowth
 - Degrowth and Technology
 - Degrowth in Cities

While presentation participants are invited to take part in several online quizzes and polls as well as explore case studies related to food production, the efficiency of public governance, energy transition and mobility, conviviality, public health in cities. [20 minutes]

2. Group discussion/debriefing: Participants share their vision for degrowth in the framework of smart cities, reflect on the information they find interesting during the presentation. [15–30 minutes]



DAY 4

Topic:

Knowledge mapping and data sovereignty

Duration: 90 minutes

Number of participants: 20–25

Materials: Markers, pens, paper sheets

Objectives: To ensure participants are aware of the power of data and what kind of data/knowledge different stakeholders need/try to collect in a digital city

Methodology: Group work, discussion

INSTRUCTION:

I. Moderators present the project to the participants [00:05-00:20]

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Who are we?

Sidewalk Labs is a for-profit but mission-driven company backed by Alphabet's patient capital. That profile makes Sidewalk Labs uniquely suited to pursue longer-term returns, conduct far more robust research and development than a typical real estate developer, and build foundational pieces of urban technology that neither the market nor government can or will, with the goal of jumpstarting innovation by others.

About the project

Together, this team has developed a unique approach to “urban innovation,” broadly defined as the integration of physical, digital, and policy advances into the urban fabric to improve quality of life in cities. Much more than just the pursuit of isolated efficiencies associated with “smart cities,” urban innovation requires a thoughtful interdisciplinary approach that sits at the intersection of two of the defining trends of the 21st century: global urbanization and technological change.

Of course, in proposing a project that includes digital technology as one tool (among many) to help drive innovation, questions about data collection and management are critical. **Sidewalk Labs recognizes that information collected in public space must be put to use for the greater good, protected by a transparent and independent process and robust privacy safeguards, and made publicly accessible for anyone to build on.**

3. An uncommon ability to catalyze economic development. A third aspect that makes Sidewalk Labs unique is its ability to leverage its approach to urban innovation as well as its relationship with Alphabet to create jobs and new industries that lead to inclusive economic growth — recognizing that this approach must benefit everyone by planning for prosperity with equity

Google has a well-documented history of acting as a catalyst for economic development when it commits to expand in a region. When it reaches a critical mass of employees in a city, time and again, significant growth follows.

This is where call upon you, the community!

- We want you in the centre of this project!
- How should be govern data in the future to create inclusive innovation and create jobs
- We want to tailor this project according to your needs and this is why we want learn more about you, we want to put the community in the heart of the project.



Summary of the presentation:

A multinational technology company based in the US has shown interest in a 12 acre (7 football fields) former industrial area of the Schmoogle waterfront area.

They plan to invest 1.7 billion euros into developing this area into a 'City within the city', an area which will serve as an incubator for new technology, including:

- 10 new buildings of mixed-use consisting primarily of thousands of new residential units, as well as retail and office spaces, all made from mass timber
- A proposal to extend the city's light-rail system to serve the new neighbourhood
- Redesigning streets to reduce car use and promote biking and walking
- Installation of public Wi-Fi, in addition to other sensors, to collect "urban data" to better inform housing and traffic decisions

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- Proposal to reduce greenhouse gases by up to 89 per cent
- Building the new regional headquarters of the company in the new area

Within 20 years the company expects to raise 35 billion euros in private investments and potentially create 44 thousand jobs. Also, this could create around 4 billion in tax revenue for the government.

Actor	Collect	Store	Use	Visualise	Access
City Councillors					
Local association of residents					
Social workers in the city governments					
Local businesses					
Local Human Rights NGO					

Examples:

Citizens' income, Population, Tax payed per location, Traffic intensity and type per area, Parking spaces, Green spaces, Demographic info per area, Consumption patterns, Voting preferences, Voting outcomes per area, Social help recipients, Citizens' online interactions with their gov't, Public transportation usage, Crime based data, Air quality data, Energy usage pattern

2. Input data for the project [00:20-00:50]

Participants are divided into groups. They are asked to audit the data they have already been given and prepare an answer for the following questions:

- What data can be provided (revenues, demographics of users, local community social data)?
- What kind of benefits and drawbacks would this project have?
- What would be the benefits of the data that this project could deliver in the long term?

3. Output data for the project [00:50-01:20]

Participants are invited to share their thoughts and ideas in a discussion.

Discussion questions:

- What data should be kept confidential and what data should be open?
- What data should be collected? How it could be used? Who it would benefit?
- What data would contribute to inequality, access to services?
- Would the collecting the data be justified by the improved services and public spaces?
- Do we have a choice not to share our data with big companies (Facebook, LinkedIn examples)?
- What kind of data do big companies own (Reflection on the group work and what data companies are willing to give)?
- What requirements should the city place on the project, should they limit/regulate the way in which the project is implemented?

Discussion questions:

- What kind of data do private companies own and use, is this justified?
- Which actors are most aware of data ownership?
- How can we make the development project have better democratic oversight?

Topic:

Citizen scoring

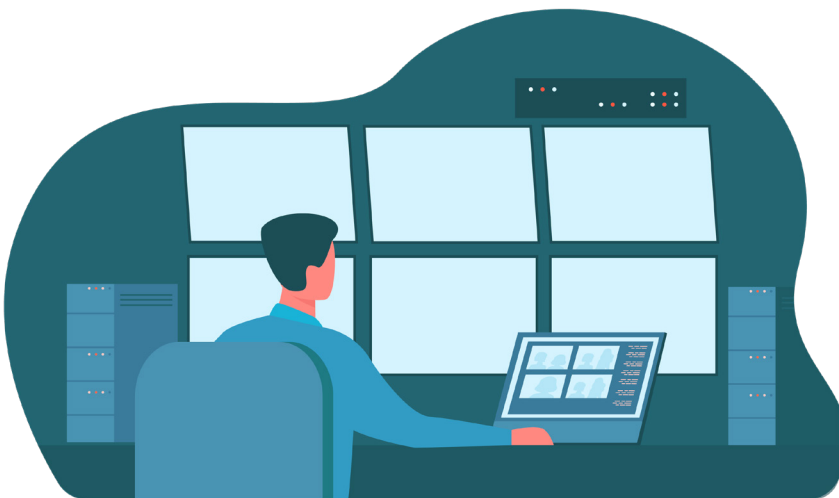
Duration: 90 minutes

Number of participants: 20-25

Materials: Laptops, printed guideline and timeline for the debate

Objectives: To introduce participants to different policies that can be used to promote better data governance and digital governance in their cities

Methodology: Debate



INSTRUCTION:

1. Participants are randomly divided into 2 interest groups in the city parliament. A proposition is raised and one group is for the proposition while the other is against. When participants are divided, the groups are asked to create a group name. [10 minutes]

PRO GROUP task:

Dear parliamentarians, you are an interest group within the local parliament which is in favour of introducing citizen scoring in your municipality. Your task is to find pro arguments, make a statement and pitch it to the local government (each pitch 3 min).

You will have to pitch an opening statement which is followed by a debate and a closing statement. Keep in mind that you are only allowed to pitch pro arguments. In the open debate only 1 person per group can do one point.

CONTRA GROUP task:

Dear parliamentarians, you are an interest group within the local parliament which is in favour of introducing citizen scoring in your municipality. Your task is to find con arguments, make a statement and pitch it to the local government (each pitch 3 min).

You will have to pitch an opening statement which is followed by a debate and a closing statement. Keep in mind that you are only allowed to pitch con arguments. In the open debate only 1 person per group can do one point.

2. Groups conduct research on their position and prepare for

the debate following the guiding questions: [30 minutes]

Guiding questions:

- What does this mean for citizens?
- What does this mean for the municipality?
- Where do the resources/money come from?

3. Groups are invited to make opening statements (10 minutes) which are followed by one pitch per one group (3 min per pitch). [16 minutes]

4. Open Debate moderated by a moderator. [10 minutes]

5. Groups prepare for closing statements (for 10 minutes) and present them in another round of pitches: one pitch per one group (3 min per pitch). [16 minutes]

6. Participants reflect on the debate. [10 minutes]

Topic:

Are our cities ready?

Duration: 90 minutes

Number of participants: 20-25

Materials: Pens, paper sheets, sticky notes, 25 red and green cards

Objectives: To help participants analyse if their cities are ready and if they can adapt to the smart city paradigm

Methodology: Role play, individual work, discussion



INSTRUCTION:

1. Roleplay: Moderators explain the rules of the game. Participants are seated in a round circle. Each of them has a green and a red card to vote. [10 minutes]
2. Moderators then start reading aloud statements related to smart cities, i.e. "In my city, the local government is able to protect data privacy." Each participant raises a green or red card depending on what they think about the statement in the context of their own cities (green=true and red=false). Along the process, participants count their positive (green) and negative (red) answers. [30 minutes]

Statements:

- As technology influences who we are and how we live together, my city ensures that there is public debate and democratic governance.
- In my city technology and innovations take into account and come hand-in-hand with public values and needs.
- My city promotes the involvement of all stakeholders in the development and implementation of technology.
- My city supports living labs and encourages citizens to take their own measurements around their living environments.
- My city uses open standards for ICT and free open-source software.
- My city uses technology to bring citizens together and promotes encounters and connectedness among them.
- My city protects citizens against manipulation and ensures that technology contributes to a vital democratic culture.
- My city protects privacy and personal information as well as giving citizens control over their data.
- My city guarantees that the data collected by or on behalf of the government is available to everyone to access, use, and share.
- My city ensures that government ICT systems respect the principles of good administration.
- My city commits to introduce the right to the central rectification of data: All rights that a citizen or resident loses because of an administrative act must be restorable by a single administrative act as well.
- My city has algorithms checked for discriminatory bias, while automated decisions are well-reasoned so that they can be verified by the citizen(s) concerned.
- My city encourages public digital infrastructure and offers a platform to service providers, citizens' initiatives, and urban commons.

- My city uses all policy tools available to accelerate the deployment of green technology and makes sure that technology contributes to sustainability.
- My city commits to avoid excessive dependence on digital systems and retain non-digital options for the systems such as those used for payments.
- My city invests in cybersecurity and sets high-security requirements for suppliers of digital applications.
- My city creates lively public spaces that invite movement and encounters, and where citizens are not constantly monitored.
- My city recognises the right to meaningful human contact within domains such as health care and education.
- My city ensures that contact with citizens at the government office, both online and offline, holds the potential to lead to changes in government decisions.
- My city aims at bridging the digital divide and providing a basic digital service for people with few digital skills.
- My city commits to combat the social divide and ensure a fair distribution of income, wealth, and housing.
- My city implements tailor-made policies to safeguard public values.
- My city promotes a fair platform economy by supporting and/or creating non-commercial and cooperative platforms.

3. When all statements are read, participants are invited to reflect individually on the results and write down possible solutions/visions for the statements that need to be addressed in their cities. [20 minutes]

4. Discussion. [30 minutes]

Discussion questions:

- What are some good examples of city actions and initiatives you can share with others on the statements where you raised green cards?
- What do you think are the main barriers to achieving the described statements and actions in your city?
- Which of the stakeholders do you think play the primary role in making your city resilient and smart? Which of them lacks an active stance and voice?
- What are the policy mechanisms that in your opinion could be of benefit when addressing red-marked statements on the local level? Which could help sustain/promote green ones on the national level?
- Which statements/indications would you add to the list to make/define your city as smart and resilient?
- What would be your call to action for the city government on addressing the challenges related to the city resilience in the short and long term?
- What are the areas (economy, environment, governance, society) you would focus on first and foremost? Explain your choice.
- Do you think your city is ready?

Topic:

Manifesto writing kick-off

Duration: 90 minutes x 3 sessions

Number of participants: 20-25

Materials: Pens, tables, flip charts, print outs

Objectives: To provide space for participants to outline the differences in context regarding the Smart City (SC) concept between cities in Eastern and Western Europe and based on that, draft a list of demands on how SC actions should be implemented in EE cities.

Methodology: World café

INSTRUCTION:

1. World Café: Moderators start by introducing the World Café method, setting up the context and sharing the Café's etiquette. [10 minutes]



Setting:

- 1) Inclusion table.
- 2) Governance table.
- 3) Environment table.
- 4) Economy table.
- 5) Smart City Charter table.

2. The process begins with the first of 4 10-minute rounds of presentations (lead by a host/moderator) for small groups of 4-5 people seated around a table. At the end of 10 minutes, each member of the group moves to a different new table. Hosts/moderators guide the participants with the reflection questions and key take-aways from the sessions, while participants reflect on what they have learned during the previous days. [40 minutes]

3. Moderators present the result of World Café (ideas that were written/mentioned by the participants in different topical areas). After that, participants are divided into a few groups for manifesto writing. Each group is going to work on the vision and demands in the context of the given area/topic from the World Café. [10 minutes]

Moderators make a presentation on the introduction to manifesto writing (the essence, the structure, and the aim). At the end of the presentation, the participants are given short check-lists with points to remember while working on the manifesto. [30 minutes]

DAY 5

Topic:

Topic: Manifesto presentation and voting

Duration: 90-120 minutes

Number of participants: 20-25

Materials: Laptops

Objectives: To provide an opportunity for participants to practice democratic adoption of the manifesto

Methodology: Presentation, voting

INSTRUCTION:

1. Moderators provide an overview of the session for participants and discuss the point of this democratic process, amendments form, and what to pay attention to during the presentation. [15 minutes]
2. Manifesto presentation: Participants present the respective sections of the first part of the manifesto. The rest of the manifesto is presented by moderators. [25 minutes]
3. Amendments: Moderators explain how the amendments work (types, and tools used). Then participants have time to read through the document and draft the amendments. [30 minutes]
4. Voting and adopting. [50 minutes]



Topic:

Evaluation

Duration: 90 minutes

Number of participants: 20-25

Materials: Pens, printed evaluation forms, Dixit (or any other, visually stunning) board game cards.

Objectives: To provide space for participants to reflect on the training and their experience throughout.

Methodology: Questionnaire, closure activity

INSTRUCTION:

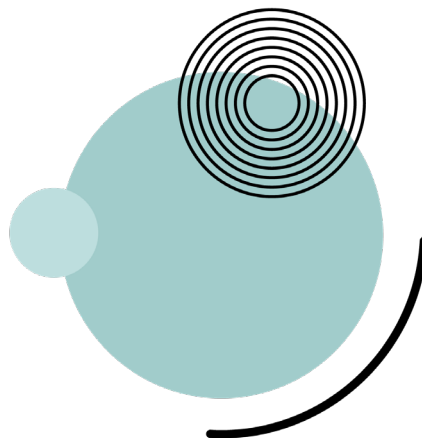
1. Participants fill out a questionnaire. [30 minutes]

Questionnaire questions:

1. What do you think about the program of the event overall? What do you think about the flow of the sessions?
2. What do you think about the methodology used during the event? Were the methods used suitable for your learning needs?
3. Do you think the methods were diverse enough?
4. What was your favourite session and why?
5. What was your least favourite session and why?
6. What do you think about the manifesto development process? Do you plan to use the manifesto, will you present it to your organisation?
7. How will you use the knowledge that you've gained throughout this week? Do you have any ideas that popped up during the week? Tell us more!
8. Are you satisfied by the prep teams work throughout the event? Do you think that the prep team was supportive of any different learning needs of participants and worked in order to provide a learning and exchange environment fitting everyone's needs?

9. How do you rate your own participation in the program? Are you satisfied with what you've learned and with your own contribution to other's learning experiences?
10. How do you reflect on your own fears and expectations that you had at the beginning of the week?
11. What did you think about the group dynamics and the general atmosphere in the group throughout this week?
12. Have you felt free to express your opinions during this week? Do you think that the awareness person in the prep team helped in ensuring a safe space for the participants? Do you have any recommendations on how to create a safer environment?
13. Are you satisfied with the technical arrangements (hotel, meals, and venue)? Do you feel you had enough information prior to your arrival when it comes to technicalities?
14. How much were you aware of CDN's work prior to the event?
15. Do you feel you know more about CDN after coming to the event?
16. Anything to add?

2. Emotional closure (Dixit card game): participants sit in a circle and each takes a card with statements to reflect on their feelings and experiences during the project. [20 minutes]



QUIZ – HOW SMART IS YOUR CITY?

Reading about smart features in cities makes you reflect on your own, right? Do this quiz to see at which point your city is and use the answers to get inspired to act and work towards a more democratic, sustainable, and equal urban reality!

Are you not sure about answers to some questions? Investigate online, ask your friends and/or fellow activists, begin a discussion. Being aware of your political surroundings is a first step to changing your city!

Questions:

1. My city ensures that there is public debate and democratic governance:

- A - Yes/Always
- B - To some extent/Not completely
- C - Not at all

2. In my city technology and innovations take into account and come hand-in-hand with public values and needs

- A - Yes/Always
- B - To some extent/Not completely
- C - Not at all

3. My city protects privacy and personal information as well as gives citizens control over their own data

- A - Yes/Always
- B - To some extent/Not completely
- C - Not at all

4. My city is committed to combating the social divide and ensures a fair distribution of income, wealth, and housing

A - Yes/Always

B - To some extent/Not completely

C - Not at all

5. My city encourages the installation of publicly owned digital infrastructure which serves providers, citizens' initiatives, and urban commons

A - Yes/Always

B - To some extent/Not completely

C - Not at all

6. My city uses policy tools to accelerate the deployment of green technology and makes sure that technology contributes to sustainability

A - Yes/Always

B - To some extent/Not completely

C - Not at all

7. My city aims to bridge the digital divide and provides a basic digital service for people with limited digital skills

A - Yes/Always

B - To some extent/Not completely

C - Not at all

For each of the letters you get:

A - 3 points

B - 2 points

C - 1 point

Results:

19–21 points

Congrats! According to your results your city is a smart city! However, there still might be some room for improvements. Even when it seems that everything is fine we should stay attentive and ensure our governments are not getting off the right track.

14–19 points

It is not all bad! Your city has some smart features but might be failing at the 'human component'. While it is important that citizens are included at different levels of participation, decision-making, and debate within cities, governments are sometimes not making these processes transparent and easy for us to get engaged with. Check what is going on and where there should be some changes made.

7–14 points

Oh well... According to your result, your city is not doing well. But do not despair! You are not alone, many are finding themselves in a difficult urban reality. Join a local Green activist group (if you are not a part of any) and think together about possibilities to act against injustices you are facing as citizens! Check out campaign tips in this publication for some inspiration and good luck!

AUTHORS



Daria Smagina

Daria Smagina is a social anthropologist and urbanist from Saint Petersburg, Russia. She first attended CDN's event in 2018 in Istanbul, felt inspired by green activists and empowered to enrol in future CDN activities devoted to topics of alternative urbanisation and gender issues. She was actively involved in planning and implementation of the RUMB working group regional training "Urban Steps for Resilient Future – building youth Future – building youth activism in Eastern Europe" held in Belarus. Nowadays Daria studies cultural heritage at Bologna University, translates GEF articles, writes flaneuring notes about cities and develops her illustration skills.



Liudmila Gavrilenko

Liudmila Gavrilenko has been involved in the CDN's Alternative Urbanisation Working Group activities since 2016 after the study session "Reclaim the city!", where she appeared as a participant. In 2018, she graduated from Novosibirsk state university of architecture and construction with a Bachelor of Architecture degree. Currently, she works in the education area in Colombia and does green activism in her free time. Hiking, exploring nature, and photography are other free time. Hiking, exploring nature, and photography are other her passions.



Manjola Logli

Manjola Logli is an architect from Tirana, Albania. She started her engagement with CDN in October 2020, as part of the "Outsmarting the paradigm: Implementation of new technologies in cities" international training in October 2018. She has graduated from Epoka University Architecture Department in September 2020 with an honours master degree. Her areas of interest extend to environment and user behaviours, user well-being and the interaction between design and sustainability. She believes in the changing power of architects to improve people lives by creating various sustainable design guidelines, contributing to a world where green architecture achieves a dominant place. Also, her goal is expanding her vision by allowing herself to be part of culturally diverse environments, as an international exchange alumni she has built a couple of cultural exchange experiences in the USA. She enjoys travelling, reading, baseball, and her favourite baseball team is Minnesota Twins.

PREP TEAM



Erisa Nesimi

Erisa is an urban enthusiast from Tirana, Albania. She started her engagement with CDN in 2018, as part of the Urban Steps for Resilient Future Training in Istanbul, and continued it as a member of the Alternative Urbanization Working Group. She graduated in Urban Management and Development from Erasmus University Rotterdam in September 2020. She is currently working with Sustainable Urban Mobility in Tirana. In her pastime, Erisa enjoys reading, doing crosswords and hiking. She is also a huge movie fan.



Bianca Creutz

Bianca is a social scientist working in Berlin. She is interested in urban innovations and how new technologies in cities can be used to benefit citizens. Bianca organised many projects around youth activism and cities in connection to sustainability, technology, and citizen participation. She is member of the Alternative Urbanisation Working Group. Bianca loves cycling, enjoys architecture and arts.



Justine Pantelejeva

Justine is a strategic urban planner from Riga, Latvia who is happy to call herself an “alterurbie” since 2016 when she joined CDN’s Working group Alternative Urbanisation. While Justine started as an activist for young people in cities, she has ended up being on the other side, being recently elected in the Riga city council elections. Now she is going to have to put money her where her mouth is and lead by example on how to make the city more inclusive, greener, and youth-friendly.

EDITORIAL TEAM AND PREPTEAM



Luka Gudek

Luka is a green activist from Croatia, residing in Belgium. He started his green activism at the Radio Student show 'A gdje su kitovi?' (Where are the whales?) in 2016 and continued it through CDN, working on Alternative Urbanisation and degrowth. From 2020 he works at the Federation of Young European Greens as a project assistant. Today he's a graduated Political Scientist with an agenda of bringing radical green ideas to Western Europe and developing green policies on space exploration. In his free time, he explores political science fiction and the history of space exploration in the Croatian islands.



Hanna Pishchyk

Hanna lives and studies in Minsk, Belarus. She is currently pursuing a Bachelor degree in Intercultural Communication while majoring in Public Relations. She is interested in the topics of global education, digital literacy and Internet Governance and is part of several local and international initiatives addressing these issues. She got involved with CDN in 2019 when participating in the seminar "Internet as we want it" and later joined CDN's digital [x] working group.



Elena Petrovska

Elena is a young Green enthusiast based in Belgrade, Serbia. Currently, she is studying Environmental Sciences and her engagement with Greens started back in 2018, with joining the local activist group - Serbian Green Youth. Devoted to helping to strengthen the Green movement in all the possible ways, in early 2020, Elena joined Executive Committee of CDN and in autumn, she joined the Office of CDN as the project assistant. In her free time, Elena mingles with Fridays for Future activists



Masha Pashkova-Dzneladze

Masha is Project Coordinator of CDN. She started activism in Georgian Young Greens in 2012 and then was the CDN EC responsible for the Alternative Urbanisation WG. She is also interested in Digital rights, gender, climate, education, and anti-capitalism. She enjoys reading fiction and drawing.

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