



CATAPULT
Connected Places

City Standards User Group

Survey Findings

Introduction

The City of Fredrikstad and Connected Places Catapult (CPC) in collaboration with OASC created a survey to understand cities and municipal's experiences with city standards, and the challenges and opportunities in providing cities with accessible and easy to use standards.

The survey results will determine whether a “help” group would be useful, and if so, how to structure this group, and the priorities we should be focusing on to help support with identifying and using standards.



10,000+ Smart City Standards

Survey

The survey ran from March 18th 2019 to April 5th 2019, and a total of 31 Responses were collected. Most of the respondents are from cities within Europe, but a few are located in other parts of the world such as New York, Australia and Brazil.



Survey results

We asked city representatives about their experience of using city standards

53%

Novice

categorised their experience between 0 & 49

Super-user

47%

categorised their experience between 50 & 100



27%

of people are members of or know members of formal standards bodies or smart city related standards committees.



The problem

Results from the survey established the lack of:

- **Access** to standards that are needed
- **Resources** for support with using standards
- **Learning** from other peoples experiences who have used standards
- **Availability** of standards information



The solution

90%

of people think it would be useful to have a working group, contact point or even a “whiteboard” for cities

The overwhelming majority agreed that it would be useful to set up a help group

“ This would be incredibly useful - while officers involved in smart cities projects tend to have a basic understanding of the need for standards around smart cities, and what standards exist, there is a skill and knowledge gap around implementing these standards in day-to-day project management. ”

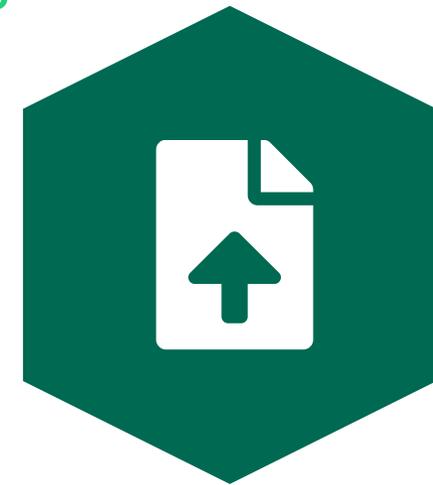
The City Standards User Group



Ask
questions



Exchange
experiences



Get
Information

Receive
guidance

Call to action



We need you! We are looking for city champions willing to share their experience of standards with those that may be less experienced

First online meeting 11th June 12.00pm CET

Have launched a slack workspace – please join! We have started with some simple polls to discuss priorities. Post your questions and share your experiences by joining [here](#).

Ongoing operating model?

To make this 'helpdesk' really effective, useful and sustainable, we need to consider resourcing and funding.

Would cities be willing to contribute financially? e.g. annual subscription scaled based on city size. Operate as a 'freemium' model?

What do you think?



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