

## Citizens and their local services

Depending on the context in individual countries, these services may in practice be public-sector, or provided by the private sector under contract, or purely private. But the essential requirements of citizens being served are going to be the same. In the case of private sector-provided services, of course the "citizens'" interests and those of consumers will overlap.

The standards aspects of citizens' day-to-day interfaces with local service providers, including:

- public transport; ★
- education and child-care services;
- recreational services;
- healthcare services;
- sanitation;
- utilities; ★
- emergency services.

ANEC, Avenue de Tervuren 32, box 27, B-1040 Brussels, Belgium

Tel.: +32 2 743 24 70, Fax: +32 2 706 54 30, E-mail: [anec@anec.eu](mailto:anec@anec.eu), [www.anec.eu](http://www.anec.eu)

EC Register of Interest Representatives: 507800799-30



@anectweet



ANEC © 2015

[www.facebook.com/ANEC.Standards](http://www.facebook.com/ANEC.Standards)



## Citizens' requirements for smart cities: what standards can do!

Smart cities are helping to meet global energy targets, to reduce costs of government and social services, to spur job creation and economic growth, to help meet important environmental goals to upgrade and improve the existing infrastructure. In all these challenges, the role of the citizen is critical.

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

- provide a short statement of the subject area;
- list relevant current standards and ongoing relevant standards activities,
- assess whether it appears the activities are in practice taking reasonable account of the smart city dimension from the perspective of citizen welfare, and if not, what might be needed to rectify the position;
- identify any more general legal and ethical issues that require attention outside the standardization domain.
- contain terms and definitions<sup>1</sup>.

<sup>1</sup> It can cross-refer (e.g.) to the UNEP-FIDIC "ABC for sustainable cities".



Raising standards for consumers



## Citizens' requirements for smart cities: what standards can do!



ANEC is supported financially by the European Union & EFTA



## Citizens'/ Consumer' general needs

Smart cities should have citizen welfare at their core. The needs of the citizens should therefore be properly considered in every standardization activity relevant to smart cities. ★

Standards should cover certain "horizontal" matters that affect citizens' lives, and which need to be taken due account of in standardization relevant to smart cities, including:

- citizen involvement/empowerment, complaint and redress procedures;
- physical security;
- cyber-security;
- exchange and handling of citizen data, data protection, digital privacy;
- accessibility, both physical and electronic.

## Citizens and their city authorities

Standards can also deal with aspects of citizens' day-to-day interfaces with their local authorities. This would need to include issues related to their residence (residence registration, local taxation, communications from and to the local authority), and also citizens' requirements in connection with community-based initiatives, especially how these link to local authorities.

Smart cities are helping to meet global energy targets, to reduce costs of government and social services, to spur job creation and economic growth, to help meet important environmental goals to upgrade and improve the existing infrastructure. In all these challenges, the role of the citizen is critical.

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

- provide a short statement of the subject area;
- list relevant current standards and ongoing relevant standards activities,
- assess whether it appears the activities are in practice taking reasonable account of the smart city dimension from the perspective of citizen welfare, and if not, what might be needed to rectify the position;
- identify any more general legal and ethical issues that require attention outside the standardization domain.
- contain terms and definitions<sup>1</sup>.

<sup>1</sup> It can cross-refer (e.g.) to the UNEP-FIDIC "ABC for sustainable cities".

### Citizens and their local services

Depending on the context in individual countries, these services may in practice be public-sector, or provided by the private sector under contract, or purely private. But the essential requirements of citizens being served are going to be the same. In the case of private sector-provided services, of course the "citizens'" interests and those of consumers will overlap.

The standards aspects of citizens' day-to-day interfaces with local service providers, including:

- public transport; ★
- education and child-care services;
- recreational services;
- healthcare services;
- sanitation;
- utilities; ★
- emergency services.

**ANEC**, Avenue de Tervuren 32, box 27, B-1040 Brussels, Belgium

Tel.: +32 2 743 24 70, Fax: +32 2 706 54 30, E-mail: [anec@anec.eu](mailto:anec@anec.eu), [www.anec.eu](http://www.anec.eu)

EC Register of Interest Representatives: 507800799-30

ANEC © 2015

 @anectweet

 [www.facebook.com/ANEC.Standards](http://www.facebook.com/ANEC.Standards)

### Citizens' / Consumer' general needs

Smart cities should have citizen welfare at their core. The needs of the citizens should therefore be properly considered in every standardization activity relevant to smart cities. ★

Standards should cover certain "horizontal" matters that affect citizens' lives, and which need to be taken due account of in standardization relevant to smart cities, including:

- citizen involvement/empowerment, complaint and redress procedures;
- physical security;
- cyber-security;
- exchange and handling of citizen data, data protection, digital privacy;
- accessibility, both physical and electronic.

### Citizens and their city authorities

Standards can also deal with aspects of citizens' day-to-day interfaces with their local authorities. This would need to include issues related to their residence (residence registration, local taxation, communications from and to the local authority), and also citizens' requirements in connection with community-based initiatives, especially how these link to local authorities.



*Raising standards for consumers*



### Citizens' requirements for smart cities: what standards can do!



ANEC is supported financially by the European Union & EFTA

