Smart City Plan
Community Engagement Summary

Delos Delta

City of
Norwood
Payneham
& St Peters

Introduction

In December 2019 the City of Norwood Payneham & St Peters (the Council) engaged Delos Delta to assist in the development of a Smart City Plan. To ensure the Plan accurately reflects the opportunities and challenges of the City of Norwood Payneham & St Peters ('the City' – referring to the entire municipality), targeted stakeholder engagement was conducted in February 2020.

Stakeholder engagement aimed to gather key insights from the Council and the community about smart city, digital technology and innovation. Engagement was based around dedicated face-to-face engagement sessions for distinct stakeholder groups (pre-COVID-19). These sessions were supplemented by two wide-reaching online surveys, for Council staff and the broader community.

The online Community Survey received 72 responses, while the Council Staff Survey received 48. Stakeholder sessions were conducted for the following Distinct stakeholder groups:

- ▶ Project Team
- ▶ Council Executive Leadership Team (ELT)
- ▶ Councillor and Executive Staff

- ▶ Council Staff (General)
- ▶ Key Internal Stakeholders
- ▶ Business and General Public

The insights from this engagement enabled Council and Delos Delta to develop a Smart City Plan that is directly tailored to the City of Norwood Payneham & St Peters.
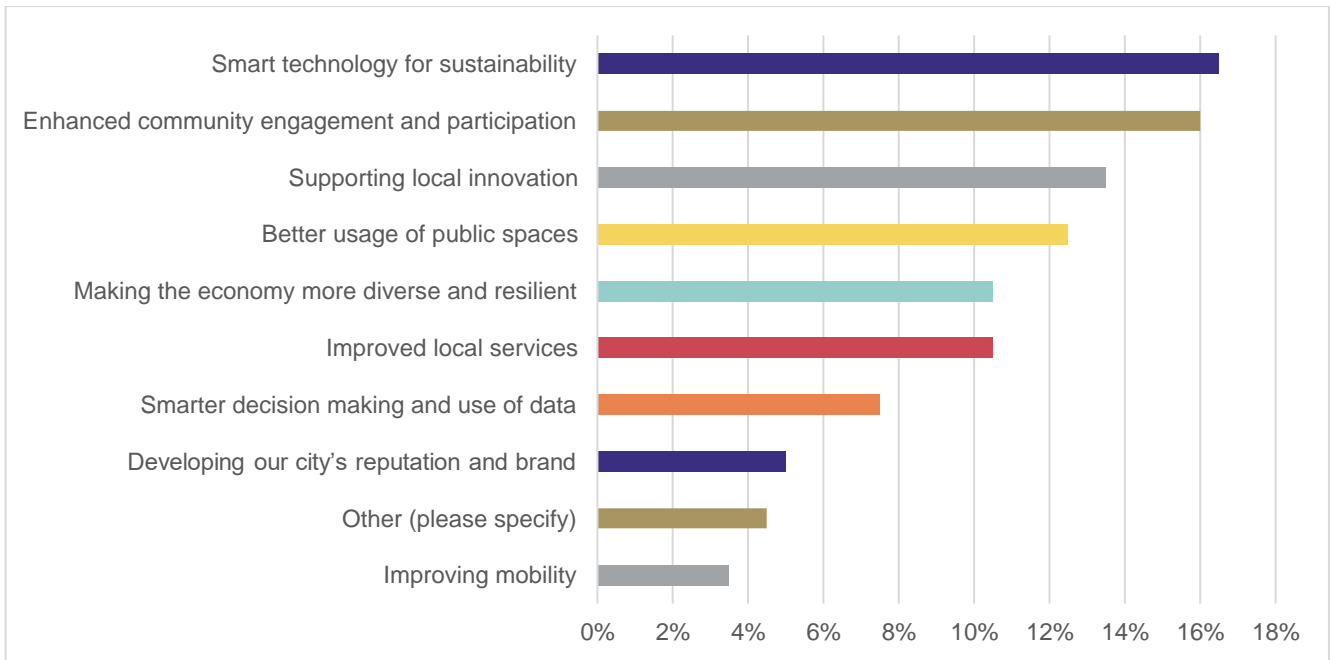

BROOK DIXON (DELOS DELTA MANAGING DIRECTOR) PRESENTING TO COUNCIL STAFF ON 18 FEBRUARY 2020

Community Survey Snapshot

The Community Survey aimed to identify community priorities and challenges that can be leveraged or improved through the integration of smart technology and innovation. The following section outlines community responses to three key questions relating to the development of the Smart City Plan. [Note – data in the following graphs has been normalised].

Strategic Objectives

Respondents were asked to select the top three strategic objectives that they think should be prioritised in the City of Norwood Payneham & St Peters' Smart City Plan.
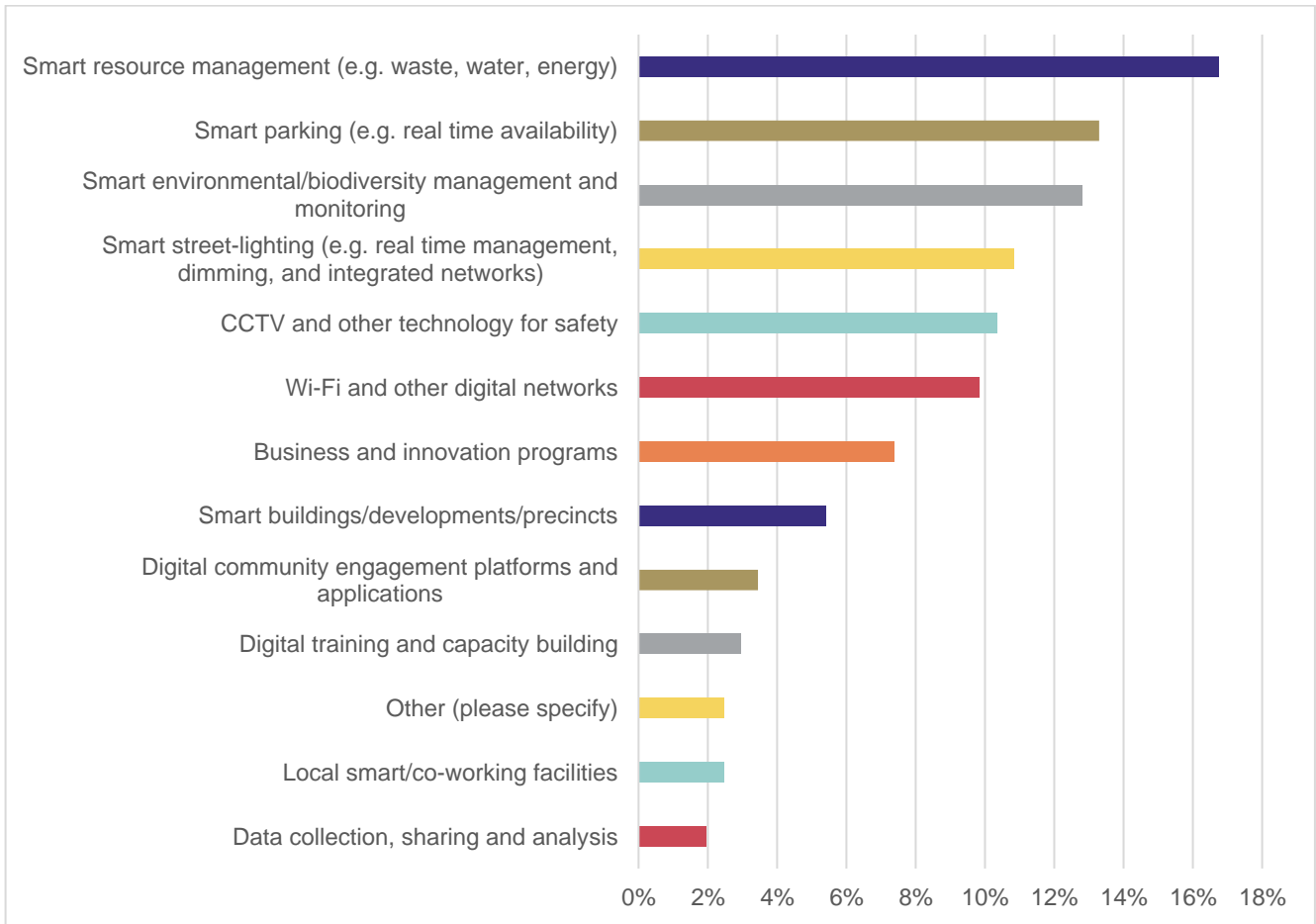

When asked about priority objectives for the Smart City Plan, the most common response from the community was 'smart technology for sustainability'. This response shows that the people of Norwood Payneham & St Peters are passionate about the environment and sustainability.

One of the key stakeholder engagement themes (presented on page 6) is 'Environment & Sustainability', which is supported by the community response to this question. A number of 'other' responses also mentioned the environment, affirming sustainability as a key community objective.

Less than 4% of respondents chose 'improving mobility' in their top three strategic objectives. However, a large number of 'other' responses specifically relate to mobility. These include mention of EV charging infrastructure, smart parking, public transport, cyclist and pedestrian access and more. This sentiment is reflected in the following chart, that shows smart parking as the second most valuable smart city initiative as identified by the community.

Most Valuable Initiatives

Respondents were asked to select the top three smart city initiatives/technology that they think offer the most value to NPSP.
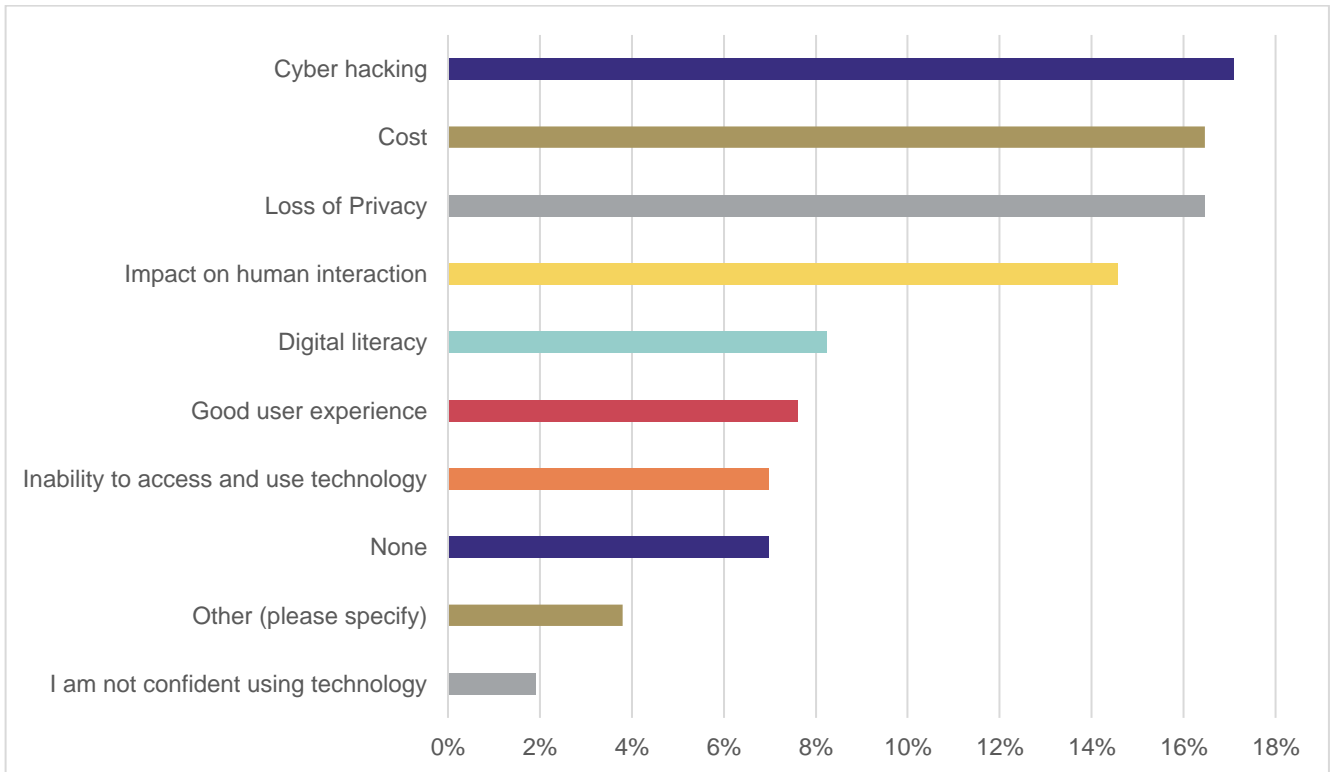

Responses to the above question indicate 'smart resource management' is considered the most valuable smart city initiative, closely followed by 'smart parking' and 'smart environmental/biodiversity management and monitoring'.

With sustainability initiatives covering two of the top three rated initiatives, this result re-affirms community support for using smart technology to improve environmental sustainability. It also reveals the community sentiment towards smart parking as a means for enhancing mobility.

Respondents found data collection, training and smart working facilities less valuable. As data collection is a key foundation of a smart city, results suggest the community needs to be informed of the multitude of means by which value that can be created from data collection and analysis.

Smart City Concerns

Respondents were asked to select the top three concerns they had about the integration of smart city and digital technology in NPSP.

The community survey revealed the most prominent concerns regarding smart city integration were 'cyber hacking', 'cost' and 'loss of privacy'. This result is consistent with smart city concerns of communities across Australia, and the globe, (based on Delos Delta's experience in working with over 50 Councils across Australia).

'Impact on human interaction' was the fourth highest concern. This result shows that residents want to preserve face-to-face connection and human interaction amidst the integration of technology into Council operations. This sentiment has also gained new significance since the occurrence of the COVID-19 pandemic.

While less respondents indicated concern for digital literacy and user experience, a number of 'Other' responses made specific mention of these. This moderate-low level of concern for digital literacy suggests the community are confident in using technology, but are uncertain of their digital literacy skills in relation to smart technology.

Key Stakeholder Engagement Themes

The Key Themes from engagement outline the priority areas of strength, key concerns, and significant opportunities for Smart City development in Norwood Payneham & St Peters. These findings reflect the priorities and concerns of both the Council and the community, and are outlined below.

Environment & Sustainability

- Smart resource management, environmentally sustainable development and effective management of parks and green space are priorities for our City. Outcomes such as enhanced water and electricity monitoring, and smart waste management, can be achieved through the application of smart technologies in our City.

Digital Education & Training

- Stakeholder engagement revealed a lack of clarity surrounding the overall smart city message – and uncertainty about the different levels of digital literacy in the community. Awareness and buy-in for smart city initiatives can be enhanced through ongoing communication, smart city education programs and digital literacy training.

Smart Mobility

- Mobility outcomes, such as parking, wayfinding and journey-planning, were identified as areas of our City that can be enhanced through smart technology. The availability of real-time data, collected from smart sensors and devices, can be used to enhance a range of smart mobility outcomes in our City.

Smart Policy and Reform

- Targeted reform, and dedication to innovative and agile policy, will form key aspects of our Smart City Plan. To best enable change in our City, and implement 'smart cities' into business as usual (BAU), the Council will work to modernise its policies, practices and operational frameworks.

Smart Infrastructure

- Both the Council and community are excited by smart infrastructure that integrates innovative technologies into physical assets. Applications such as free high-speed public Wi-Fi, electric vehicle (EV) charging stations and smart lighting systems, can actively enhance the amenity of our City.

Business Support & Partnerships

- Support for local businesses will be a central aspect of our Smart City Plan. To enhance the local economy, and provide agile smart city outcomes for the community, the Council can establish dedicated smart city partnerships. These partnerships can be with local businesses and key industry such as Telcos, technology vendors, and more.

Innovation Leadership

- Frameworks for empowering innovation in the community, and leadership from the Council, are priorities for our City. Strong internal leadership and smart city governance frameworks will enhance Council decision-making, while the empowerment of local champions in the community will support the long-term success of our smart city.

Data Usage and Sharing

- Clear and visible collection and management of data is vital for the success of our future Smart City. Well-defined policies for smart city data management, combined with key data management skills and capabilities, will enable our City to enhance decision making and create strong business cases for future smart city investment.

Developing the Smart City Plan

This Engagement Summary presents a brief snapshot of the conversations, consultations and questions asked, that will inform the development of an effective Smart City Plan for the City. The key themes from engagement were integrated throughout the Smart City Plan to ensure the voice of the Council and community is heard.