

SMART CITY STRATEGIC GROWTH MAP

Measuring process



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Measuring Progress

Performance management is key in times of restrained resource allocation and the requirement on city leadership for evidence-based decision-making.

A city needs to be able to measure its performance to agreed targets and to implement the city strategy and vision. Indicators help assess the strengths and weaknesses of your goals and measure how well your vision is working. Being able to demonstrate that city initiatives achieve real benefits is important when trying to attract investment.

Over the last couple of years, a number of initiatives have tried to establish performance indicators that cities can use to measure and compare their performance. Among the most popular are:

1. CITYkeys, a European Union HORIZON 2020 programme funded project, developed and validated a holistic performance measurement framework for monitoring and comparing the implementation of Smart City solutions. Under 5 themes and 22 subthemes, a total of 92 project indicators and 72 city indicators have been selected to support city evaluation and comparability.
2. The ISO 37120 Standard, *Sustainable development of communities - Indicators for city services and quality of life*, provides standardized definitions and methodologies so that cities can compare and learn from other cities globally. The standard is used by over 260 cities, includes 17 themes and defines 100 indicators. These international comparisons have brought some interesting insights for some cities.
3. The European Innovation Partnership for Smart Cities and Communities (EIP SCC) aims to develop the next generation of systems and infrastructure. Identifying the standardisation requirements for metrics and indicators will enable cities to compare the performance with other cities.

Although many cities have created sets of KPIs specific to their own needs. We would urge you to choose one of the existing sets to measure your city against. By doing so, you'll understand how you measure against a number of cities of similar size of populations, smart city development level and you'll be able to engage and learn from each other's success and failures.

Remember that the application of a city dashboard provides a useful tool for continuous monitoring against your chosen themes. If you can't measure it, why not monitor it?

