



North Sydney Smart City Strategy 2019-2022



SEPTEMBER 2019

“North Sydney is Smart and Innovative - Outcome 3.3”

- North Sydney Community Strategic Plan 2018-2028





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What is a smart city?

Embracing new technology will help us improve the way we do things in North Sydney and will be a powerful tool for solving the challenges we face and future-proofing existing systems. Other key aspects of a Smart City involve the collection of data and supporting innovation, which will improve our decision-making and deliver better outcomes for the community.

North Sydney Council has a longstanding reputation for open government, community engagement and being innovative. We will now leverage technology, data and innovation to improve people's experience of North Sydney as a great place to live, work, study and visit.

This Smart City Strategy will ensure we can continue to meet our community's demand for high-quality services which are valued, efficient and cost-effective.

Developed through consultation with community and Council, the Strategy sets out the vision, principles and priorities which will guide the local government area's (LGA) digital transformation, from Cremorne to Wollstonecraft, and from St Leonards to McMahons Point.

The Strategy brings together the work Council has already achieved to date, such as introducing parking sensors, remote-controlled lights and online forms. It also details the steps we must take to be ready for future challenges, including population growth and the changing environment.

The Strategy is supported by a three-year Action Plan, which presents actions and performance measures. The Action Plan acknowledges that North Sydney is in the infancy of its journey to becoming a smart city. In accordance with the Maturity Assessment detailed within the Strategy, implementation of these actions is intended to move us from the 'Beginning' phase to the 'Developing' phase over the next few years.



STRATEGIC CONTEXT

This Strategy will operate within a broader strategic and policy context, which will shape our direction and growth as a smart city. Key documents and policies are noted below:

	DOCUMENT	OVERVIEW
International		Cities world-wide – both metropolitan and regional – are joining the smart city movement, modernising and leveraging technology and innovation to deal with their unique problems, such as pollution, congestion, environmentally wasteful practices, and ineffective and unsustainable processes and services.
National	<i>Digital Transformation Strategy (2018)</i>	The Digital Transformation Agency's direction for digital transformation across Australia, with three strategic priorities: Government that is easy to deal with, informed by the community, and fit for the digital age.
	<i>Smart Cities Plan (2016)</i>	The Australian Government's vision for smart cities and foundations for structural reform is based on the pillars of Smart Investment, Smart Policy and Smart Technology.
State	<i>NSW Innovation Strategy (2016)</i>	The NSW Government's strategy to strengthen entrepreneurship and develop NSW as the innovation capital of Australia. Includes the creation of a Ministerial Innovation Committee to oversee implementation across four key areas of action: Government as an Innovation Leader; Fostering and Leveraging Research and Development; Skills for the Future; A Home for Entrepreneurs.
	<i>A Metropolis of Three Cities – Greater Sydney Region Plan (2018)</i>	The Greater Sydney Commission's plan to rebalance growth and deliver its benefits more equally and equitably to residents across Greater Sydney. The plan aligns land use, transport and infrastructure planning to reshape Greater Sydney as three unique but connected cities.
	<i>North District Plan (2018)</i>	20-year plan to manage growth and implement the Greater Sydney Commission's <i>A Metropolis of Three Cities</i> <ul style="list-style-type: none"> - Grow economic development in the North Sydney CBD - Provide a variety of high quality civic and public spaces befitting a globally-orientated CBD, utilised for a range of cultural and entertainment activities - Provide a regulatory environment that enables economic opportunities created by changing technologies
Regional	<i>North Sydney Innovation Network (2018)</i>	The North Sydney Innovation Network advocates for technology and innovation policy that improves the inclusivity, sustainability and liveability of the lower North Shore.
	<i>North Sydney Council Community Strategic Plan (2018-2028)</i>	North Sydney's highest-level plan identifies the community's main priorities and aspirations for its future and details strategies for achieving them. Outcome 3.3, 'Our Future Planning', is a smart and innovative North Sydney: <ul style="list-style-type: none"> - 3.3.1 Develop North Sydney as a knowledge centre in Australia - 3.3.2 Attract and support start-up businesses - 3.3.3 Promote the uptake of broadband, Wi-Fi and digital technologies - 3.3.4 Identify and develop innovations that will establish a competitive advantage for North Sydney - 3.3.5 Celebrate and promote innovation.
Local		

Related Council strategies, plans and policies include:

- Arts and Cultural Strategic Plan 2019-2022

- External Communications Strategy 2019-2021

- Greenhouse Action and Water Management Plan 2015-2020

- North Sydney CBD Public Domain Strategy Stage 1 (2019)

- North Sydney Community Engagement Protocol (2013)

- North Sydney Delivery Program 2018/19-2020/21

- North Sydney DIAP 2016-2019

- North Sydney Economic Development Strategy (2016)

- North Sydney Integrated Cycling Strategy (2014)

- North Sydney Local Strategic Planning Statement (2019)

- North Sydney Library and Historical Services Strategic Plan 2016-2021

- North Sydney Transport Strategy (2017)

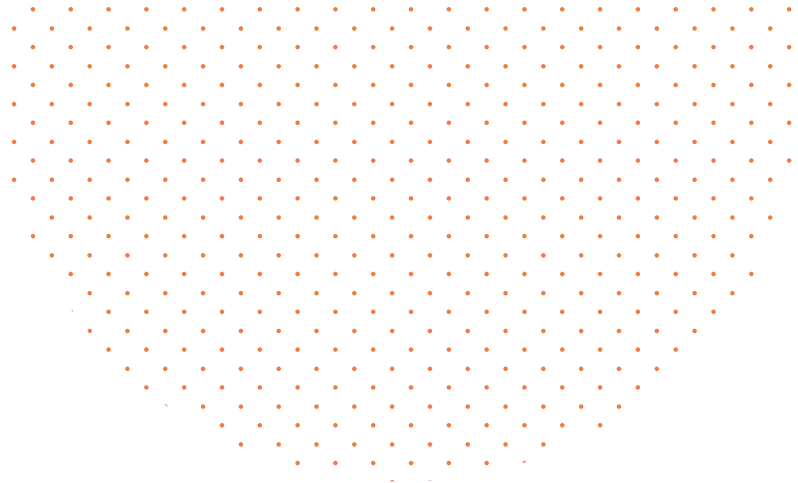
- Public Domain Style Manual and Design Codes 2019

- Ward Street Masterplan (2019)

- Community Engagement Policy

- Open Government Policy

- Telecommunications and Electrical Network Infrastructure Policy



North Sydney profile

HOME TO INNOVATION



12

of the largest computer and telecommunications businesses in Australia (IBISWorld)



7

Co-working spaces



12

Primary schools

10

Secondary schools

2

Tertiary institutions including the Australian Catholic University



SMART PEOPLE



74,172

Population (ABS ERP 2018)



53.5%

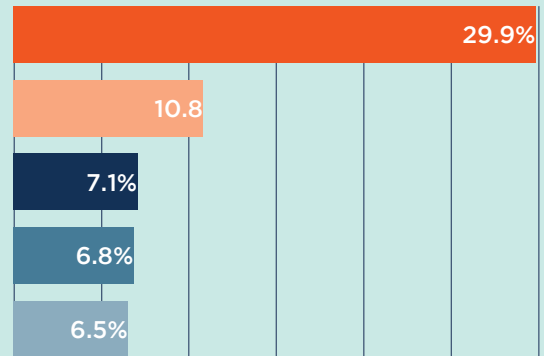
of people aged 15+ have a
TERTIARY QUALIFICATION (ABS 2016)

RANKED IN THE TOP 10% ACROSS AUSTRALIA FOR: (RAI 2017)

- Innovation Readiness
- Technological Readiness
- Business Sophistication
- Economic Fundamentals
- Human Capital
- Labour Market Efficiency

TOP INDUSTRIES (NIEIR 2018)

Professional, Scientific and Technical Services
Financial and Insurance Services
Construction
Information Media and Telecommunications
Education and Training



RIGHT PLACE



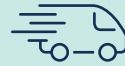
92,312

Jobs (NIEIR 2018)



15,775

Local businesses (ABS 2018)



62,112

Non-residential workers (NIEIR 2018)



19,296

Students (NSC 2015)



4TH

largest economy in NSW



\$18.53b

Gross Regional Product (NIEIR 2017/18)

VALUE ADDED BY INDUSTRY SECTORS (NIEIR 2017/18)



\$4,322m

Professional, Scientific and Technical Services



\$3,380m

Financial and Insurance Services



\$1,698m

Information Media and Telecommunications

Engagement summary

North Sydney's Smart City engagement program built upon the Innovation-Smart City Focus Group, held in March 2018 as part of the review of the North Sydney Community Strategic Plan.

The Focus Group brought together key stakeholders to develop the aspirational vision for the LGA and encourage industry sector interest and support for the development of North Sydney's Smart City Strategy.

This Strategy has been informed by a two-stage engagement program. The first stage involved a series of stakeholder workshops and online surveys to inform a draft Strategy. Engagement included residents, businesses, educational institutions, local innovators, tech companies, consultants and Council staff. The draft Strategy was publicly exhibited, and feedback invited in the second stage.

KEY ENGAGEMENT THEMES



Smart, Sustainable Mobility

- Improving transport intelligence, integration and sustainability
- Making parking more efficient
- Promoting active and innovative transport options



Environment and Sustainability

- Leveraging technology and data to improve resource management
- Improving the monitoring of environmental assets
- Making the most of our green spaces



Smart Leadership

- Encouraging smart city leadership across the community
- Building smart city capacity and skills
- Council leading by example



Public Space Activation

- Increasing our understanding of how space is (and could be) used
- Improving monitoring and management of public space
- Supporting our 'night-time economy'



Partnerships and Resourcing

- Leveraging our local innovation and technology ecosystem
- Encouraging smart city collaboration and partnerships
- Supporting research, co-design, testing, and learning



Data Creation and Utilisation

- Increasing data collection, analysis and sharing
- Improving planning and decision-making with better data
- Promoting cyber-security and privacy

What people said

“

‘Focus on people and local challenges, not technology for the sake of technology.’

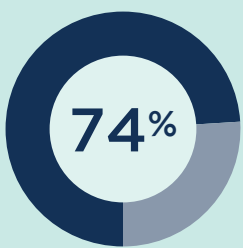
‘Smart city developments will drive the growth of future community hotspots and inform how we use community spaces.’

‘We should make technology more accessible for everyone.’

‘Council can lead by example, driving digital transformation and building a culture of innovation.’

‘Rather we should focus on cutting-edge specific needs.’

COMMUNITY SURVEY RESULTS



said they were **HIGHLY ENGAGED** or **MOSTLY ENGAGED** with smart city and digital technology

Top strategic priorities

- 1 Smart tech for sustainability
- 2 Maximising the use of public space
- 3 Building our innovation eco-system – supporting innovation in local business

Top services to be improved

- 1 Transport and parking
- 2 Planning and development
- 3 Energy management

Top community concerns

- 1 Loss of privacy
- 2 Cyber hacking
- 3 Good user experience

Let's change our viewpoint, from why we can't do things to how we can do things.'

'The new Strategy will provide a shared vision for how we use smart technology to make North Sydney even better.'

'Let's explore emerging technologies and innovative options to improve transport mobility.'

...than be a follower, ...ould be innovative and ...lge, aiming to meet the ...eds of the North Sydney ...community.'

'We must think about and support community members who find technology daunting.'

'We can be smarter about engaging with risk to encourage innovation.'

'How can we use smart technology and innovation to help activate our CBD, both day and night?'

'Smart tech for better resource management is a really exciting opportunity for North Sydney.'

'The Smart City Strategy can help us improve sustainability and liveability, and build our digital economy.'

External stakeholders identified North Sydney's strengths as:



Good team in Council



Ability to attract investment



High number of tech businesses in North Sydney



Local universities and a education institutions



Green spaces

Smart city maturity framework

Smart city development is a long-term process, requiring ongoing focus, effort and persistence. Moreover, the optimal projects and investments are dependent on relative progress and maturity as a smart city.

To help measure and track our progress, and better target our action program, Council has adopted a comprehensive Smart City Maturity Framework. We will continue to review progress against this Framework, and recalibrate our smart city agenda accordingly, to leverage strengths and address weaknesses. At present, North Sydney is at the “Beginning” stage for each category. The implementation of the actions in the Strategy and Action Plan is intended to move us towards the “Developing” stage over the next three years.

	BEGINNING	DEVELOPING
Leadership and Governance	Ad hoc leadership and basic governance.	Clear smart city leadership and formal governance in place.
Strategy and Policy	Basic smart city plan in place, with limited supporting policies.	Public strategy in place with action plan, and a range of supporting policies.
Smart Regulation and Business Process	Regulation and business processes have minimal consideration for innovation and smart technologies.	Improved regulation and business processes allow for some innovation and smart technologies.
Budgeting and Finance	Budgeting and finance processes do not make use of existing resources.	Budgeting and finance processes coordinate and optimise existing resources
Skills, Culture and Innovation	Limited awareness and responsiveness to digital transformation. Limited smart city skills and experience.	Growing awareness and increased receptiveness to digital transformation. Developing smart city skills and experience, in both depth and breadth.
Community Engagement and Co-Design	Community engagement is minimal and largely unresponsive.	Community engagement is developing, and a broad range of engagement mediums are being employed.
Collaboration and Partnerships (external)	Limited partnerships or collaboration between communities, or between public and private organisations.	Increasing number of councils, firms and industries working together.
Collaboration and Communication (within Council)	Cross-department collaboration and communication is minimal and largely not innovative.	Cross-department collaboration is developing, and the idea of innovation is increasing.
Data Management, Cyber Security and Privacy	Mainly closed data, with limited collection and analysis of data, as well as poor integration with performance management.	Data analysis is increasing, and some data is available, with a data governance framework emerging based on privacy principles and cyber security factors.
Smart Services	Limited availability and low standards of smart services.	Growing availability of smart services and improvements to quality.
Smart Infrastructure	Smart and innovative opportunities are sometimes considered and are applied haphazardly.	Increased consideration and planning of smart and innovative opportunities in infrastructure.



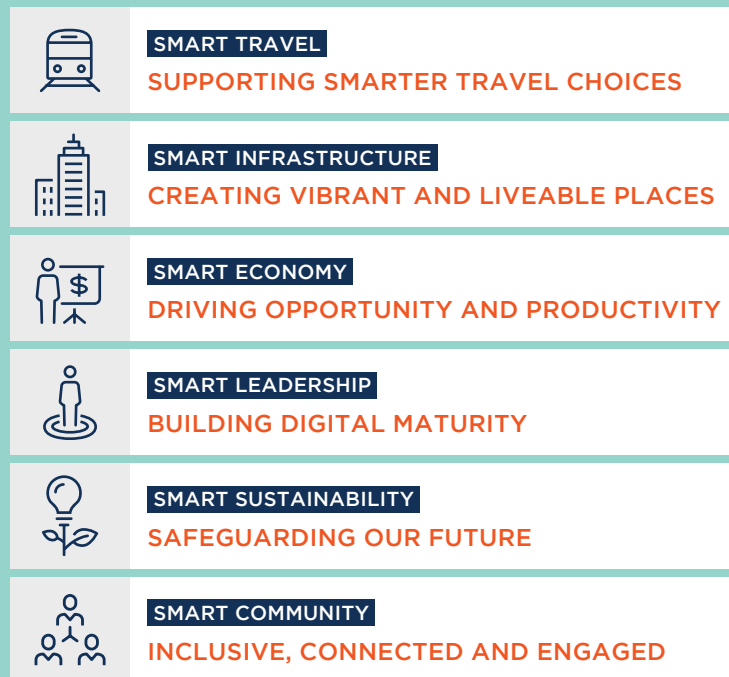
EMBEDDING	LEADING
Active and recognised leadership, with an effective governance framework in place.	Renowned for multi-sector leadership, with agile and innovative governance models in place.
Strategic planning includes robust co-design and prioritisation, with a wide suite of supporting policies.	Strategy and policy are fully integrated into planning and operations, and are recognised as benchmarks.
Regulation and business processes support smart technologies and innovation.	Regulation and business processes encourage smart technologies and innovation.
Budgeting and finance processes support smart technology and innovation. Revenue generating streams are explored.	Budgeting and finance processes encourage smart technology and innovation, as well as revenue generating streams.
Digital transformation is welcomed, and processes are changing to encourage innovation. Broad skills and experience, with a number of identified smart city experts.	Innovative culture, encouraged through frameworks, policies and processes is practiced. Deep smart tech capability on hand, with best practice training systems and programs in place.
Community engagement is broad and well received by the community. The community is interacting with Council digitally and participating in programs and opportunities.	Digital technology is entrenched equitably in community engagement. The community welcomes and actively engages with Council in decision making.
Collaboration is at the centre of innovation in the community and there are numerous partnerships underway.	Universally recognised partnerships between various parties, helping to deliver innovative and creative solutions to community problems.
Cross-department collaboration and communication is broad and considers innovative ideas to solve solutions.	Council-wide collaboration and communication between various departments, assisting in the delivery of innovative solutions.
Most data sets are available and data analysis is common. A solid data governance framework is established on privacy principles and cyber security factors.	Advanced data management and processes, with analytics used to help make decisions, drive innovation and improve outcomes for the community.
Smart services are readily available, frequently used and are of a high quality.	Smart services are state-of-the-art and well-integrated into the community
Smart and innovative opportunities in infrastructure are coordinated and planned with increasing coverage.	Smart and innovative infrastructure is ubiquitous, accessible and extensible.

Strategy overview

North Sydney Council will leverage data, technology and innovation, and develop new partnerships, to improve North Sydney as a healthy, active and vibrant place for its community and visitors.

OUR VISION

STRATEGIC PRIORITIES



SMART CITY IMPLEMENTATION

- Annual action plan
- Promotion and awareness
- Finance and budgeting
- Evaluating and reporting on performance
- Community engagement
- Collaboration and Partnerships
- Future-proofing
- Data management
- Smart policy and regulation

SMART CITY PRINCIPLES

- Collaboration
- Security and Privacy
- Innovation
- Sustainability
- Inclusive and Accessible

MEASURING PROGRESS

- ✓ Smart City Maturity
- ✓ Big Data Analysis
- ✓ Performance measures

Smart city vision and principles

North Sydney Council's smart city vision is one of a dynamic and lively place where residents, workers, students and visitors thrive.

People will be at the centre of all decisions, and innovation and technology will be used to improve North Sydney as a place to live, work, study and visit. We will use data to improve decision-making and will develop new partnerships to provide a healthy and sustainable environment.

The following principles will underpin all decisions, actions and partnerships in a smart North Sydney:



Collaboration

Council will encourage participation and collaboration with the community, businesses, investors and other levels of government to maximise service transformation and smart tech opportunities and outcomes.



Security and Privacy

Council will ensure the safety and security of people and assets and maintain high standards of privacy in leveraging the value of data.



Innovation

Council will support and encourage local innovation, which will strengthen our local economy, create new digital assets and generate new revenue streams to benefit the people of North Sydney.



Sustainability

Council will harness technology and data to promote sustainability. We will strive towards economic, environmental, governance and social outcomes.



Inclusive and Accessible

Council will provide user-friendly solutions and build the community's digital capacity so that everyone can share the benefits of smart technology and innovation.

Strategic themes and priority actions

Six strategic themes have been identified to guide our smart city development. Each strategic theme identifies a number of objectives and actions in alignment with our vision and principles.

SMART TRAVEL

SUPPORTING SMARTER TRAVEL CHOICES



North Sydney will use technology, data and innovation to promote the community's vision for transport: *"Transport will play a positive role in supporting a happy, healthy and prosperous North Sydney community."* (North Sydney Transport Strategy 2017).

Key challenges and opportunities

- Significant numbers of private motor vehicles
- High demand for on-street parking
- Sydney Metro will connect Sydney's north-western suburbs to the Bankstown Line via Chatswood, Crows Nest, North Sydney and the Sydney CBD

Achievements to date

- Car sharing:** provision of 120+ on-street spaces
- Parking management:** parking sensors which detect vehicle presence and report data to on-street parking meters
- Ticketless parking:** automatic reading of vehicle registration plates in carparks to create greater efficiency at payment
- Parkmobile:** app for processing on-street parking payments
- Ernest Street cycleway:** permanent counter installed to capture each trip made by bike

OBJECTIVES	ACTIONS
Improve the experience and efficiency of travel in North Sydney	<ul style="list-style-type: none"> - Install dynamic parking signs at Council owned carparks, reporting live parking availability - Provide open access to live parking data, and explore options for apps - Support the development/delivery of on-line journey planning tools and apps by sharing relevant data
Increase up-take of low emission transport options	<ul style="list-style-type: none"> - Prepare an Electric Vehicle (EV) Policy to coordinate Council action (accounting for planning, promotion, infrastructure, services, etc.) - Explore options to install EV charging stations in Council owned car parks and other infrastructure
Improve our understanding of transport in North Sydney	<ul style="list-style-type: none"> - Expand use of counters on cycleways - Monitor and analyse transport data to inform future transport planning and pricing



SMART INFRASTRUCTURE

CREATING VIBRANT AND LIVEABLE PLACES



North Sydney will leverage smart technology to develop vibrant spaces, to promote social inclusion and to enhance connectivity within the community.

Key challenges and opportunities

- Growing and changing population
- Ageing infrastructure
- Growing community expectations regarding the use of technology

Achievements to date

Electronic lodgement of development applications: software options explored to reduce the level of paper surrounding the assessment process and deliver determinations electronically

Multi-Function Poles: Remote operation and control of public lighting network by Council, including automated reports of lighting problems

North Sydney CBD Public Domain Strategy Stage 1: identifies the need for wayfinding information pylons, including public transport updates, mapping and emergency services

OBJECTIVES

ACTIONS

Modernise planning and building compliance processes and tools to better leverage digital technology

- Review planning policies and standard conditions of development consent to promote the incorporation of smart city initiatives
- Implement electronic lodgement system for development applications
- Review current planning and building compliance processes/systems, identifying the top digital reforms e.g. 3D modelling for CBD based development, and aerial mapping

Enhance our public places with smart technology

- Seek expressions of interest for the provision of smart street infrastructure, e.g. wayfinding information pylons, community noticeboards, and free public Wi-Fi
- Install smart street infrastructure, e.g. wayfinding information pylons, community noticeboards, and free public Wi-Fi
- Explore options to better manage and maintain infrastructure

Improve our understanding of the use of public places in North Sydney

- Explore options to install sensors to measure people movement and use of public places
- Monitor and analyse public place data to inform future infrastructure planning



SMART ECONOMY

DRIVING OPPORTUNITY AND PRODUCTIVITY



North Sydney will continue to develop its smart economy to provide new opportunities for local business, generate new revenue, and increase economic prosperity.

Key challenges and opportunities

- North Sydney CBD is a thriving office market but has lost some competitiveness to Macquarie Park
- St Leonards is a health and education precinct and Planned Precinct
- Sydney Metro will connect North Sydney with new markets and lead to new over-station development in the North Sydney CBD and Crows Nest

Achievements to date

100 Christie Street, St Leonards: Council has negotiated a voluntary planning agreement (VPA) for the provision of two floors of commercial space for a co-working space within a future building on the site

Ward Street Masterplan: includes a proposal for a 4,750m² Council-owned multifunctional cultural hub with Wi-Fi, tech-enabled meeting rooms, performance spaces, screening rooms, space for using tech and innovation for talks and workshops

Data Buzz: annual business event, held in conjunction with Small Business Month and Spark Fest, to showcase the North Sydney innovation sector and encourage innovation in small businesses

OBJECTIVES

ACTIONS

Increase local innovation capacity and activity

- Undertake an audit of local start-ups and co-working spaces
- Support local start-ups and co-working spaces
- Implement the outcomes of the VPA at 100 Christie Street for a co-working space
- Progress the cultural hub as part of the Ward Street Masterplan

Build our digital/knowledge economy

- Prepare North Sydney Smart City Profile Plan to guide promotion, positioning and partnerships into the future

Develop our night time and visitor economies

- Prepare Smart City Night Time Economy Discussion Paper, to explore challenges and smart tech options for enhancing the night time economy
- Test and trial Smart City Night Time Economy options e.g. digital activations
- Investigate digital options to promote North Sydney LGA to key visitor markets



SMART LEADERSHIP

BUILDING DIGITAL MATURITY



Council will design and develop a better city for our community by setting an example and spearheading digital transformation internally. We will improve our capacity to deliver better services, promote innovation and build upon our strengths to drive smart city outcomes.

Key challenges and opportunities

- Growing community expectations regarding the use of technology
- Changing legislation and regulations, including the Payment Card Industry Data Security Standard
- Opportunities to share data to address a range of challenges

Achievements to date

- Council Meetings Webcast:** live, on-demand video and audio of Council meetings
- Online Forms:** secure payment and submission of forms online
- Information Asset Register:** register developed to identify and manage risks to Council's information assets

OBJECTIVES	ACTIONS
Increase the capacity of Council to deliver smart city projects	<ul style="list-style-type: none"> - Deliver smart city awareness and training for staff - Integrate smart city and innovation opportunities and projects into Council's Workforce Management Strategy (part of Resourcing Strategy)
Improve innovation capability and outcomes	<ul style="list-style-type: none"> - Review the Information Communication and Technology Strategy - Migrate Council's data centre - Explore open platform options for Council's website - Ongoing review of Council's Information Security Architecture to enhance cyber security provisions - Prepare a Data Sharing Policy to improve data collection, sharing, analysis and decision making across Council - Collaborate with universities and other industry and government stakeholders to provide open data for local hackathon and app building events/programs
Use smart technology to improve Council services	<ul style="list-style-type: none"> - Continue the roll out of online forms - Increase use of online tools and digital media e.g. info graphics, animations, video, audio and interactive webpages for exploring plans/reports on Council's website and social media posts

SMART SUSTAINABILITY

SAFEGUARDING OUR FUTURE



North Sydney is committed to safeguarding our environment and our future. We will leverage technology to help us better understand and improve our waste, water and energy management practices.

Key challenges and opportunities

- Potential impact of changes to our climate
- Increasing demand for resources, especially water and energy, and diminishing capacity to send waste to landfill sites
- Opportunities to collaborate with partners to address environmental challenges

Achievements to date

Coal Loader Centre for Sustainability: encompassing the Platform, includes free public Wi-Fi, people counters, mobile phone charging stations, sensors monitoring use of water, gas and electricity, solar photovoltaic electricity generation, app-controlled lighting

Breathing wall: Mitchell St Plaza, St Leonards is the world's first application of technology which filters polluted air from vehicle exhaust and other pollutants, with ongoing air quality testing and data collection by UTS

Remote Controlled Irrigation and Lighting in Parks: centralised control irrigation and optimised water use and lighting for all sports fields and selected parks

Smart Building Management System: controls air conditioning and can control electricity use at the Council Chambers, Stanton Library and North Sydney Olympic Pool

Solar Photovoltaics: solar panels generate free electricity at various Council sites

OBJECTIVES	ACTIONS
Improve our understanding of environmental management and sustainability	<ul style="list-style-type: none"> - Identify opportunities for accelerating smart technology solutions for better energy/environmental management in the LGA - Prepare Sustainability Action Plan, including smart technology solutions - Enhance open spaces with smart technology, including the Coal Loader Centre for Sustainability - Monitor and analyse environmental data to inform future planning
Improve energy and water management in North Sydney	<ul style="list-style-type: none"> - Collaborate with utilities to promote smart metering for North Sydney - Continue roll out of solar photovoltaics, including a car port system at Holtermann Street Car Park
Improve waste management in North Sydney	<ul style="list-style-type: none"> - Prepare smart waste options paper for Council's consideration - Explore options to facilitate the re-use, recycling and repair of products and materials within the community - Deliver priority smart waste projects



SMART COMMUNITY

INCLUSIVE, CONNECTED AND ENGAGED



North Sydney will develop our community’s digital skills and foster innovation throughout the community. We will develop a culture of collaboration and empower our community to participate.

Key challenges and opportunities

- Growing and changing population
- Engaging with the community regarding the future delivery of Council services
- Opportunities for the community to connect with each other and pursue healthier lifestyles

Achievements to date

Online engagement: Council’s dedicated ‘yoursay’ website has increased participation by use of a range of tools allowing different levels of engagement

Stanton Library: electronic self-checkouts and returns, free public Wi-Fi, eResources

Public Art Trail App: digital walking tour for public art in North Sydney

617-621 Pacific Highway: Council has negotiated a VPA for the dedication to Council of two fitted-out floors for a contemporary Arts Centre, within a future building on the site, featuring digital art

OBJECTIVES

ACTIONS

Use smart technology to engage the community in Council’s decision making

- Explore emerging smart engagement tools as opportunities arise (per project specific engagement needs)
- Recommence online engagement panels program (VoiceBox)

Improve the community’s digital literacy

- Continue to promote awareness of Stanton Library’s technology based services, including free Wi-Fi, databases, e-resources and digital collection access
- Stanton Library to deliver digital inclusion program to provide technology training and assistance to seniors

Encourage participation in community programs

- Develop Stanton Library Mobile App to allow members to search the catalogue, renew items, and other functions
- Develop public programs for all ages that support lifelong learning in STEAM and promote ideas and innovation e.g. Shorelink mobile makerspace, Live Science Engagement Talks, coding/robotics workshops, digital content creation and creative programs
- Implement the outcomes of the VPA at 617-621 Pacific Highway for a contemporary arts centre

Delivering our strategy

North Sydney is on its way to becoming a leading smart city. This Smart City Strategy sets the direction for North Sydney's growth as a smart city, providing a clear vision for North Sydney's future and how it intends to get there.

IMPLEMENTATION

Delivery of the actions within this Strategy requires a cross-Council approach. Some actions will be quick wins and others are small steps as part of broader initiatives. To drive successful outcomes and lead North Sydney into the future, Council's approach to smart city delivery will involve the following components related to internal operational and organisational processes, governance and culture.

Promotion and Awareness

Council will promote the Strategy both internally and externally. We will provide progress updates to the Council and to the community, including through North Sydney News (community newsletter), e-newsletters and social media.

Finance and Budgeting

Council will develop strong business cases and innovative financing models. To ensure that smart city projects are financially sustainable and provide economic benefit to the North Sydney community, Council will look for ways to create digital assets and generate revenue streams from them.

Evaluating and Reporting on Performance

Council will undertake regular monitoring and evaluation of smart city progress in accordance with the actions and performance measures articulated in the Action Plan, to be updated annually. Progress will be periodically tracked, assessed and reported, for example in the Annual Report and End of Term Report.



Community Engagement

Council will build on its community engagement achievements and will empower the community to engage in the decision-making process. Council will leverage digital technology and online tools, and will host co-design and collaborative events to ensure community input.

Collaboration and Partnerships

Although Council is responsible for delivering the majority of the actions in the Strategy, some actions will be delivered in partnership with other stakeholders. Council will work closely with the community, local businesses, innovators, researchers and developers to realise North Sydney's ambition and potential in the smart city sphere. We will coordinate collaboration so that together we can put this Strategy into action and drive smart city progress.

Future-Proofing

Technology, innovation and ideas move at a rapid pace. The role of Council will be to ensure that North Sydney is always ready for the future. Council will monitor the adoption of new and emerging technologies such as drones and automated vehicles, and will devise and continually update frameworks, guidelines and standards to reflect international best practice.

Data Management

The effective collection and utilisation of data are fundamental components of the smart city. Data helps us gain new insights and better understand practices so that we can develop innovative solutions to our challenges and improve the way we do things. Council will establish clear and dynamic data management frameworks to ensure that the value of data is used to benefit the community, while upholding high standards of privacy, confidentiality and security.

Smart Policy and Regulation

Smart policy and modern regulation will be the backbone of smart city progress in North Sydney. Organisational reform, smart city guidelines and frameworks, and red tape reduction will drive action by accelerating the deployment of technology and transformation of services and by catalysing new opportunities for partnership, investment and innovation.

MEASURING MATURITY

Council will continue to track our maturity against our Smart City Maturity Framework, to confirm we have the structures and capacity to successfully deliver North Sydney's smart city vision.

UPDATING THE STRATEGY

Our Strategy will remain flexible and dynamic. Council will monitor local sustainability indicators, including economic, environmental, governance and social data. We will continue to learn from the successes and mistakes of cities worldwide. We will update and adapt this Strategy and our aligned Action Plan to ensure we are delivering successful outcomes for our community.



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