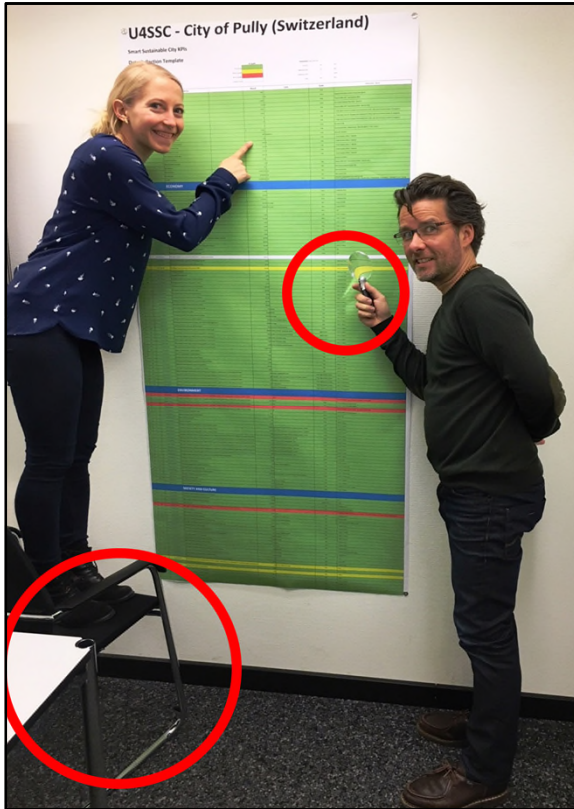ITU - 4th meeting of the U4SSC initiative - 3rd of October 2019 - Valencia - Spain

U4SSC Verification report of the city of Pully

Alexandre Bosshard - City of Pully - Switzerland

- Thank you very much for giving me the opportunity and honor of speaking here today, representing the small city of Pully, which overlooks the Leman lake side, near the cities of Lausanne and Geneva, with 18'000 inhabitants.

- U4SSC verification report of the City of Pully

- The result of the application of U4SSC initiative is a 2-meter high Excel chart with around 1000 cells.

- It requires at least one chair and a microscope to read ☺

- An other result is the U4SSC certificate awarded by ITU and UNECE the 26th of April 2018

- Here are the politicians who represent the city of Pully.

- However, the question remained: "How will they be able to use this two-meter high chart to communicate with the citizens, companies, administrations, other cities, regional and national governments?"

- Therefore we launched a Phase 2 project which consists of developing an intuitive and user-friendly representation of the data, which aims to be as comprehensive as possible.

- To reach that objective, we met some challenges.

First challenge :
Collecting KPI's target values
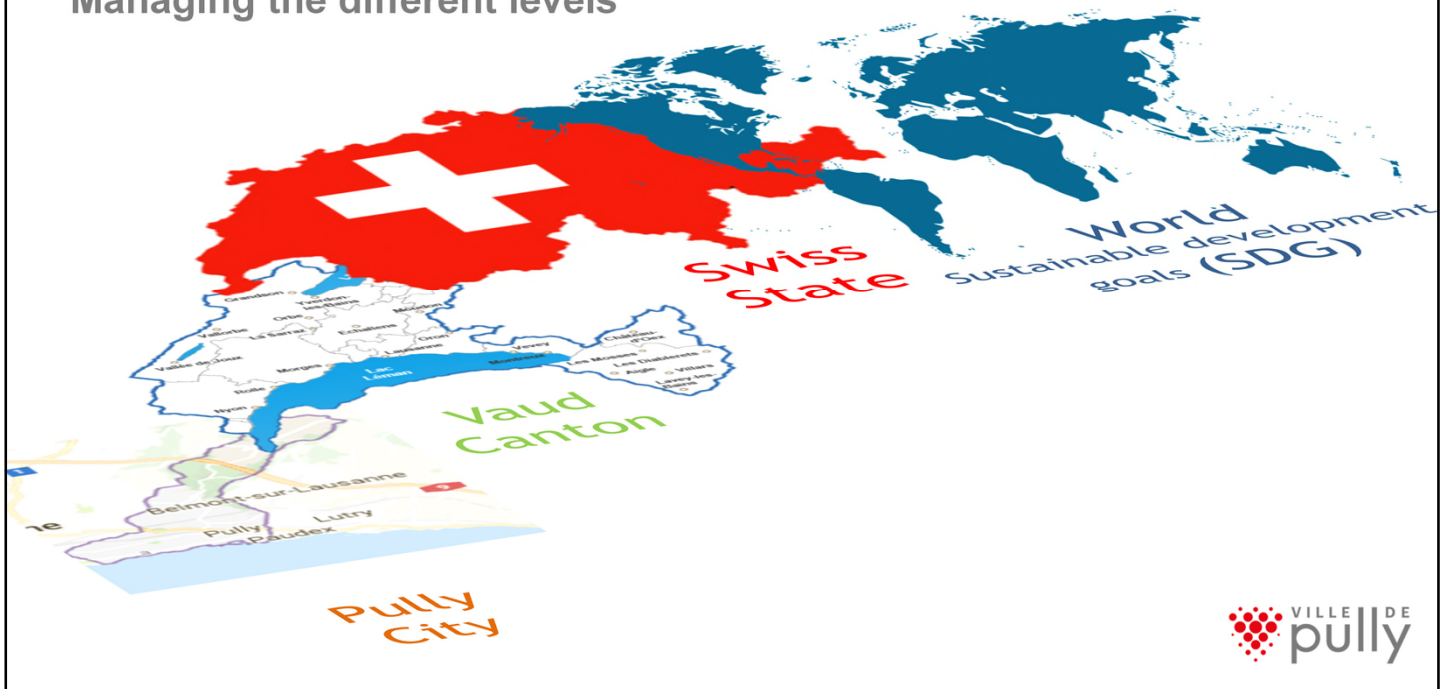
Which target value ?

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The first one was collecting the target values.

Indeed, U4SSC initiative can be considered an excellent thermometer.

However, for a thermometer to be truly effective, it is necessary to know that a fever starts at 37 degrees ☺.
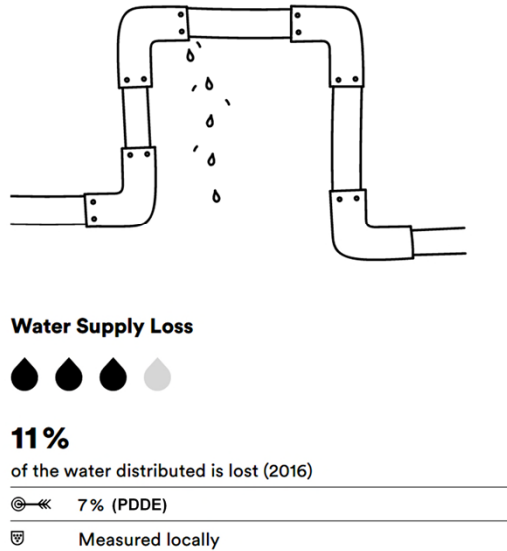
Second challenge :
Managing the different levels

A second challenge was how to manage the different levels which we had to play with on a daily basis. These levels are:
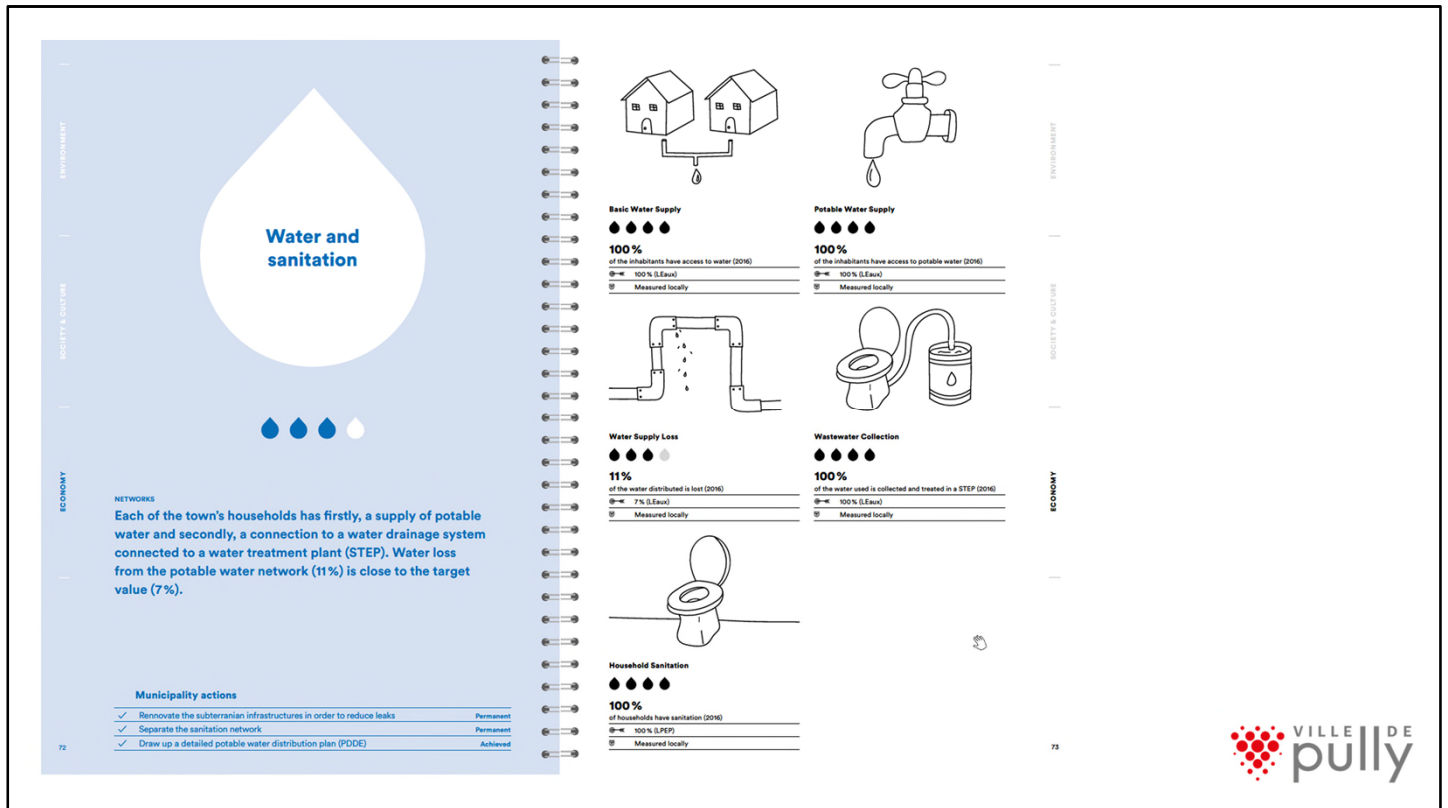
- The city
- The Canton of Vaud
- Switzerland
- The world

Water Supply Loss

11%
of the water distributed is lost (2016)

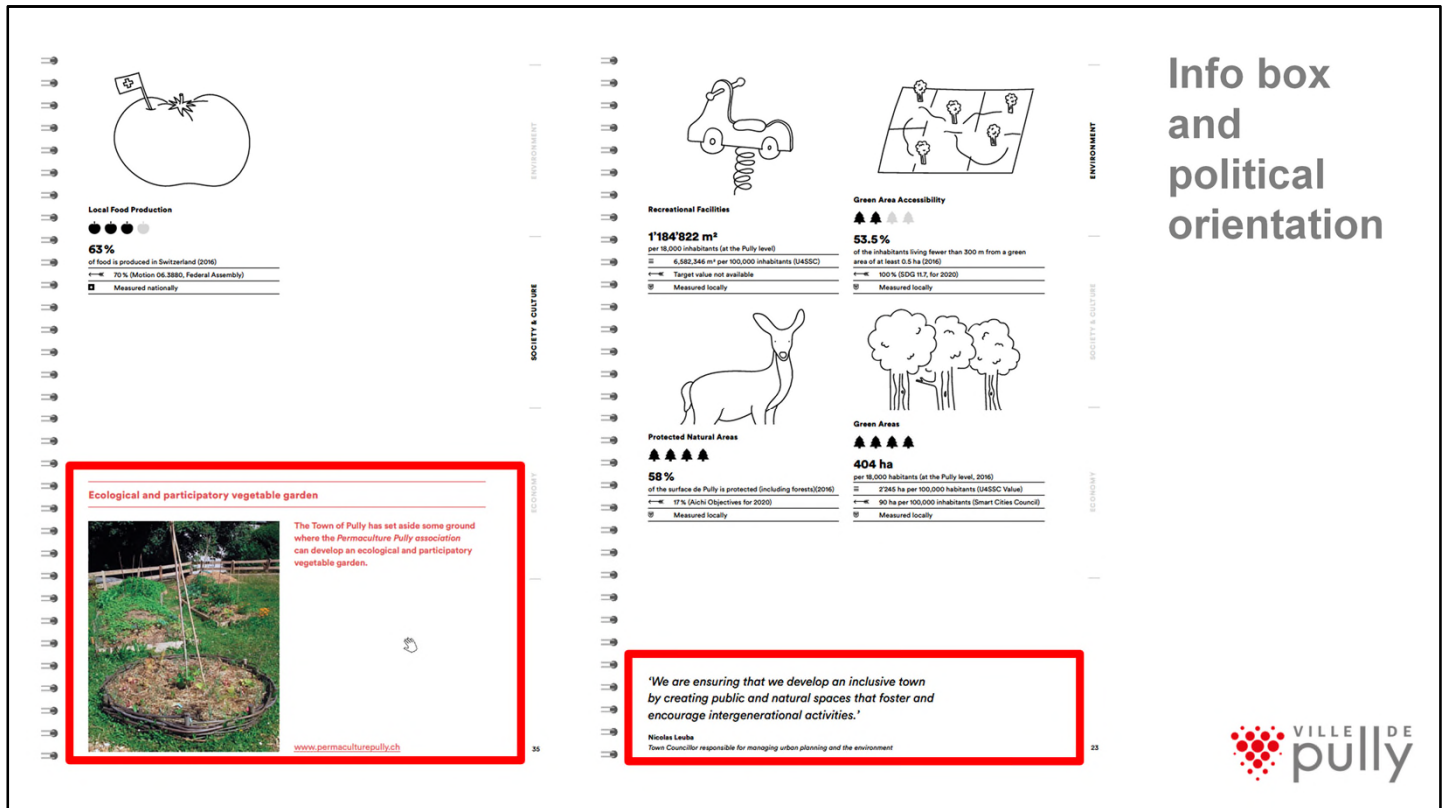|	7% (PDDE)
	Measured locally

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A third challenge was the representation of the KPIs

• First, the official name, according to the U4SSC initiative, is written.

• For each KPI we chose to represent it with a pictogram. In so doing, the reader has a visual intuitive idea.

• An overall result is given. In this case, it means we are between 66 and 95 % of achievement.

• Then we have the result of the KPI in a simple phrase, according to U4SSC initiative, including the date of collection.

• Following that, we have the target value with the official reference (laws, rules and regulations).

• Finally, the level at which data is collected is mentionned. Locally means a good level of measurment.
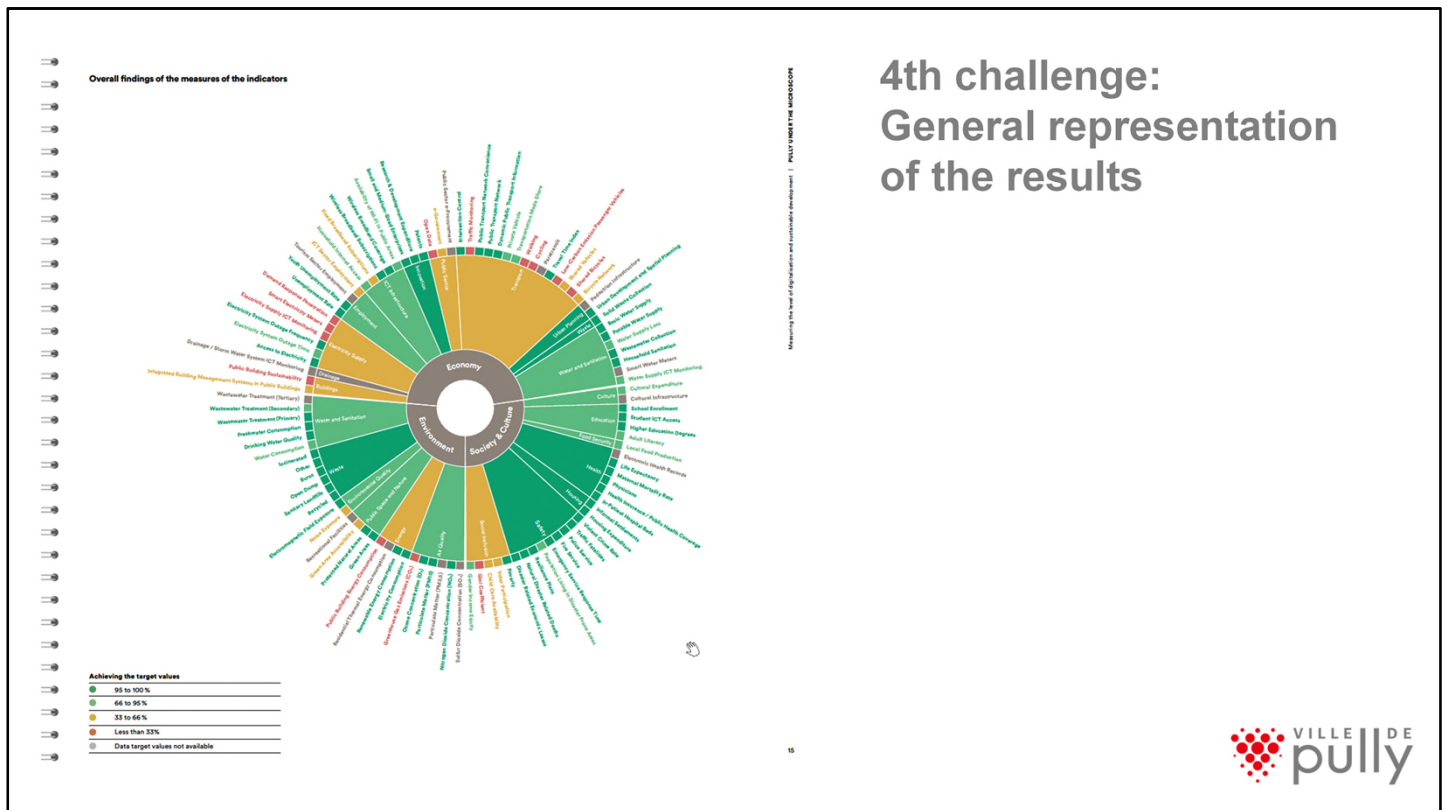
- Here on the right, we have all the KPIs which belong to the category «Water and sanitation», which is on the left.

- This category is represented by a logo of a drop of water.

- Then an overall result is given.

- Thereafter, a text summarizing the situation in Pully according to the results of the KPIs.

- Finally, examples of actions taken by the Municipality are indicated.

- To highlight certain KPI in a practical way, an info box is sometimes added.

For example, the Local food production KPI is highlighted with an ecological and participatory vegetable garden project.

- Similarly, comments provided by politicians illustrate their sensitivity and their way to move forward with developping projects.
  For example, concerning the recreational facilities KPI, they encourage intergenerational activities.

To get a general representation of the results, we transformed the 2 m high Excel chart in a wheel:

- At the center of the wheel, we find the 3 main themes of sustainable development (Environment, Economy and Society & culture).

- Then, the categories, for example for the environment approaches (Air quality, Energy, Environment quality, Public Space and Nature, Waste, and Water & Sanitation).

- Finally, on the periphery, we find the KPIs according to U4SSC initiative.

- The colors give the level of success in reaching the target values, therefore dark green is (95 to 100% or more), green (66 to 95 %), orange (33 to 66 %), red (less than 33 %) and grey (no target available).

Strengths

- Global overview
- Limited number of indicators
- International norm : ITU-T Y.4903/L1603
- ICT used as a tool to contribute to reaching SDGs

- Opportunity for politicians to step back and observe the big picture
- To outline the middle and long terms trends
- Material for the future «Legislative program»
- Internal and external communication tool for the city
- Potential to exchange ideas and resources between cities

Concerning the strengths we can highlight two levels

Regarding the U4SSC methodology:

- The global overview of the city Pully
- The limited number of indicators which favor a rapid collection of the indicators
- The international norm which offers a common reference to cities worldwide
- Give a sense of usefullness to ICTs in order to contribute to reaching SDGs

Regarding the city of Pully, it offers:
- An opportunity for politicians to observe the big picture
- To outline the middle and long term trends
- To provide material for the future «Legislative program»
- Internal and external communication tool for the city
- To increase the potential to exchange ideas and resources between cities

Potential for improvement

- Difficulty to take into account local specificities
  -> Solution: to add specific and local Pully KPIs
  For example: the state of clean and waste water networks separation

- To add indicators linked to data protection, cybersecurity, citizen relationship with police, sports and economic situation

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Two following potentials for improvement could be adressed:

- Difficulty to take into account local specificities
  -> Solution: add specific and local Pully KPIs
  For example: the state of clean and waste water networks separation

- To add indicators linked to data protection, cybersecurity, citizen relationship with police, economic situation, etc.

Potential for improvement

- Measuring the global impact

Source : https://fr.wikipedia.org/wiki/Fichier:Stanley_dynagrip_5_m_%C3%97_19_mm_33-684_01.jpg

The following example illustrate the question of measuring the global impact of cities:

- Pully is a city with tertirary activities which consum few electricity compared to secondary activities.

- As the electricity consumption is measured locally, therefore the Electricity Consumption KPI is excellent.

- In fact we should measure the electricity consumption to produce the goods consummed in Pully, like cars, food, etc. at a global level

To summarize, the next steps should be:

Regarding the city of Pully:
- To do a regular update of the KPIs, at least one time per legislatur (5 years)
- To add a metatdata for each KPI which measure the follow up (better, same, worse)
- To add local indicators outside of U4SSC methodology

Regarding the Swiss Confederation

- To provide U4SSC indicators managed by the cantons and the Confederation
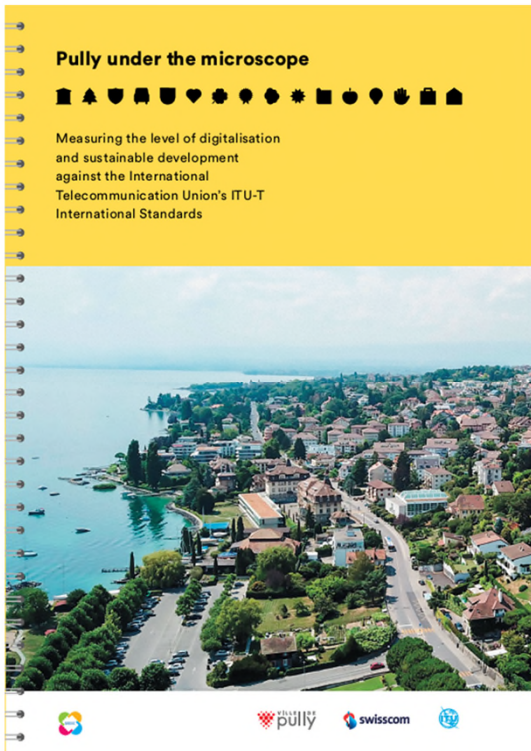- To provide target values

Regarding U4SSC initative

- To provide target values based on the SDGs
- To take into acompt the global impact of the city

Report «Pully under the microscope»

Now available in english and french versions on the following websites :

- smart.pully.ch

- https://www.itu.int/en/ITU-T/ssc/united/Pages/default.aspx

More information available on the websites:

- smart.pully.ch

- itu.int/en/itu-t/ssc

Merci
σας ευχαριστώ
Gracias
با تشکر از شما
спасибо
شكرا
Thank you
謝謝
Danke
고맙습니다
хвала
dankon
धन्यवाद
תודה
mahadsanid

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So I hope, I've managed to highlight the experience of a small city focused on the use of KPI's and the elaboration of the report as a communication tool, and I look forward to sharing innovative ideas with you and perhaps, with the help of the U4SSC initiatie, co-create a project together in the future.