pon metro

Città di Reggio Calabria

UNIONE EUROPEA
Fondi Strutturali e di Investimento Europei

SOGETTO ATTUATORE
HERMES servizi metropolitani

open city smart citizen

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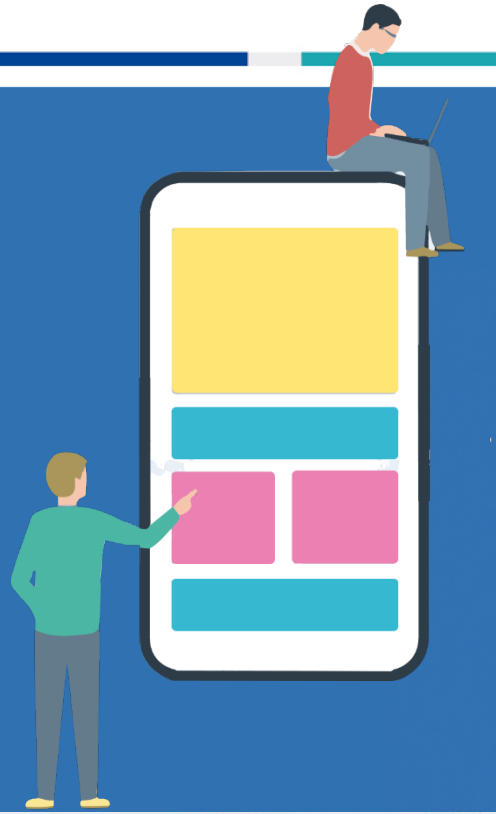
Reggio Calabria



DIGITAL AGENDA

Reggio Calabria firmly accepts the challenge of innovation within the framework of the objectives set in the European and Italian Digital Agenda. In this framework, the planned actions are aimed at implementing a standard and open source architecture conceived as an enabling tool for the growth and spread of smart services. The result is an interchange platform for the cooperation of smart city services : ITS, Digital Administration, Smart Tourism, Active Citizenship, Open SIT and H2O on line management system.

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TECHNOLOGIES BUILDING THE SMART CITIES

The Smart city platform allows a continuous, accurate and geo-localized dialogue with the status of a sensor inside the network. Data acquired in real time feeds a data lake based on the Hadoop / Spark stack capable of processing large amounts of information. The blockchain component and the artificial intelligence tools allow us to notarize the procedures started on the single virtual help desk and to implement algorithms for predictive investigations.

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DIGITAL CITIZENSHIP

A real revolution that will allow citizens to carry out any bureaucratic fulfilment online from desktop and mobile devices. The Single Virtual Help Desk (SVHD) represents a one-stop shop point of access to the Metropolitan City's services by implementing the single tax payer drawer. All the procedures started by the SVHD are tracked using a BPM engine and notarized using the blockchain. Thanks to project Open SIT 2.0, the metropolitan cartographic portal was made available to organizations and citizens, with the aim of eliminating single DBs distributed in various sectors and allowing a homogeneous management of territorial data

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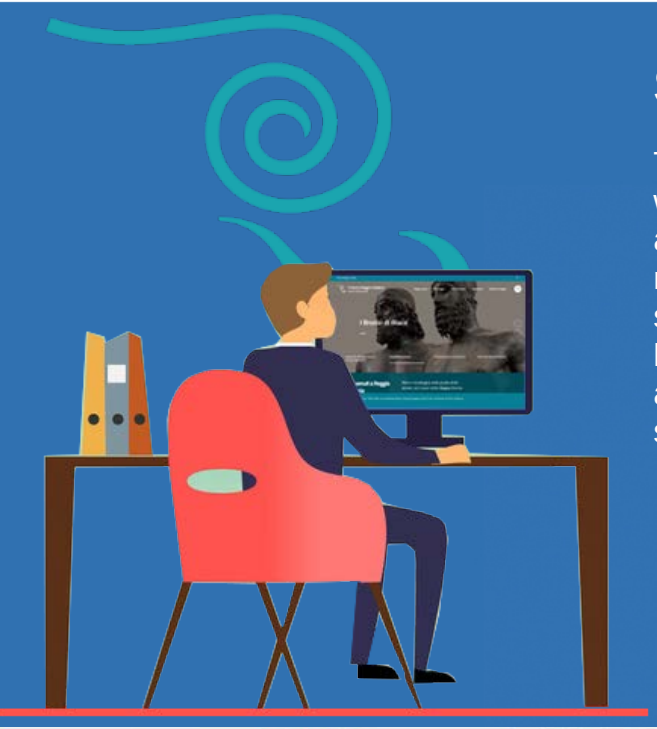

SMART TOURISM

The tourism promotion of the City is declined according to an innovative strategy, which aims at the full enhancement of the territory. The Smart Tourism project has as its objective a new positioning of the local tourism offer on the Italian and foreign markets through the Integrated Tourist Information System based on a network of services organized according to shared criteria and quality standards. The project has given life to a multi-channel online platform (https://turismo.reggiocal.it/) which allows tourists to use georeferenced digital content that can be used in a ‘as a service”’ mode of use in open Data logic also through API / REST .

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E-DEMOCRACY & E-PARTECIPATION

Promotion and support of the bottom-up initiative, innovation in consultative processes. These are the strong points that characterize action in favour of active citizenship. A project born around a flexible and customizable platform that connects citizens and administrators for participatory processes on public policies (http://iopartecipo.reggiocal.it/). The digital environment ensures effective communication of the process by offering tools for interaction and dialogue. The strategy favours the User Centred Design (UCD) approach which involves the active involvement of the user according to criteria of transparency and participation.

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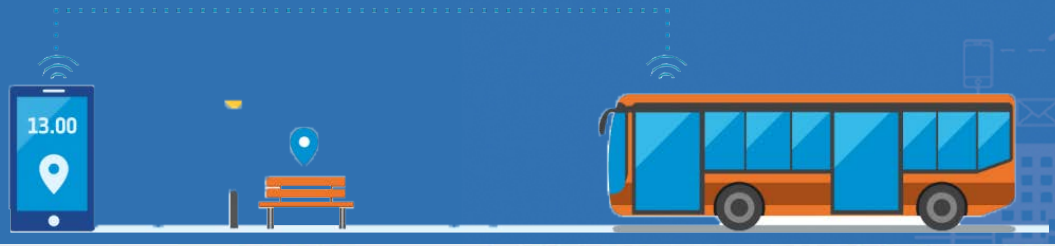
SMART MOBILITY & SMART ENERGY

Energy requalification of the Public lighting system, focused on three macro objectives: securing the network, reducing energy consumption, monitoring and remote control. Energy requalification of the Municipality Headquarters Building in accordance with the European objectives of 2030 and the target of reducing consumption up to -40%; Provision of innovative services through the ITS Platform and a Mobility Control Centre with a view to sustainability, promoting soft mobility, collective transport, multimodality and intramodality.



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BLockchain & AI in the public sector

Blockchain technology and artificial intelligence algorithms are the basis of the efficiency-enhancing activity that characterizes the administrative processes of the Municipality, with benefits in terms of time spent in processing beaurocratic tasks and in quality of the work to be performed. The blockchain allows notarization of the administrative steps since each single activity carried out is certified without the possibility of modification. All documents and activities are stored, made unmodifiable and traceable, allowing certification of the actors involved and the timing of the actions carried out. All this is made possible by the implementation of a smart contract that acquires information from the SVU that registers it within the blockchain. Furthermore, the artificial intelligence algorithms allow predictive evaluations by analysing the instances in advance, guaranteeing a high formal and substantial quality in the files that the instructor will have to verify. The algorithms used exploit machine learning and Natural language processing (NLP) techniques capable of detecting anomalies both in the alphanumeric data imputed within the modules and in the documents attached to the instances. In this way it is possible to report to the citizen, who signs the form, the anomalies found and eventually correct the information before a possible rejection.