Florence
Smart City Control Room

Matteo Fantechi
Technical support Mobility Innovation and Digitalisation Office
Viability and Mobility Infrastructure Management Department
Municipality of Florence

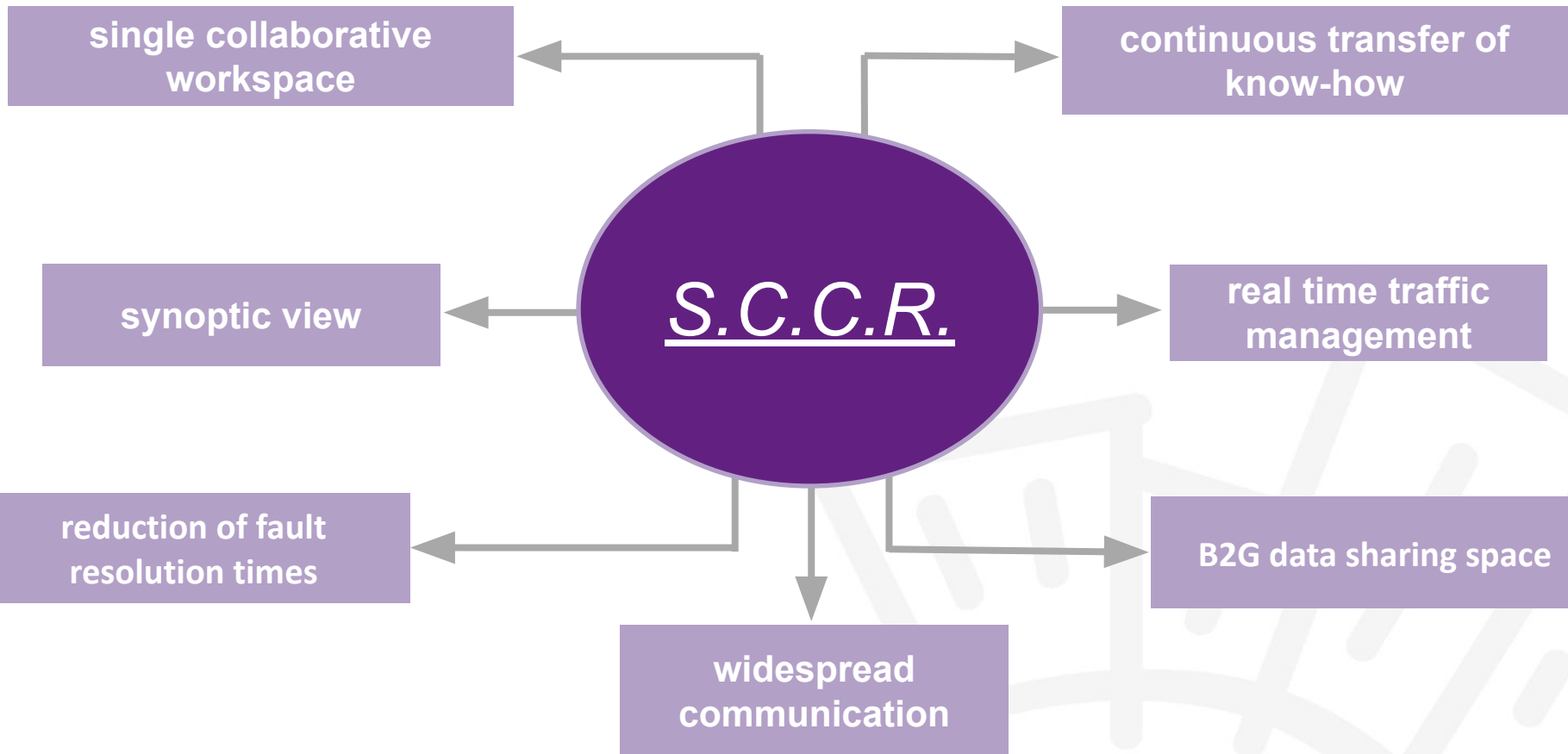Smart City Expo World Congress| Barcelona, 07-09 november 2023

Firenze

Building placement

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Governance

single collaborative workspace

continuous transfer of know-how

synoptic view

S.C.C.R.

real time traffic management

reduction of fault resolution times

B2G data sharing space

widespread communication

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SMART**CITY**
EXPO WORLD CONGRESS

The efficient management of urban services is a typical multi-operator activity

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City Utilities involved

gas service

water service

waste management

taxi service

road maintenance

parking

turistic buses

ITS management

municipal police

S.C.C.R.

tramway

mobility services

public transport

car/bike sharing

contact center

fleets transport goods

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The traditional approach to the management of urban services

VS

SCCR collaborative approach

The traditional approach		SCCR collaborative approach
Each operator works in their headquarters	→	Collaborative space independent of the headquarters
Communication is unorganized, slow and discontinuous	→	Continuous exchange of information in real time
Occasional interaction among operators	→	Ease of interaction among people
Individual IT tools do not interact with the outside	→	Software for the integration of Utilities's applications
No access to the data and systems that other subjects use	→	Real time synoptic view of shared information
No focus on real-time management of the city	→	Continuous focus on real time management issues
There are no common goals	→	Collaboration to achieve a common goal through action-reaction mode
Transfer of know-how between subjects entrusted to periodic meetings on specific topics	→	Continuous transfer of know-how between stakeholders

Technological enviroments

- **Videowalls**
- **Videoconferencing systems**
- **Media box**
- **Emergency room**

- **Municipal police operation centre**
- **Coordinator room**
- **Meeting room**
- **Room for external communication**

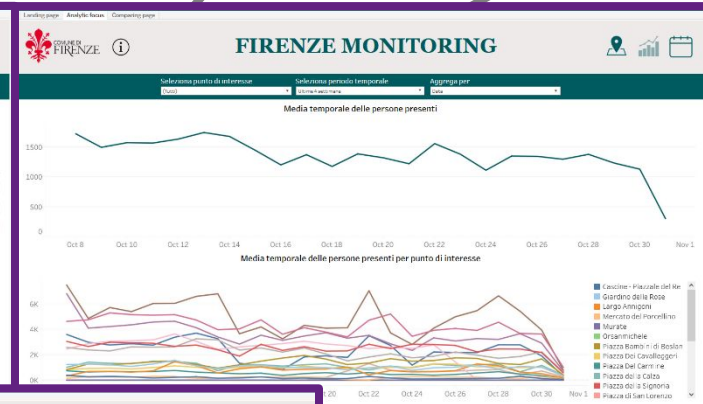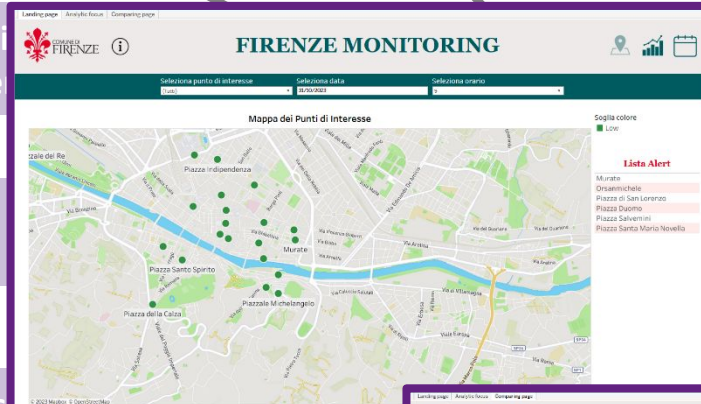Matteo Fantechi, SSCR

Technological infrastructures

Management of traffic ordinance

No scheduled events (accidents, closures)

TPL: planned departure times of transport, transits at the stops

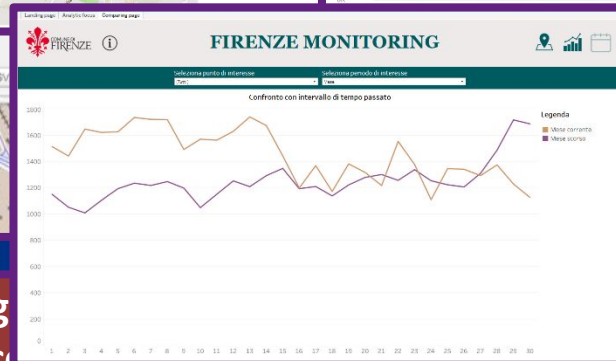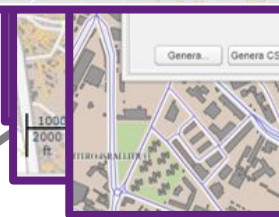Management of maintenance and monitoring actions

Flow detecti... Traffic patter...

...ed traffic ...e (ZTL)

Cameras

...renze ...nitoring

Variable messa... signs

...g mobility ...service management

Management of traffic lights

Parking management

Planning ...n to ... of contracts

Charging station management

Matteo Fantechi, SSCR

Thanks for your attention!

matteo.fantechi@comune.fi.it

Eng. Matteo Fantechi
Technical support at Viability and Mobility Infrastructure Management Department
Mobility Innovation and Digitalisation Office
Municipality of Florence

Firenze