

Agenda 4: Service sustainability issues in smart cities

1. Findings:

- (1) Selection of smart services: Smart city service solutions should be profit potential, not the government to subsidize the service solutions.
- (2) Taiwan 's practical results: Many large solution companies can't find test fields abroad, and through smart city exhibitions to conduct urban exchanges, the practical results in the Taiwan are also interested by other countries, especially Taiwan 's many Cities have won awards, so they can export successful solutions and business models to other countries.
- (3) Smart city potential market prospects: Because smart cities over the world are growing fast and the return on smart city structure investment is expected, government subsidies may not be so important.
- (4) The establishment of smart city ecosystem or stakeholder: In recent years, three types of roles have become increasingly important, including NGO groups, start-up teams and people's participation. The county and city governments play a key role in the application of smart city solutions export.
- (5) Startups Participation: Startups should have more opportunities to participate joining smart cities solutions.
- (6) Smart street light establishment by PPP.
- (7) Inter-ministerial cooperation: Inter-ministerial cooperation support the funding for smart city solutions will be more easier to survive.

2. Suggestions:

- (1) Establish a thematic non-profit organization, linking industry and government.
- (2) Funding: It is recommended that the budget can be implemented across the year using the promotion of participation law or other methods. Government should guarantee to purchase service 5 years and 10 years, the industry needs to take responsibility for the success or failure.
- (3) Procurement method: The minimum budget is split into maintain transportation for several years, after achieving goals, then government pays.
- (4) Supply contract: Smart service leasing should take place of one-year by one-year bidding.

- (5) Public sector adopts smart city service: BOT, PFI, PPP, or service purchase should be adopted on a case by case basis.
- (6) Procurement by service performance: Change capital investment to procurement by service performance and establish a regular review and contract replacement mechanism.
- (7) Mayors' support: Mayors need to understand what technology can help city development and support implementation.
- (8) Privacy issues: Privacy can be controlled by technology, such as blockchain, and can also refer to GDPR, such as users have the right to clear data, data leakage should be reported within 72 hours, the chief data officers and SOP should be established.
- (9) Data center: the data center company should be a third-party clean center and to price the data, so that startups can use the data service directly.
- (10) Local Smart City Proposal: Limit the number proposals from local governments, local governments should integrate related needs or ideas before submitting proposals.
- (11) The public sector regularly interacts with the private associations: the industry ecosystem that private sectors have established can provide complete solutions for smart cities.
- (12) International indicators help to define smart city solution direction so as to make smart cities solution meet citizens' need.
- (13) Test bed: Classifying cities according to urban characteristics and investing solutions in cities, develop smart city test beds from citizen needs.
- (14) Elimination of obstacles: Government should help to remove obstacles of the future financial system, improvement of mutual trust, and adjustment of regulations.