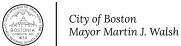
PERSPECTIVES ON SMART CITIES FROM A CITY CDO

Andrew Therriault Chief Data Officer City of Boston







BEFORE WE BEGIN...

MY BACKGROUND

Chief Data Officer for the City of Boston, leading Citywide Analytics Team

Past:

PhD in poli-sci from NYU (2011)
Post-doc at Vanderbilt (2011-12)
Analytics consultant (2012-14)
Director of Data Science at the
Democratic National
Committee (2014-16)

THE CITY OF BOSTON

17,000+ employees

60+ departments, offices, and agencies

17 cabinet chiefs

1 aesthetically-questionable City Hall (see next slide)

WHAT THE CITY DOES

Measured as a portion of a \$3.1B operating budget:*

45% education
26% police & fire
11% administration & finance
6% streets
5% health & human services
2% parks & environment
2% arts & culture
1% technology



The City of Boston has generally been wary of the "Smart Cities" hype...

From our Mayor's Office of New Urban Mechanics:

BOSTON SMART CITY PLAYBOOK

The age of the "Smart City" is upon us!

It's just that, we don't really know what that means. Or, at least, not yet.

So far, many "Smart City" pilot projects that we've undertaken here in Boston

have ended with a glossy presentation, and a collective shrug. Nobody's really

known what to do next, or how the technology and data might lead to new or

improved services.



From our Mayor's Office of New Urban Mechanics:

Smart City Plays 1. Stop sending sales people 4. Better decisions, not (just) better data 5. Platforms make us go \ (ツ)_/ 2. Solve real problems for real people 3. Don't worship efficiency 6. Towards a "public" privacy policy In detail



So basically, this is your warning that what follows may seem a little snarky, cynical, or jaded.

(Continue listening at your own risk.)



MOTIVATING QUESTIONS FOR A CITY'S ANALYTICS TEAM

CITY SERVICES

How can we route 311 requests to the right people?

How do we make sure we're serving *all* of our residents?

URBAN MOBILITY

What areas are underserved by existing public transit?

How do we make the city safer for cyclists and pedestrians?

EDUCATION

How do we find students at risk of dropping out?

How can we help students affected by fires or crime?

HEALTH & SAFETY

Which buildings are most likely to have a fire?

Which restaurants are most likely to cause illnesses?

HOMELESSNESS

Can we identify those at risk of becoming homeless?

What is the most efficient way to allocate shelter beds?

DATA-DRIVEN JUSTICE

How can we improve mental health or addiction treatment?

How do we keep at-risk youth away from gang violence?

WHERE "SMART CITY" TECH CAN HELP US

TRAFFIC & MOBILITY

Volume, speed, variability, alerts, behaviors, modes, conditions

MAINTENANCE

Potholes, lighting, utility infrastructure, vehicles, trash, facilities

ENERGY EFFICIENCY

Electricity, heating, occupancy, waste, cogeneration, billing, improvements

PUBLIC SPACES

Pedestrian travel, visitor patterns, cleanliness, animals, disturbances



WHAT NOT TO DO

DON'T BE CREEPY

Your facial recognition tool might give us lots of cool data, but it gives normal people a Big Brother vibe.

DON'T BE ENTITLED

Just because something belongs to the public doesn't mean it belongs to you specifically.

DON'T BE SHADY

If you're making us an offer we can't refuse, we're going to assume there's a catch, so just say it.

DON'T MAKE A DASHBOARD

There is nothing more useless to a data person than a fancy custom dashboard. So just don't. Seriously!

WHAT TO DO INSTEAD

TAKE CITIES SERIOUSLY

It's our job to look out for the public's interest, which may or may not align with yours.

HAVE A LONG-TERM PLAN

Your startup will probably fail. But maybe you'll succeed and get bought out. What happens then?

EXPLAIN THE BUSINESS MODEL

We know you're a business and you're looking to make money. If you want our trust, explain how.

WORK WITH US AS PARTNERS

We can make your life a lot easier if you let us, and we mostly just want cool data. It's a good deal. Take it!



