

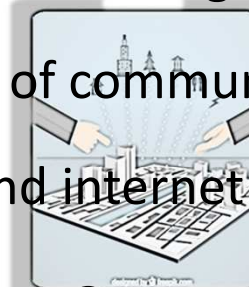




# Objectives of the CorkCitiEngage Project

## Have Your Say

- Detecting citizens/residents' understanding of smart city projects
  - Current practices and willingness to engage & participate in public issues
  - Digital skills; preferred means of communications;
  - Access to and use of broadband internet and public transport
- Setting up a baseline for Cork Smart Gateway for initiatives prioritization
- Quantifiable indicators to develop relevant evidence-based interventions and policies, and measure progress and outcomes



## Measuring topics

### Public Participation



- Current understanding about smart city projects in Cork
- Current practices and willingness to engage/participate in public issues
- Current practices and willingness to volunteer



### Digital skills

- Preferred means of communications (mobile, post, social media, text message...)
- Current usages and using skills of numerous means of communications
- Current usages of social media

### Public infrastructure access and usage

- Use of broadband, internet
- Use of public transport: buses, trains, bicycle hire
- Use of city's open data



### Updated demographical data

- Time of stay in Cork
- Age
- Gender
- Education
- Ethnic background
- Employment





# Partners in the CorkCitiEngage



**An Phríomh-Oifig Staidrimh**  
Central Statistics Office



**etb**  
Bord Oideachais agus Oiliúna  
Átha Cliath agus Dhún Laoghaire  
Dublin and Dún Laoghaire  
Education and Training Board



## Literature review: Smart City

- Smart Cities: hot topic, typically in living labs rather than applications city-wide
- SC use modern digital communications technology to monitor, manage, and enhance key infrastructure and public services. Transport/traffic management/energy/water and waste water management/healthcare/community services
- Traditional Citizen Engagement: NIMBY, distance from political and policy discussions => SC initiatives need to change the citizen engagement from top-down, technology-oriented to bottom-up, citizen-oriented
- Citizen engagement and local government: governance, accountability, trust, transparency, coproduction of solutions for local and regional challenges
- ICT and citizen engagement: tools and platforms applied with many challenges, newer platforms may help

## Literature review: Seniors and technologies

- The percentage of senior (65+) is growing: 24% in the world by 2030; 16% (2016) -- 24% (1M) in Ireland
- Reduced numbers of home help (16-20%) since 2008
- Technologies help to cope with social isolations, loneliness and wellbeing
  - General ICT; video games; robotics; personal reminder information and social management systems; asynchronous peer support chat room; social network sites; Telecare; and 3D virtual environment
- Benefit to Seniors: connecting, gaining social support, engaging, boosting self-confidence





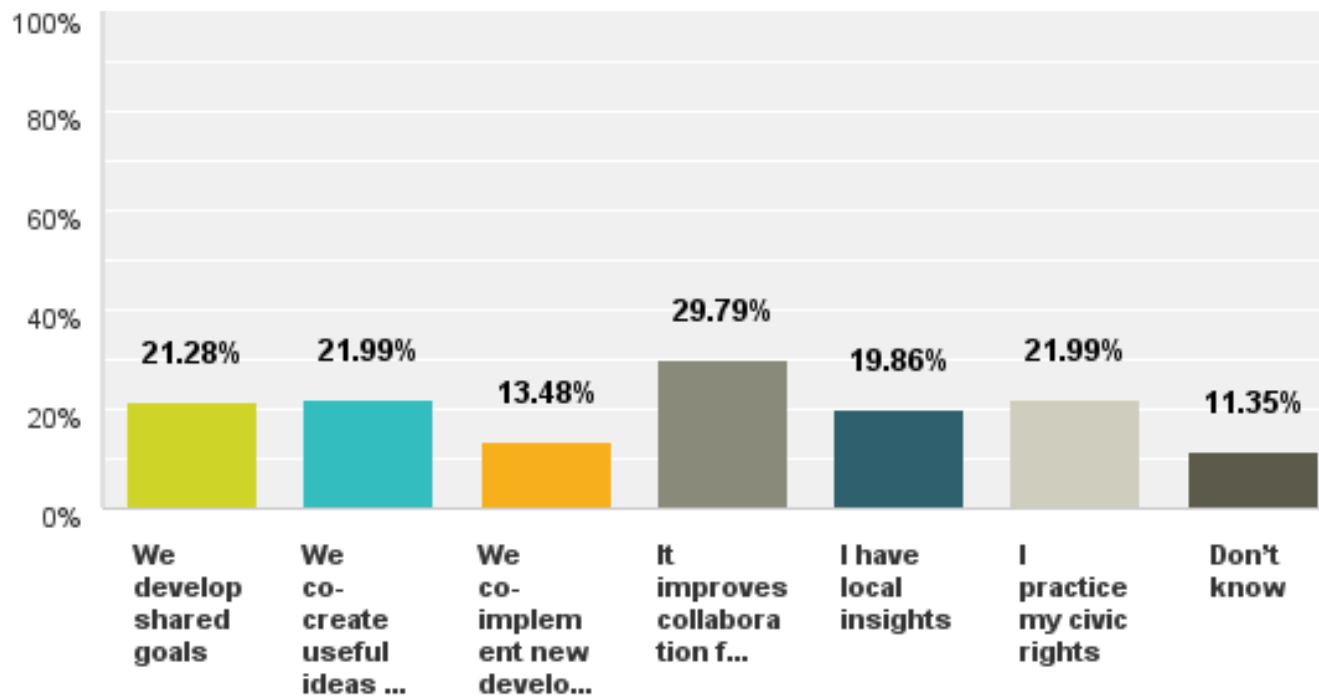
## Seniors in Cork and Smart City Possibilities



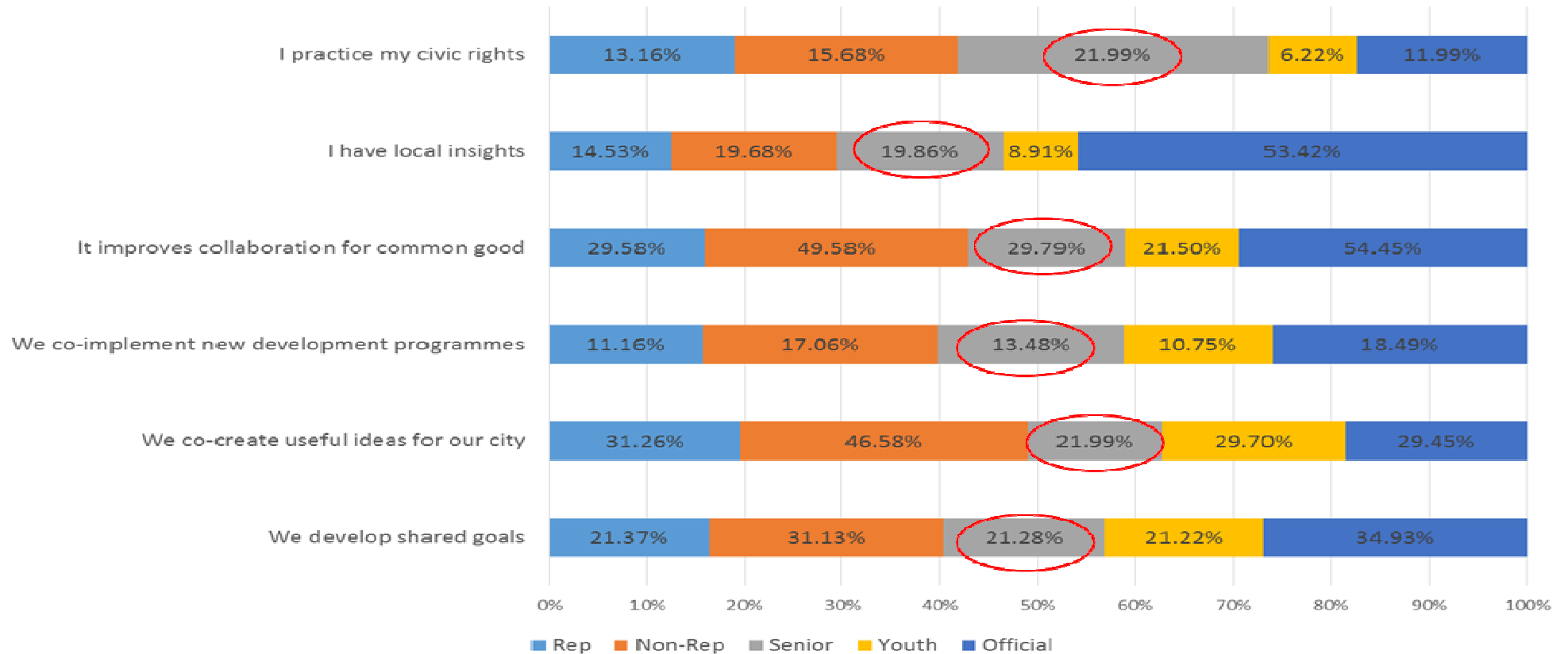


## Participation

Why do you think your participation in public issues is important for Cork? (n=141)

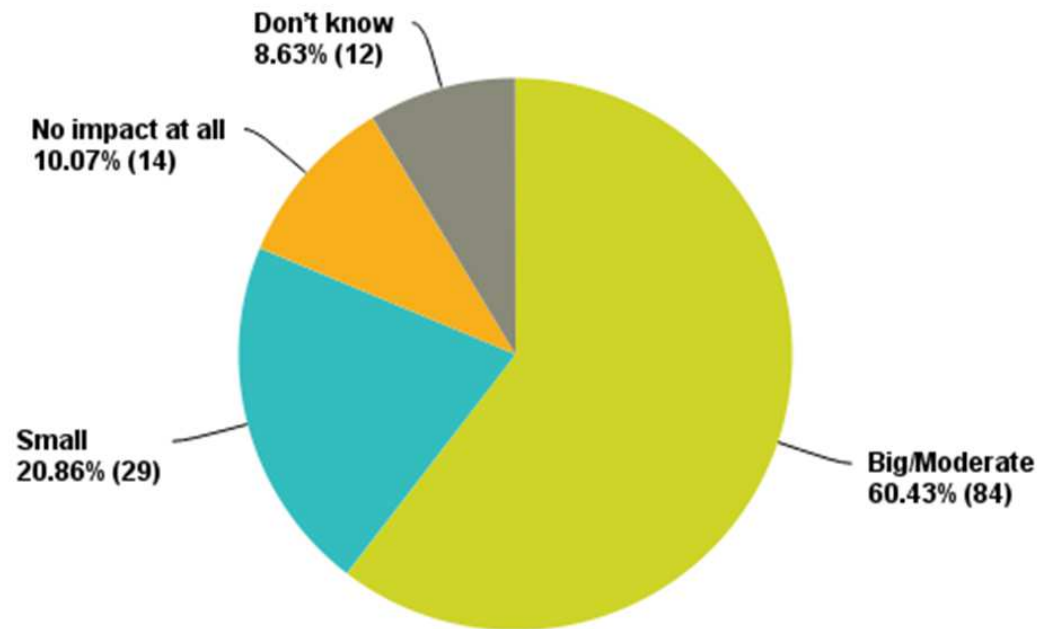


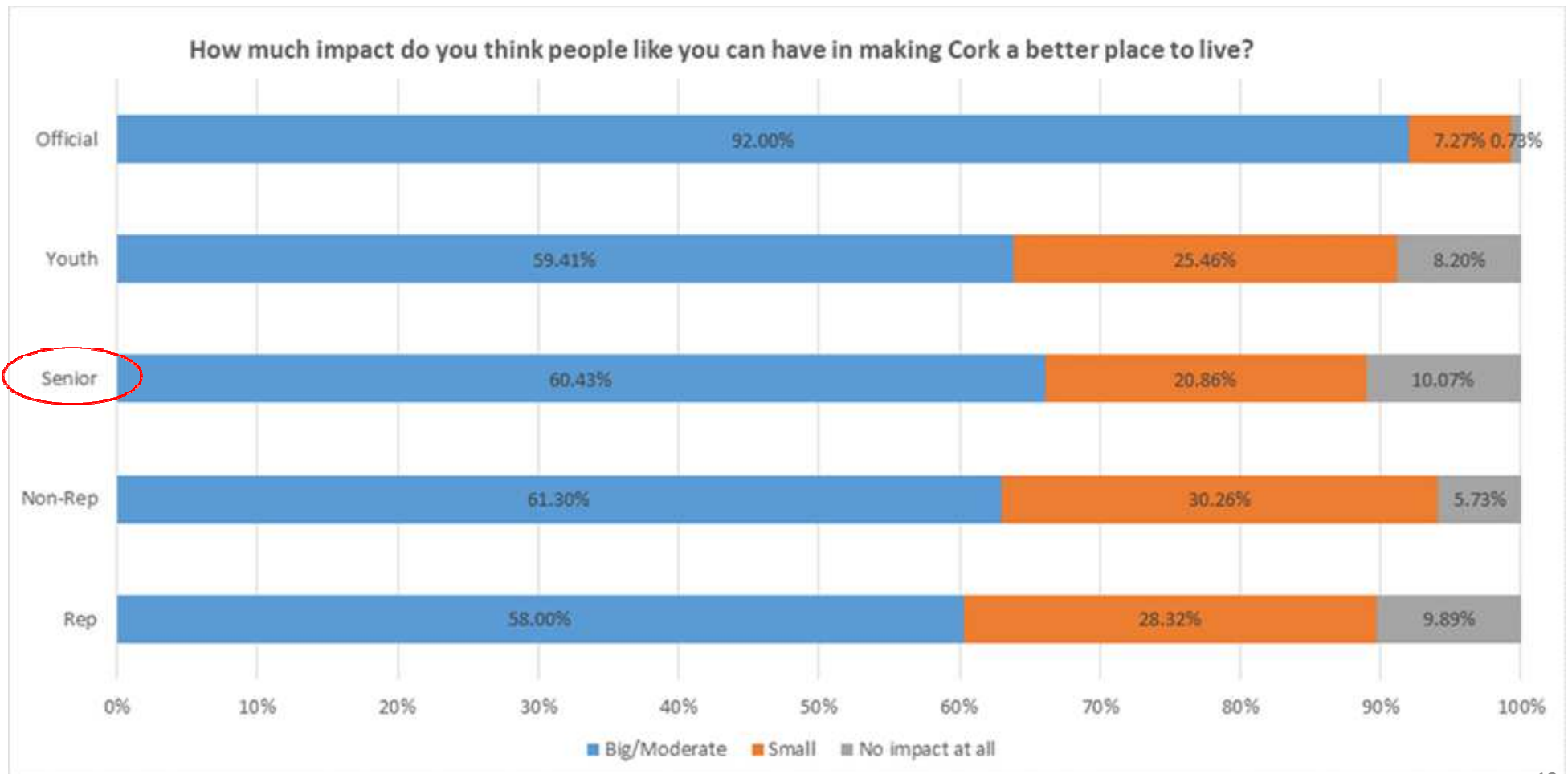
### Why do you think your participation in public issues is important for Cork?



## Participation

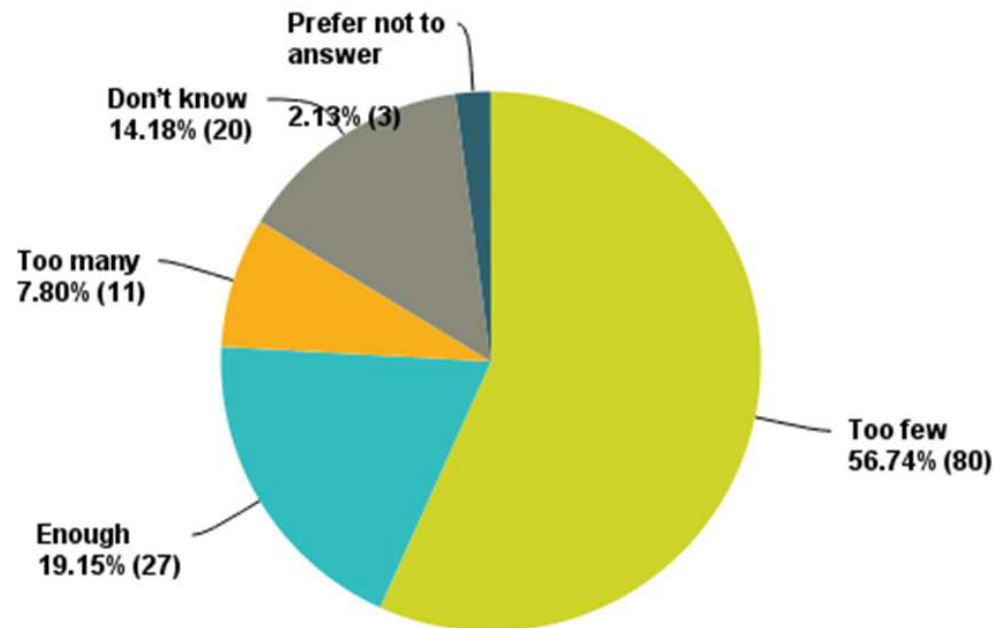
How much impact do you think people like you can have in making Cork a better place to live? (n=139)



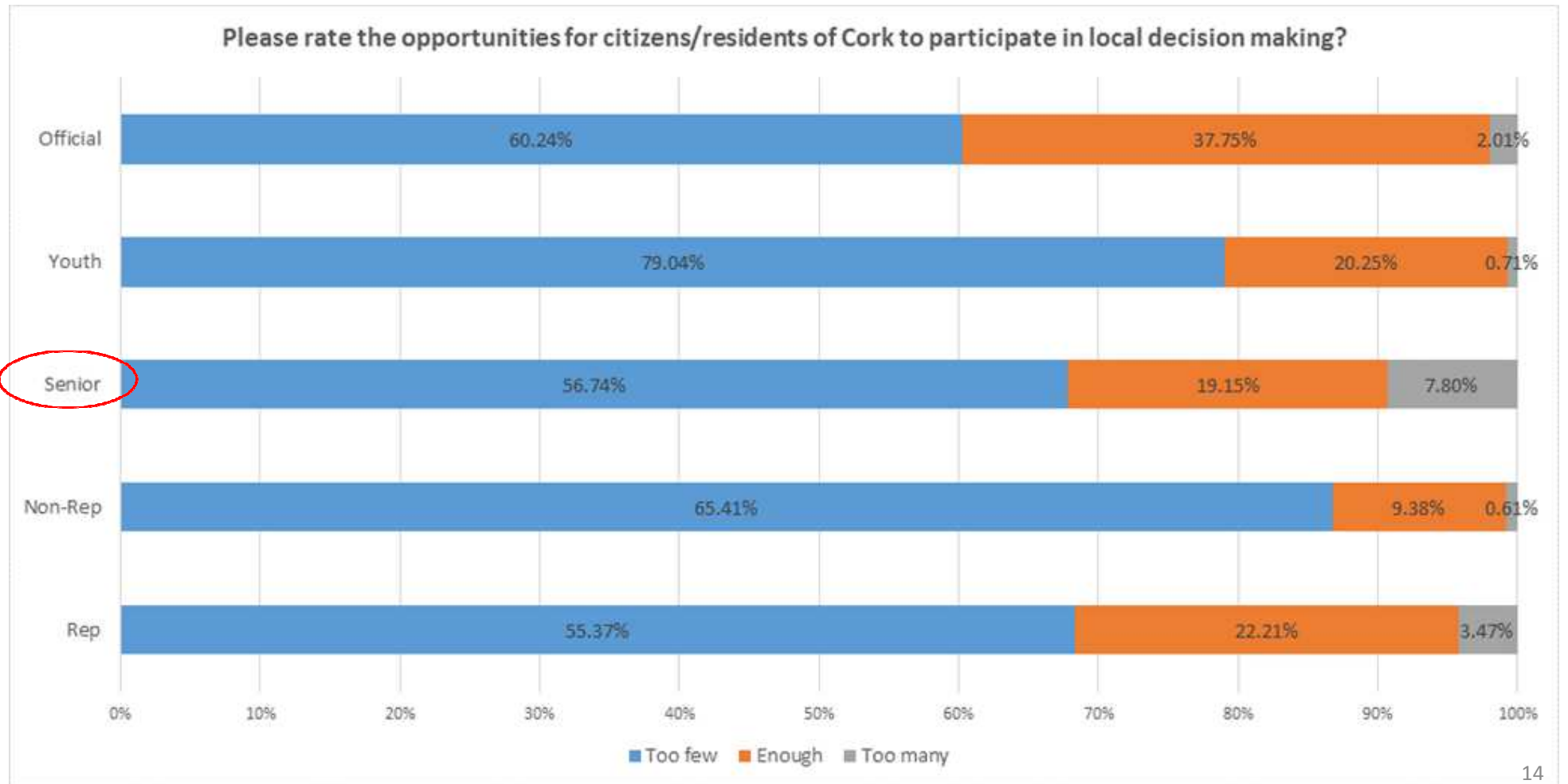


## Participation

Please rate the opportunities for citizens/residents of Cork to participate in local decision making (n=141)



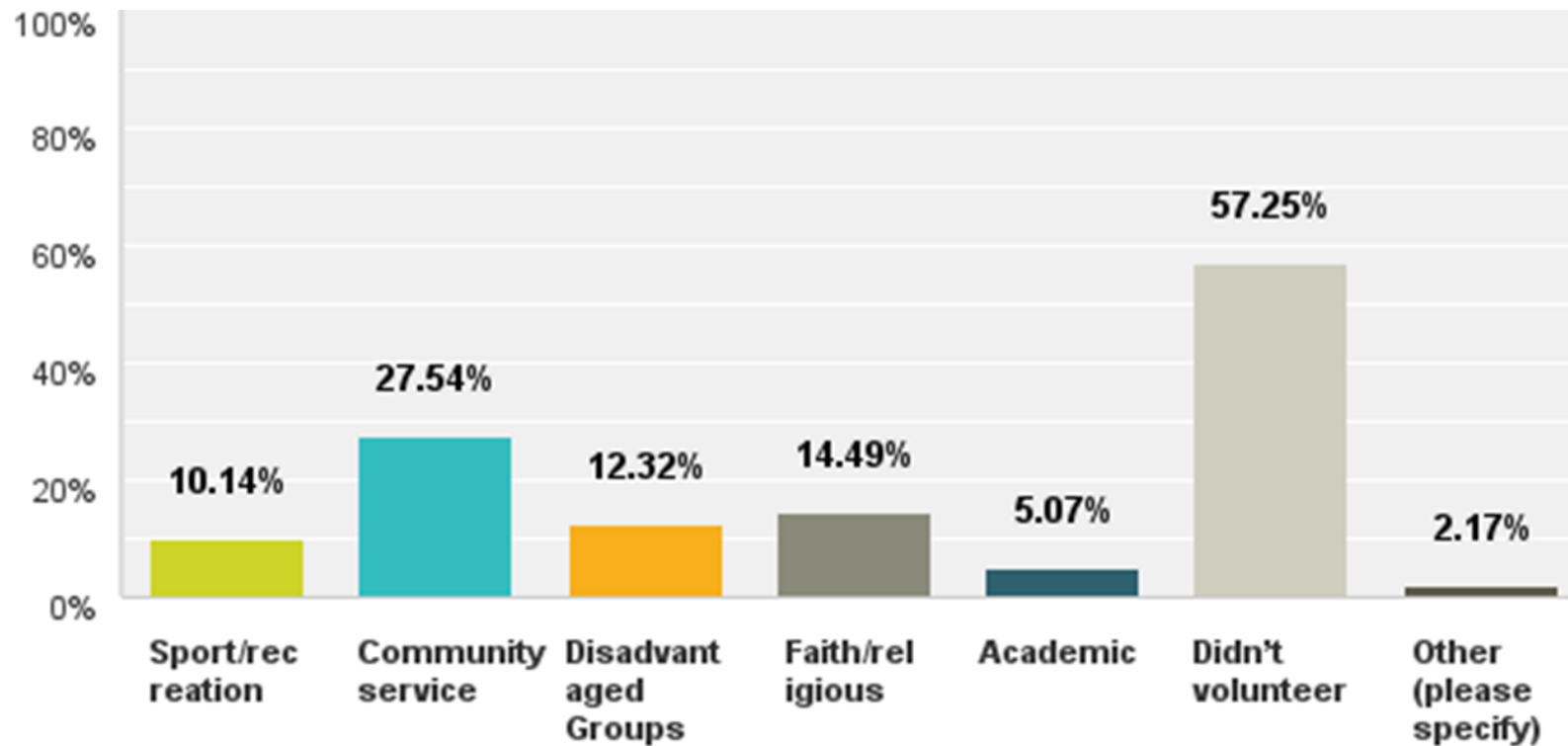
Please rate the opportunities for citizens/residents of Cork to participate in local decision making?



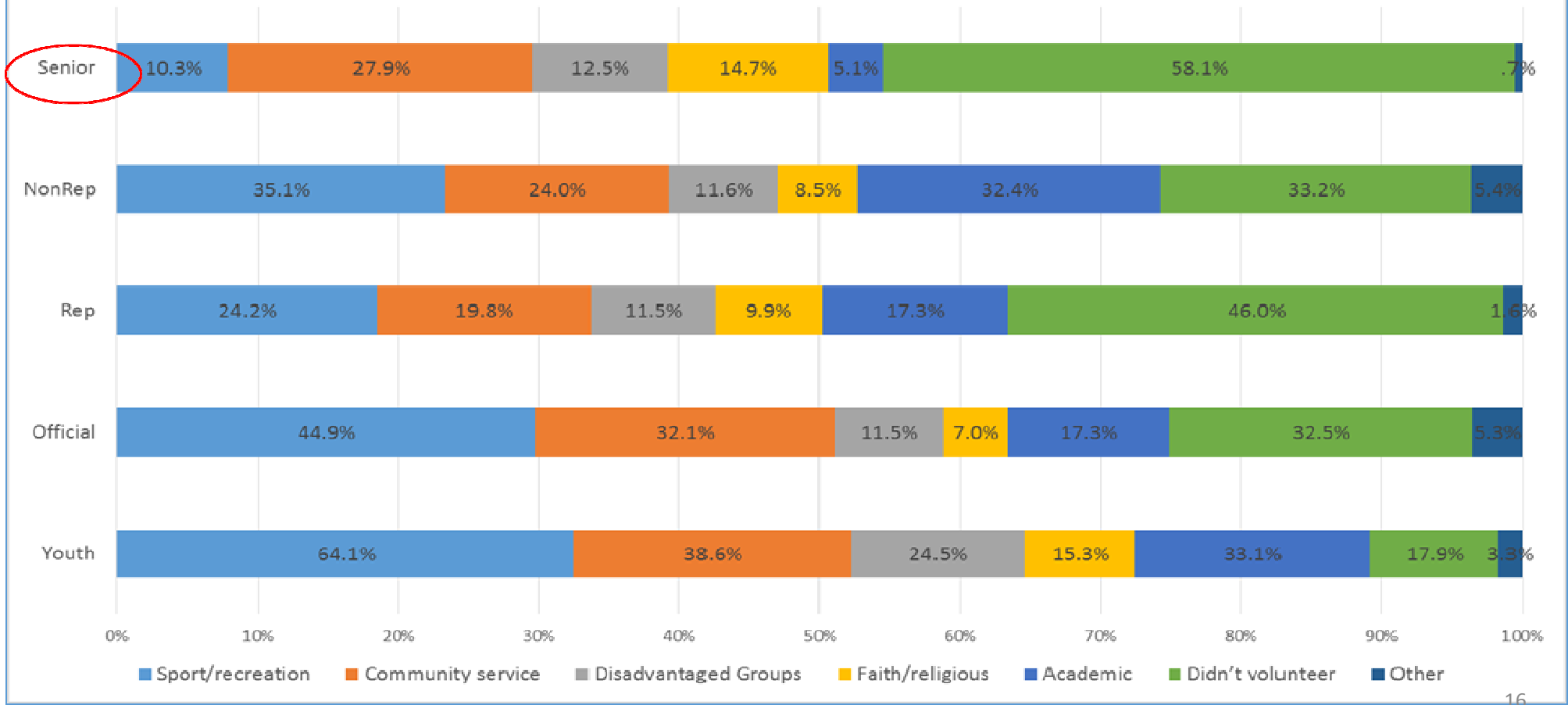


## Participation

Please select the groups you volunteered with in the last 12 months (n=138)

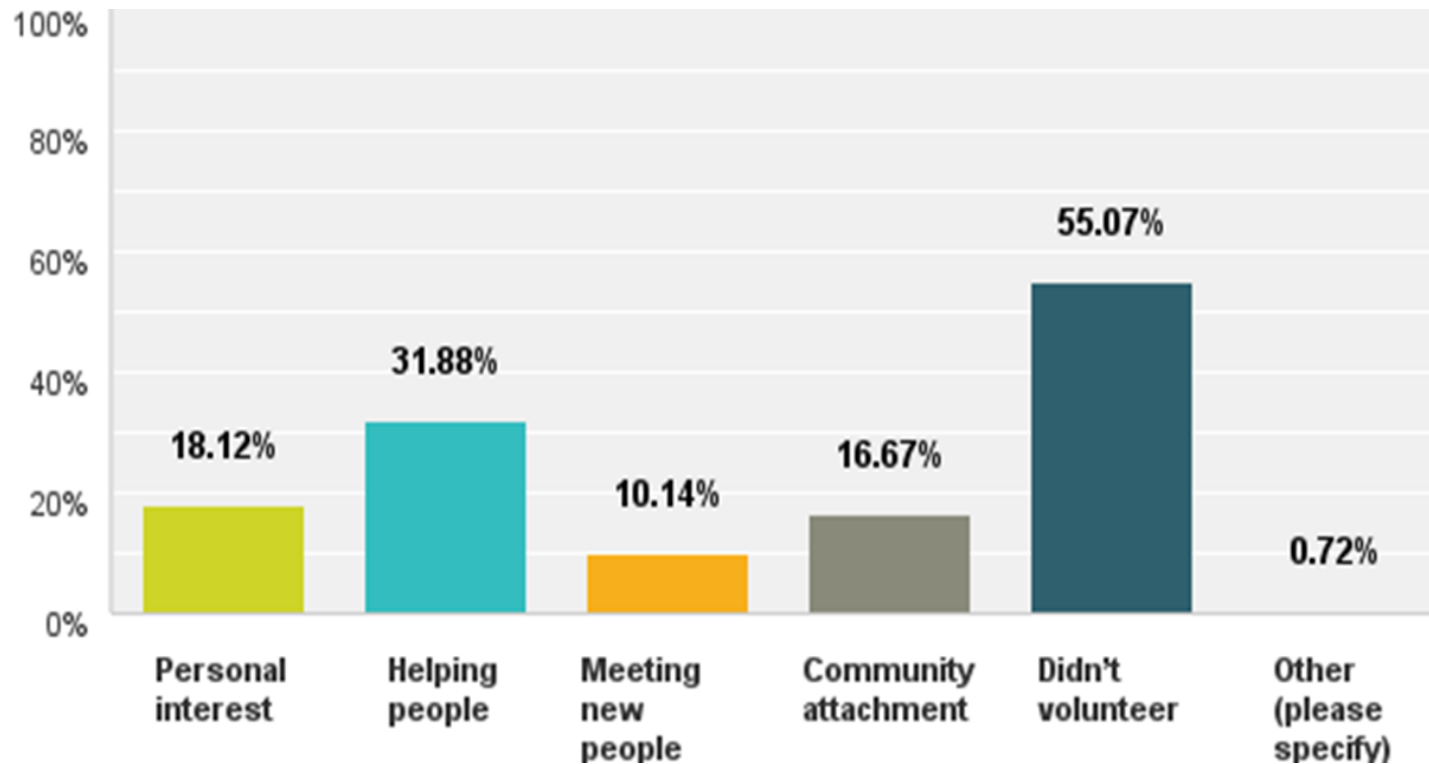


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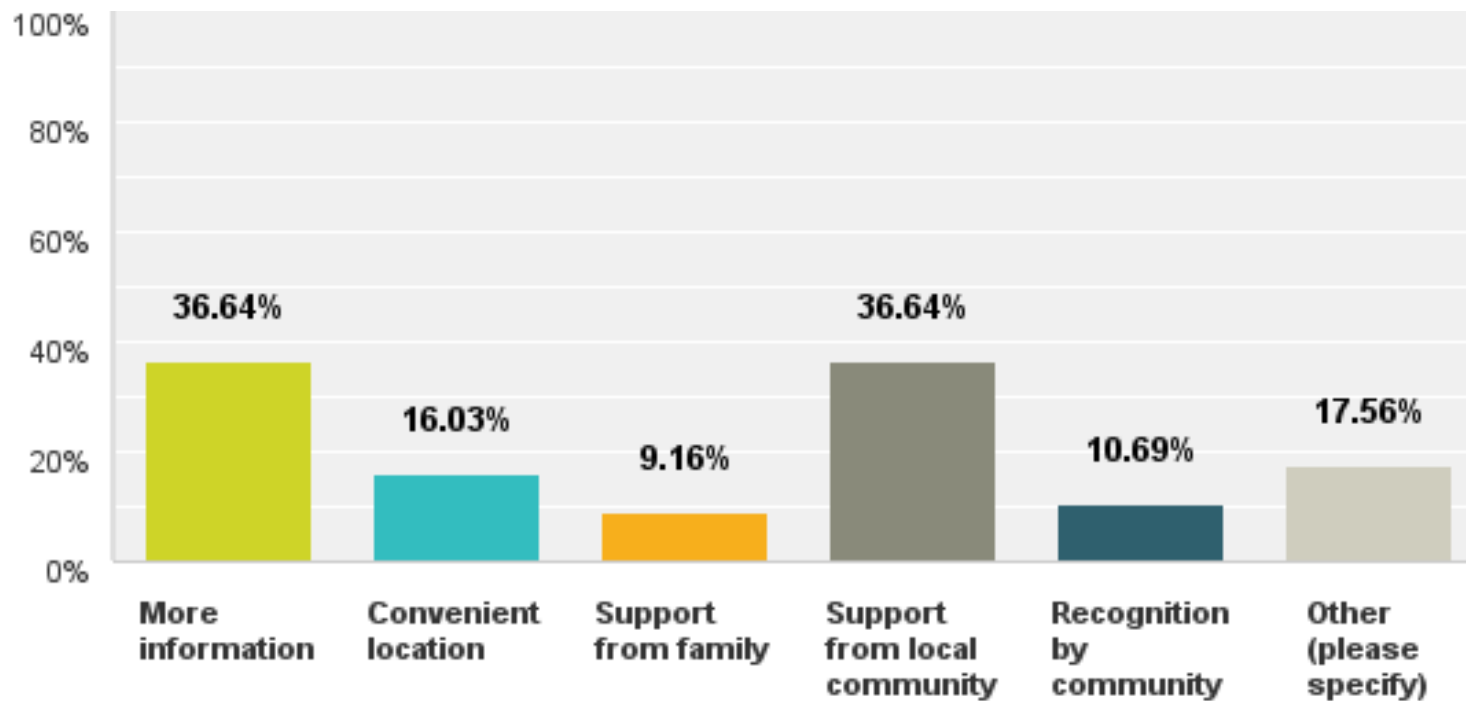
# Participation

What motivated you to volunteer? (n=138)



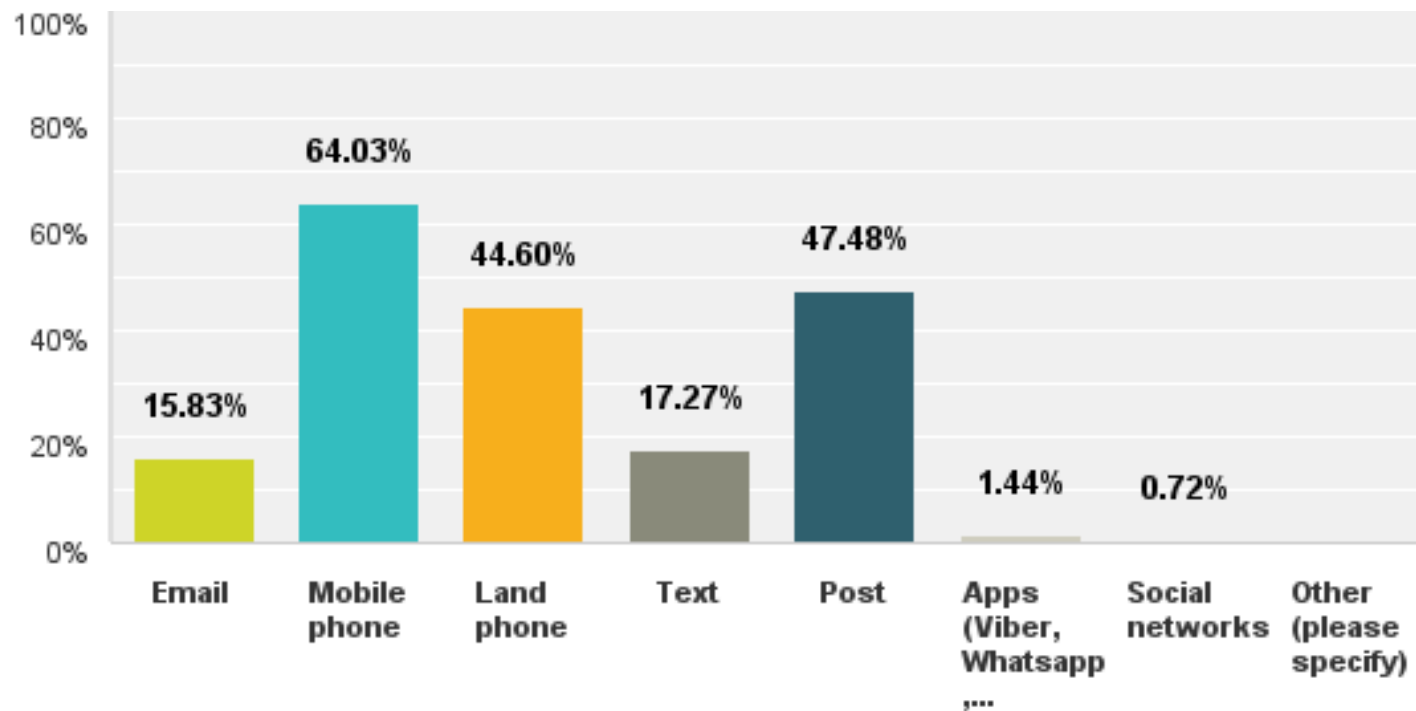
## Participation

What would make it easier for you to volunteer? (n=131)

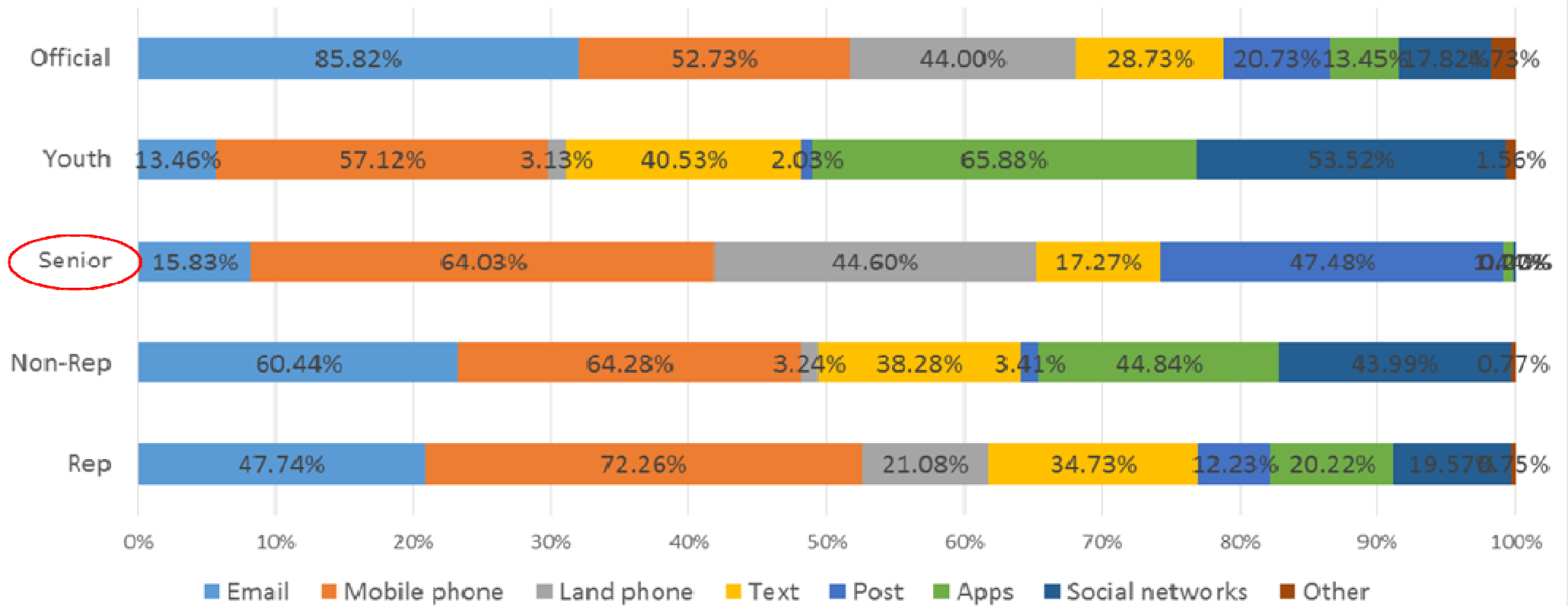


## Digital Skills

Which of the below communication methods do you use most often?  
(select two) (n=139)



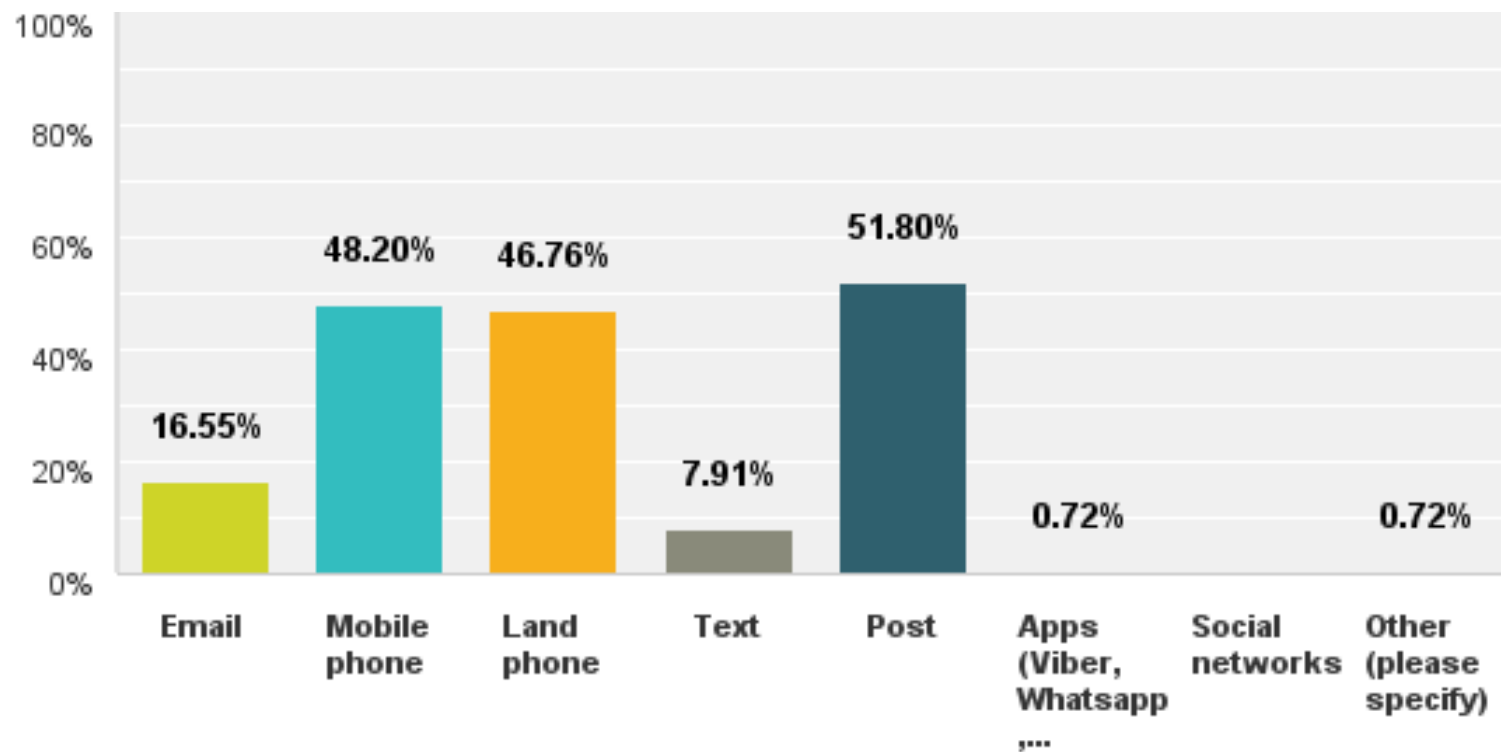
### Which of the below communication methods do you use most often?



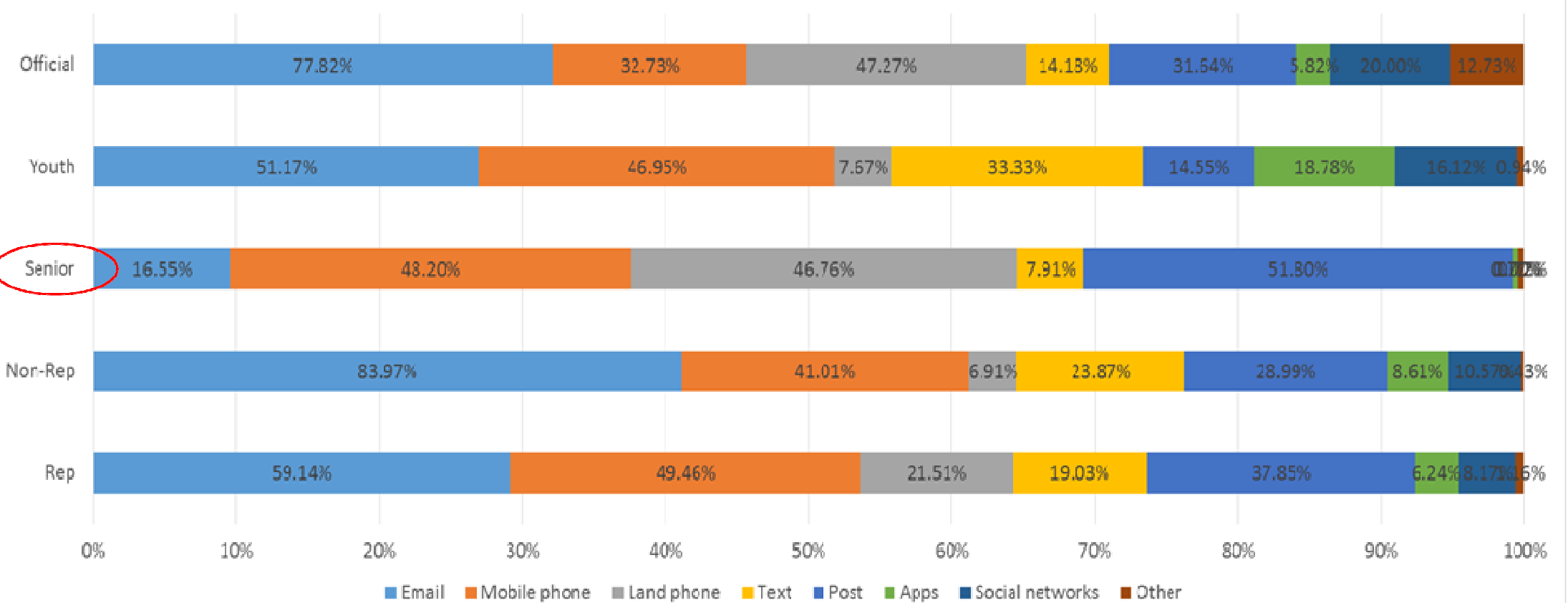


## Digital Skills

Please indicate the communication methods you are most comfortable with when public offices contact you (select two)? (n=139)



Please indicate the communication methods you are most comfortable with when public offices contact you



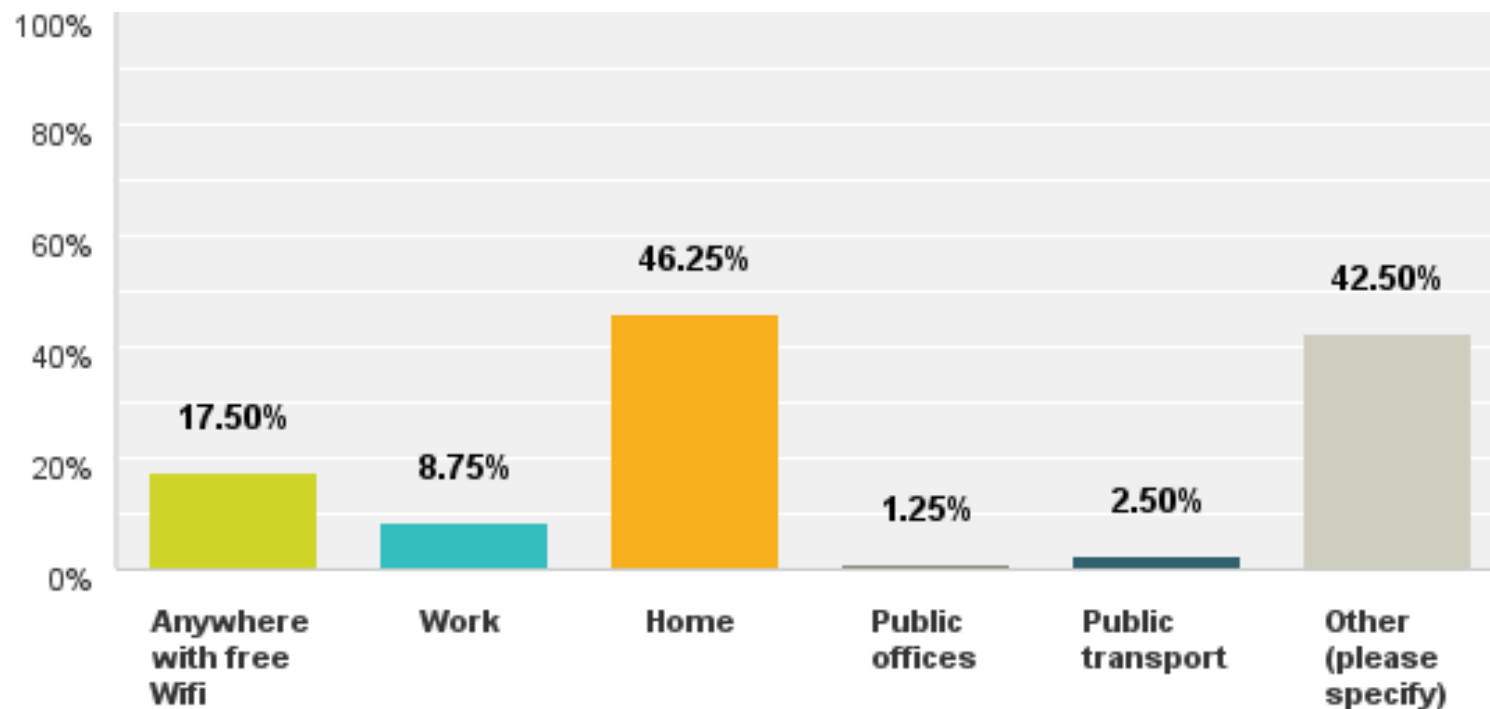
# Digital Skills

How do you rate your skills in using the following digital tools? (1 is 'Very poor' and 5 is Very Good)



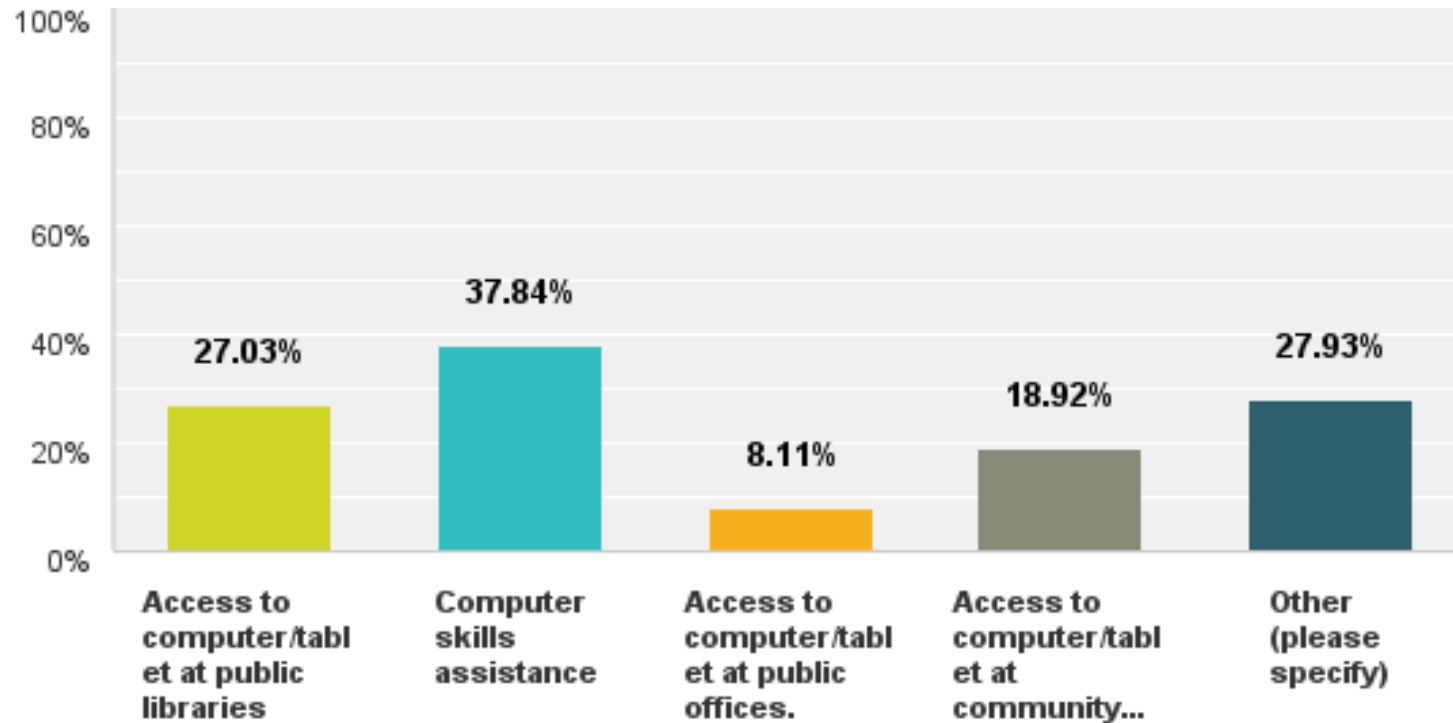
## Digital Skills

Where do you access the Internet most (select two)? (n=80)



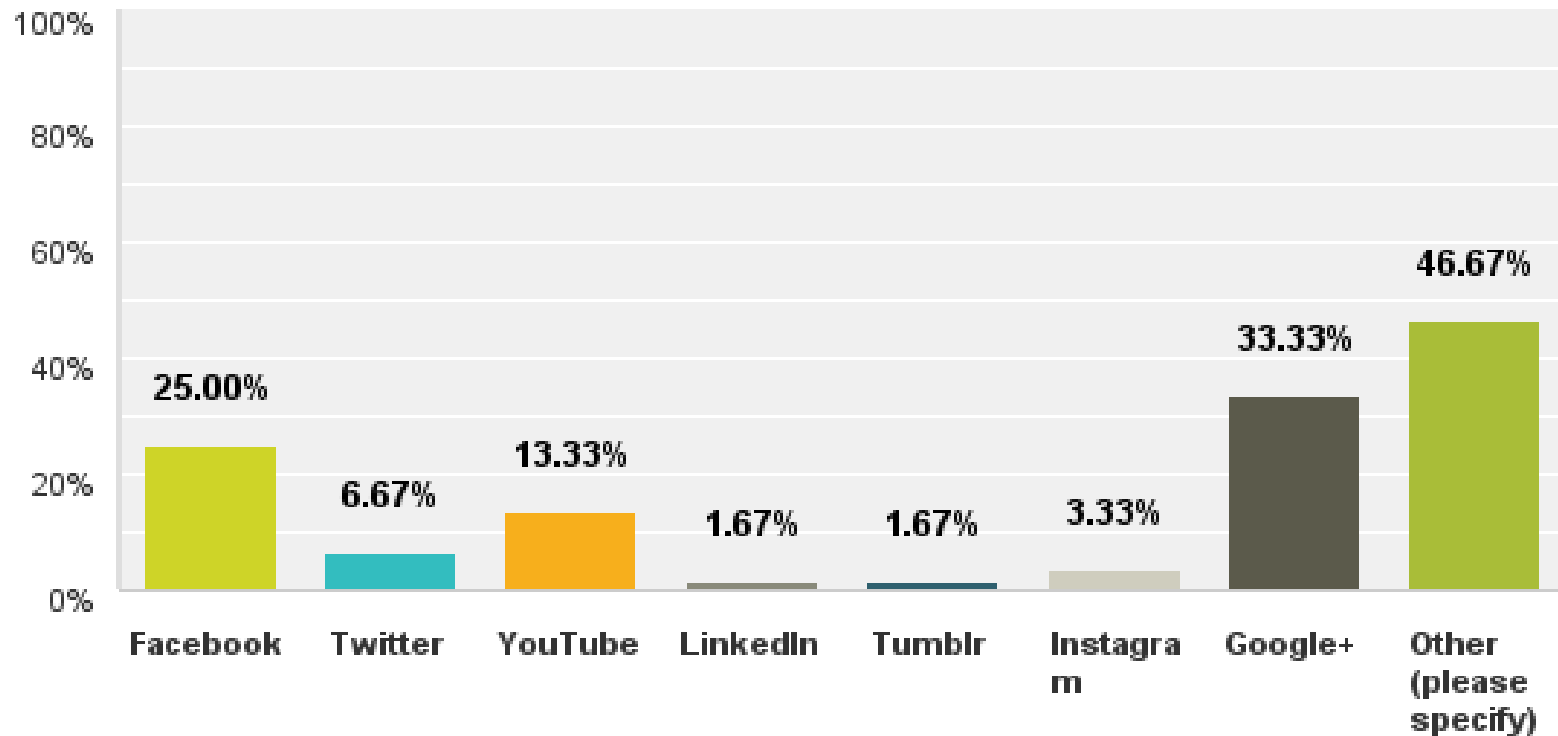
## Digital Skills

What would help you to better use public services over the Internet?  
(n=111)



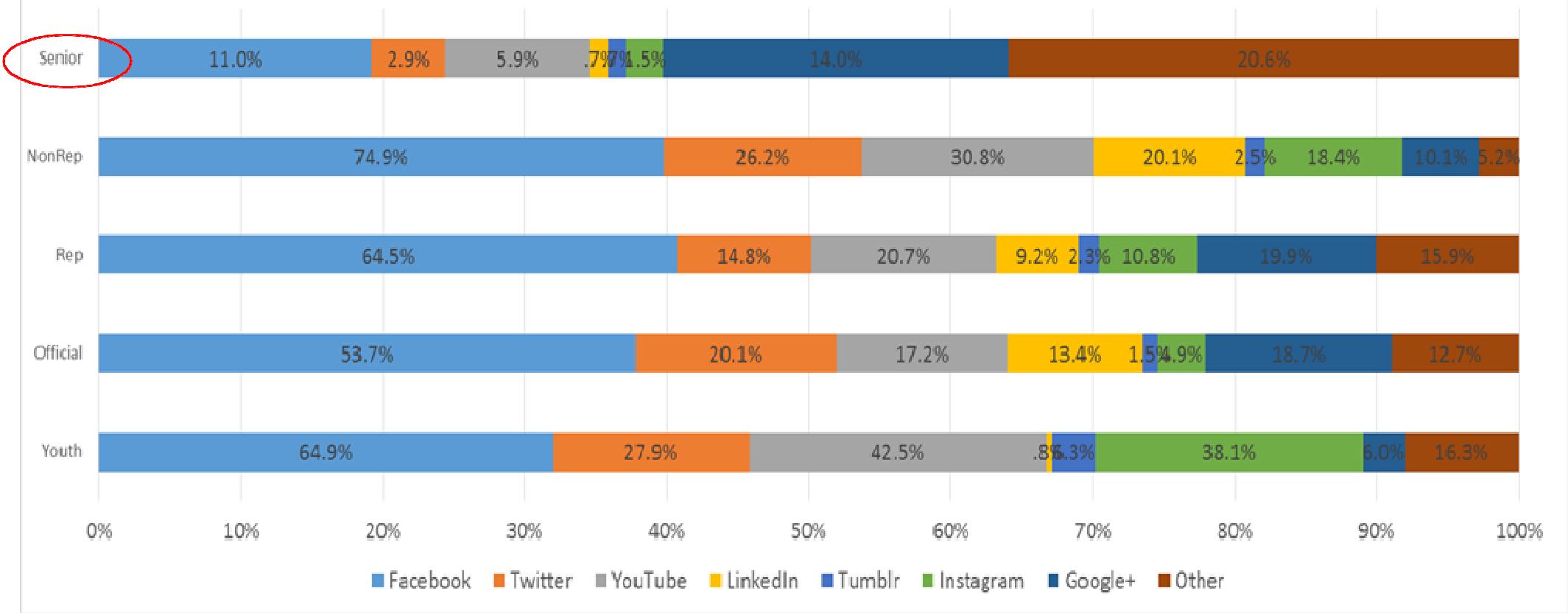
## Digital Skills

What social media do you use most? (n=60)



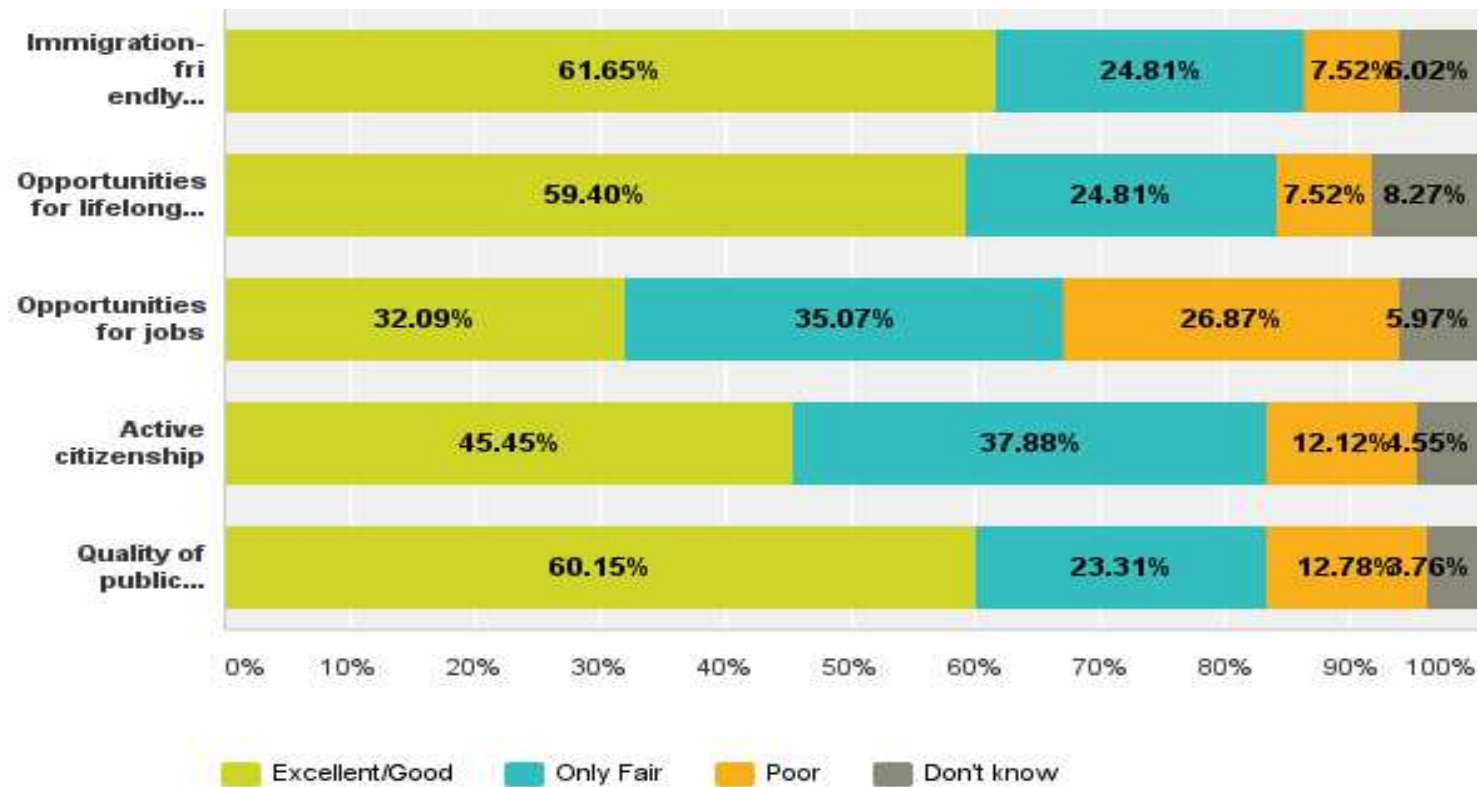


What social media do you use most?

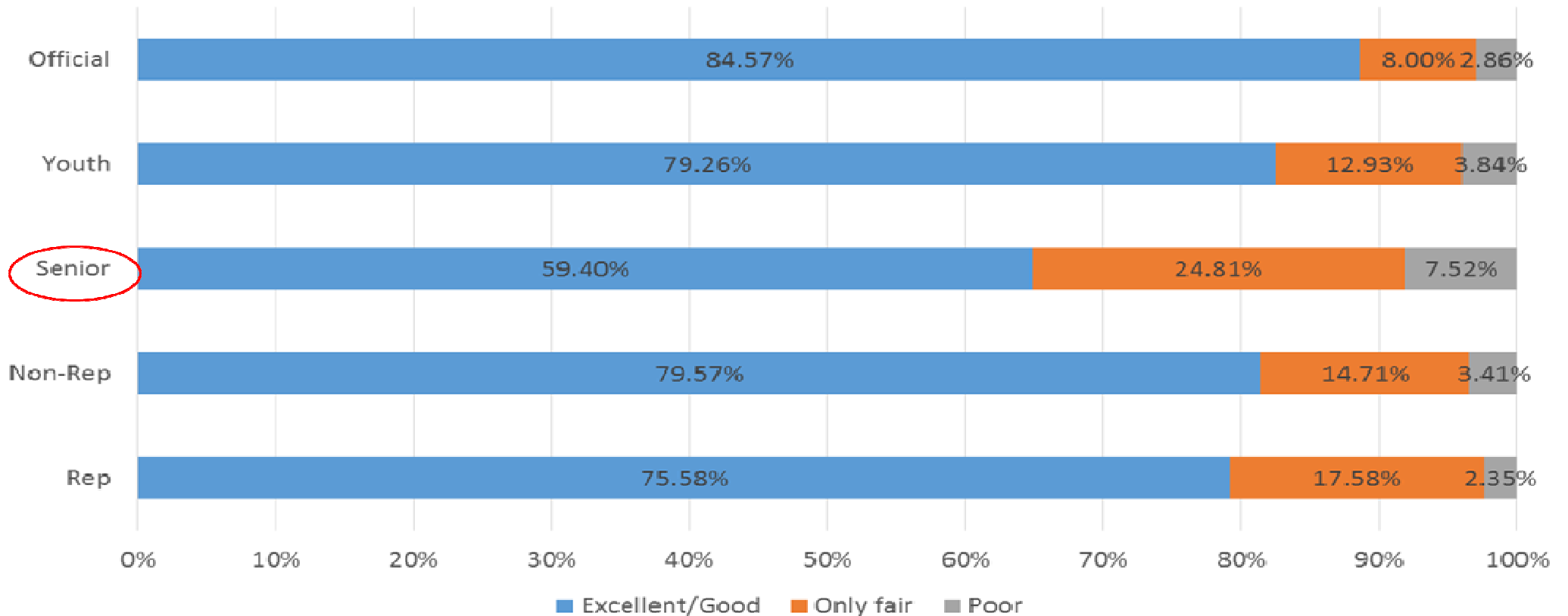


# Assessment, access, and usage of public infrastructure

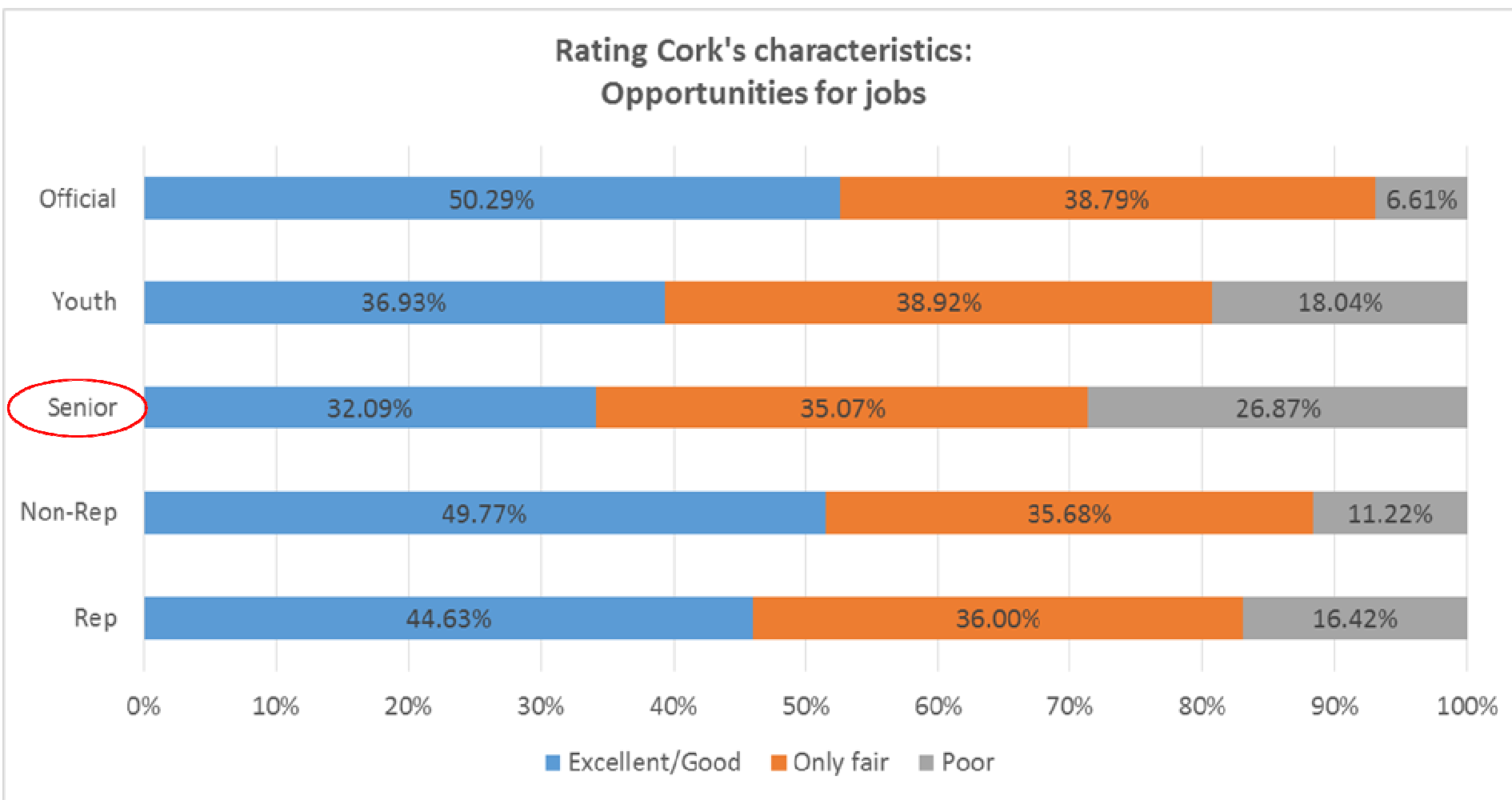
How would you rate the following characteristics of Cork? (n=139)



### Rating Cork's characteristics: Opportunities for lifelong learning



### Rating Cork's characteristics: Opportunities for jobs



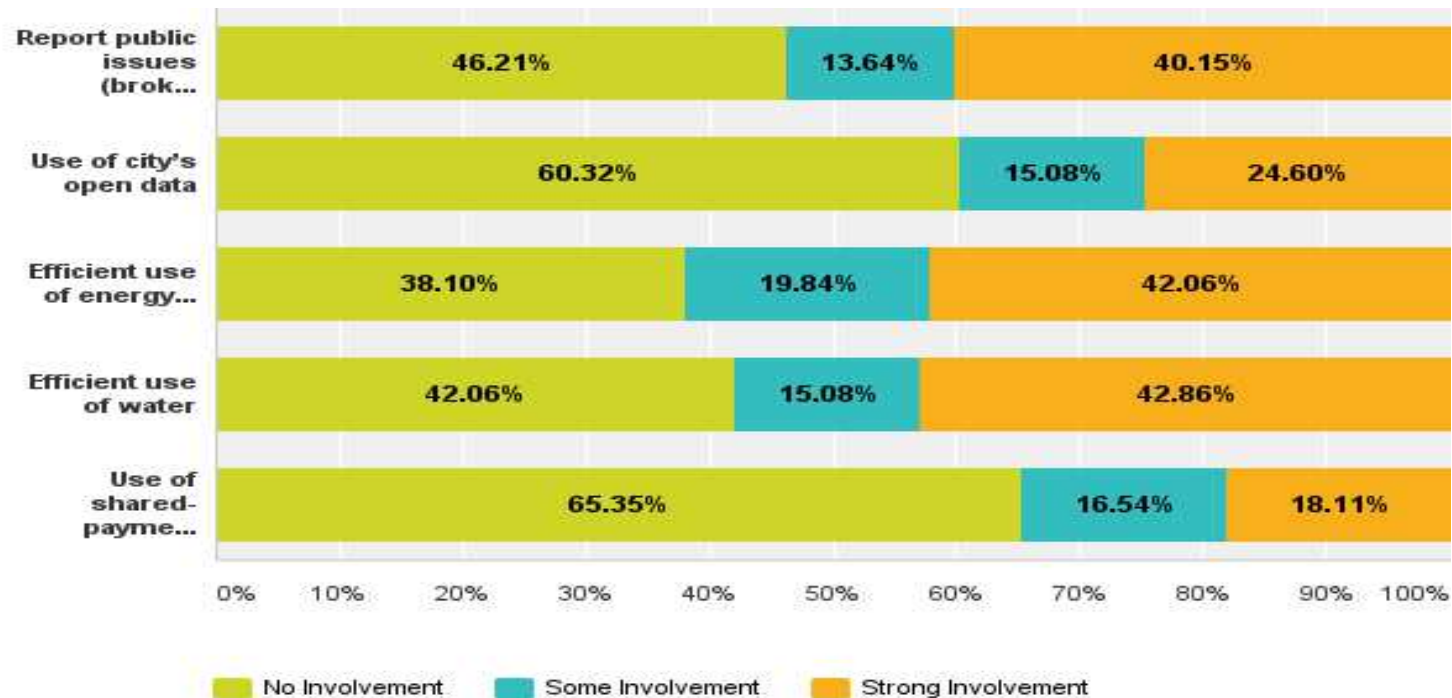
# Assessment, access, and usage of public infrastructure

Please rank the following (1-5) in terms of their importance to Cork's future (n=139)



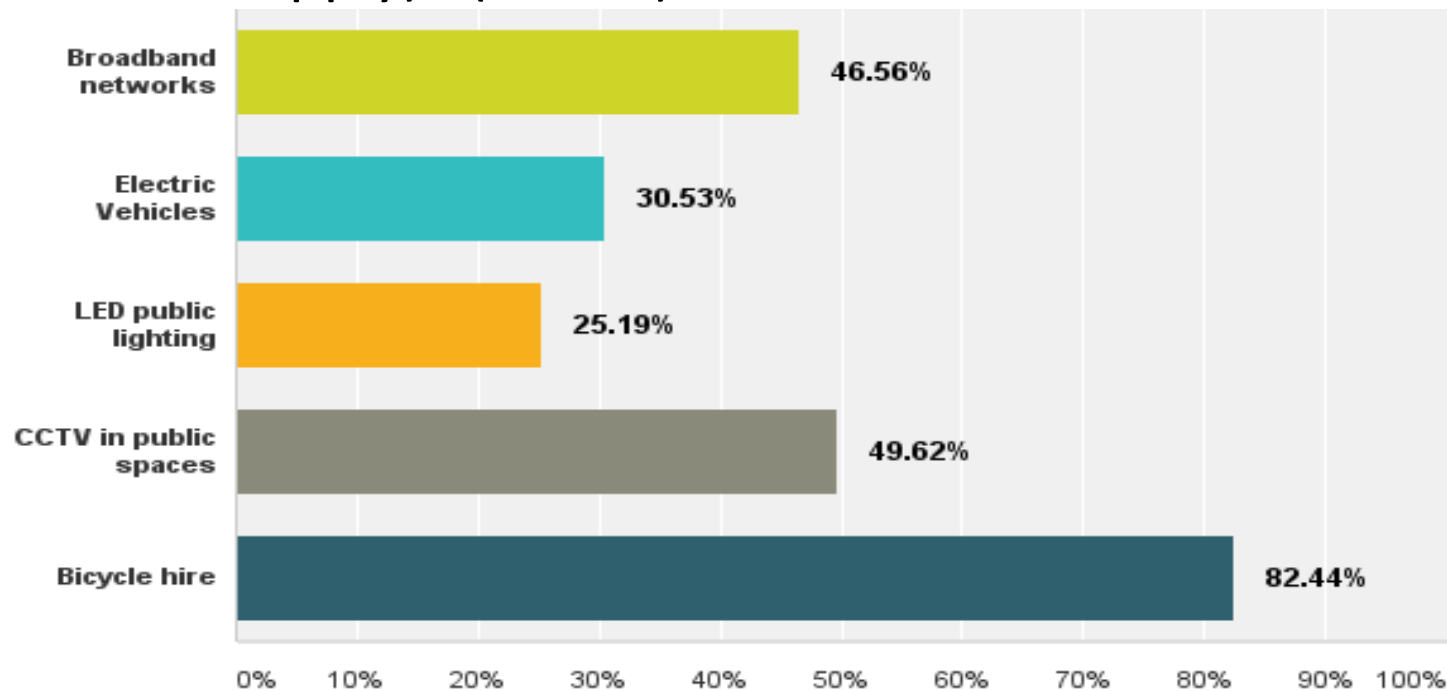
# Assessment, access, and usage of public infrastructure

How much involvement do you want in the following future Smart City projects? (n=133)

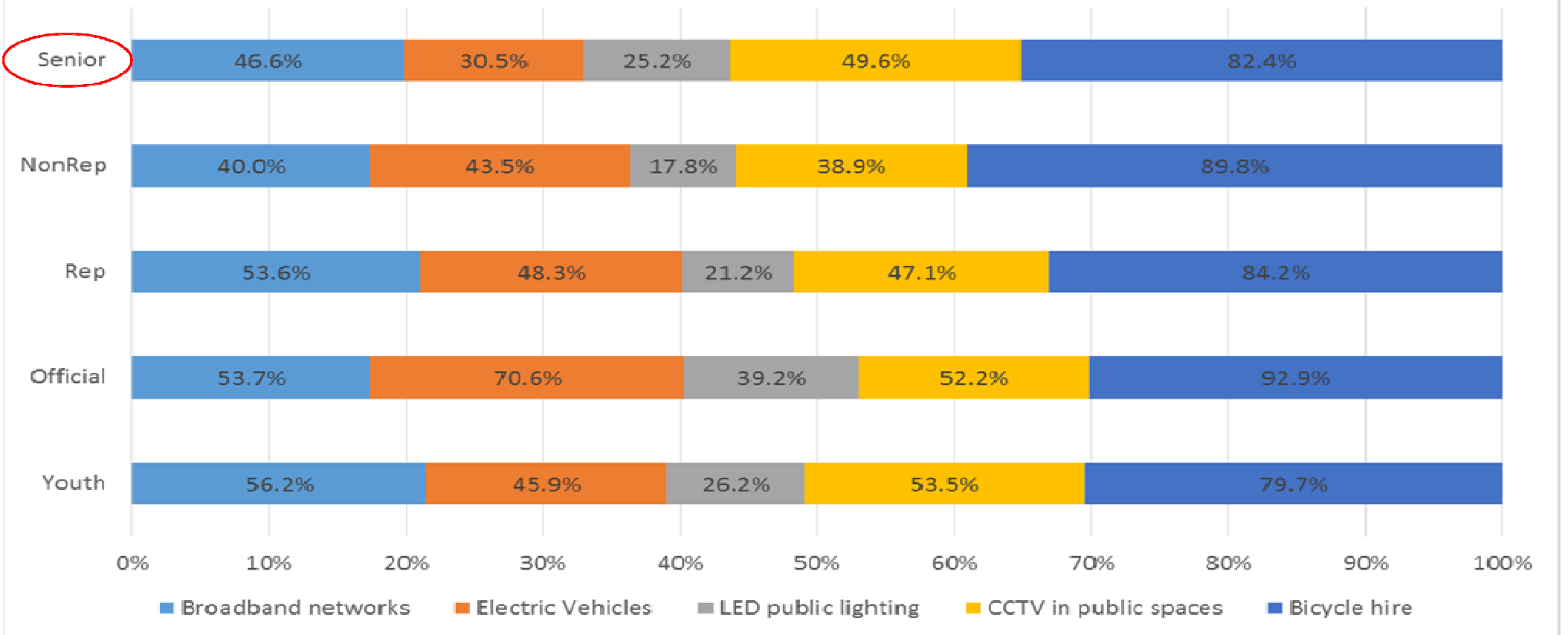


## Assessment, access, and usage of public infrastructure

Please indicate if you know about any of the following Smart City projects in Cork (tick all that apply)? (n=131)



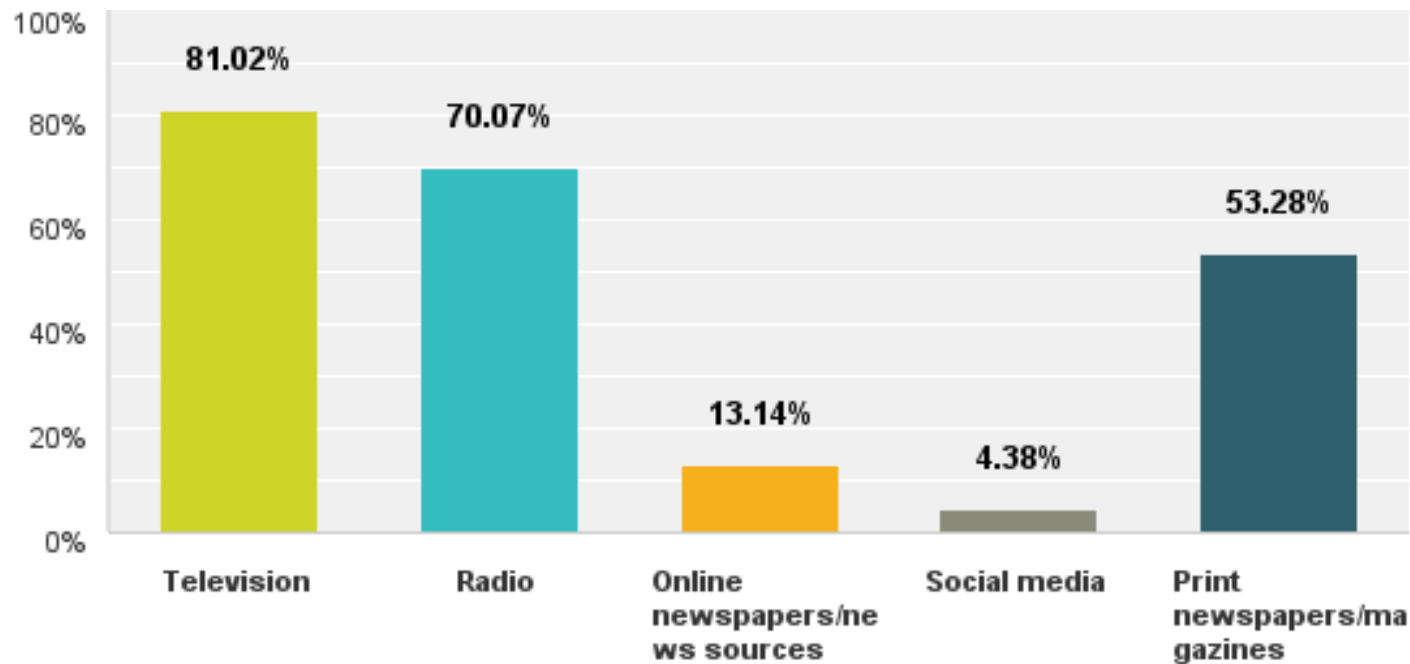
Awareness of the Smart City projects in Cork





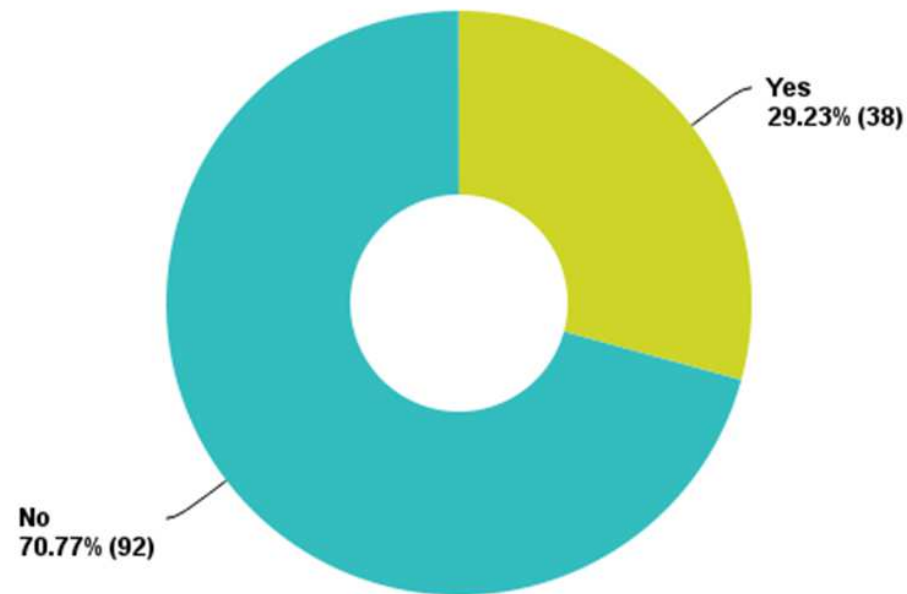
## Assessment, access, and usage of public infrastructure

What are the primary sources of information that you use on daily basis? (n=137)

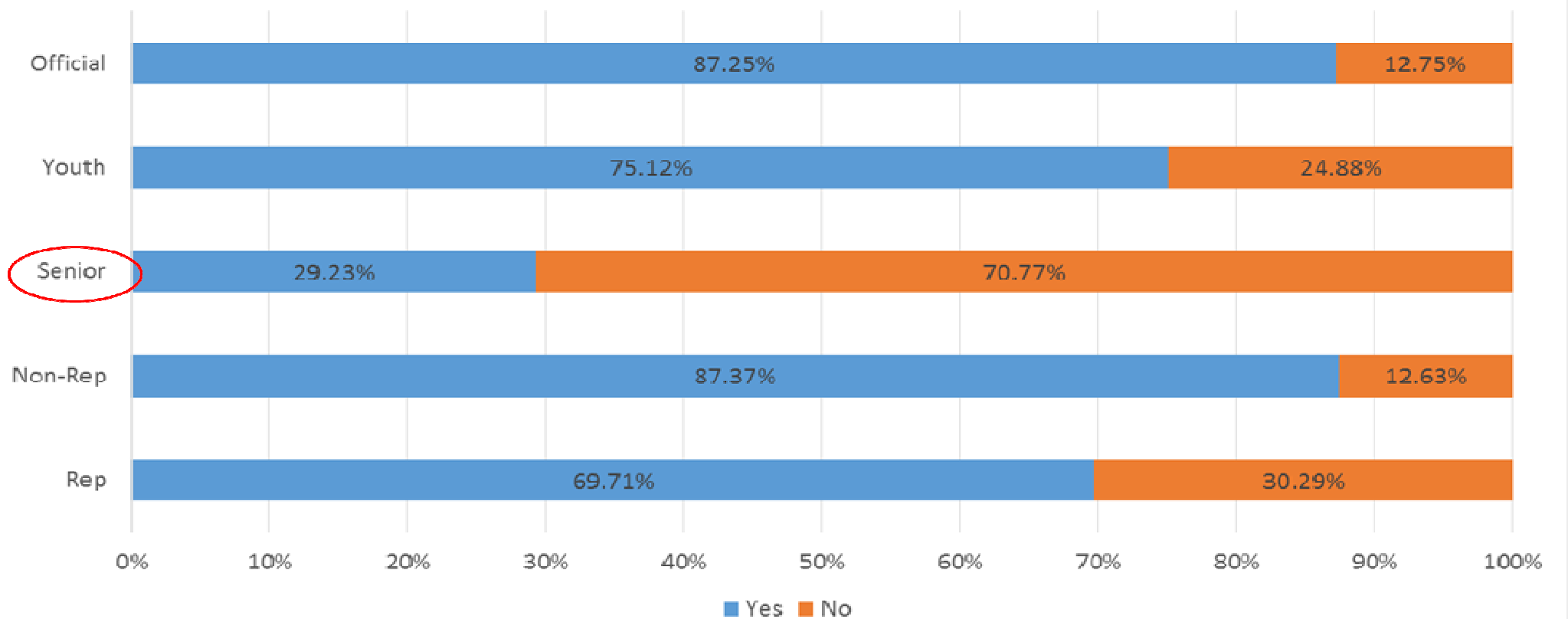


## Assessment, access, and usage of public infrastructure

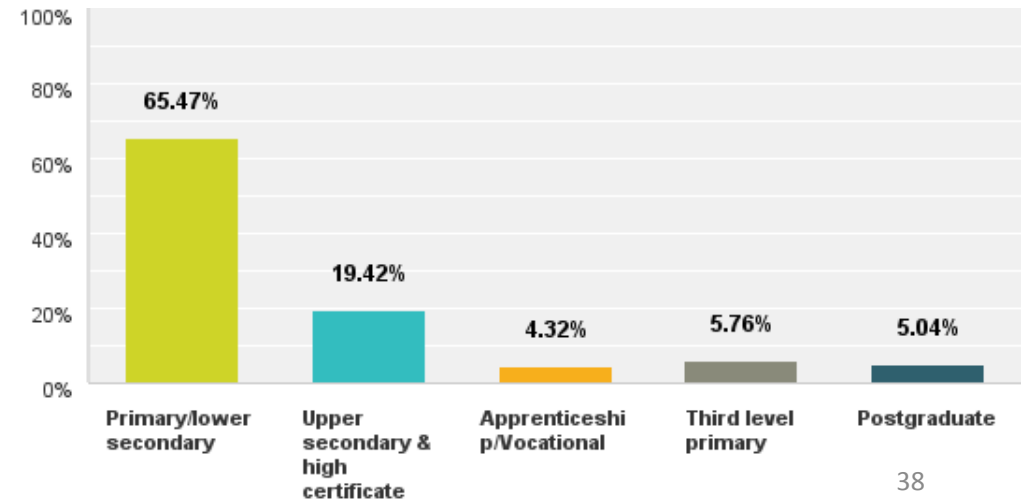
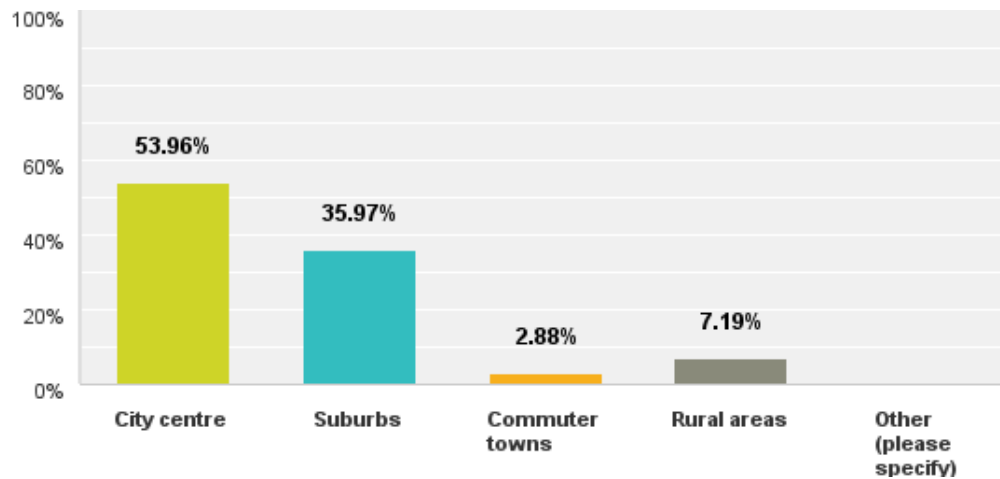
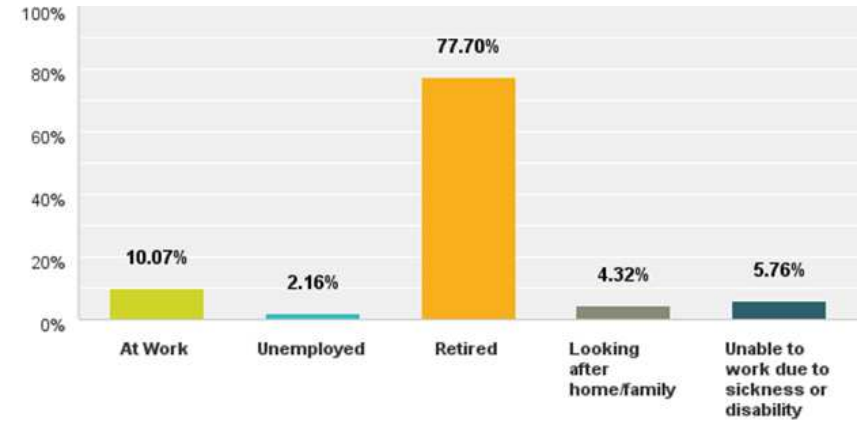
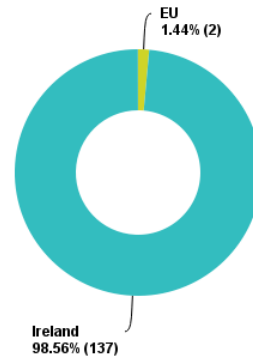
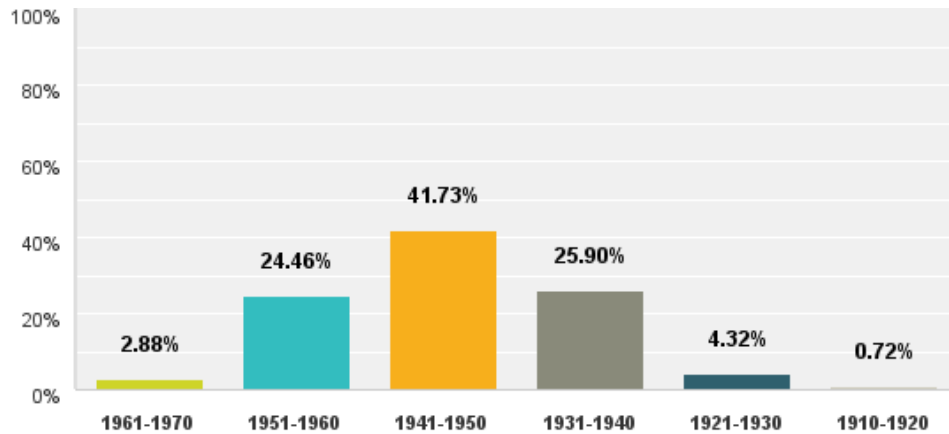
Would you use a smartphone app designed specifically for Cork? (n=130)



### Would you use a smartphone app designed specifically for Cork?



# Demographical characteristics



## Findings

- Seniors in Cork have good awareness overall of what's happening in their city: lifelong learning, immigration, jobs, health and wellbeing, public transport
- They are sceptical about the “Why” of the participation in local issues, but they believe their participation would have impact in making cork a better place, despite “Too few” opportunities available
- Less than half of the seniors volunteered but those who did, wanted to help people and they need more info and support from local community
- They care about energy, water efficiency and public issues and are aware of added infrastructures (shared bicycles, CCTV, broadband, EV, LED)
- They use and want to be communicated with via mobile phone (64%); land phone; and post; have some experience using Google and Facebook
- They get info via TV, radio and print and like to use text (SMS) while struggle with other digitals tools (email; mobile apps; online services; and social networks)
- They want to have help with computer skills and access to computer/tablet at libraries and community centres; they don't want to use local smart phone app

## Conclusions

- ✓ Seniors in Cork can benefit from SC technologies with positive participation attitude, good awareness, and willingness to involve
- ✓ Technologies in health and wellbeing; and safe public can help to improve their quality of life in both public and their home arenas
- ✓ Tech in transport (shared lifts) and personal reminder management systems (medications, medical, social and physical activities) can be introduced in trials
- ✓ ICT tools (mobile phones, apps, social networks) can connect them with extended families, friends and social support groups
- ✓ Skills training is important for the seniors; youth volunteers can help
- ✓ ICT hardware (PC, tablets) should be available in day care, community centres and public libraries; learning groups can be formed and nurtured
- ✓ Awareness campaigns re new programmes benefitting or targeting the seniors should go via TV and radio programmes and prints.





# Acknowledgments

