

Transparent CITY

Participatory Design Research REPORT

Partners:



Amsterdam University
of Applied Sciences

**CIVIC
INTERACTION
DESIGN**

Co-creation workshop - Work Package T1.3



INTRODUCTION

In a democratic society, the increasingly rapid development and deployment of technology into our public commons should be questionable for both citizens and civil servants alike. Whether you are a policy maker or concerned citizen, we need more transparency, accountability and contestability to understand if these technologies are in fact helping or harming our society?

Over the last 6 months, Tapp and Human Values For Smarter Cities explored the many perceptions and opinions of these technologies from citizen's perspective (bottom up) and from the local government perspective (top down) respectively.

The results of the sessions and workshops were fruitful and constructive.



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Tapp is a consortium partner of [Human Values For Smarter Cities](#).

In Q1 & Q2 of 2024, Tapp and AUSA worked with a citizen panel group from the Responsible Sensing Workshop (10.2023) who wanted to explore participatory processes in more depth and want to continue a co-creation process to drive a more human-centric value system for smart city technologies.

These Civic Validation Sessions are apart of the 4 year research project Designing Understandable Machine-Vision Systems in Public Spaces

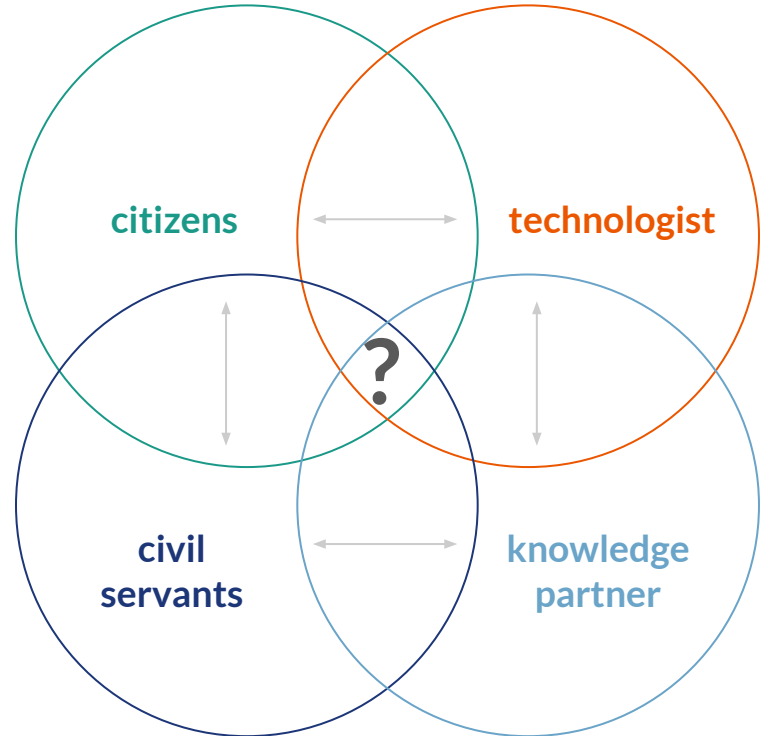
WORK PACKAGE

- Introduction
- Ambitions
- Participatory Process
- Dialogues on Transparent Cities
- Civic Validation Session
- Key Findings
- Advice going forward
- About Tapp

AMBITIONS

Since the start of 2024 we conducted a number of sessions with a diverse panel group of 1) engaged citizens, 2) a technologist, 3) participatory designers / knowledge partner and 4) civil servants. This composition allows participants to better understand:

1. What are the concerns from the public and political perspective?
2. Where do the concerns come from?
3. How can we create a more open dialogue between technologists, citizens, designers and civil servants?



Participatory Process

Citizens

The citizen panel group was as diverse as it was engaged. The members are deeply involved in civic life and local decision-making processes, ensuring community perspectives were recognized and how the rapid deployment of smart city technologies are impacting personal health, social inequality, and many other socio-economic issues.

We came to a new way of working with two key players in this group; Irene & Liselore



The project team met the concerned citizens for the first time back in October 2023 at the “Responsible Sensing Workshop”

Technologists

As a smart city design and development group, Tapp is committed to transparency and privacy. Not all data collection is good, but with citizens rights in mind, data can be used to improve lives, services and even the environment



Tapp - Smart City Architecture believes in human centric urban-tech to create sustainable living environments. To achieve this Tom works with citizens, policy makers, designers and data and IT engineers

Civil Servants

City council members politicians and civil servants also see the emerging threat of data collection in public spaces and “not just because it can be done”...

On 17 January 2024, Het Parool Newspaper published an article that criticised data collection policy from City of Amsterdam.

Plus Interview

Groenlinksraadslid Elisabeth Ijmer wil de datahonger van Amsterdam stoppen: ‘Waren mensen wel op de hoogte dat ze gefilmd werden op het Marineterrein?’

De gemeente moet digitaal onafhankelijk worden en ophouden met de datahonger naar gegevens van Amsterdammers. Donderdag gaat GroenLinksraadslid Elisabeth Ijmer met die inzet in debat met de raad. ‘Wil je echt steeds meer gevolgd worden? Ik denk het niet.’

Tim Wagemakers 17 januari 2024, 03:00



Knowledge Partners

Smart city technologies promise improved urban living and management but pose ethical challenges. Human Values for Smarter Cities knowledge partners advocate for human values in tech development, ethics for trustworthy AI, and digital rights.



Project partner lead Mike de Kreek using TADA as a way to measure the values and principles of scan car AI.

TH/NGS Conference Rotterdam | 15 December 2023

MAPPING

The citizen panel group was concerned about the number of invasive technologies flooding our built environment. They voiced many concerns how these technologies can impact privacy, health and well being. The panel could see many of these camera's, antennas and other devices from street level, but had legitimate concerns and questions what do they do? why are they there? Who put them there?



Fig.2

Photographs from citizens documenting the many types of cameras, smart lights and other devices around Leidseplein Amsterdam. The panel group made a PowerPoint cataloging the types and locations of the devices

Dialogues on Transparent Cities

Public Meetups

08 May 2024, Argan together with the HvA organized a public debate on “**Smart City, modern city or digital prison?**” asking concerned citizen about privacy and government control.

The participants discussed the possibilities and dangers of the smart city - where technologies and data are used to manage public space. Debate between knowledge partners, officials and public ranged greatly from corona, education, addiction and government surveillance.



Smart city panelgesprek | Argan 08 May 2024

Public Policy

18 May 2024 - Motion to City of Amsterdam by council members IJmker (GroenLinks), Krom (Partij voor de Dieren), and Garmy (Volt):

The motion highlights concerns about data collection projects in public spaces, revealing incomplete information and a lack of clear policy objectives. The municipality lacks sufficient control over these technological applications, despite steps like creating evaluation protocols and Quality Assurance Acceptance Criteria. These measures, however, do not address whether such technologies are appropriate. Given the privacy and freedom risks associated with data collection, caution is advised. It is essential to clarify project objectives, consider non-digital alternatives, set timeframes, establish success criteria, and make evaluations public. The City Council is urged to adopt these guidelines for future projects involving data collection in public spaces.



5 - Kennisnemen van de raadsinformatiebrief over projecten die data v
openbare ruimte

**GROEN
LINKS**

Elisabeth IJmker

[Vergadering Raad 29-05-2024](#) (timestamp 1:48:00)

Civic Validation Session

Diner Pensant

On July 4th 2024, we invited our inner circle of trusted civic interaction designers, citizen activists, and a city officials to the **Diner Pensant**, an invite-only “Thinking Dinner,”

During this dinner, we discussed transparency, serviceability, and impact of smart technology in public spaces.

Our team started with a general overview of various societal, academic and technical perspectives.

Over dinner the participants broke into 4 different groups to tackle various questions on transparency and governance.

Enkele vragen vooraf om over na te denken

- Wat is volgens jou nodig om grip en transparantie te ervaren m.b.t. zogenaamde “slimme technologie”?
- Wat houdt voor jou dienende technologie in? Kun je een voorbeeld bedenken waarmee huidige technologie dienend aan een vreedzame gemeenschap gebruikt kan worden?
- (voor wie de “slimme” stad mede vormgeeft): Hoe ervaar je jouw menselijke waarden in verhouding tot opdrachten binnen jouw functie?

Als je deze vragen kort kunt beantwoorden en je (voorlopige) antwoorden mee wilt nemen is dat behulpzaam.

BEELD over TRANSPARANTIE

Het beeld van transparantie
betrokken partijen. Door samen
schijnen op

-uit

* De not look outside yourself

De aanleiding: Door gebrek aan bottom-up transparantie over de introductie en uitwerking van zogenaamde “slimme” technologie in de openbare ruimte van Amsterdam is de uitdrukkelijke wens ontstaan dit bespreekbaar te gaan maken met een brede en open groep betrokkenen.

‘Wij’ een collectie van burgers, een onderwijsinstelling en tech innovator, zijn sinds een aantal maanden bij elkaar betrokken geraakt rondom dit thema en komen hierover graag met mensen uit allerlei “domeinen” in gesprek.

Met het diner pensant willen we een informele bijeenkomst organiseren waarin we met elkaar in gesprek gaan over de transparantie, dienstbaarheid en impact van zogenaamde slimme technologie in de publieke ruimte van Amsterdam. Wij doen dit niet zozeer vanuit functies, maar vanuit overstijgende menselijke waarden, die we helder willen formuleren met de andere betrokkenen. Alhoewel we dit proces open en zonder veroordeling naar individuele mensen ingaan, is er volgens ons wel urgentie om grip op technologie en het “slimme” systeem in wording te krijgen.

We hopen dan ook op snelle uitbreiding en inspiratie van geïnteresseerden die mee willen denken en op terugkerende bijeenkomsten om dit samen vorm te gaan geven.

Op het Marineterrein van Amsterdam is een zogenaamd “Living Lab” waar allerlei nieuwe toepassingen op het vlak van deze “slimme technologie” uitgetest kunnen worden. Wat dat precies inhoudt zal vanuit verschillende ingangen op locatie toegelicht worden door de betrokken partners van het Marineterrein maar ook burgers die hier kritisch op zijn.

Graag gaan we met jullie hierover in gesprek, onder genot van wat te eten en drinken.

Stapp 2024

Team 1 Results



Members:

Irene, Simca, Katie, Isa, Geert-Jan

Brainstorm:

It's All About Power!

- Dependence
- The Race Against Technology
- Who Benefits?
- Conditions for Technology = Trust in Democracy... DEMO-CRACY
- What safeguards can we trust?
- Encourage participation in democracy from an early age
- Serving the majority without harming the minority too much
- Who defines a problem >> Option 1, 2, 3 >> 3rd option: False dilemmas
- Is there a case of "Solutionism" at play?
- Does the problem drive the solution or vice versa?
- Is technology essential for efficiency?
- Technological imperative
- We make the choice of which tool to use
- Do you really know what you're asking for?
- The struggle between the roles of civil servant and individual (ethical compass)
- Technology should be a tool, not a goal
- What's in it for us (me) >> Why is it necessary, and for whom?
- Market exploration - customer vs. business
- Can it be explained to the citizen (the layperson)?
- Trust is needed because we don't fully understand it; Comprehension/information-process
- Do we know we're participating? (e.g., Google Maps data)
- It's a commercial vision
- Where does the vision originate?
- Citizens' choices - personal vision vs. financial values
- Being counted >> the feeling of being "measured" everywhere
- Nudging (autonomy vs. influence)
- Impulsive nudging towards digital adoption
- How can laypeople be in control?
- As a civil servant, are you executing (even serving)?
- Some processes that are ethical and open are cut short
- There should be a citizen survey
- If you're heard, it's okay if things don't always go your way
- Facts vs. how people feel
- How does a counting sensor "feel" (as a thing)?
- It's one-dimensional
- Who "feels" the crowd levels in Amsterdam?
- Sharing from a "functional role" or sharing as a person
- Value is something everyone feels
- Sometimes the interest outweighs the process
- Ethics are personal
- "Participizza" evenings

Presentation:

Gert Jan (Police) suggests a suggests 'Particip-izza' event to dive into these issues.

Residents need to understand the tech and species of sensors

There needs to be more 'Info Points' that explain what data is collected

Trust & Dialogue is more important to establish at the beginning of projects versus end.

Brainstorm:

Using Technology as the Holy Grail

Team 2 Results



Members:

Karen, Peter, Liselore, Daan, Anouk, Roy

- This is a protest: citizens are not dumb!
- There's a lack of knowledge among citizens!
- Objective scientific information (>> what is "objective" and who decides?)
- Health oversight is assigned to the GGD, but it's not the right place.
- The GGD only follows directives from "above" and isn't connected with those implementing technology in public spaces. They don't conduct measurements or map correlations with complaints, which was advised by the Health Council. GGDs are executive bodies, highly protocol-driven, and outsource all "thinking" to the Health Council, RIVM, and Platform EMV. This entity struggles with frameworks and translating them into practice (from insider info). It is slow, politically influenced (e.g., by KPN, defense, RIVM), and doesn't keep pace with technological advancements. The deployment of small cells and millimeter waves, for instance, isn't on their radar until at least 2025.
- Everything is measured (air quality, particulates, CO2) but not radiation exposure...why? Citizens are doing this: www.emfkaart.nl
- Smart lampposts? What are they, and what are they capable of? There was surprise at the table.
- Framework thinking is prevalent.
- Knowledge does exist among citizens and the municipality.
- Entering the conversation unbiased.
- You want to feel heard.
- There is a lot of powerlessness among citizens.
- Citizens should always have the option to participate MORE.
- There are also difficult residents. Being a resident is no picnic!
- Civil servants must show COURAGE and BOLDNESS; Use public consultation options! >> It often has little effect; people just refer you upward, and nothing gets done.
- What does the Innovation Board need?
 - BROAD SUPPORT among various experts from different "branches/silos" and MANDATE, so you don't have to go to each department (branch) individually.
- Can the Innovation Board grow at a slower pace?
 - We've grown very quickly, so yes, slower growth is an option. We receive many requests that sometimes are, frankly, far-fetched... (a good follow-up question would be what kind of requests these are and who makes them).
- Perception of something: Is it a subjective experience versus a more "objective" measurement? Example of speeding.
- Citizens may feel that speeding is an issue in a certain area, but measurements show otherwise. What carries more weight? The perception that speeding is happening or the data showing it isn't? Ultimately, isn't it all about the "perception" in society (feeling vs. reason)?
- Human senses should be the guiding factor

Team 2 Results (cont.)



Members:

Karen, Peter, Liselore, Daan, Anouk, Roy

There should be a dedicated civil servant to represent types of tech for public

Are tech solutions even desirable?
Explanations of these tech solutions always appear to be one sided.

Citizens should be invited to co-create & think about smart city tech solutions

Health Issues are often ignored.
Topics like effects/impacts of 5G Electric magnetic waves are too easily dismissed from officials.

There are many misperceptions from citizens to be addressed

There is no process in place to help public understand how sensors & data work

We need more courage "Durfen"
—> dare to do something —> Everyone!

What is the hierarchy, who has rank (decision making authority)

Team 1 Results



Members:

Irene, Simca, Katie, Isa, Geert-Jan

Empowering Transparency: Your Data, Your Choice

- The municipality should collect less data on simple registration forms; for example, when buying a swim pass online or directly at the counter (like at West Pool - Port Area).
- Technology should be an option for me to verify that the road is safe [MdK: which road?]
- The Digital Market Act targets Apple, but there should be a Part 2: introducing 'visual' rules on tracking and the visual design of communications. This includes rules about what information a commercial organization can request from its customers. For example, they should not ask for a birth date, address, or other data that isn't needed to buy a lamp [MdK: I don't quite understand; aren't those rules already in place?]
- Policy: equality between public and private sectors [MdK: unclear] - Currently, in public-private partnerships, the private partners are often shielded if something goes wrong. In other words, they reap the benefits without the risks, as the government (and ultimately taxpayers) bears the cost of damages or bankruptcies.
- Big Tech is NOT transparent.
- Bursting filter bubbles.
- Give citizens agency and responsibility in what happens.
- Short-term thinking in politics.
- Preventing special interest groups... [anything further?] controlling the government?
- All sensing devices should have a distinct color.
- Signals/signs (?)... to explain "What's happening here?" >> QR code for more information.
- Intentions should not be closed to discussion.
- Add a "data zone" to show the influence of online and offline data (what does that mean?) [mdk: anything further?]
- Visual indicator 2: a light to show that recording or measuring is in progress. In other words, ways to make things more transparent/visible.
- Agency: ..., influence/say in rights to dispute.
- Opt-out options when being recorded.
- "Follow me" tech for cameras and WiFi?
- Visualization > ...> color coding >"

Gert Jan (Police) suggests a suggests 'Particip-izza' event to dive into these issues.

Residents need to understand the tech and species of sensors

There needs to be more 'Info Points' that explain what data is collected

Trust & Dialogue is more important to establish at the beginning of projects versus end.

Team 3 Results



Members:

Tom, Paul, Franziska, Jacqueline,
Tom van Lamoen, Martijntje, Robert

Empowering Transparency: Your Data, Your Choice

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- "Follow me" tech for cameras and WiFi?
- Visualization > ...> color coding >"

We need more citizen science projects to measure and share things like air quality etc.

Centralization of data is dangerous, AI and Blockchain is capturing (harvesting everything)

There is a feeling we need to focus discussions on Government, not just technology

What is the purpose of data collection, who is actually in possession of it?

What are the intentions? (This way we can understand motivation)

Status quo is always opting out, but how can the public opt in as default?

Residents / citizens don't know how tech works, what data is collected

Team 4 Results



Members:

Mike, Eelco, Maartje, Joyce, Janine

Late Lessons from Early Warnings

[MdK: listen to early signs that things are going wrong]
Don't reinvent the wheel everywhere
[MdK: learn from one another]

Dialogue is gradually disappearing
Decisions need to be centralized
Should the Tada principles be routed through the council, or did you mean evaluated by the council?
4 of U cases
Led by society
Your table had a particular user case, right? Maybe expand on that?"

If a smart city contract is organized, do the civil servants actually know what they are asking for?

If a smart city contract is organized, do the civil servants actually know what they are asking for?

Experts (like Eelco) provide super valuable insights

Team felt Polarized

"Nudging" how does that actually work?
Citizen don't want to be manipulated, but the city would like to move people to more desirable / safer locations by suggesting different routes

If a smart city contract is organized, do the civil servants actually know what they are asking for?

We need a bigger play-space "speel-ruimte" to experiment, tryout & test things without punishment. Such a space gives civil servants the room to experiment with policies like privacy, transparency, participatie etc.



Plenary Collection Flower (Area of Transparency 1)

Appropriate Decision-Making Process:

- Health issues that have scientific backing [but are not widely known/accepted] Forces that push certain narratives are more 'voiced'
- Counting things reduces humanity; quantitative vs. qualitative [in certain cases; do we have examples?]
- Making decisions in light of negative impacts [of applications; the idea of a societal cost-benefit analysis has come up in the project]
- The zero-question – weighing whether technology is desirable and how it relates to a community-focused society
- This is not about going back to zero (no technology), but applying technology where it is beneficial
- Do you know what you're asking [when an idea emerges or is approved in the council or executive board for a new application]
- Example of weapon detection – back to the problem: why would people have weapons? [MdK: detection does not solve the problem; it's merely treating the symptoms]
- --> Experiment: could we have a neighborhood without sensors for comparison?
- What is truly "serving" technology? And serving whom?



Plenary Collection Flower (Area of Transparency 2)

Democratic Deficit:

- Dare to speak up and be heard – both residents and civil servants [and dare to listen; we were talking here, I think – MikedeKreek – also about 'courage']
- It is challenging to get input in the right place
- There is a democratic deficit [this touches on the idea that the participatory process for more physical things in the city is easier]
- There is so much innovation funding [it drives development forward without proper considerations/democratic process]
- Coercion [building on the previous point, is technology being forced upon us?]
- The idea of the smart city [where does it come from: private sector --> government] Less "expertocracy" and more democratic deliberation about values, goals, and means
- Who is in charge in public-private partnerships?
- A freedom of information (WOB) request is a lot of work [for both sides]
- Could we come up with a procedural proposal for a better democratic process regarding smart city tech?



Plenary Collection Flower (Area of Transparency 3)

Democratic Deficit:

- Dare to speak up and be heard – both residents and civil servants [and dare to listen; we were talking here, I think – MdK – also about 'courage']
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- Who is in charge in public-private partnerships?
- A freedom of information (WOB) request is a lot of work [for both sides]
- Could we come up with a procedural proposal for a better democratic process regarding smart city tech?



Plenary Collection Flower (Area of Transparency 4)

Underlying View of Humanity / Worldview:

- **Trust / Control:** Many applications seem more focused on control and, therefore, distrust rather than fostering trust.
- **Default Options:** Preference for a default “opt-in” instead of a default “opt-out” for certain applications.
- **Nudging:** Steering collective behavior towards certain choices.
- **Room for Flexibility:** Is there still space to bend the rules, allowing for discretionary freedom?



Plenary Collection Flower (Area of Transparency 5)

Dialogue and Inclusivity:

- **"Open conversation and positive atmosphere"**
- **Citizen Perspective:** "It was great to ask detailed questions to someone from the tech side and hear how seriously these matters are handled."
- **Civil Servant Perspective:** "It was valuable to hear people's concerns and the range of knowledge that exists."
- **From Polarization to Dialogue:** Reflecting on the form and atmosphere of discussion during the meeting.
- **Trilogy of Events:** Considering a three-part series of meetings, with the last one hosted at the municipality. Both sides found it valuable to hear about each other's efforts and perspectives regarding public space applications.



Plenary Collection Flower (Area of Transparency 6)

Transparency Covers::

- Objectives, decision-making, and data.
- **MdK Note:** Looking at the previous content, there are additional aspects of transparency here. Could we conduct an exercise exploring this?

Feedback from the officials

Feedback from civil servants



Eelco Thiellier

Intelligente Toegang & Langzaam Verkeer
Monitoringsysteem Amsterdam (LVMA)
Gemeente Amsterdam

“ It was fun. And inspiring to be part of such a diverse but very nice group of people. Listening and understanding evaporated polarised views. Refreshing. Where the quote "apparently something is missing in the democratic process " resonated. Thanks Tom for the invite and trust.

Feedback from civil servants

“ When developing solutions, I believe it's essential to think from the citizen's perspective, as their needs vary widely. Some people want minimal information, while others want every detail. Balancing these preferences is challenging, but starting with the citizen is crucial. It's easy to get caught up in internal discussions and forget that the end user is the citizen, who often isn't thinking about things like crowd monitoring (technology).

Engaging with them early—through conversations or research—helps guide solutions. While including citizens is key, it's also important to balance time and test solutions on a small scale early in the process.

**Summary from Responsible Sensing Tool Kit [Interview](#)*



Daan Groenink

Innovation Officer Gemeente
Amsterdam (Drone Lab, Impact Coalitie
Safety en Security, Arenagebied
Fieldlab) Gemeente Amsterdam
©tapp - 2024

Feedback from smart city researchers



Franziska Heck

smart cities ethics researcher -
VU Amsterdam

“

Citizens need to be educated about technology to understand and make informed judgments. This could reduce suspicion and help them see the benefits of using technology in public spaces. Citizens and civil servants need to be in constant contact, communicating through channels that reach the majority of citizens (e.g., Facebook, Instagram, TikTok). Civil servants need to show their faces, talk about new projects, and answer questions to humanize the people behind the cameras and sensors. More transparency is not necessarily needed, as the city is already very transparent (e.g., Sensor Register, Algorithm Register). However, most citizens do not research or understand the content (e.g., the Algorithm Register is not easy to read). Trust is necessary for the city to do its best, which is why civil servants need to show their faces. At many tables, civil servants were initially met with mistrust but were able to convince citizens with their humanity and commitment. At our table, there was a lot of discussion about the power imbalance between the municipality and big tech, which is the real problem cities will face in the future. It is even more important that citizens and the municipality work together. The municipality needs to start a charm offensive to capture the citizens

Feedback from safety authority

“ Mijn top take-away where:

- Is technology always the solution and/or shouldn't you first consider the goal and the intention!?
- This is a known fact for me, but it was also nice to hear this from the perspective of the citizen.

I look forward to the sequel Tom!



Geert-Jan Staal

Innovation Support team - Politie
Nederland

Feedback from smart city author



Paul Manwaring

Co-founder City Innovation
Exchange Lab (CITIXL), Founder
IoT Living Lab, Cyber Philosopher

“

Talking to everyone, I don't think citizens fully understand benefits (of sensors, IoT, ai). The event made me reconsider the ([Responsible Sensing](#)) toolkit to get citizens involved earlier in the problem definition phase. For example: Having early stage public feedback can validate whether it's worth funding/ going forward. The dinner reminded me of Ger (Amsterdam CTO) famous quote; “sometimes there is no problem to solve. What's the problem?” Another issues the dinner provoked was: ‘for opting in versus out’; does anyone even read terms and conditions. could the City provide an ‘opt out citizen app’ because enabling power is key, but what happens when too many don't want to participate? What's the percentage of people? Why? What's types of data are ok and not? How do citizens even engage with theese issues? Could we generate more engagement via Podcasts, talkshows, tv / YouTube Virtual townhalls, newsletters w/ organic mailing as a more accessible public forum? Transparency and participation are actually two different things. Often cities create barriers and opportunities that can provide dialogue and data sets . How do we socially validate concerns, fears, worries?

Feedback from City Communications

“ Tough diner! Good food and drinks, and good to see how people feel about these issue (smart city tech) but some opinions felt a bit to ‘firm’. They (concerned citizens) want to be represented by council who can be delegated by voting. We need MORE oversight, to many it’s not enough. We need to answer the question that are not easy to explain. the discussions felt very fragmented. It’s good that citizens are involved in deployments (of urban tech). Its not fun to be a concerned citizen, and it also not fun to be a civil servant in this regard. It was hard for me because i’m in communications for Gemeente. (Daan & Peter are better at discussing these topics, but we are trying our best to help thee city). I talking about Chinese (surveillance state) is not relevant or accurate to how Amsterdam governs <— apparently we (the city) are not succeeding here.



Anouk Wieleman

Project leader - City of
Amsterdam Innovation office

Feedback from Development Community Leader



Jacqueline de Gruyter

Founder of Appril - software
engineer community and Annual
app-making conference

“

I think an easy way citizens can get involved with urban technologies is in the design process. For example, concerned citizens should get involved with how we recognize these monitoring systems in the built environment. Color coding these sensors could be a easy start for the public to design, test and pilot.

Key Findings & Takeaways

1. **Bridging the Gap:** “Enhancing transparency through Q&A sessions that unite policy makers and citizens on technology concerns.”
2. **Shared Concerns, Unified Action:** “Aligning government and public perspectives to tackle unchecked data collection in urban spaces.”
3. **Accountability in Action:** “Establishing stringent protocols for urban technologies to ensure transparency and protect community interests.”
4. **Small Steps, Big Impact:** “Empowering citizens to take actionable steps toward meaningful policy reform and innovative tech solutions.”
5. **Co-Creation at the Core:** “Prioritizing inclusive processes from the design stage to foster better urban environments and technologies.”



Bridging the Gap:

Finding:

There is a clear divide between the public perception of invasive technologies and the many legal requirements required to protect the public from harmful use of these technologies.

Takeaway:

We need more Q&A session and fact-finding missions that match policy makers with concerned citizens. These sessions could be both informative and constructive with the goal to detail where things are working and not working in local contexts



2

Shared Concerns, Unified Action:

Finding:

Politicians and citizens actually share similar concerns of urban technologies. City councils (like Amsterdam) are currently making motions, building coalitions to prevent the similar concerns of 'unchecked data collection from public space'

Takeaway:

Are we on the same page!? We need to dive a bit deeper into and take inventory of where the local government is aligned with the public concerns ..and visa versa



3

Accountability in Action:

Finding:

Political and private actors are exploiting urban technology to advance agendas. Newspaper headlines like “Are people aware that the Marineterrein is filming you?” are used to exploit research projects. The journalists publish inaccurate reports to public without fact checking or investigating the reality

Takeaway:

Deploying these technologies requires strict protocols and procedures to ensure the devices are GDPR compliant, privacy by design, cyber secure, citizen centric and WOB/WOO accessible. Politicians and media need to be more accountable about how these systems work and how they impact the communities they represent.



4

Small Steps, Big Impact:

Finding:

The scope of concern with urban technologies are sometimes too broad and complex to fix at a local level. Corporate greed, surveillance states, and other public trust issues can't be fixed with a few workshops.

Takeaway:

We need to think in baby steps. What (small) concrete steps can concerned citizens take together to implement better public policy, technology solutions and governance systems for all? Crowdsourcing, Creative Commons open standards examples of tools to help scale solutions globally.



5

Co-Creation at the Core:

Finding:

When is the right time to consult with concerned citizens? If creating a more transparent, inclusive, or participatory process by the time tech is deployed, it's too late. We also need to find a way to say 'no' if there is no benefit to the public.

Takeaway:

One of the most critical stages of co-creation of policy or tech development is the design stage. Whether you are designing signage/info points, registries, stakeholder workshops, talks or tours, the co-creating and decision making process is vital our future environments. When done properly the outcomes can create a more holistic approach to policy and urban technology.

Advice Going Forward

Small-Sized next steps

- Define the 'null option'? Is tech even necessary? if tech isn't necessary, what are the alternatives?
- Diner Pensant was 'too short' democratically speaking. How can we scale up?
- Understand how filters like UN Agendas f.i. Sustainable Developer Goals (SDG), Paris Climate Agreement, Corporate social responsibility (CSR), Environmental, Social, and Governance (ESG) play a directive role into future sessions.
- Also look at what citizens see as alternatives, like f.i Agenda 2029 that talks about 'realise potential goals' bottom up approach.
- Lets collate & transcribe the stickies into a living mind map (Miro?) and invite others to contribute to organically

From topdown



To bottom up initiatives

Realise Potential Goals



11/4/24

Agenda 2029 en de Realise Potential Goals

Medium-Sized next steps

- *Organize a Sensor Safari (on the marineterrein) inviting public and city council to discover the devices to learn more about their features, functionality and insights they provide.*
- *'Meet the makers' sessions. Get the concerned citizens and civil servants together to meet the developers of those technologies that concern them.*
- *Organize a session at Pakhuis de Zwijger identifying the various cases we can improve and even fix together.*
- *Invite the younger generations or students to a workshop / brainstorm on similar topics*



Large-Sized next steps

Crowd sourced transparency for sensor locations (think open street map)

Sensor map questions and comments

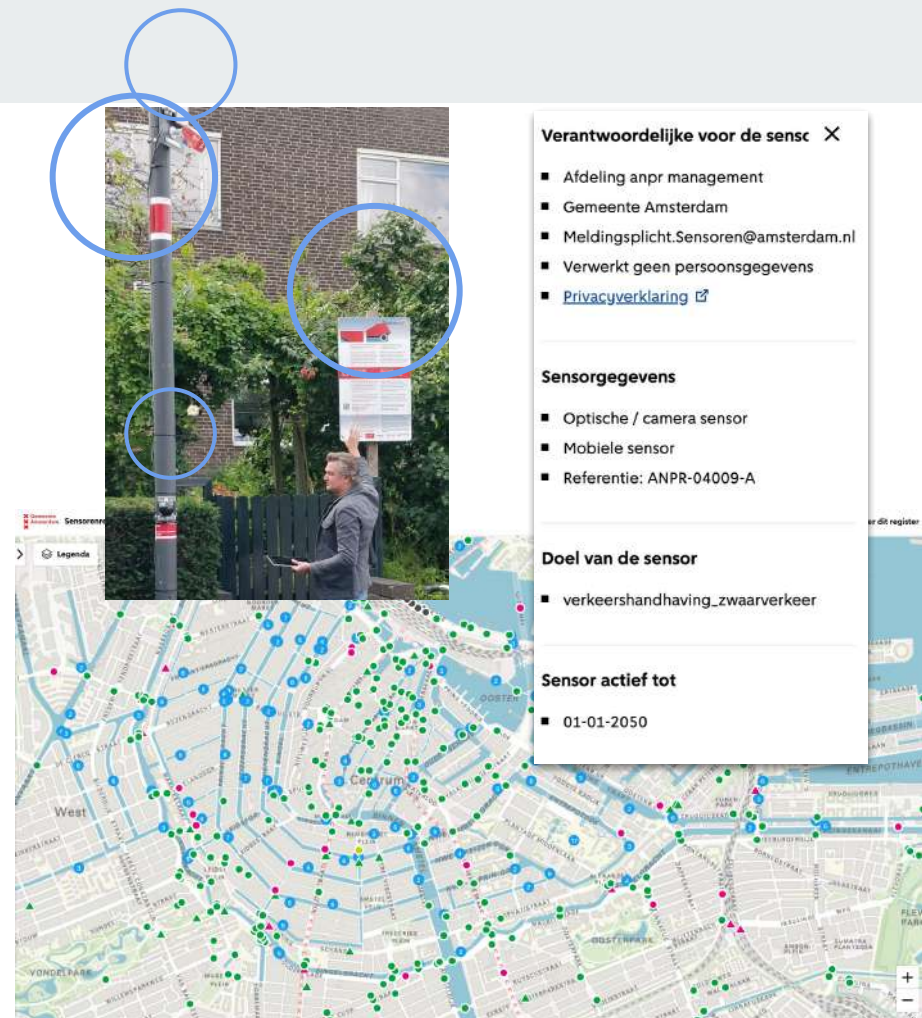
Pictures that map the sensor types in sensors.amsterdam legend

Transparency tours: stickers designs, icons, legibility and understanding test

Mapping accountability of device owners, makers, and data decision makers

Catalogue of more privacy centric technologies (eg. Edge devices, mmWave, shutter cams, shutter doorbell)

Stralingsdetector tour. Crowd source measurements and visualize impacts in city.



XXL next steps

Create EMF free lab. Design and build a public “sensor- or signal-free zone” in the city. A monitor and signal free safe space where we can reproduce the research and papers published by experts and explore with concerned citizens.

Validate the experiences of visitors.

Make politicians aware that the public should be in charge not supranational agenda's





About Tapp.

Tapp is located on The Marineterrein - a public living laboratory to explore learning, working and future living. It contains a number of sensor experiments that collect data to improve city services, experiences and living environments for its citizens.

Tapp works with public and private partners to use this technologies to create more liveable cities.

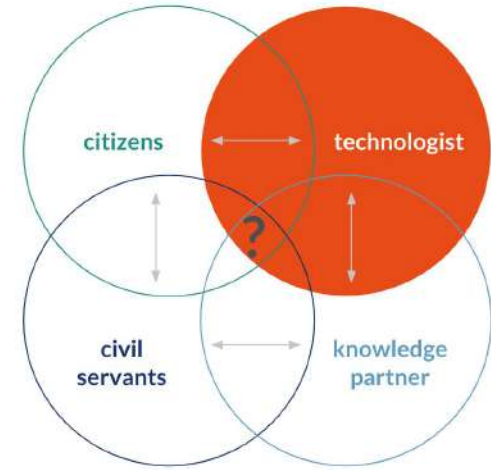
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Disclaimer



*This report is prepared from the perspective of a **technologist**. The author Tom van Arman is not a trained scientist, researcher or analyst, but shares the values and principles as a concerned citizen and knowledge partner of Human Values For Smarter Cities initiative.*

The topics covered in this report have been taken from personal observations and reflections from events, workshops and discussions from the project development

APPENDIX

MOTION 181: declaration as a guideline for new projects, experiments, and pilots involving data collection in public spaces.



<https://amsterdam.raadsinformatie.nl/vergadering/1239297/Raad%2029-05-2024/preagenda>

Watch from 01:27:40 duration: 00:08:45 10



Gemeente
Amsterdam

Motie

Datum raadsvergadering 29 mei 2024
Ingekomen onder nummer 181
Status **Status**
Onderwerp Motie van de leden Umker, Krom en Garmy inzake dataverzameling in de openbare ruimte: niet slechts omdat het kan

Onderwerp

Dataverzameling in de openbare ruimte: niet slechts omdat het kan

Aan de gemeenteraad

Ondergetekenden hebben de eer voor te stellen:

De Raad,

Gehoord de discussie over Projecten die data verzamelen in de openbare ruimte

Overwegende dat:

- Schriftelijke vragen over de inzet van dataverzameling en andere technologische toepassingen in de openbare ruimte hebben geresulteerd in een lijst van 50 projecten
- Uit de antwoorden blijkt dat de informatie over deze projecten onvolledig is
- Dit bevestigt dat dataverzameling en andere technologische toepassingen niet altijd worden toegepast met een duidelijk (beleids)doel
- Uit de discussie blijkt dat de gemeente onvoldoende grip heeft op technologische toepassingen en dataverzameling in de openbare ruimte
- Hier de nodige verbeterstappen in zijn gezet, waaronder het opstellen van een evaluatieprotocol en Quality Assurance Acceptatiecriteria
- Dit protocol en deze criteria geen uitspraken doen over de wenselijkheid van technologische toepassingen en dataverzameling in de openbare ruimte
- Dataverzameling in de openbare ruimte gepaard gaat met serieuze risico's rondom privacy en bewegingsvrijheid en hier dus terughoudendheid gepast is

Spreekt uit dat

Het belangrijk is om terughoudend te zijn met de start van nieuwe projecten, experimenten en pilots waarbij sprake is van dataverzameling in de openbare ruimte en daarbij van tevoren duidelijk te stellen:

