Smart city awareness in Minsk: a case study

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Our activities:
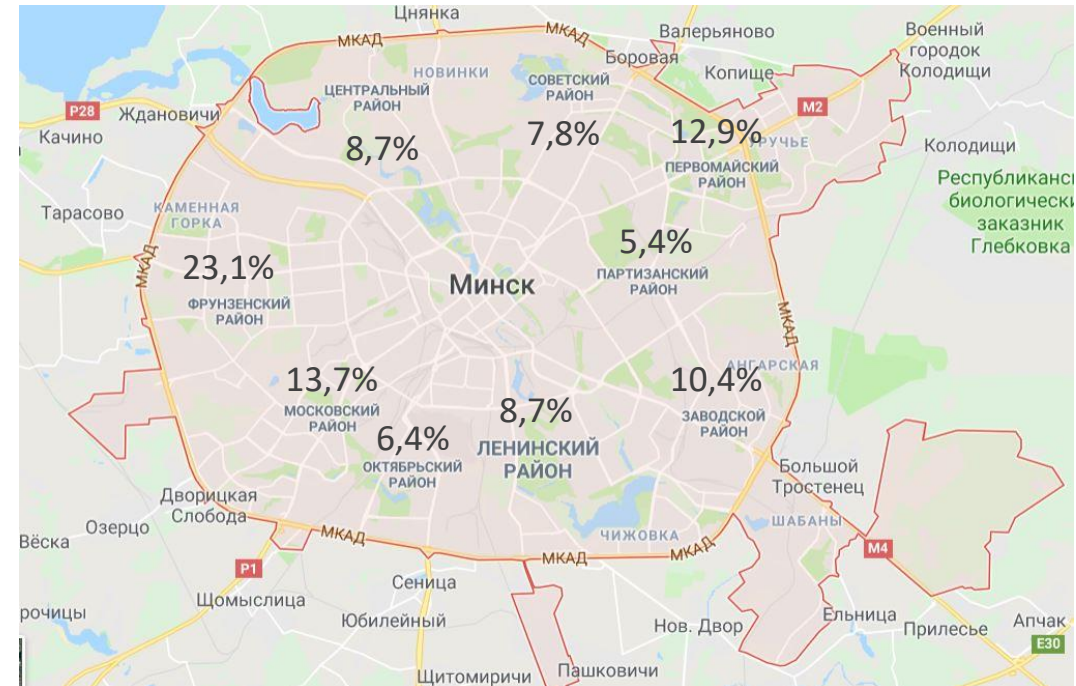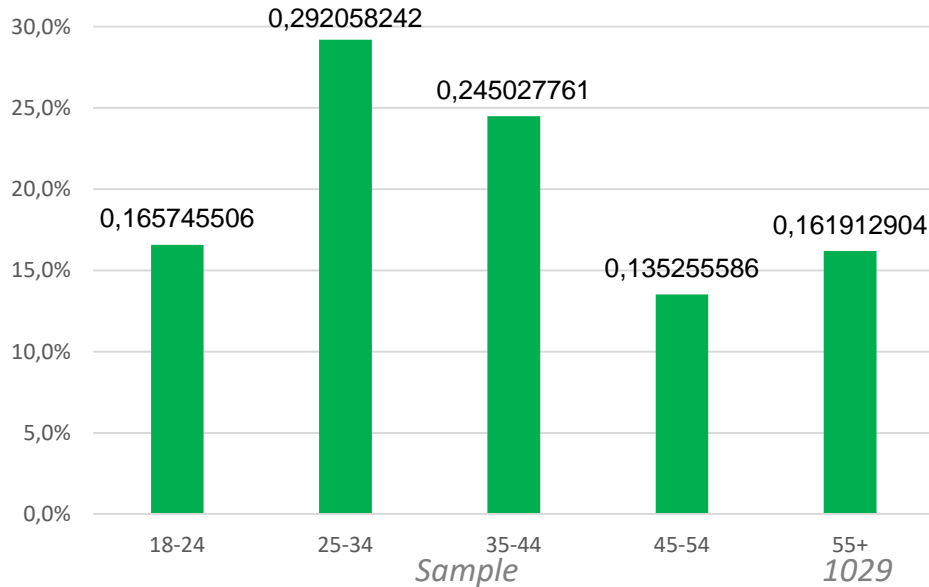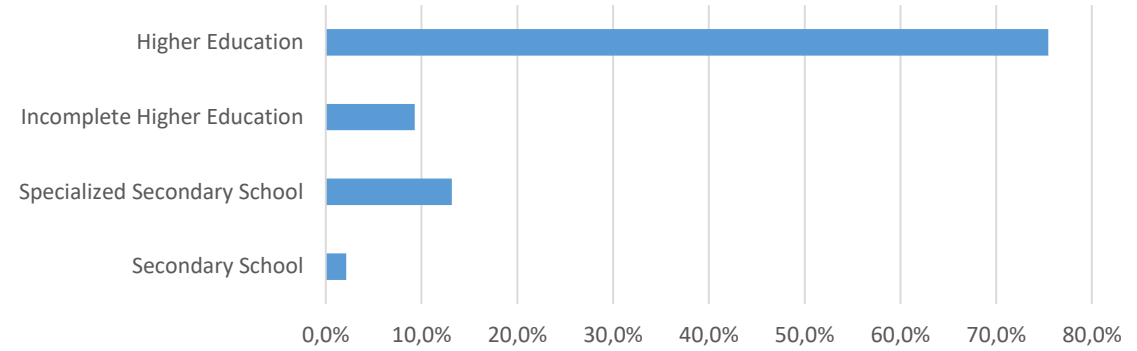
1. Education

2. Research

3. Prototypes

Respondents: Minsk internet users

60,0%
50,0%
40,0%
30,0%
20,0%
10,0%
0,0%

Men   Women

Higher Education

Incomplete Higher Education

Specialized Secondary School

Secondary School

0,0%   10,0%   20,0%   30,0%   40,0%   50,0%   60,0%   70,0%   80,0%

30,0%
25,0%
20,0%
15,0%
10,0%
5,0%
0,0%

0,292058242
0,245027761
0,165745506
0,135255586
0,161912904

18-24   25-34   35-44   45-54   55+

Sample
1029

8,7%   7,8%   12,9%

5,4%

23,1%

13,7%

6,4%   8,7%   10,4%
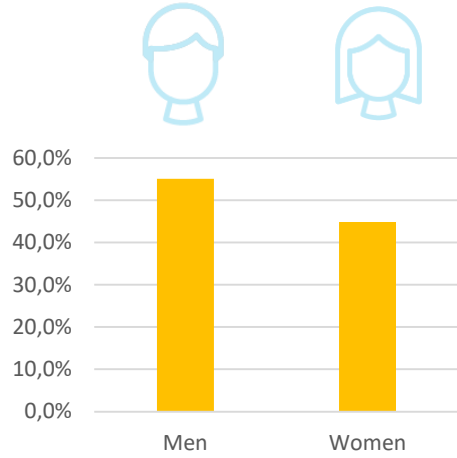
Do you know anything about "SmartCity" *?

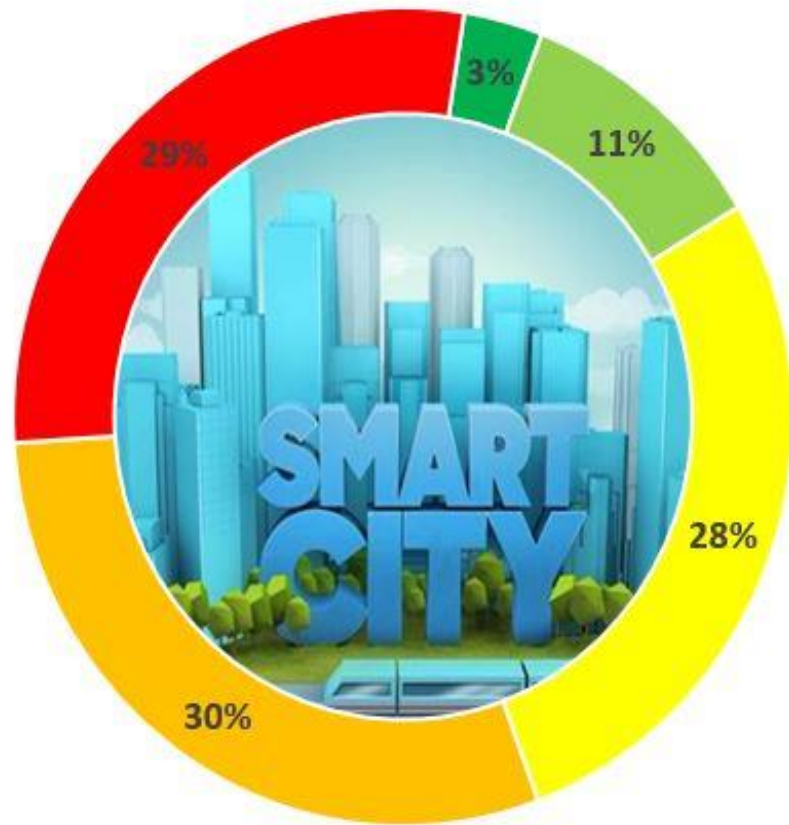*Smart City – a city in which improving urban infrastructure, quality of public services and effective contacts between citizens and city authorities are based on the active use of technologies (telecommunications and wireless networks, electronic equipment and software applications, the Internet of things, cloud data processing and big data analysis).

Source: Baltic Internet Policy Initiative.

Level of awareness of Minsk Internet users

- Well aware - use services and participate in the initiatives
- Quite aware - use certain services
- Aware - read about it, researched it
- Not very aware - heard something, but don't remember what and when
- Not aware,- know nothing about it

3%
11%
28%
30%
29%

Sample   *1029*

Level of awareness of Minsk Internet users

40,00%

35,00%

30,00%

25,00%

20,00%

15,00%

10,00%

5,00%

0,00%

18-24   25-34   35-44   45-54   55+

■ Very aware - use services and participate in the initiatives   ■ Quite aware - use certain services

■ Aware - read about it, researched it   ■ Not very aware - heard something, but don't remember what and when

■ Not aware, know nothing about it   — Линейная (Aware - read about it, researched it)

Sample   1029

Source: Baltic Internet Policy Initiative. 07-08/2018
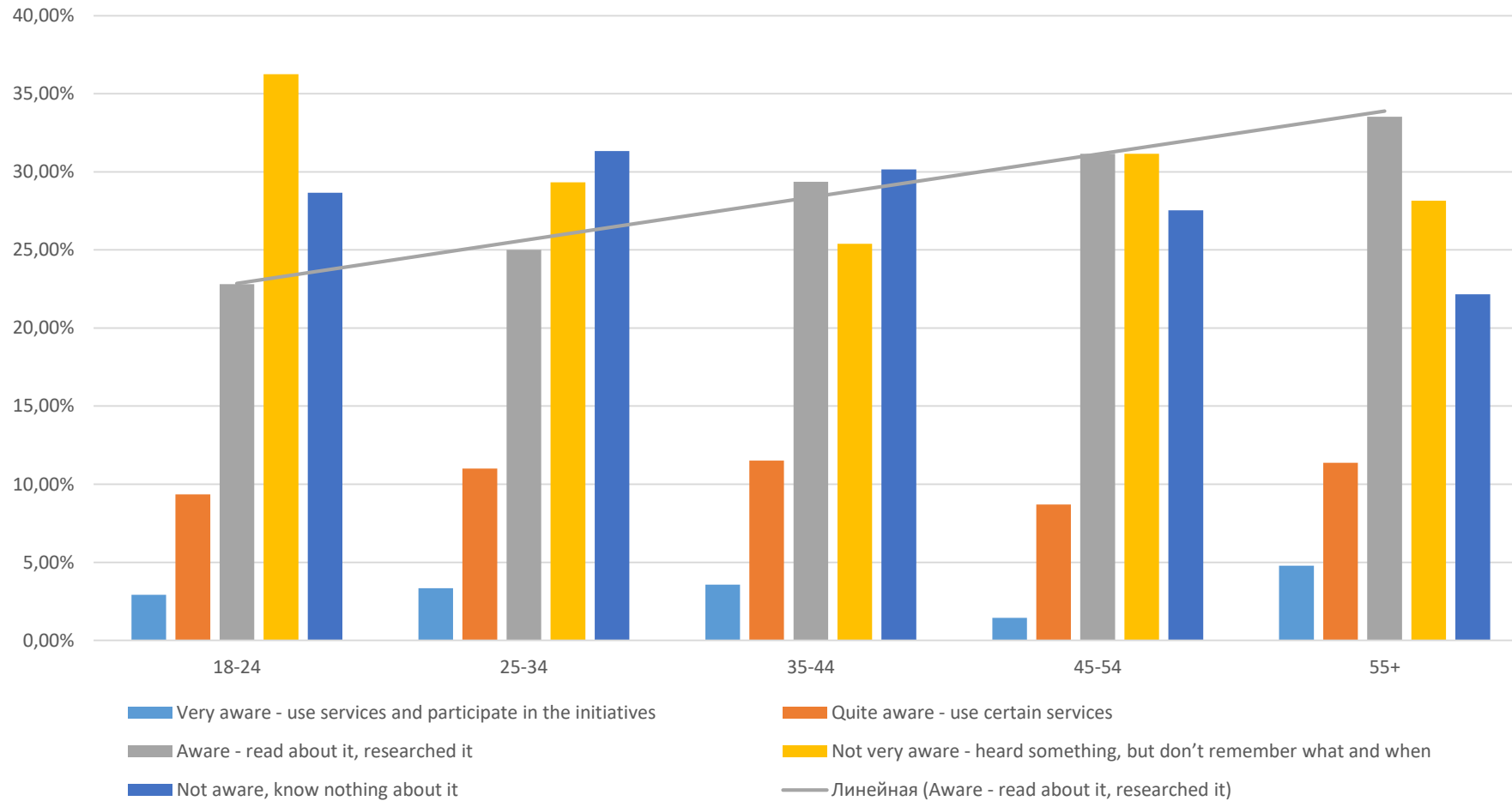
2. What characteristics do you associate with the concept of "SmartCity"

Smart City means

65% New technologies

60% Communications and information

49% Good governance

48% Energy efficiency

45% Urban mobility

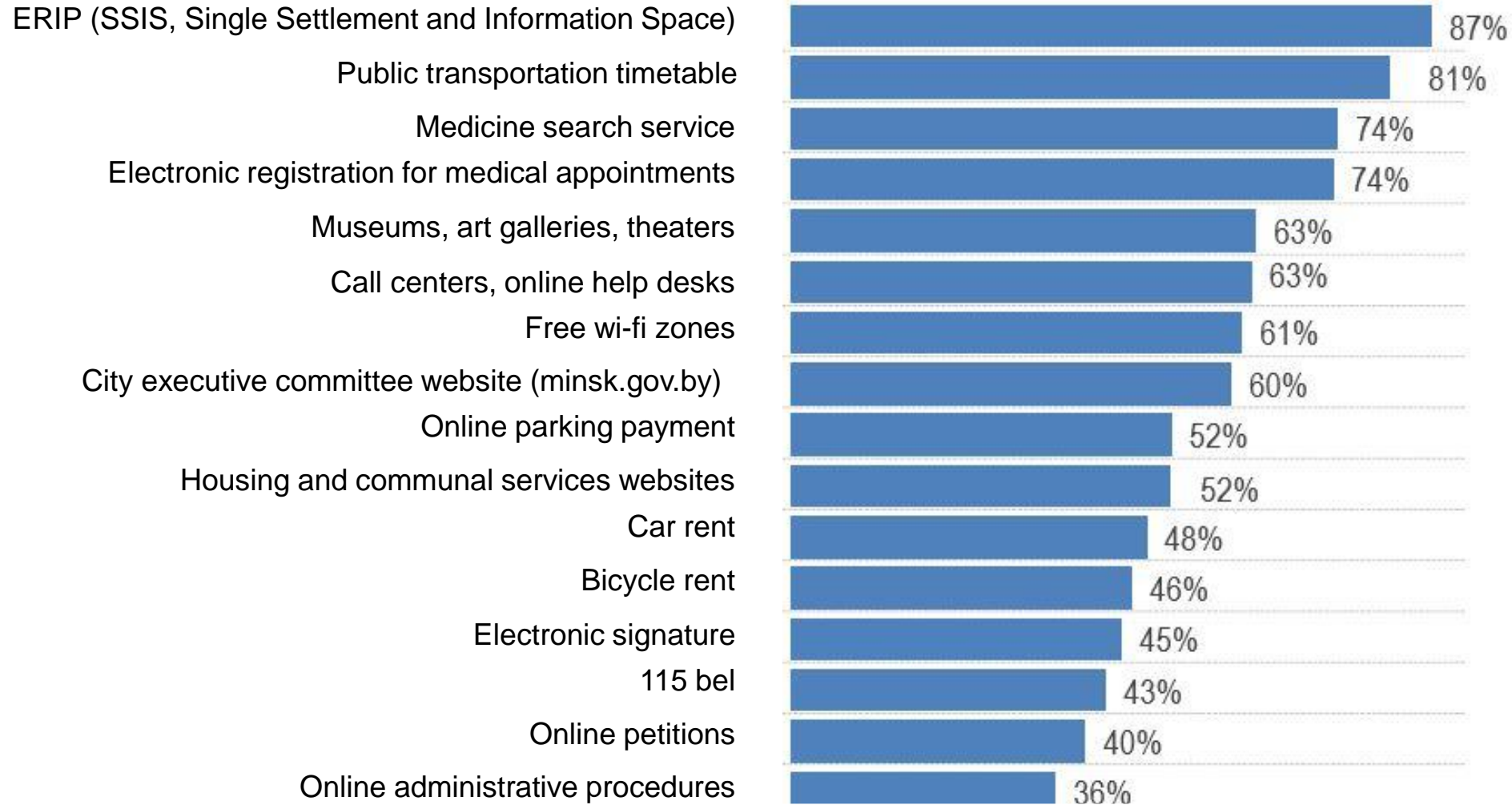**36%** Citizen participation in decision making

31% Sustainable development

Sample 1029

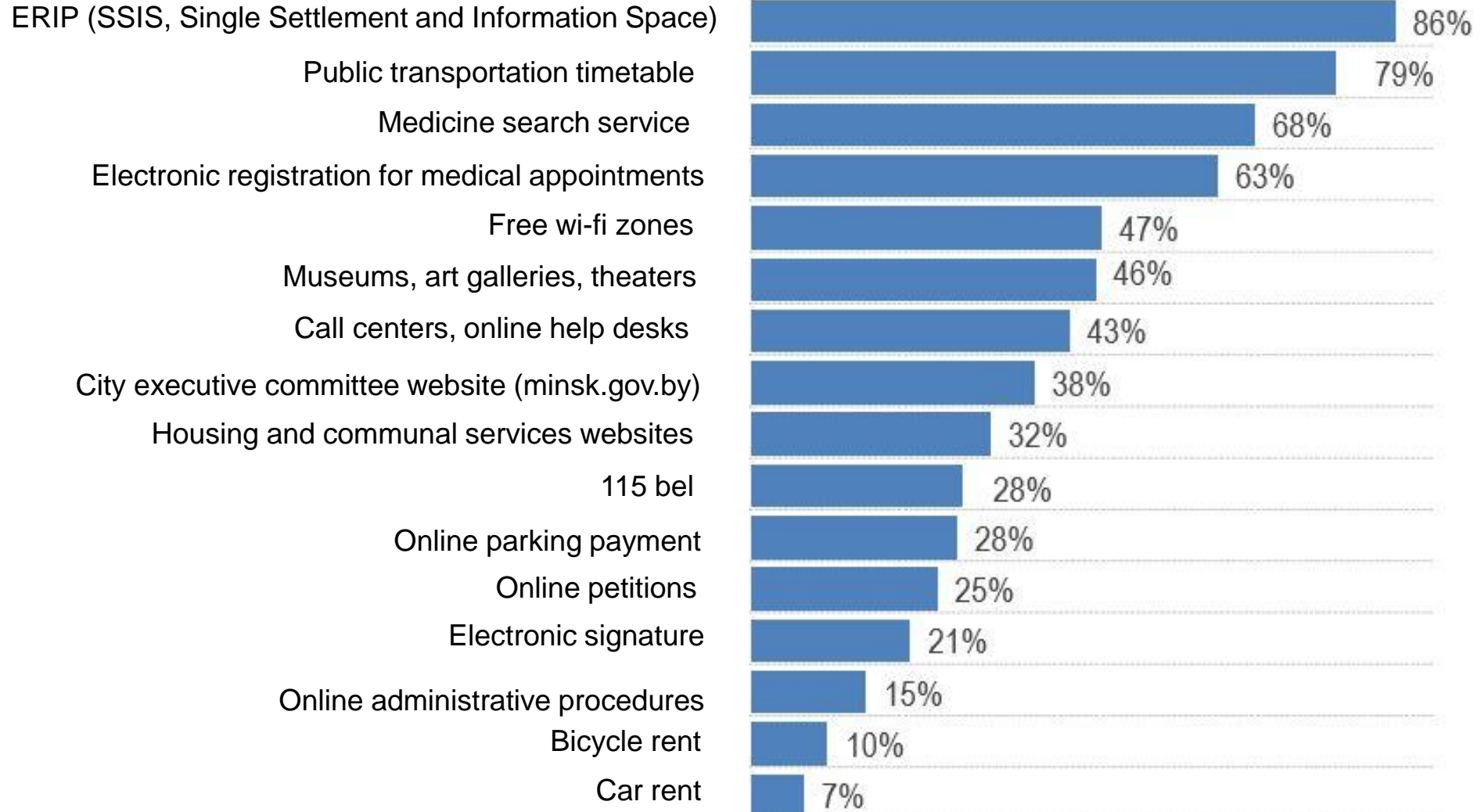# 3. What services available in your city do you know or have heard of?

Awareness of services

Service	%
ERIP (SSIS, Single Settlement and Information Space)	87%
Public transportation timetable	81%
Medicine search service	74%
Electronic registration for medical appointments	74%
Museums, art galleries, theaters	63%
Call centers, online help desks	63%
Free wi-fi zones	61%
City executive committee website (minsk.gov.by)	60%
Online parking payment	52%
Housing and communal services websites	52%
Car rent	48%
Bicycle rent	46%
Electronic signature	45%
115 bel	43%
Online petitions	40%
Online administrative procedures	36%

Sample   *1029*

Source: Baltic Internet Policy Initiative.

4. What services of your city have you ever used?

Service Use

ERIP (SSIS, Single Settlement and Information Space) — 86%
Public transportation timetable — 79%
Medicine search service — 68%
Electronic registration for medical appointments — 63%
Free wi-fi zones — 47%
Museums, art galleries, theaters — 46%
Call centers, online help desks — 43%
City executive committee website (minsk.gov.by) — 38%
Housing and communal services websites — 32%
115 bel — 28%
Online parking payment — 28%
Online petitions — 25%
Electronic signature — 21%
Online administrative procedures — 15%
Bicycle rent — 10%
Car rent — 7%

Sample (among those aware of services) 971

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5. What services built on online platforms have you ever used?

Use of services on online platforms

64%
City map services

62%
Online taxi services

50%
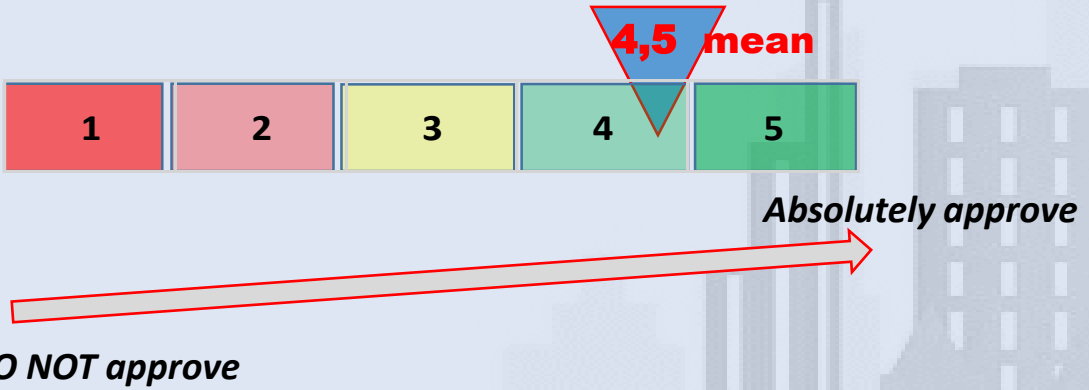Citizen chat groups
in messengers

47%
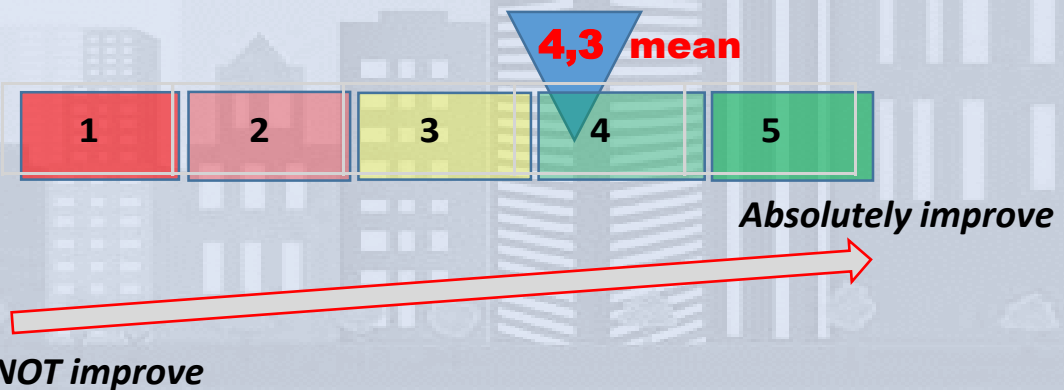Social network citizen groups

18%
Chat bots

6. Do you approve of the introduction of new technologies in urban life and management?

Do you approve of the introduction of new technologies in urban life and management?

4,5 mean

1　2　3　4　5

Absolutely approve

Absolutely DO NOT approve

How much do new technologies improve life of the citizens?

4,3 mean

1　2　3　4　5

Absolutely improve

Absolutely DO NOT improve

Sample	1029

7. Understanding New Technologies

Understanding New Technologies

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Very difficult → *Very easy*

You understand pros and cons of new technologies

You use new technologies

You understand information provided by new technologies

You find information using new technologies

You understand how mass media function and adapt to new circumstances

Total sample
- 18-24
- 35-34
- 35-44
- 45-54
- 55+

3,20   3,40   3,60   3,80   4,00   4,20   4,40   4,60
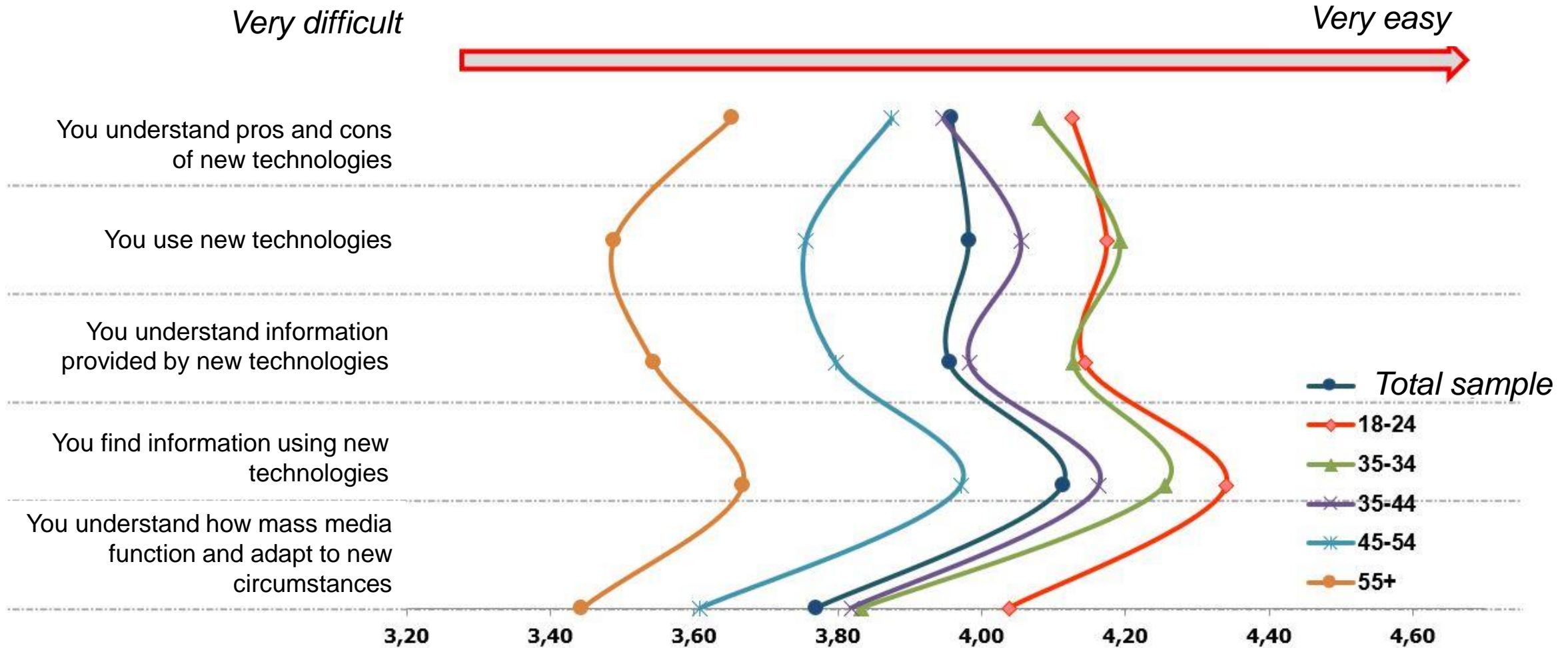
Sample (among those aware of services)   1029

Source: Baltic Internet Policy Initiative.

8. Evaluation of New Technologies

Evaluation of New Technologies

Evaluation of New Technologies

Interestingly, for young people and older people, time savings are less relevant than for other citizens.

Выборка   1029

Source: Baltic Internet Policy Initiative.

9. Assessment of Urban Life

Assessment of Urban Life

Low mark

High mark

Convenience of city commute
("smart mobility") — 3,55

Education level
("smart citizens") — 3,16

Citizen life quality
("good life") — 3,09

Citizen care about environment
("smart environment") — 2,87

Good business environment
("smart economy") — 2,72

Citizen participation in executive
government decision making
("smart government") — 2,35

Total sample

2,00 2,20 2,40 2,60 2,80 3,00 3,20 3,40 3,60

Evaluate the following aspects of your city's life

Sample   *1029*

Source: Baltic Internet Policy Initiative.

10. What city initiatives do you know or have heard of?

Knowledge of Urban Initiatives

28%
Osmolovka (Осмоловка)

28%
Petitions by

40% of Minsk citizens
do not know
of a single **initiative** at
the present moment

24%
**Minsk Bicycle Society
(Минское велосипедное
Общество)**

19%
**City for Citizens
(Город для горожан)**

13%
**#Motolkohelp
(#Мотолькопомоги)**

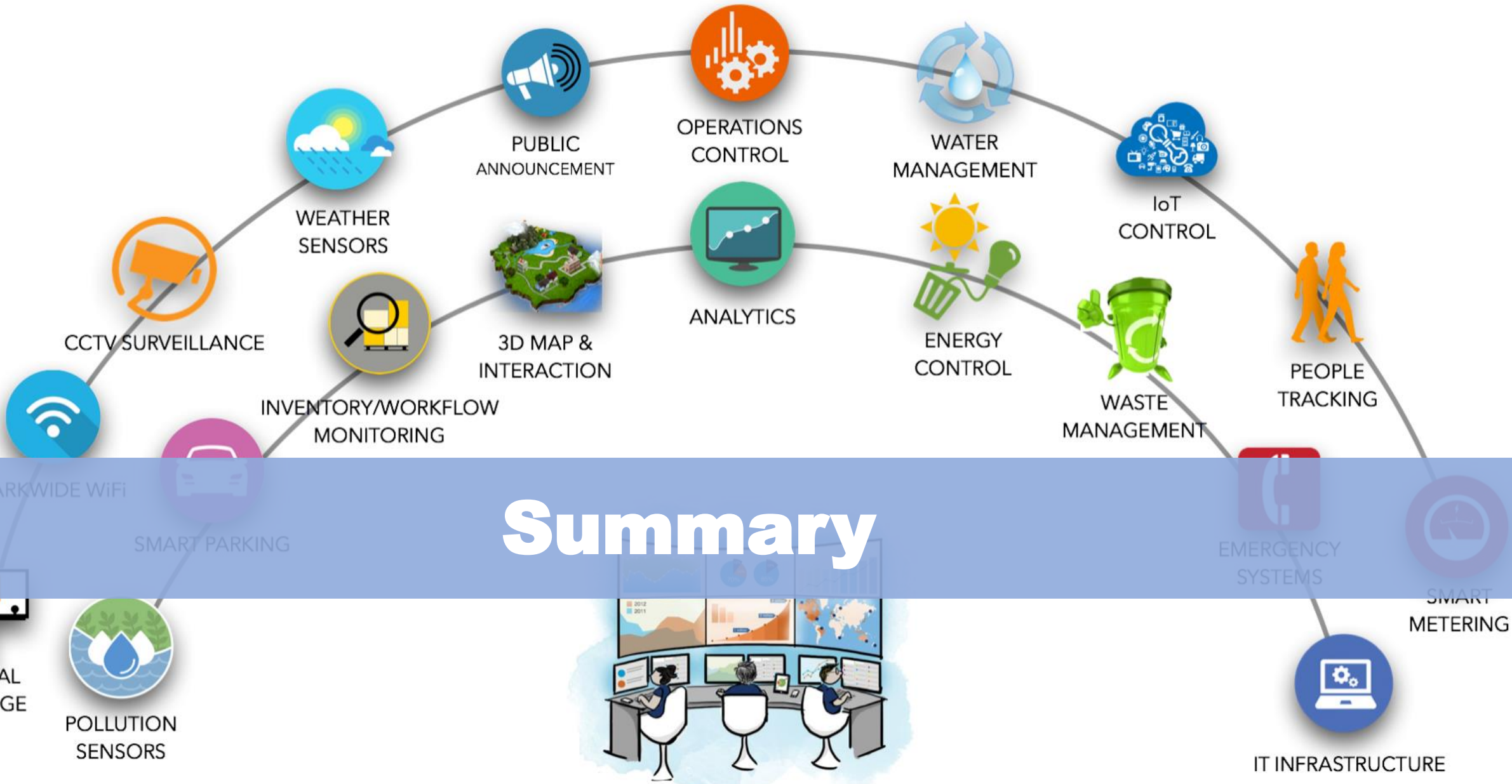**9%**
**Kind Neighbour
(Добрый сосед)**

8%
**City Forester
(Городской лесничий)**

8%
**Minsk Urbanistic Platform
(Минская урбанистическая
платформа)**

6%
**#Youth decides!
(#Молодежь решает!)**

Sample   *1029*

Summary

Minsk **Internet users see Smart City as a set of services, but**

"smart city" is not a technical, but a socio-economic and political (policy) project.

"Smart City" is sustainable and resilient, technologically equipped, integrates data, intelligent, open