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DEGLI STUDI  
FIRENZE

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DIPARTIMENTO DI  
INGEGNERIA  
DELL'INFORMAZIONE

**DISIT**  
DISTRIBUTED SYSTEMS  
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TECHNOLOGIES LAB



# Smart Cities.

*Un nuovo modo di concepire la mobilità Urbana*

<http://www.disit.org/km4city>

Paolo Nesi, [paolo.nesi@unifi.it](mailto:paolo.nesi@unifi.it)



centro per lo studio delle istituzioni finanziarie  
promosso dalla fondazione cassa di risparmio di firenze

Convegno

**ASSICURAZIONE  
E NUOVE TECNOLOGIE**

Firenze, Palazzo Incontri, Via dei Pucci 1

Venerdì 2 febbraio 2018  
ore 9.00 - 17.00



[www.Km4City.org](http://www.Km4City.org)





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# Km4City Roadmap



2013

## Km4City 1.1

- Tuscany Map
- Services
- AVM
- Sensors
- Parking
- Cultural Heritage
- Enrichment cities
- Event in the city
- Digital Locations
- Fresh places

- <http://servicemap.km4city.org>
- <http://log.disit.org>
- <http://www.disit.org/fodd>
- <http://www.disit.org/tv> Twitter Vigilance
- <http://smartds.km4city.org>

- Weather
- Cultural Heritage
- Energy recharge pillar
- Wi-Fi
- Events in the city

2015



RESilience management guidelines  
and Operationalization appLied to  
Urban Transport Environment

## Km4City 1.5

- SmartDS
- Km4City App

RESOLUTE H2020  
2015-2018 - Started

## Km4City 1.4

- Embed
- More API
- iBeacon

API



<http://www.sii-mobility.org>

Sii-Mobility SCN  
2016-2018 - Started  
Km4City 1.6.2

2016

REPLICATE H2020  
2016-2021 - Started



REPLICATE  
Renaissance of Places  
with Innovative Citizenship  
And TECHNOLOGY

- Suggestions on demand
- User Behaviour Analysis
- Trajectories and OD



12/2017  
WEEE  
2017-2020

6/2017



**SELECT**  
for Cities

**Snap4City**

- waste
- Territorial areas and paths
- Health, Bike sharing
- Statistics, Energy, ICT, ...
- E-vehicles

- Risk analysis
- Environmental, water
- Data Licensing models
- Energy Meters
- Fi-Ware compliant



- More Sensors, IOE, IOT
- Dashboard Builder
- Territorial areas and paths
- User Engagement
- Mobility and transport
- Resilience Decision Support

GHOST SIR  
2016-2019 - Started



- IOT/IOE
- Monitoring
- Smart City IOT integration
- Living Lab



- Smart City vs IOT, Industria 4.0

6/2018

**SMARTCITY**  
EXPO WORLD CONGRESS

11/2018

2021

Transport systems  
Mobility, parking



Public Services  
Govern, events, ...



Sensors, IOT  
Cameras, ..



Environment,  
Water, energy



Shops, services,  
operators



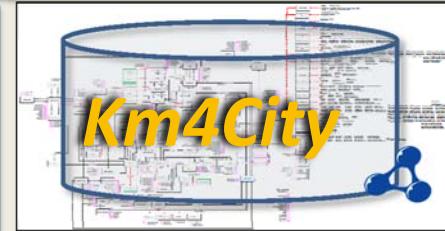
Social Media  
WiFi, network



### Static, Slow and Real Time data flows

DISCES -- Distributed and parallel architecture on Cloud

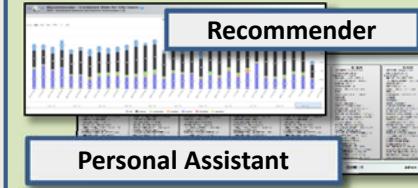
## Km4City Smart City Engine



### Big Data Analytics



### Smartening Tools



### Development Tools



## Km4City Smart City API

## City Operators and Decision Makers

### Dashboards



### Smart Decision Support



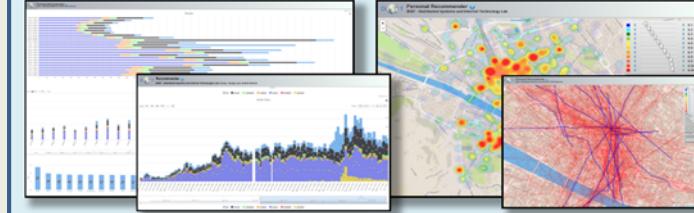
### ServiceMap browser



### Twitter Vigilance



### Analyzers of City User Behavior



### Tools for Final Users

#### Mobile e Web Apps



**Present data on Tuscany Region January 2018**

**Road Graph (Tuscany region)**

- 132,923 Roads , 389,711 Road Elements
- 318,160 Road Nodes, 1,508,207 Street Numbers
- Info on: points, paths, areas, etc.
- Services (20 cat, 512 cat.)
- 16 Public Transport Operators
- 21.280 Bus stops & 1081 bus lines

**Dynamic/real-time in Tuscany Region**

- Real time bus lines: 144 updates X day X line
- 1081 Transport Pub Lines: 1-2 up per day, time-path
- >210 parking lots status: 76 updates X day X sensor
- >796 traffic Sensors: 288 updates X day X sensor
- 285 weather area: 2 updates X day X area
- >12 hospital Triage status: 96 updates X day X FA
- 22 Environmental data: 20 updates X day X sensor
- 39 Bike Sharing data: Pisa and Siena
- 12 Pollination data
- 140 recharging stations
- Smart benches, waste mng, irrigators, lighting,...
- Florence ent.events: about 60 new events X day
- Different kinds of Florence traffic events,
- [1600 Fuel stations: 1 update X day X station]
- Wi-Fi: > 400.000 measures X day
- App mobiles: >50.000 measures X day
- more than 40.000 distinct users X day
- From 600.000 to 4.5 M Tweets X day
- many IOT sensors .....

**Servizi Regolari Servizi Trasversali**

search text into service

Categorie Servizi

De>Select All

Accommodation +

Advertising +

AgricultureAndLivestock +

CivilAndEdilEngineering +

CulturalActivity +

EducationAndResearch +

Emergency +

Entertainment +

Environment +

FinancialService +

GovernmentOffice +

HealthCare +

IndustryAndManufacturing +

MiningAndQuarrying +

ShoppingAndService +

TourismService +

TransferServiceAndRenting +

UtilitiesAndSupply +

Wholesale +

WineAndFood +

N. risultati: Nessun Limite

Raggio ricerca: 100 metri

Risultati della ricerca

più di 4000 risultati, attivato clustering

Services 16858

Legend | Map data © OpenStreetMap contributors, CC-BY-SA. Imagery © Mapbox

<http://servicemap.km4city.org>

- Hide Menu

Florence Bus Tuscan Municipalities Text Search Events

Select a province:  
FIRENZE

Select a municipality:  
FIRENZE

Actual Selection  
Coord: 43.8066,11.2916  
Address: VIA FRA' GIOVANNI DA FIESOLE DETTO IL BEATO ANGELICO, 5, FIESOLE  
Tourist\_trail: Firenze Card (dist:0,0004)

Km4City in Firenze

- Hide Menu

Regular Services Transversal Services

Services Categories

- De/Select All
- Accommodation +
- Advertising +
- AgricultureAndLivestock +
- CivilAndEdilEngineering +
- CulturalActivity +
- EducationAndResearch +
- Emergency +
- Entertainment +
- Environment +
- FinancialService +
- GovernmentOffice +
- HealthCare +
- IndustryAndManufacturing +
- MiningAndQuarrying +
- ShoppingAndService +
- TourismService +
- TransferServiceAndRenting +
- UtilitiesAndSupply +
- Wholesale +
- WineAndFood +

Filter:

search text into service

N. results: No Limit

Search Range 5 km

Search Area select...

Search Results

more than 4000 results, clustering enabled

Services 21465 of 21465 available

Show Menu

Leaflet | Map data © OpenStreetMap contributors, CC-BY-SA, Imagery © Mapbox

**Florence Bus** **Tuscan Municipalities** **Text Search** **Events** **Hide Menu**

Select an agency:  
Ataf&Linea

Select a line:  
- Select a Line -

Select a route:  
- Select a Route -

Select a bus stop:  
- Select a Bus Stop -

**Position of selected Busses**

Actual Selection  
Bus Stop: Sorgane Piazza Rodolico

**TPL STOP : Sorgane Piazza Rodolico**

Ataf&Linea

LINKED OPEN GRAPH

Lines: 24

Display 10 Bus per page

Time	Line	Direction
06:00:00 2016-11-10	24	Grassina
06:10:00 2016-11-10	24	Sorgane Piazza Rodolico
06:15:00 2016-11-10	24	Osteria Nuova
06:20:00 2016-11-10	24	Grassina
06:42:00 2016-11-10	24	Sorgane Piazza Rodolico

Showing page 1 of 7 1 2 3 4 5 6 7

Real-time data currently not available

**Weather Forecast for Municipality of: FIRENZE**

Wednesday	Thursday	Friday	Saturday	Sunday
cloudy 17°C / 21°C	light rain and sunny intervals 13°C / 19°C	cloudy 12°C / 18°C	bit cloudy /	light rain /

Latest Update: 2016-10-19T14:46:00+01:00

**LINKED OPEN GRAPH**

**Regular Services** **Transversal Services**

Services Categories

- De>Select All
- Accommodation
- Advertising
- AgricultureAndLivestock
- CivilAndEdilEngineering
- CulturalActivity
- EducationAndResearch
- Emergency
- Entertainment
- Environment
- FinancialService
- GovernmentOffice
- HealthCare
- IndustryAndManufacturing
- MiningAndQuarrying
- ShoppingAndService
- TourismService
- TransferServiceAndRenting
- UtilitiesAndSupply
- Wholesale
- WineAndFood

Filter: search text into service N. results: 10

Search Range 100 mt Search Area select...

Leaflet | Map data © OpenStreetMap contributors, CC-BY-SA, Imagery © Mapbox



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# Cycling Paths



The image displays a map of Florence, Italy, highlighting cycling paths. A red line traces a route through the city center, connecting various landmarks and green spaces. Numerous pink icons, representing cycling points of interest, are scattered across the map. Two inset images show mobile phone screens running navigation applications. The left inset shows a map with a blue route line and a results list for 'Percorsi Ciclabili':

- Percorsi Ciclabili.309: Ciclopercorsi, Distanza 172 m, Distanza 0 1329 m
- Percorsi Ciclabili.305: Ciclopercorsi, Distanza 0 191 m, Distanza 0 2359 m

The right inset shows a map with a blue route line and a results list for 'Risultati':

- Arena Esterno Notte Poggetto: Cinema, Distanza 0 351 m
- Auditorium Flug: Teatro, Distanza 0 351 m

At the bottom left, there is a URL: [servicemap.disit.org/WebAppGrafo/mappa.jsp#close](http://servicemap.disit.org/WebAppGrafo/mappa.jsp#close).

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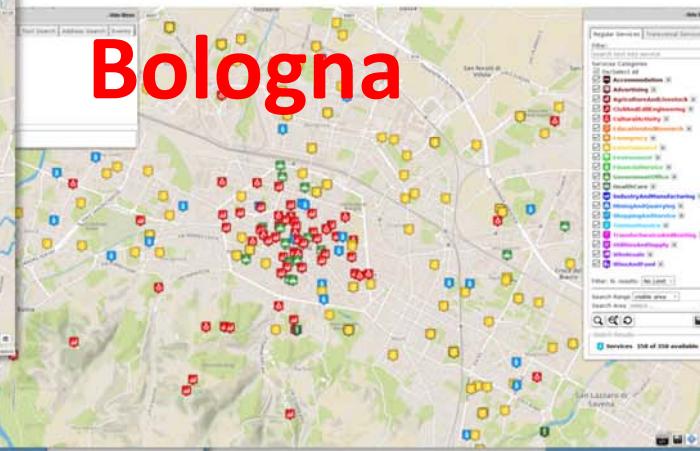
# Km4City in ...



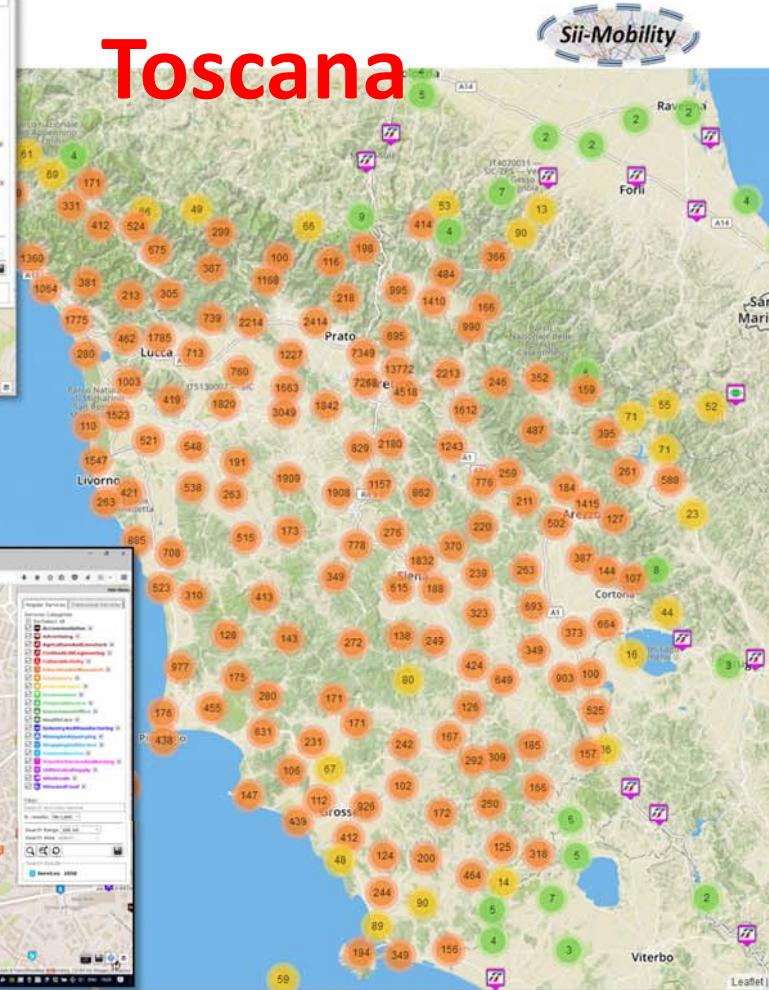
## Antwerp



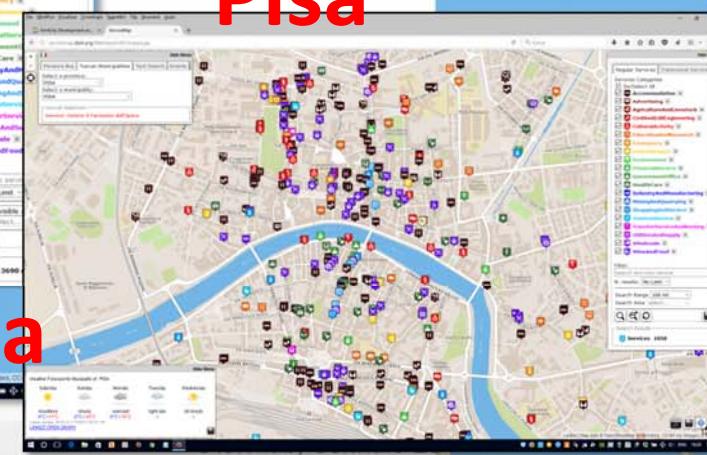
## Bologna



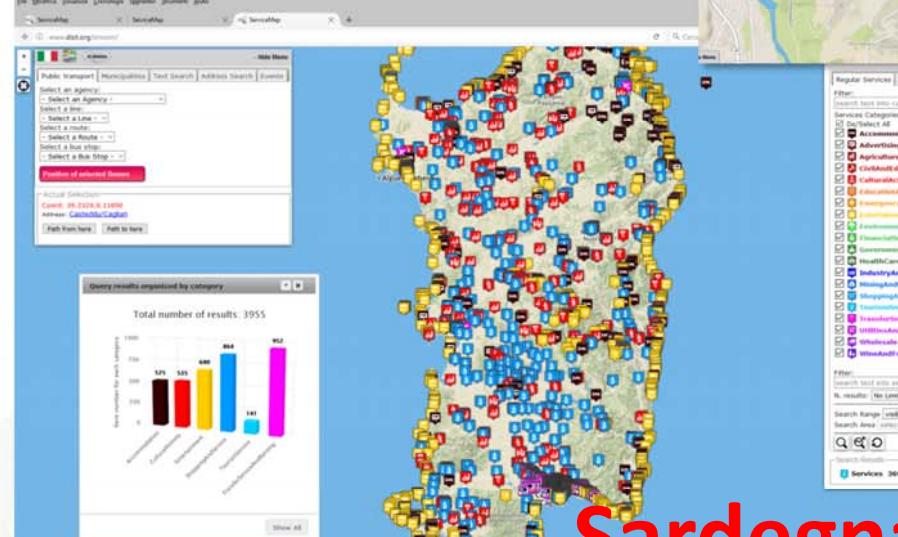
## Toscana



## Pisa



## Sardegna



• *Search all services in the area*

# Dashboard for all

<http://www.km4city.org/?controlRoom>



# Smart City Dashboard



Horizon 2020  
European Union Funding  
for Research & Innovation



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# REPLICATE

## Mobility and Transport



Mon 23 Oct @ 15:13:21

**Click POI of interest below**

- (1)** Fast recharging stations
- (2)** Cycle paths
- (4)** Public transport paths (F)
- (6)** Restricted traffic areas
- (8)** Parking status
- (7)** Variable Message Signs (F)

**Traffic events**

INCIDENTE A FIRENZE - VIA MASACCIO						
<b>(5)</b> LONG DELAYS 24/10/2017 17:12:25 2 ON MAP						
INCIDENTE A FIRENZE - VIA MASACCIO						
<b>ACCIDENT(s)</b> 24/10/2017 20:44:29 5 ON MAP						
INCIDENTE A FIRENZE - VIA GARFAGNANA						
<b>ACCIDENT(s)</b> 25/10/2017 11:30:29 8 ON MAP						

**POI Map**

**Real time data**

**(3a)** **199**

**Traffic events - Map**

**INCIDENTE A FIRENZE - VIA MASACCIO**  
Start date: 24/10/2017 - 17:12:25  
Event type: ROAD WORKS  
Event subtype: LONG DELAYS  
Event severity: 2 - LOW

**Data trend**

**(3b)**

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# First aids overview - Tuscany

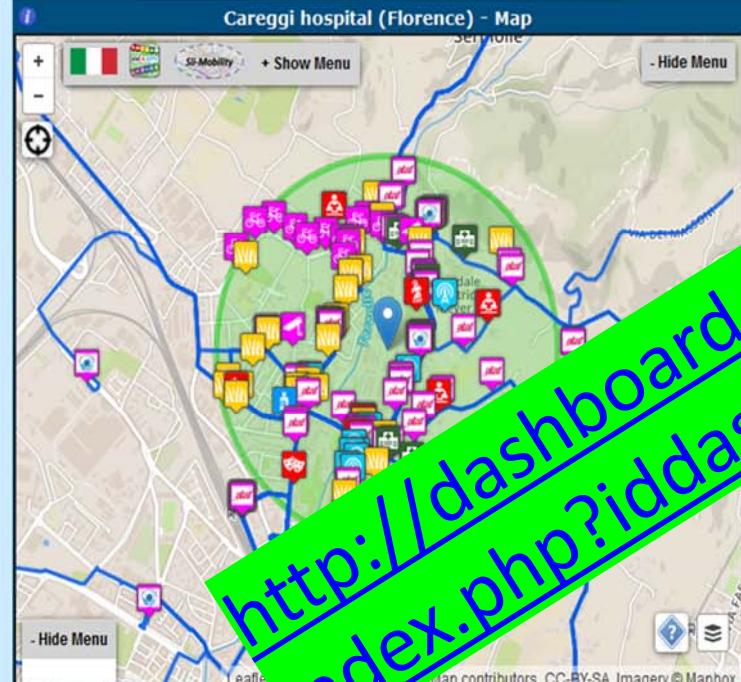
Service status of main first aids



May @ 11:00:34

Priority\Status	Red code	Yellow code	Green code	Blue code	White code
Addressed	1	4	3	0	0
Waiting	0	2	9	2	0
In visit	1	9	18	3	0
In observation	4	19	2	0	0
Totals	6	34	32	5	0

Careggi hospital (Florence) - Details



Santa Chiara hospital (Pisa) - Details



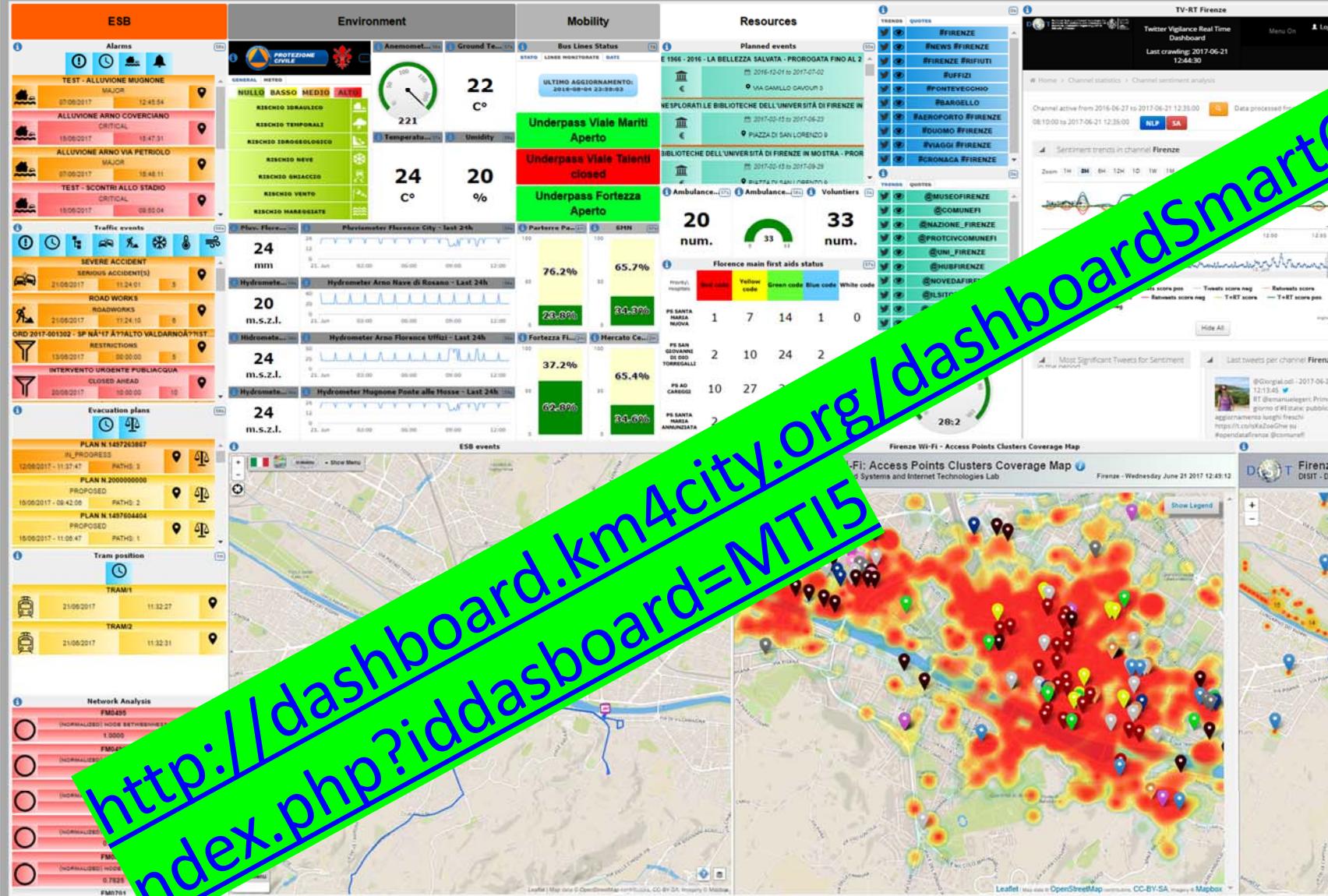
Hospitals - Summary

Hospital	Red code	Yellow code	Green code	Blue code	White code
PS SANTA MARIA NUOVA	1	16	20	1	0
PS AO CAREGGI	6	34	32	5	0
PS SANTA MARIA ANNUNZIATA	1	8	11	1	0
PS BORGO SAN LORENZO	0				0
PS OSPEDALI RIUNITI	3				1
PS CASENTINO					
PS SANTA CROCE					
PI PO CORTONA					
PS CIVILE PIOMBINO					
PS LA MISERICORDIA					

SmartCity/View

<http://dashboard.km4city.org/dashboard?iddashboard=MTIV>

## RESOLUTE Dashboard 4XHD v5



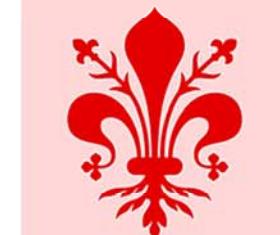
http://dashboard.km4city.org/dashboardSmartCity/view/index.php?iddashboard=MT15

# Real Time Sensors via ServiceMap3D

3D data rendering



Fri 26 Jan 00:23:19



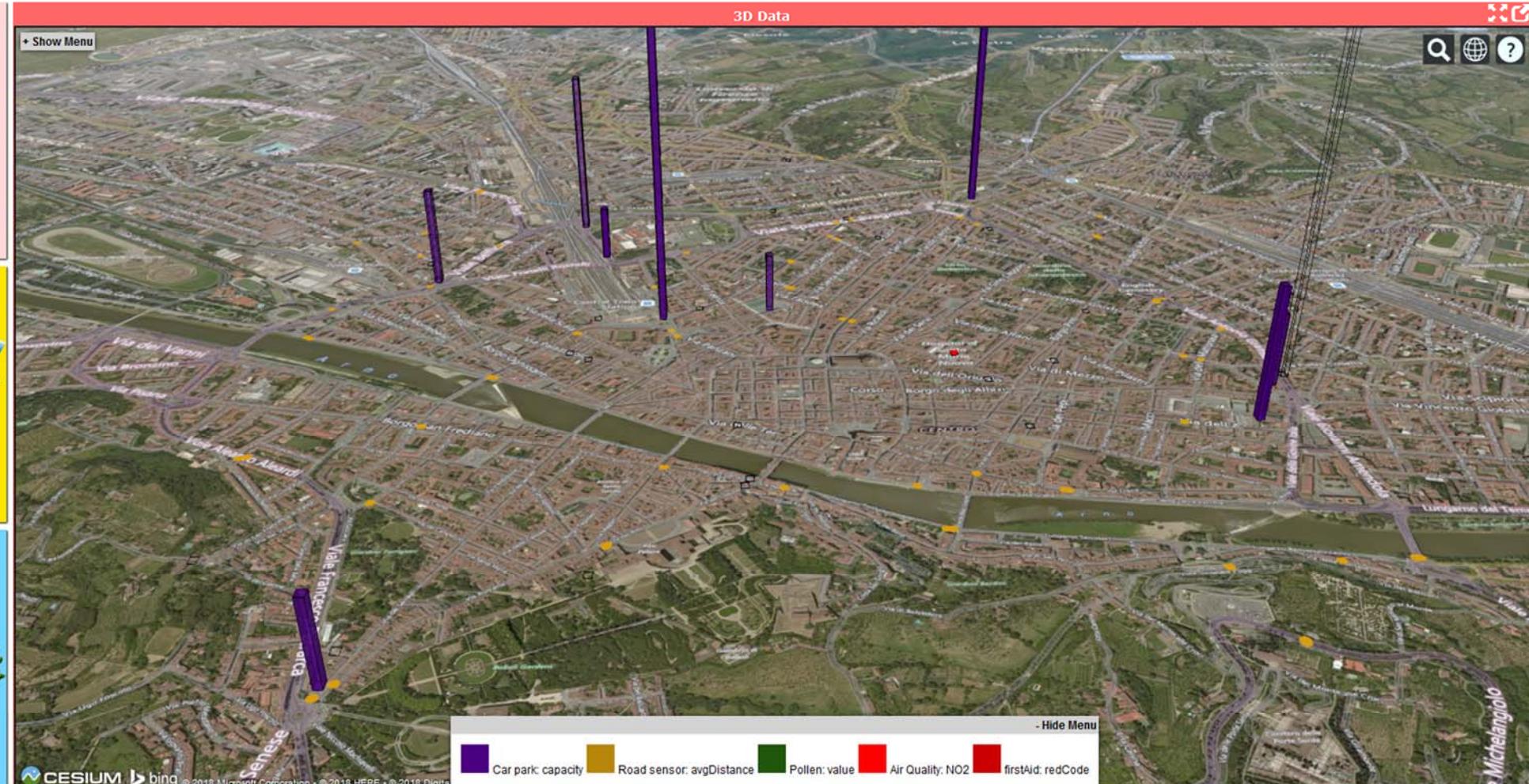
Firenze



Airport



Empoli



# Smart City Control Room Console

Entry point for REPLICATE dashboards



Tue 21 Nov 19:30:36



Energy



Environment



Mobility and Transport



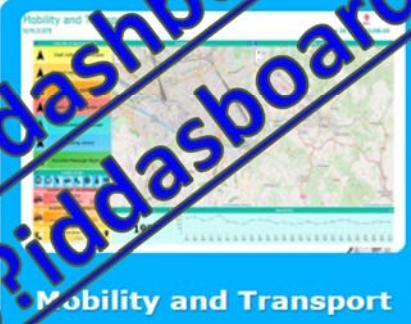
Social



Energy Pilot



Environment and Weather



Mobility and Transport



Web and Social



Data Aggregation and Data Analytics by DISIT Lab



RealTime Sensors via ServiceMap3D



Resilience Management



<http://www.disit.org/dashboards?dashboard=MTY1>

# Sperimentazioni



**What is enabling and providing smart services**

- Smart Parking, in Tuscany
- Smart First Aid in Tuscany
- Smart Fuel pricing in Tuscany
- Smart search for POI and public transport srv.
- Public Transportation in Tuscany
- Routing in Tuscany
- Social Media Monitoring and acting
- Traffic events and Resilience in Florence
- Bike Sharing in Pisa and Siena
- Recharge stations for e-vehicles
- Entertainment Events in Florence
- Traffic Sensors in Tuscany
- Weather forecast/condition in Tuscany
- Pollution and Pollination in Tuscany
- People Monitoring Assessment in the City, in Florence via Wi-Fi
- People Monitoring, in Tuscany via App

All Point of Interests, cultural activities, IOT, ...  
Over than 1.2 Million of complex events per day!

<http://servicemap.km4city.org>



# Le sperimentazioni Big Data ...

- *Info Mobilità è stato l'inizio ora .....*
- Monitoraggio flussi traffico, sensori traffico
  - Ricostruzione del traffico → predizioni → detection anomalie
- Monitoraggio parcheggi → predizioni → anomalie
- Monitoraggio comportamento utenti in mobilità via: Wi-Fi, APP, IOT app, cellular data
  - Ricostruzione traiettorie degli utenti, punti maggiore interesse, tempi di tenuta
  - Ricostruzione matrici origine destinazione degli utenti, dei mezzi, ...
- Richieste esplicite e implicite degli utenti
  - Ricerche, routing, etc...
  - Erogazione di suggerimenti, incentivi al cambiamento, etc.
- Monitoraggio e Sentiment analisi da Social Media
- User profiling:
  - IOT, APP, web, social media, user behavior, ....
  - GDPR



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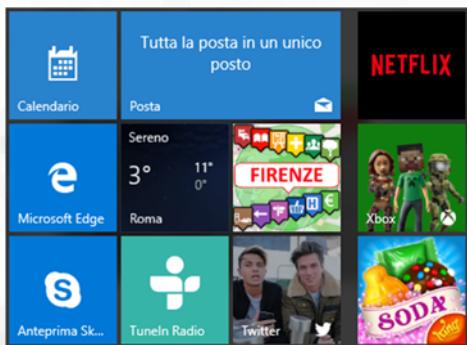
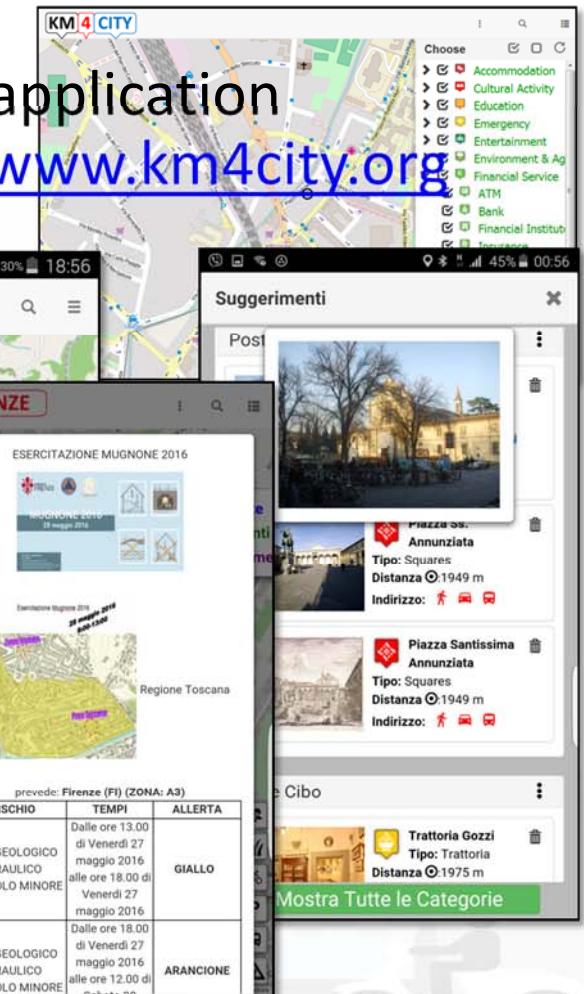
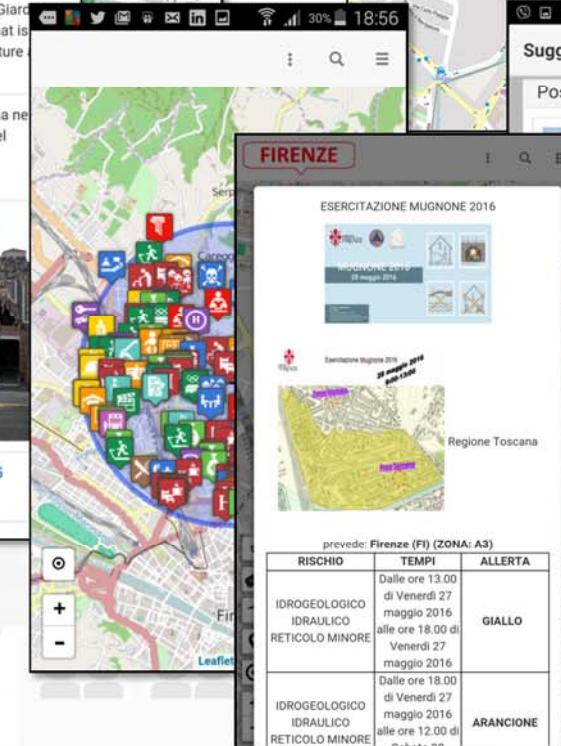
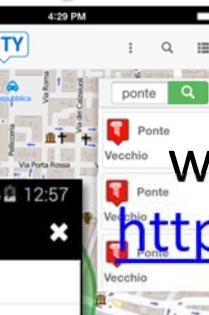
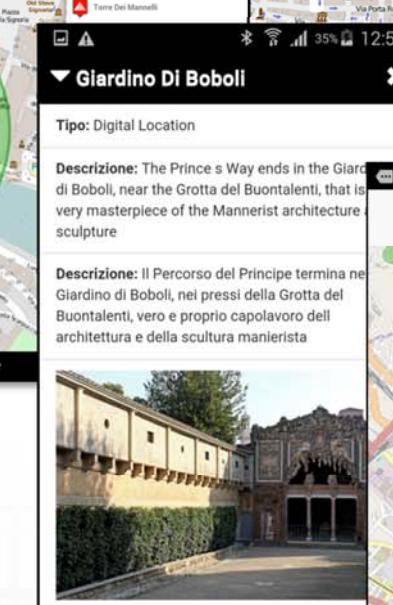
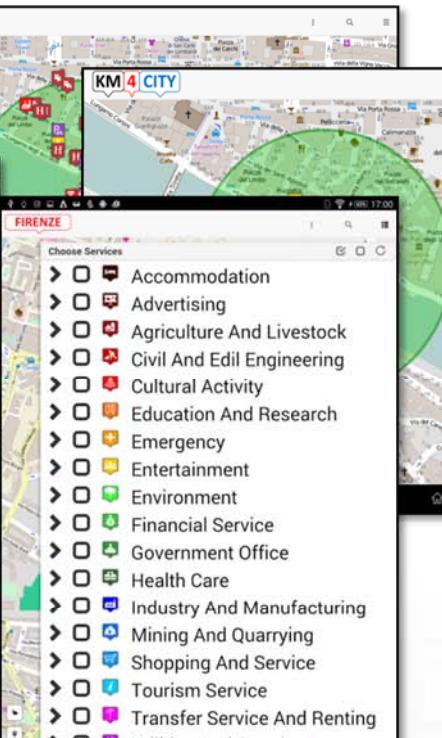
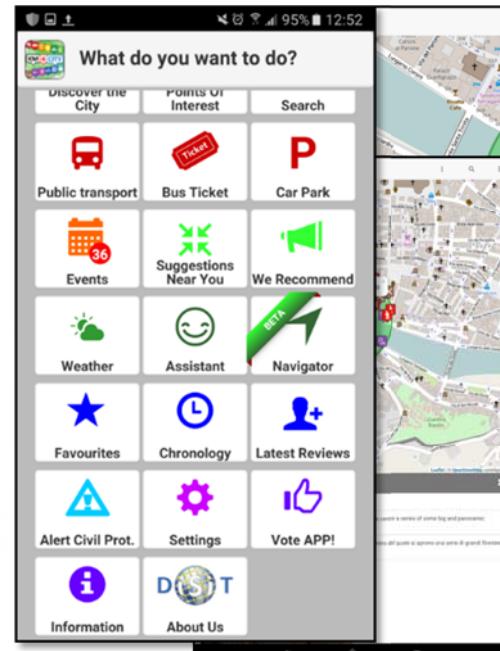
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# Km4CityMobile App



web application  
<http://www.km4city.org>



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# Km4City APP



## Mobility

- Paths and stops, time
- Parching + prediction
- Ticketing
- Flow + prediction
- Navigation
- Connection with devices
- XXX Sharing

The collage includes several screenshots of the Km4City app interface:

- Route Planning:** Shows a map of Florence with a blue line indicating a cycling route. Below the map, a sidebar shows results for "Percorsi Ciclabili" (309) and "Percorsi Ciclabili" (305).
- Parking:** Shows a map of Florence with red and blue markers indicating parking availability.
- Ticketing:** Shows a map of Florence with green markers indicating ticketing points.
- Flow Prediction:** Shows a map of Florence with a purple line indicating traffic flow or prediction.
- Navigation:** Shows a map of Florence with a blue line indicating a route and a sidebar showing bus stops and arrival times.
- Connection with devices:** Shows a map of Florence with a blue line indicating a route and a sidebar showing bus stops and arrival times.
- XXX Sharing:** Shows a map of Florence with a blue line indicating a route and a sidebar showing bus stops and arrival times.

**Personal Assistant**

- Info, Engagement
- Help, Civil protection

**Suggestions:**

- Personalized and adaptive: banned e typed per city user.
- POI, Twitter, Events,
- Weather forecast,
- Civil Protection

**Icons at the bottom:**

- Sii-Mobility:** A circular icon with a stylized map and icons.
- DISIT lab:** A circular icon with a person walking.
- Cloud:** A circular icon with a cloud.
- People:** A circular icon with three people.

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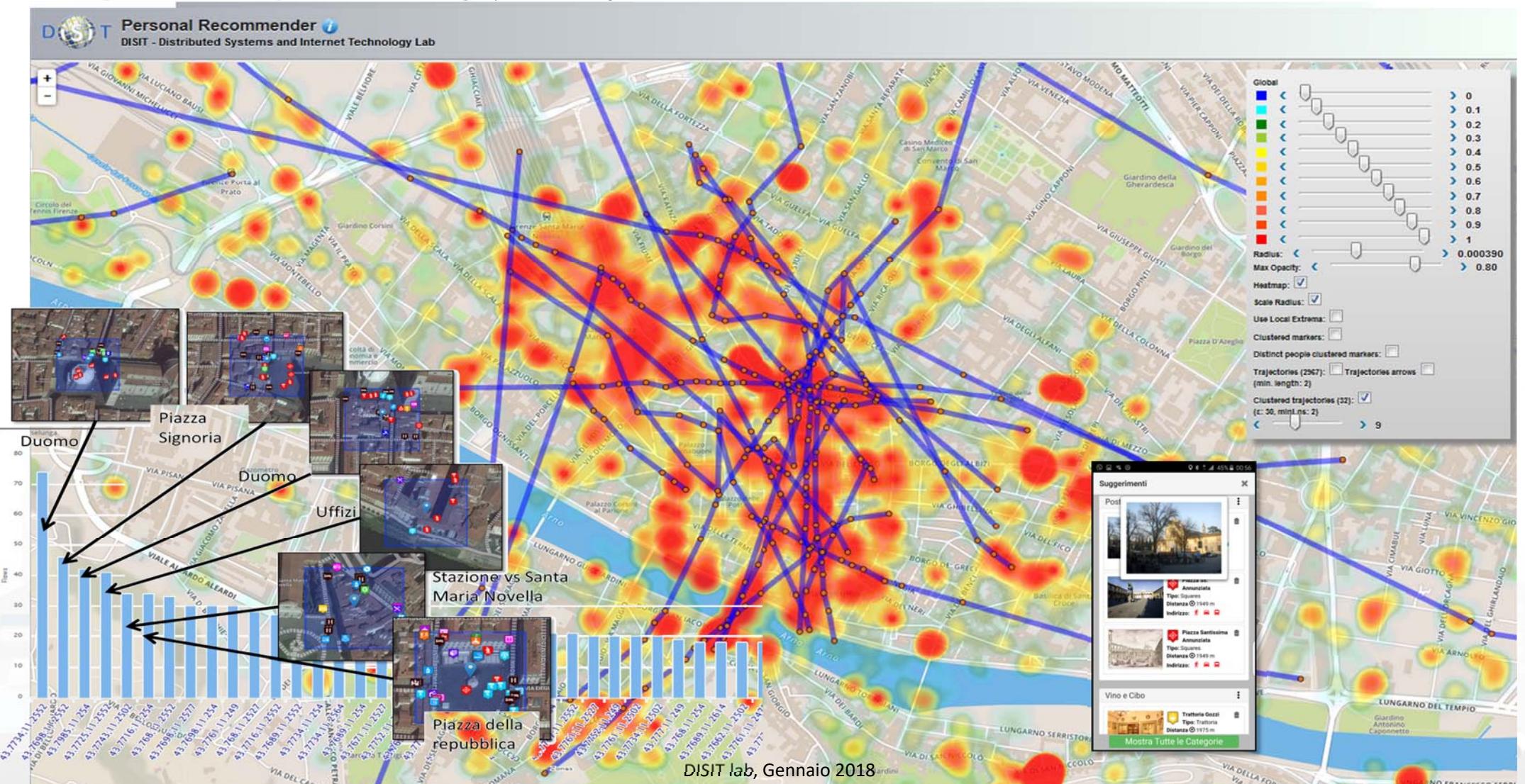


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# User Behavior Analyzer



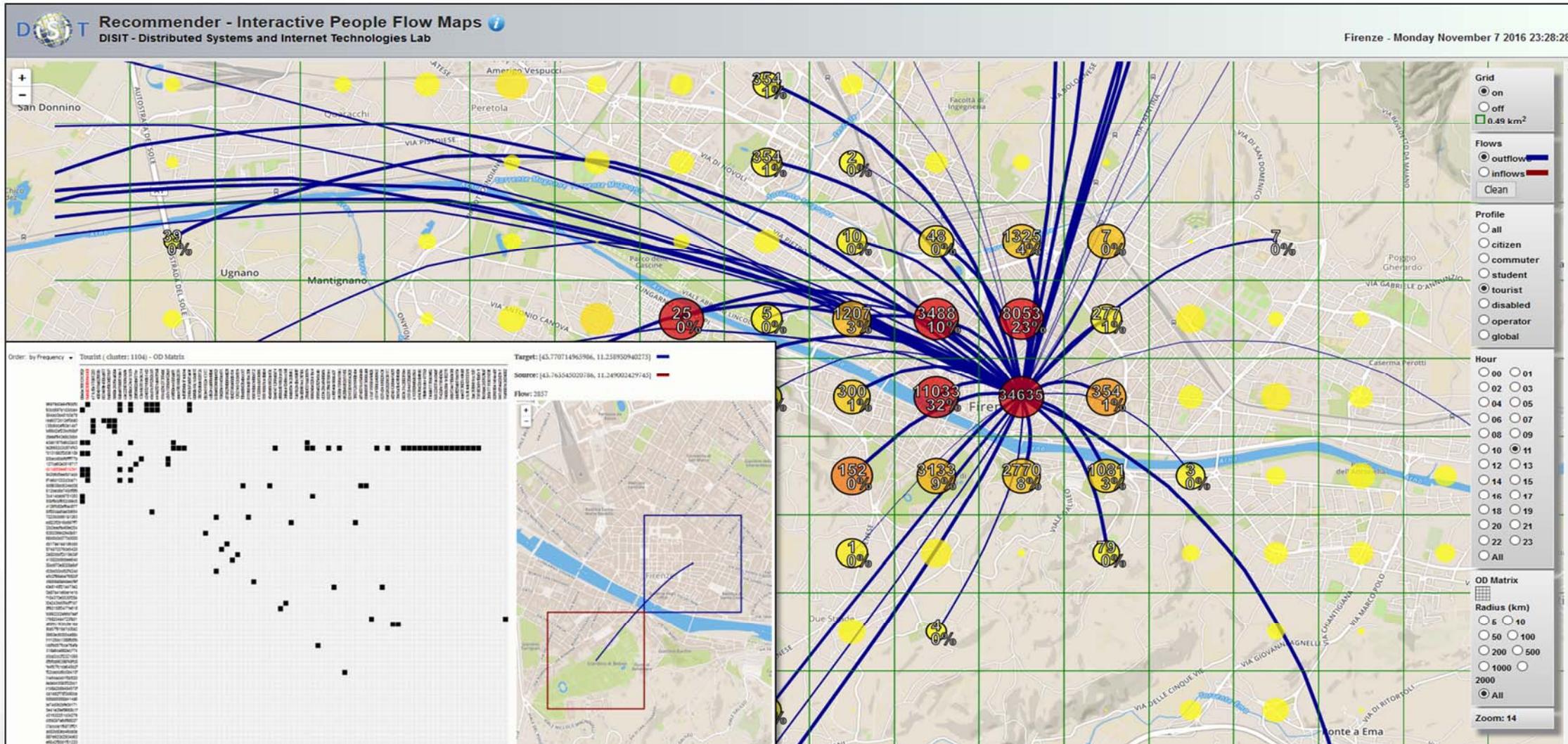


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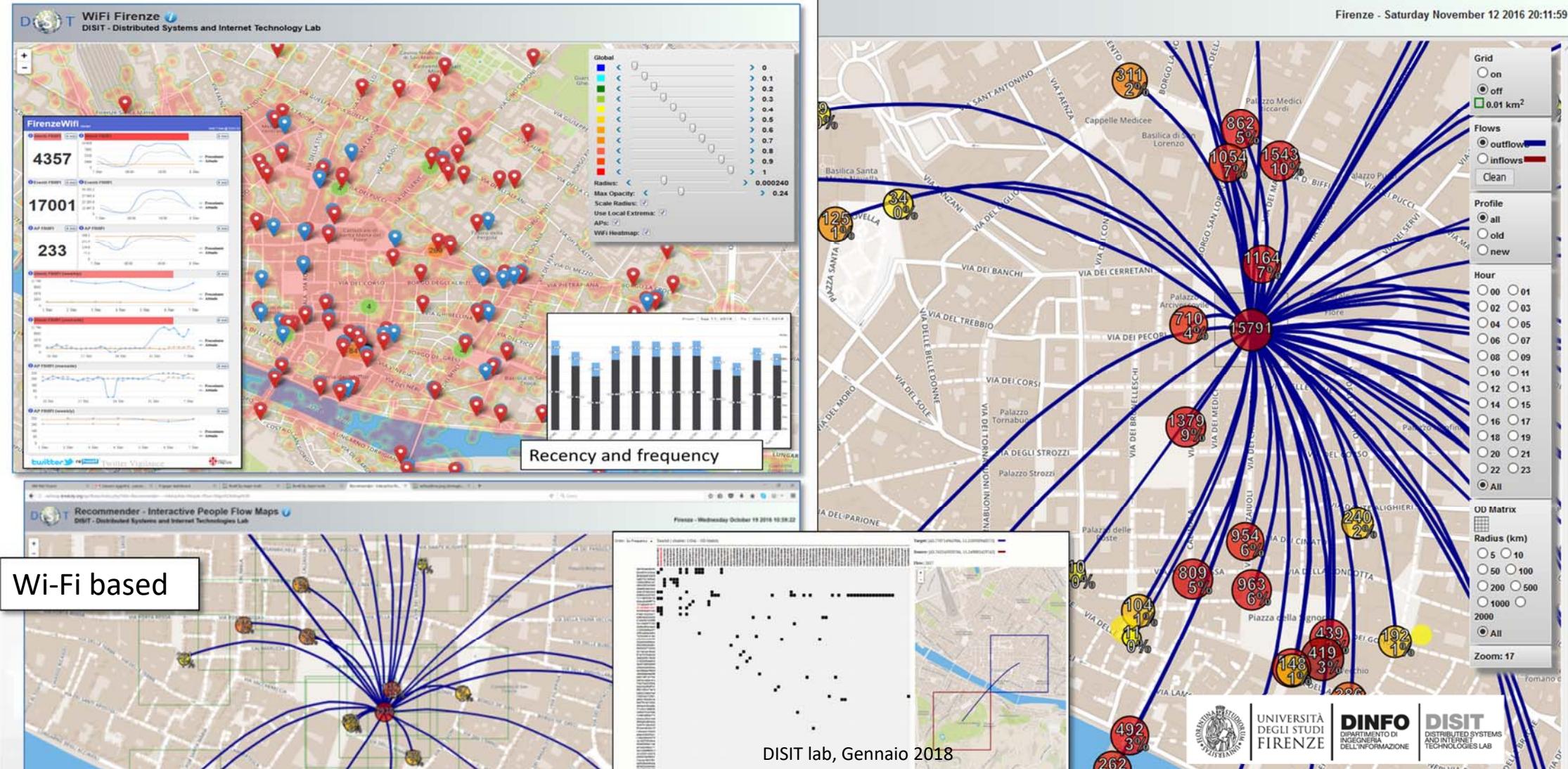
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# OD Matrix scalabile



# Origin Destination Matrix Estimation



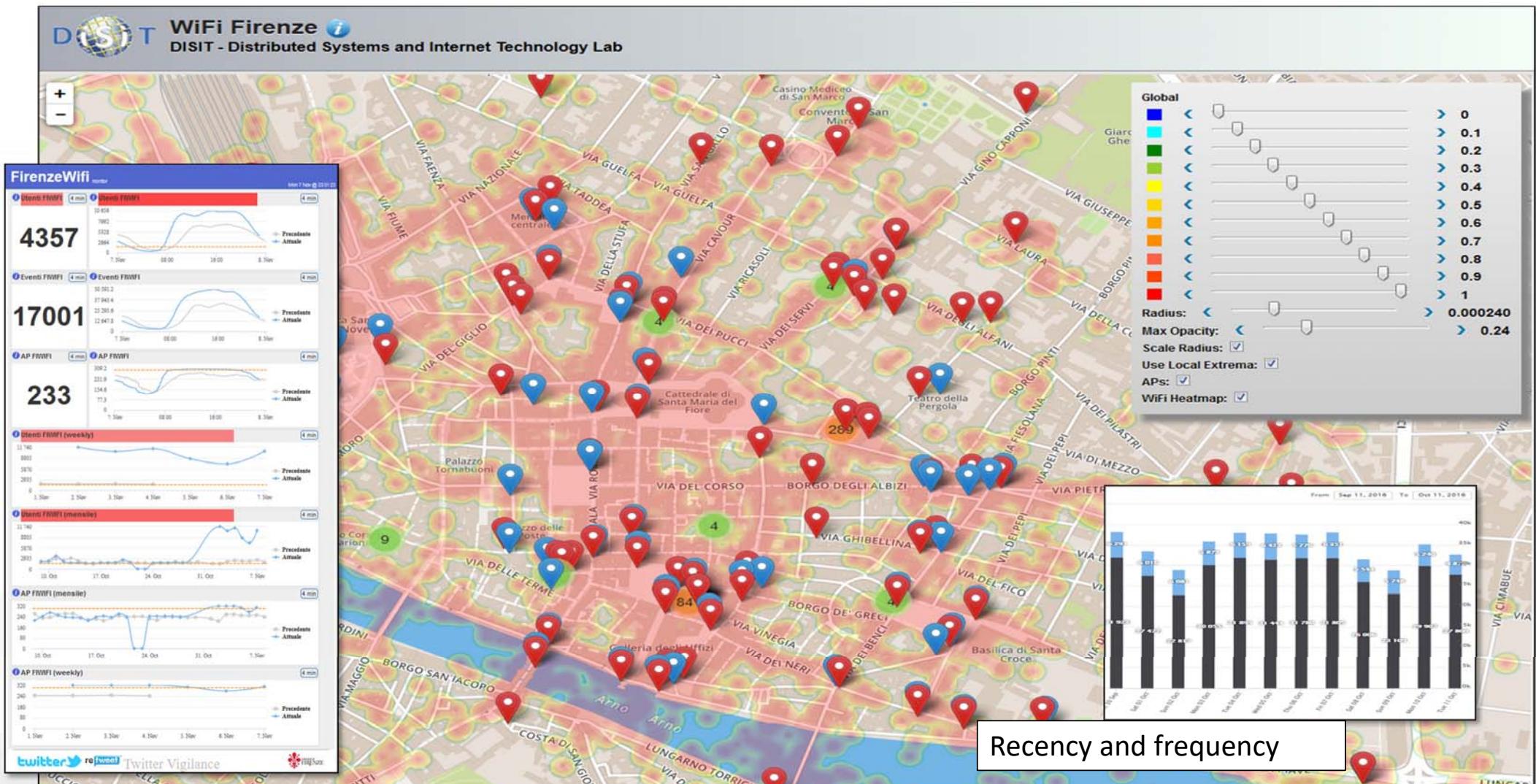


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# WiFi Monitor tool





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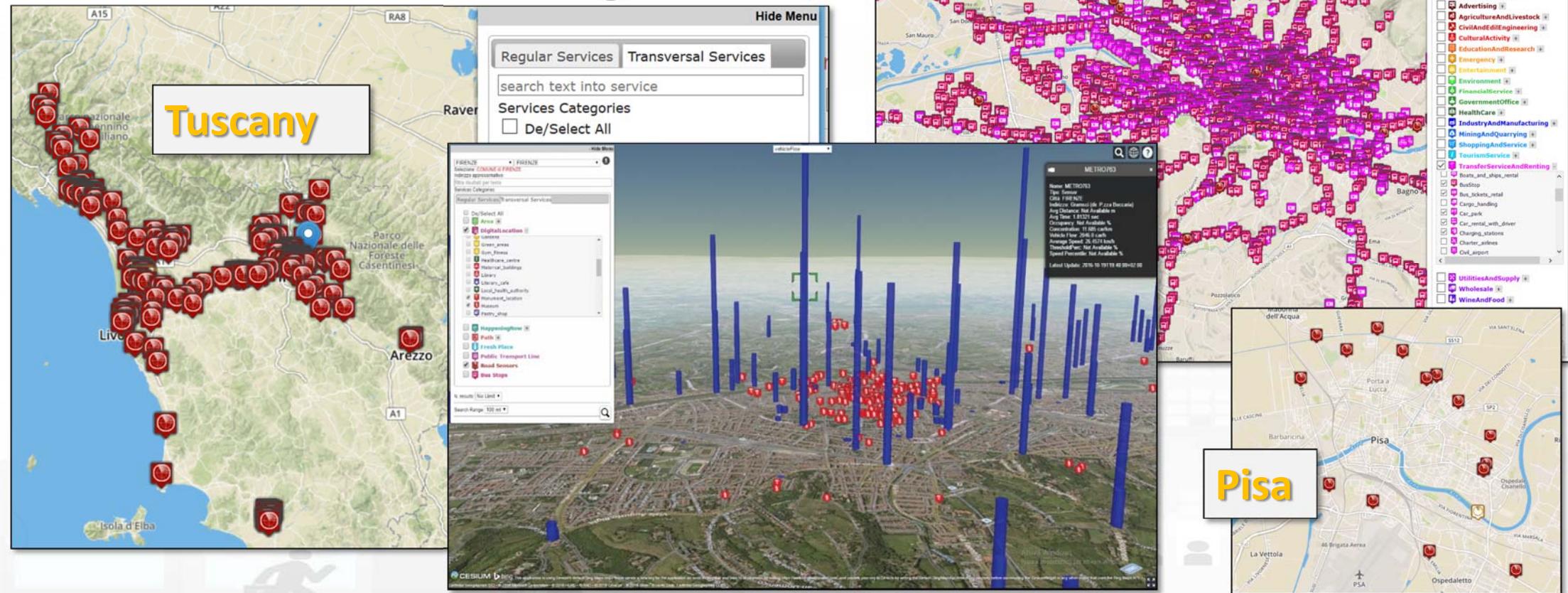
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# Traffic Flow Tools



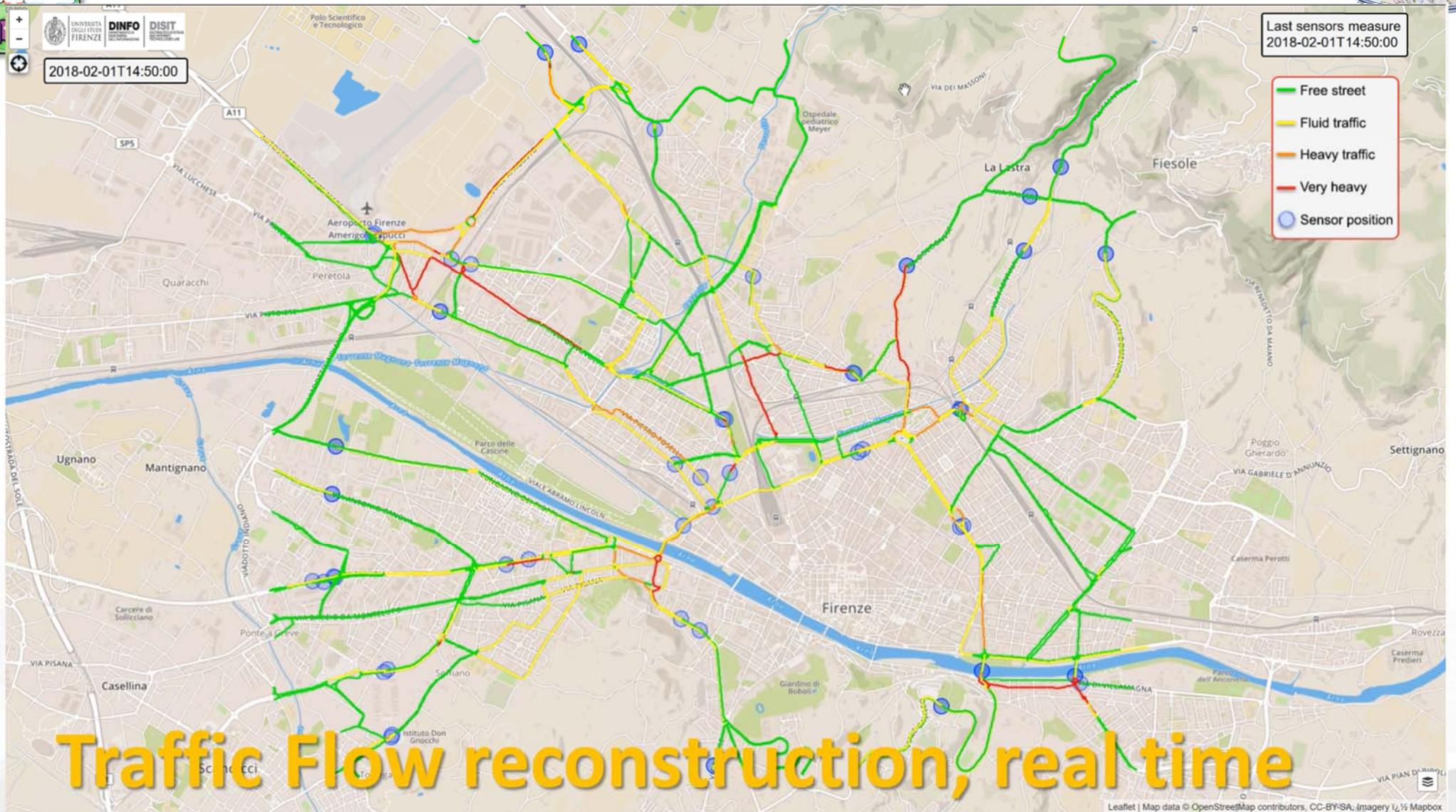
- Spire and Virtual Spires (cameras), Bluetooth, ..
- Specifically located: along, around, ..





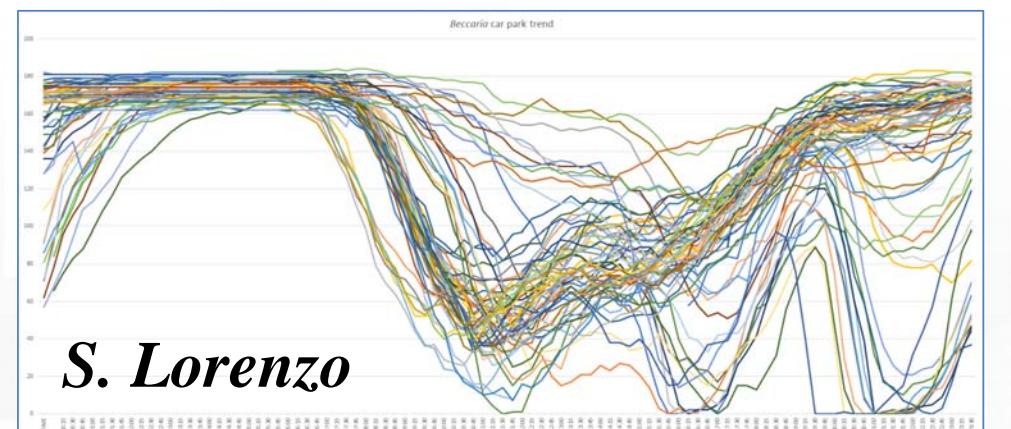
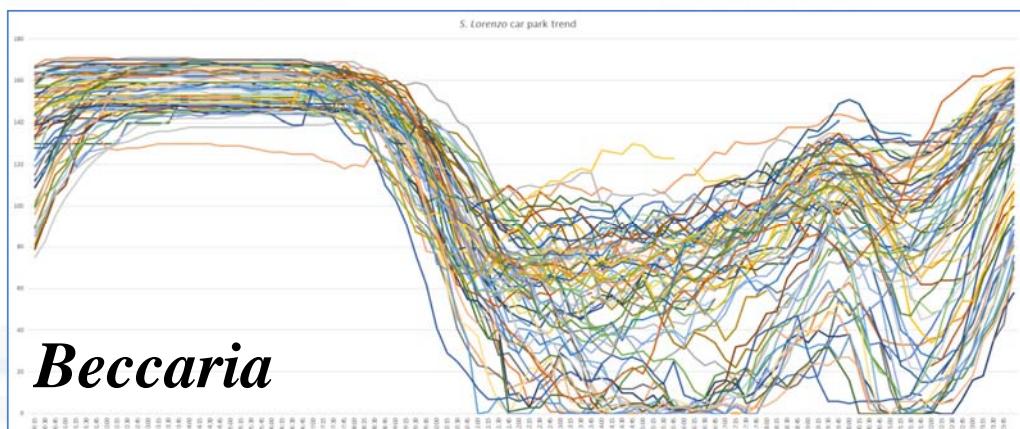
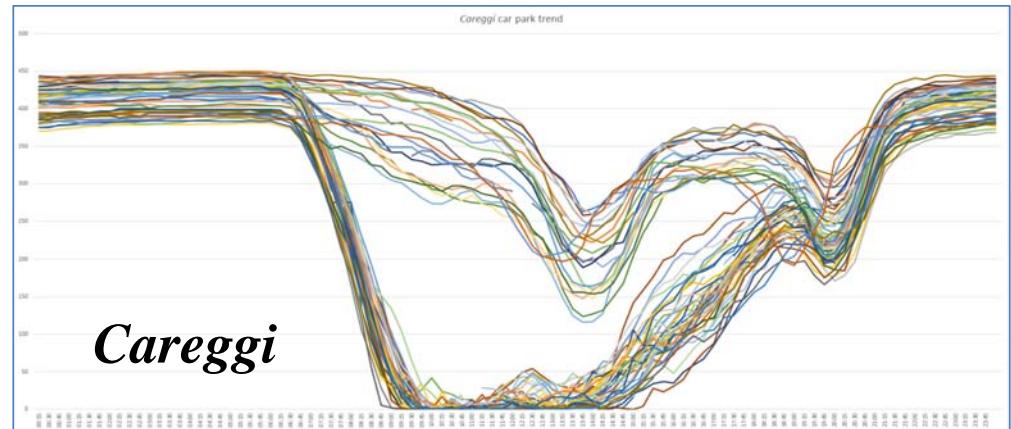
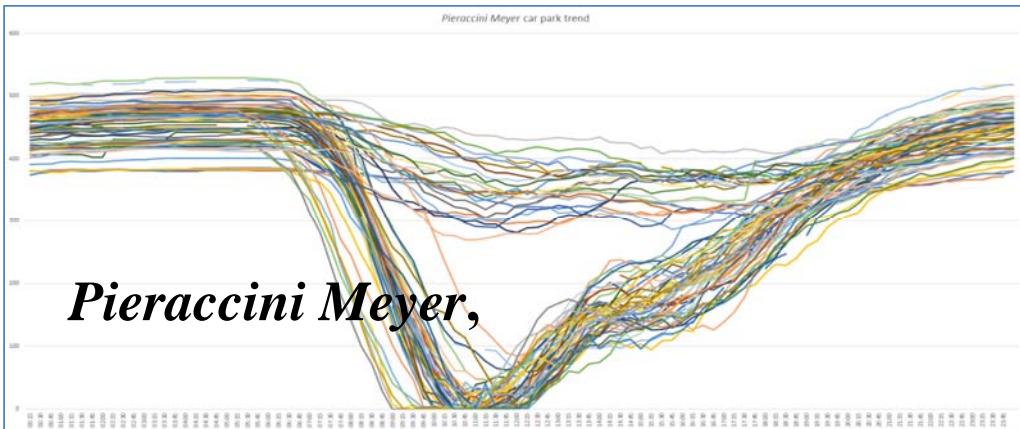
# Traffic Flow reconstruction

Sii-Mobility





# Free Parking space trends



12 parking areas in Florence

DISIT lab, Gennaio 2018





# Free Parking PREDICTIONS



## Careggi car park

Model features	BRNN model results		
	R-squared	RMSE	MASE
Baseline	0.974	24	1.87
Baseline + Weather	0.975	24	1.75
Baseline + Traffic sensors	0.975	24	2.04
Baseline + Weather + Traffic sensors	0.975	24	1.87

- Active on Apps
  - «Firenze dove cosa»
  - «Toscana dove cosa»





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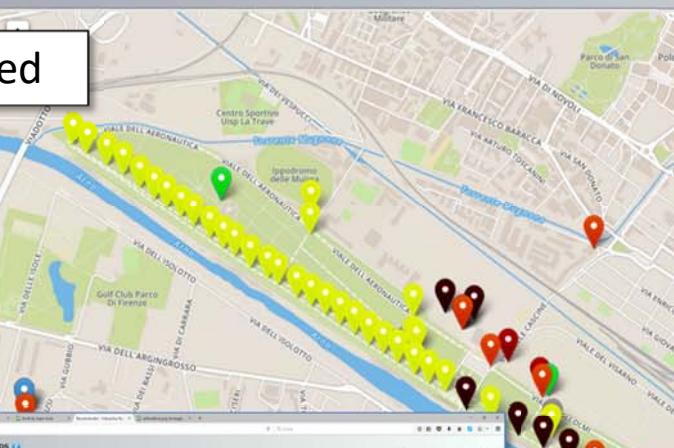
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TECHNOLOGIES LAB  
<http://www.disit.org>

# Characterizing City Areas

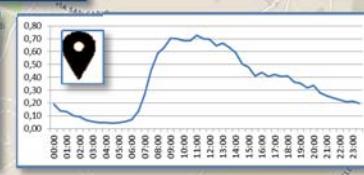
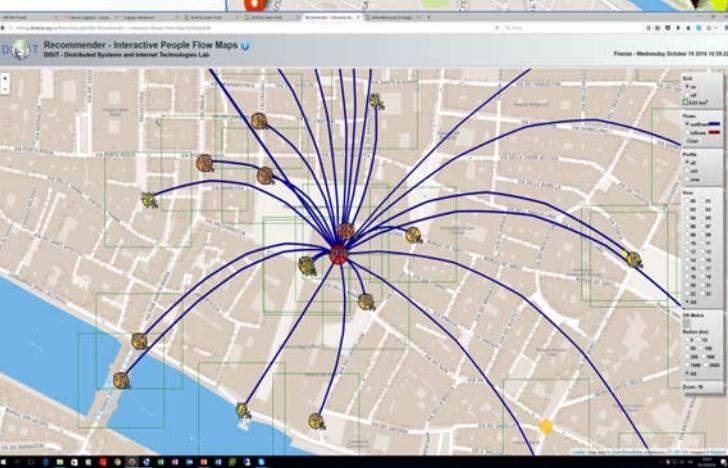
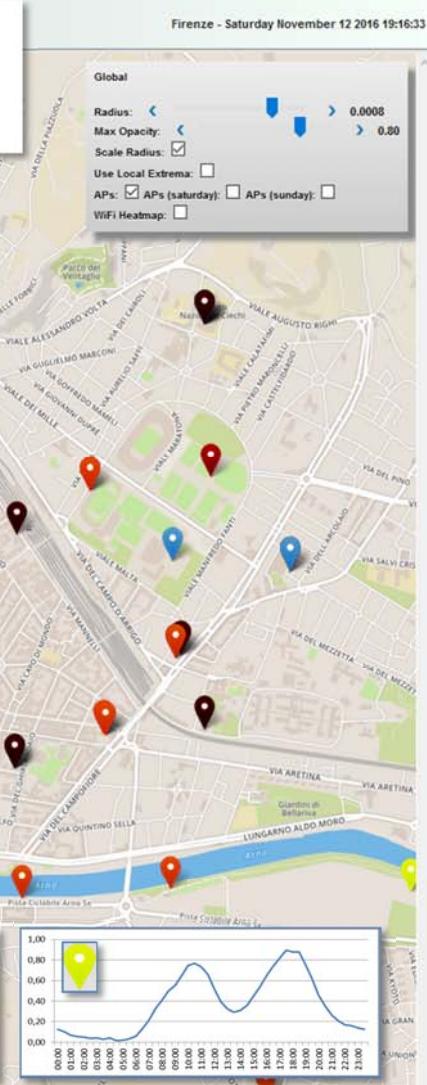


Wi-Fi based

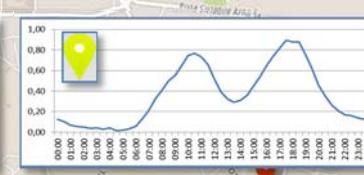
DISIT Firenze Wi-Fi: Access Points Clusters Coverage Map  
DISIT - Distributed Systems and Internet Technologies Lab



Predicting City Areas Crowd level  
characterizing Users' Behaviors



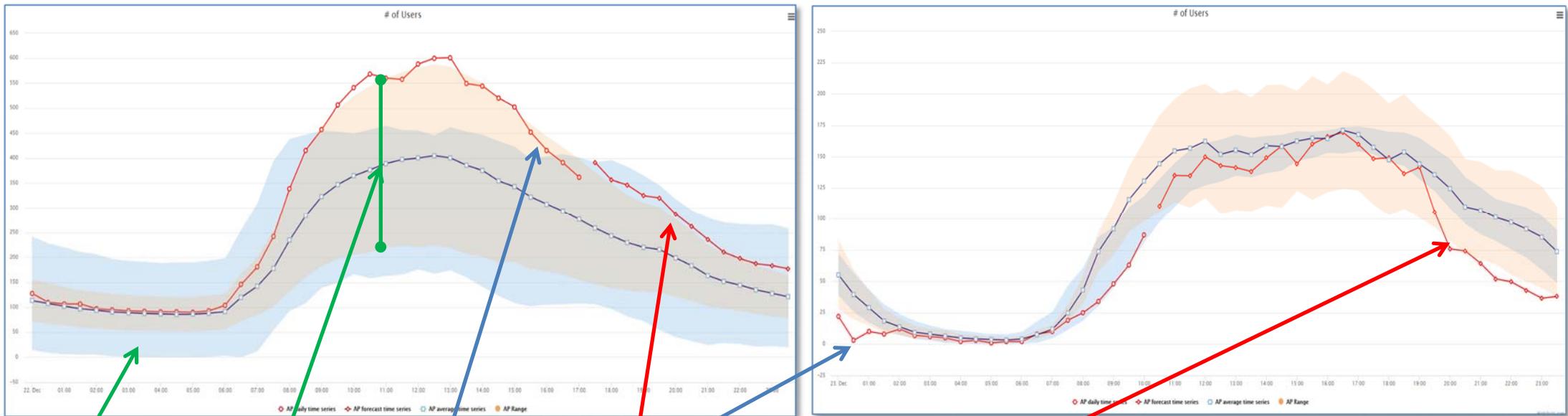
DISIT lab, Gennaio 2018



# Prediction and identification of anomalies



Guessing number of users of Wi-Fi Access Points



Cluster confidence

AP average and confidence

Actual AP trend for today

AP prediction for the next time slot in the day on the basis of past weeks



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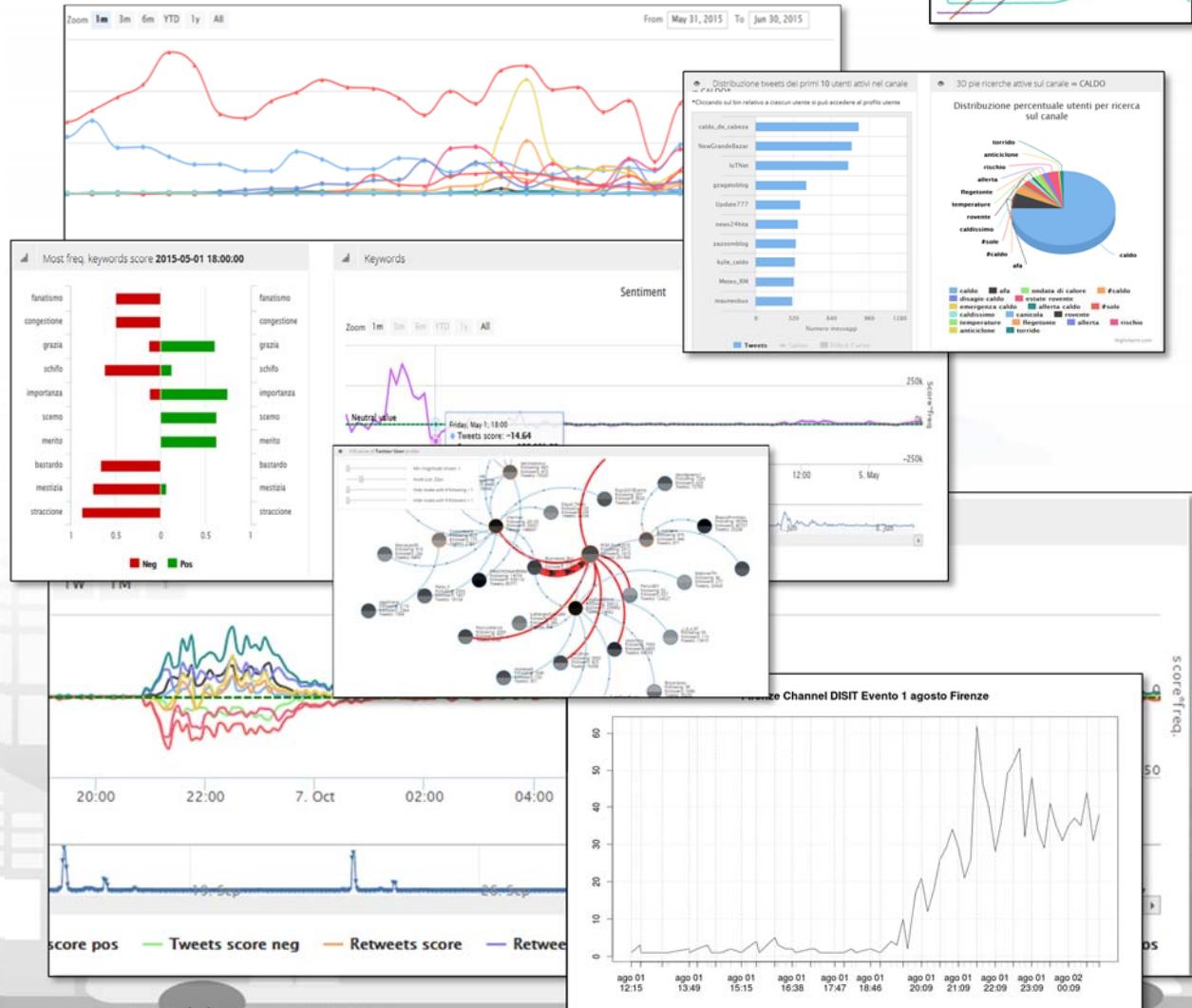
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- <http://www.disit.org/tv>
- <http://www.disit.org/rttv>
- Citizens as sensors to
  - Assess sentiment on services, events, ...
  - Response of consumers wrt...
  - Early detection of critical conditions
  - Information channel
  - Opinion leaders
  - Communities
  - Formation
  - Predicting volume of visitors for tuning the services

**Twitter Vigilance**

# Twitter Vigilance



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# Twitter Vigilance

## Prediction/Assessment

- Football game results as related to the volume of Tweets
- Number of votes on political elections,  
via sentiment analysis, SA
- Size and inception of contagious diseases
- marketability of consumer goods
- public health seasonal flu
- box-office revenues for movies
- places to be visited, most visited
- number of people in locations like airports
- audience of TV programmes, political TV shows
- weather forecast information
- Appreciation of services

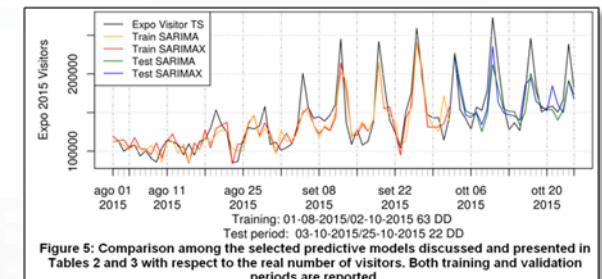
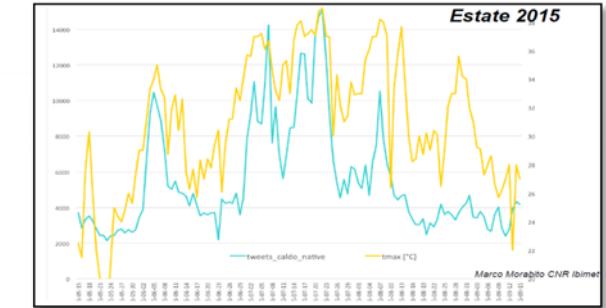
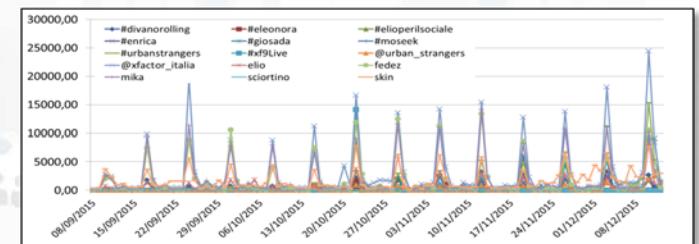


Figure 5: Comparison among the selected predictive models discussed and presented in Tables 2 and 3 with respect to the real number of visitors. Both training and validation periods are reported.



# Twitter Vigilance su Firenze (sperimentale)



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Sat 24 Dec @ 10:37:57

**Twitter - Volume di Tweets trasmitti Twitter Vigilance**

**Twitter Vigilance Dashboard**  
Last crawling: 2016-12-24 12:34:51

Menu On Login

Home > Channel statistics > Statistics on single Channel

Channel active from 2009-02-27 to today Data processed from 2015-05-22 to 2016-12-02 NLP SA

Search related to channel **Firenze**

Zoom: 1m, 3m, 6m, YTD, 1y, All. From: Nov 24, 2016 To: Dec 24, 2016

Number of tweets from 2011 to 2016. A significant spike is visible around December 2015.

Legend:

- #Accademia
- #Aeroporto #Firenze
- #Aeroporto #Firenze
- #bargello
- #expo2015 #Firenze
- #fiorentina
- #firenze
- #Florence #smarctcity
- #fodd
- #ODDIT15 #Firenze
- #opendata firenze
- #pontevecchio
- #uffizi
- #Pacfiorentina
- #BandieraUffizi
- #Biblio\_ComuneFi
- #bcnfirenze
- #comuneFi
- @DarioNardella aeroporto
- @DiscoverTuscany
- @Emergency\_fi
- @firenzedigitale
- @firenzeweb
- @FirenzeTNNews
- @museofirenze
- @museonovecento
- @Nazione\_Firenze
- @NicolodiDaria
- @novedafirenze
- @Opentoscana
- @Pitti\_Immagine
- @PoloMusealeFi
- @ProtCivComuneFi
- @prov\_Fi\_PC
- @santacroceopera
- @STEEPproject
- @istorianaturale
- @UNI\_FIRENZE
- aeroporto firenze
- aeroporto firenze
- Firenze
- firenze terremoto
- firenzeweb
- Florence
- from:@UNI\_FIRENZE
- lungarno
- medicea
- palazzopitti
- palazzostrozzi
- ProtCivComuneFi
- smartcity firenze
- torrigiani
- uffizi
- voragine
- Events

Hide All

**sentiment Analysis in Tempo Reale su Firenze**

**Twitter Vigilance Real Time Dashboard**  
Last crawling: 2016-12-24 10:32:33

Menu On Login

Home > Channel statistics > Channel sentiment analysis

Channel active from 2016-06-27 to 2016-12-24 10:30:00 Data processed from 2016-06-28 08:10:00 to 2016-12-24 10:25:00 NLP SA

Sentiment trends in channel **Firenze**

Zoom: 1H, 3H, 6H, 12H, 1D, 1W, 1M, Y

Neutral value: 0.0. Trends show fluctuations between positive and negative scores.

Legend:

- Tweets score
- Tweets score pos
- Tweets score neg
- Retweets score
- Retweets score pos
- Retweets score neg
- T+RT score
- T+RT score pos
- T+RT score neg

Hide All

**Twitter - Channel statistics**

**TRENDS QUOTES**

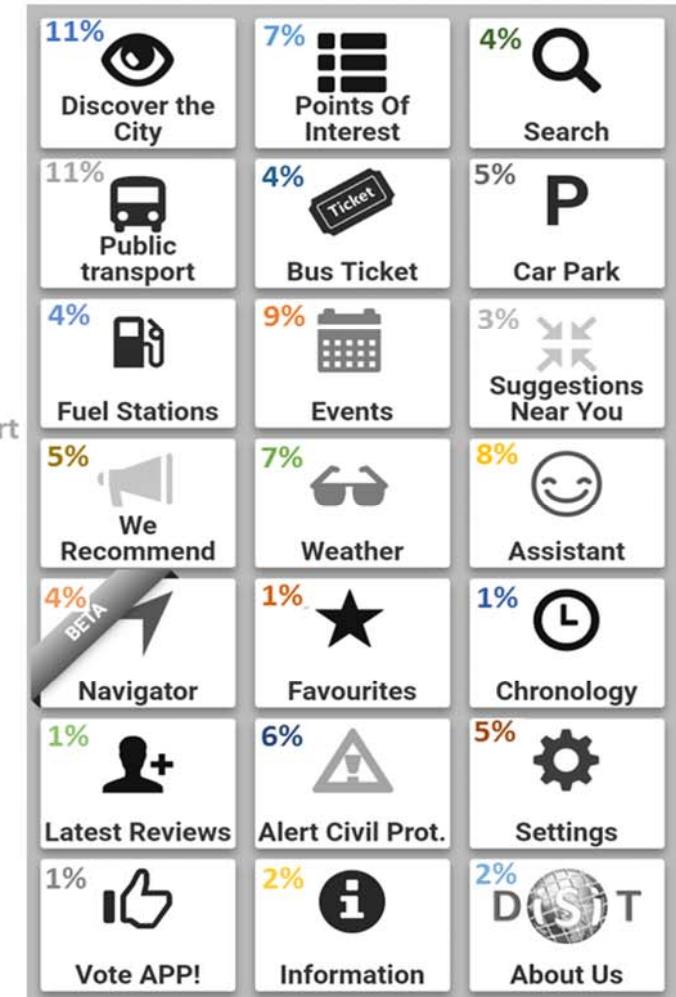
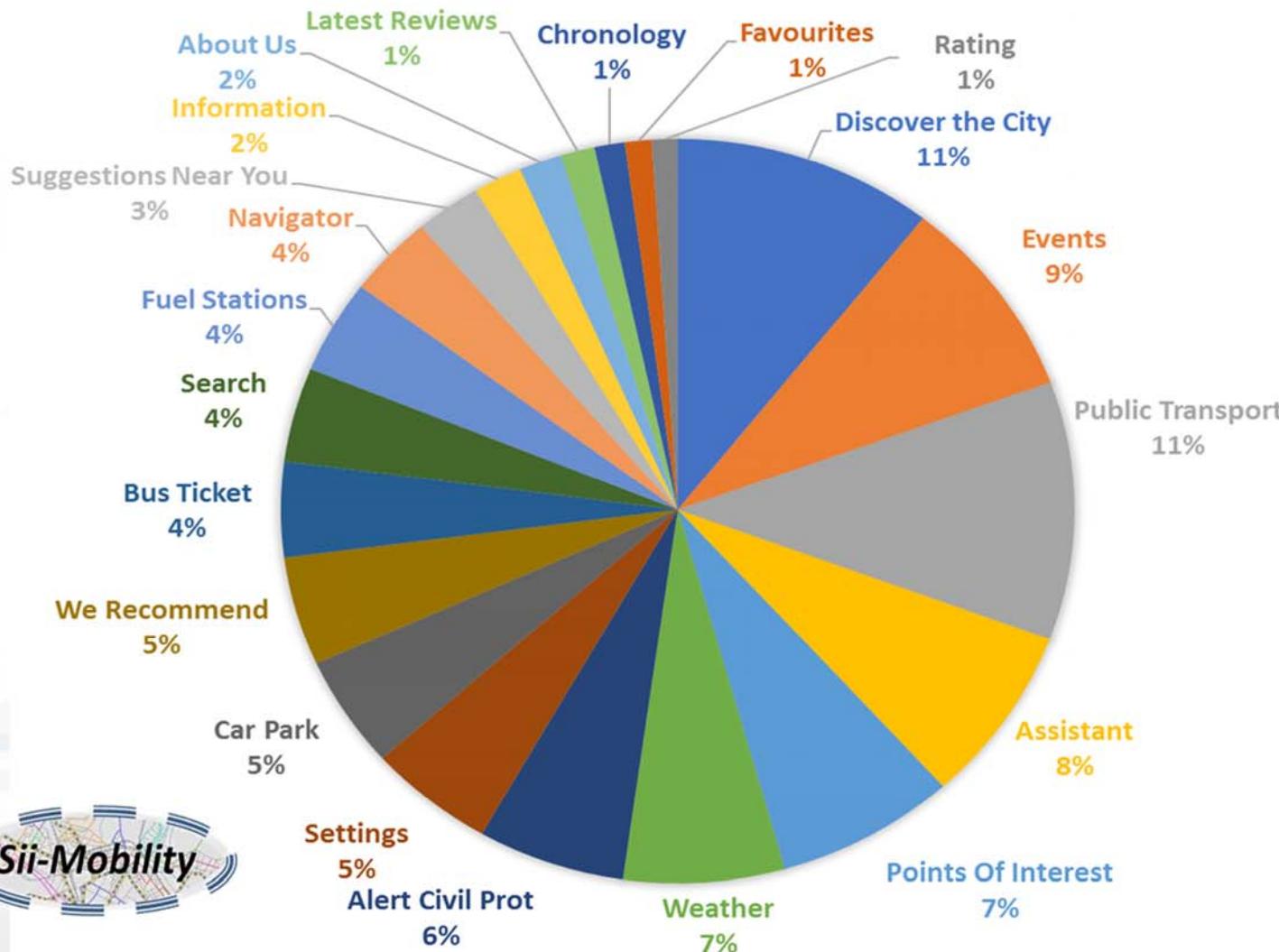
		<b>@NICOLODIDARIA</b>
		<b>@COMUNEFI</b>
		<b>@ACFFIORENTINA</b>
		<b>@NAZIONE_FIRENZE</b>
		<b>@SANTACROCEOOPERA</b>
		<b>@MUSEONOVECENTO</b>
		<b>@FIRENZEDIGITALE</b>

**TRENDS QUOTES**

		<b>#FIRENZE</b>
		<b>#FIORENTINA</b>
		<b>#UFFIZI</b>
		<b>#PONTEVECCCHIO</b>

We suggest to use  
Chrome browser  
for better  
experience

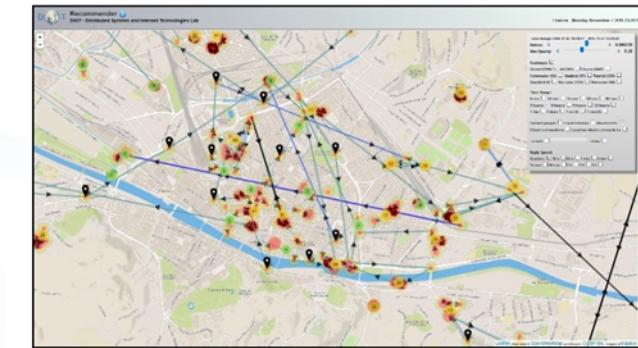
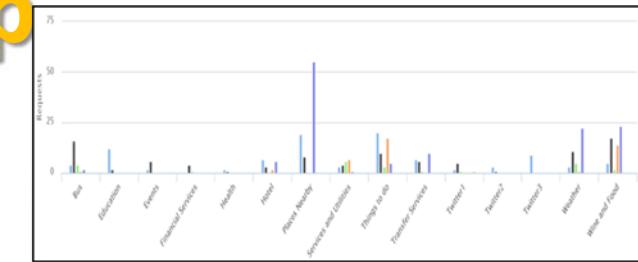
# Usage of the main Menu





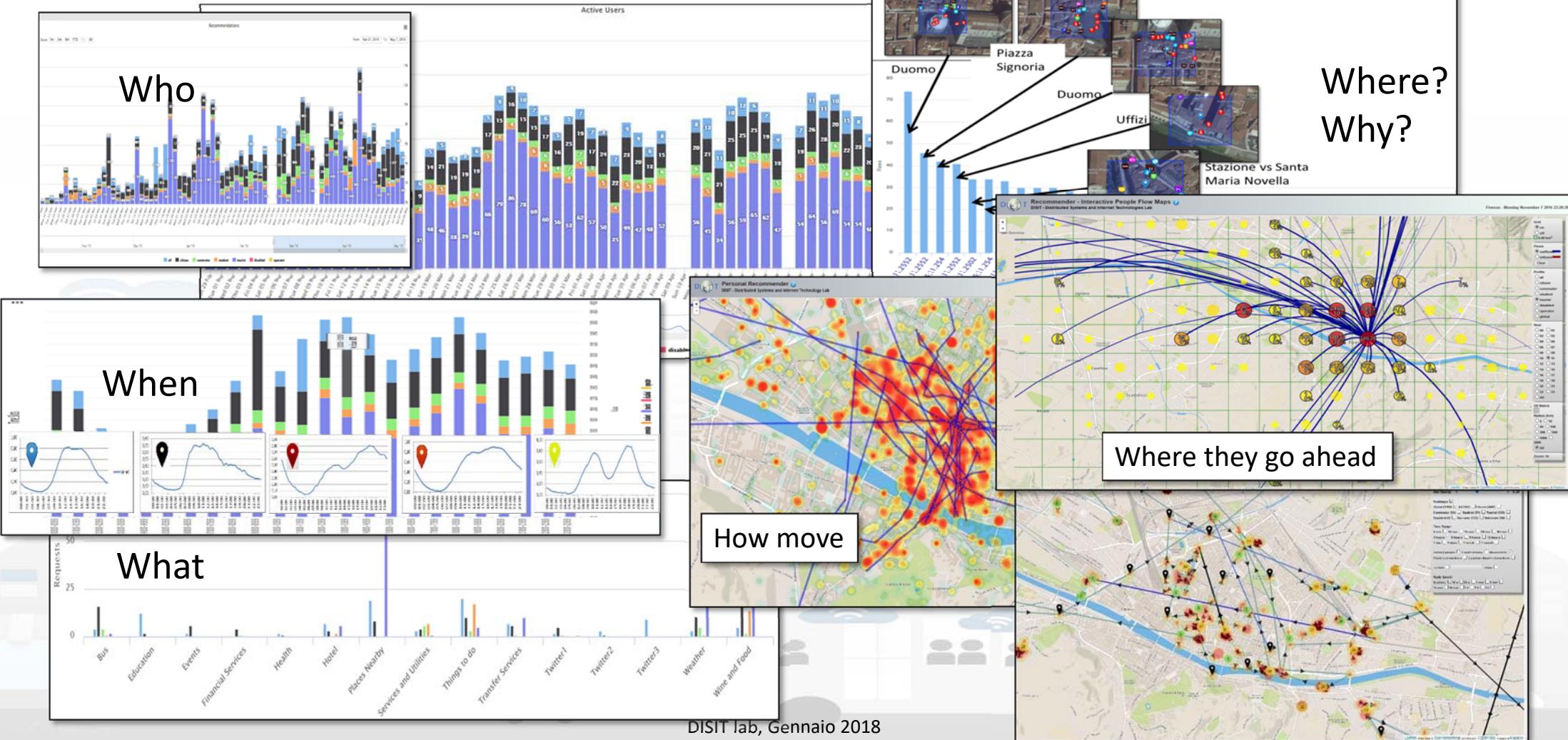
# Reasoning on App Data and for App

- **Suggestions....**
    - ML, clustering..
  - **Engagements....**
    - Rules systems, ML, city strategies
  - **User behavior analysis**
    - *Reconstruction of user behavior on the move  
and in the city in general*
    - *Pedestrian, TPL, Bike, private, etc.*



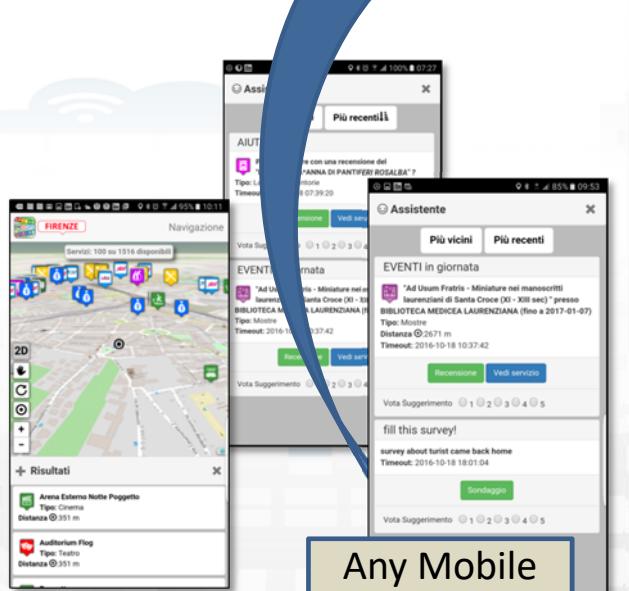
Role name	Type	#sent	#viewed	#viewed on #sent	Description
daily_event_de	ENGAGEMENT	1 (0%)	0 (0%)	0%	Suggest (in german) an event currently on in Florence
daily_event_en	ENGAGEMENT	1720 (2.12%)	70 (7.1%)	4.07%	Suggest (in english) an event currently on in Florence
- commuter		5 (0.29%)	0 (0%)	0 (0%)	
- student		14 (0.81%)	0 (0%)	0 (0%)	
- tourist		1462 (85%)	23 (15.71%)	25 (1.71%)	
- citizen		113 (6.57%)	39 (55.71%)	39 (34.51%)	
- operator		0 (0%)	0 (0%)	0 (0%)	
- disabled		0 (0%)	0 (0%)	0 (0%)	
- all		119 (0.92%)	6 (6.37%)	6 (5.04%)	
daily_event_es	ENGAGEMENT	6 (0.01%)	4 (0.41%)	66.67%	Suggest (in spanish) an event currently on in Florence
daily_event_fr	ENGAGEMENT	6 (0.01%)	0 (0%)	0%	Suggest (in french) an event currently on in Florence
daily_event_it	ENGAGEMENT	5459 (6.73%)	296 (30.02%)	5.42%	Suggest (in italian) an event currently on in Florence
parking_en	ASSISTANCE	141 (0.17%)	128 (12.98%)	90.78%	Alert (in english) if the user parked in a residential parking zone
parking_es	ASSISTANCE	3 (0%)	3 (0.3%)	100%	Alert (in spanish) if the user parked in a residential parking zone
parking_it	ASSISTANCE	187 (0.23%)	1 (0.1%)	0.53%	Alert (in italiano) if the user parked in a residential parking zone
shoot_a_photo	ENGAGEMENT	68 (0.00%)	1 (0.1%)	1.47%	Ask (in german) a contribution for a nearby point-of-interest

# User Behavior Analyzer for Collective profiling



# User influencing, engaging, monitoring & Follow Up

## City & City Operators Strategy Editor



Any Mobile  
and Web  
App

Rule name	Type	#sent	#viewed	#viewed on #sent	Description
daily_event_de	ENGAGEMENT	1 (0%)	0 (0%)	0%	Suggest (in german) an event currently on i...
daily_event_en	ENGAGEMENT	1720 (2.12%)	70 (7.1%)	4.07%	Suggest (in english) an event currently on i...
- commuter		5 (0.29%)	0 (0%)	0 (0%)	
- student		14 (0.81%)	0 (0%)	0 (0%)	
- tourist		1462 (85%)	25 (35.71%)	25 (1.71%)	
- citizen		113 (6.57%)	0 (0%)	0 (0%)	
- operator		0 (0%)	0 (0%)	0 (0%)	
- disabled		0 (0%)	0 (0%)	0 (0%)	
- all		119 (6.92%)	0 (0%)	0 (0%)	
daily_event_es	ENGAGEMENT	6 (0.01%)	0 (0%)	0 (0%)	
daily_event_fr	ENGAGEMENT	6 (0.01%)	0 (0%)	0 (0%)	
daily_event_it	ENGAGEMENT	5459 (6.73%)	0 (0%)	0 (0%)	
parking_en	ASSISTANCE	141 (0.17%)	0 (0%)	0 (0%)	
parking_es	ASSISTANCE	3 (0%)	0 (0%)	0 (0%)	
parking_it	ASSISTANCE	187 (0.23%)	0 (0%)	0 (0%)	
shoot_a_photo_de	ENGAGEMENT	68 (0.08%)	0 (0%)	0 (0%)	

### Inform

You have parked out of your residential parking zone  
The Road cleaning is this night  
The waste in S.Andreas Road is full

### Engage

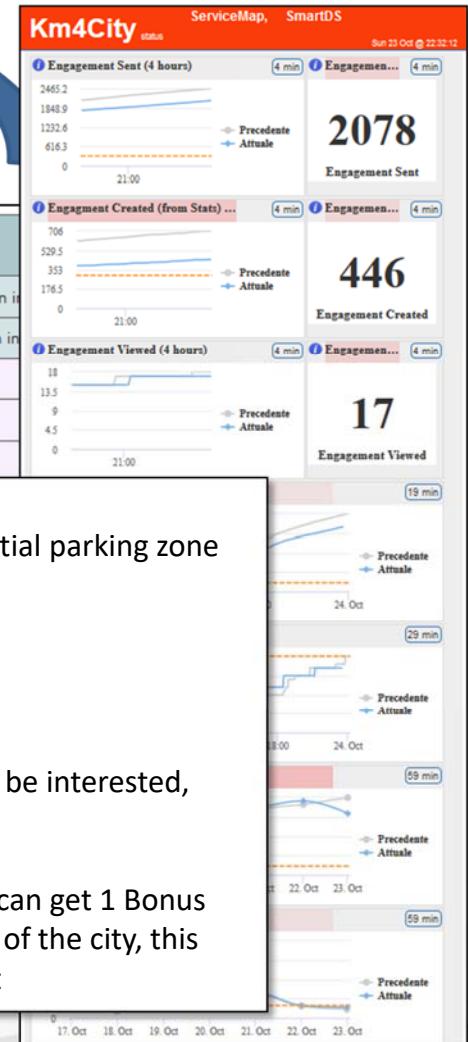
Provide a comment, a score, etc..

### Stimulate / recommend

Events in the city, services you may be interested,  
etc..

### Provide Bonus

Since you have parked here you we can get 1 Bonus  
We suggest you to leave the car out of the city, this  
bonus can be used to by a bus ticket



# Using and Contributing to Km4City



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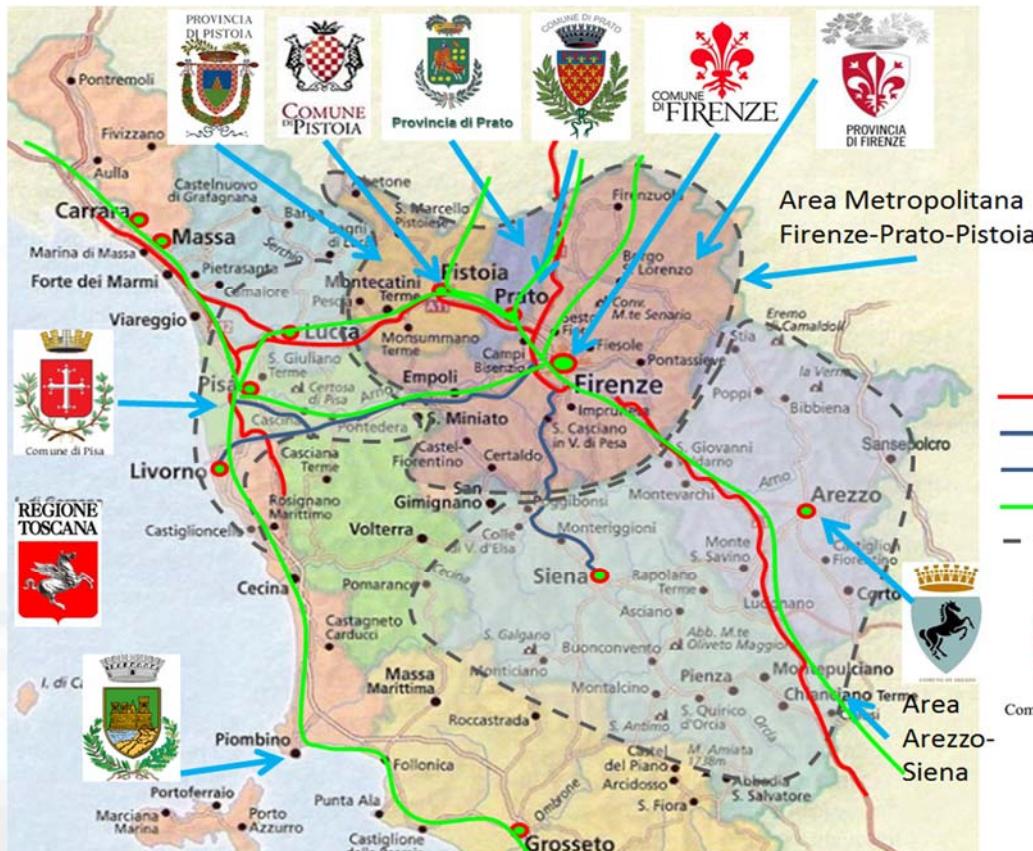
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<http://www.disit.org>

# Sii-Mobility

■ <http://www.Sii-Mobility.org>



- Experiments and validation in Tuscany
- Integration with present central station and subsystems
- DISIT lab, Università di Firenze, is the tech-scientific coordinator



*ECM; Swarco Mizar;  
Inventi In20; Geoin;  
QuestIT; Softec; T.I.M.E.;  
LiberoLogico; MIDRA  
(autostrade, motorola);  
ATAF; Tiemme; CTT  
Nord; BUSITALIA;  
A.T.A.M.; Effective  
Knowledge; eWings;  
Argos Engineering; Elfi;  
Calamai & Agresti;  
Project; Negentis*



Horizon 2020  
European Union Funding  
for Research & Innovation

<http://www.resolute-eu.org>

- Develop European Resilience Management Guidelines (ERMG)
  - Develop a conceptual framework for creating/maintaining Urban Transport Systems
- Enhance resilience through improved support of human decision making processes, particularly by training professionals and civil users on the ERMG and the RESOLUTE system
- Operationalize and validate the ERMG by implementing the RESOLUTE Collaborative Resilience Assessment and Management Support Systems (CRAMSS) for Urban Transport Systems addressing Road and Urban Rail Infrastructures
  - Pilots in Florence and Athens
- Adoption of the ERMG at EU and Associated Countries level

University of Florence: DISIT lab DINFO (Proj coordinator), DISIA and DST	UNIFI	IT
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ATTIKOMetro	ATTIKO	GR
Comune di Firenze	CDF	IT
Centre for Research and Technology Hellas	CERTH	GR
Fraunhofer-Gesellschaft zur Förderung der angewandten Forschung e.V.	FHG	DE
HUMANIST	HUMANIST	FR
SWARCO Mizar	SWMIZ	IT
Associação para o Desenvolvimento da Investigação no Instituto Superior de Gestão	ADI-ISG	PT
Consorzio Milano Ricerche	CMR	IT



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Horizon 2020  
European Union Funding  
for Research & Innovation

Renaissance of PLaces  
with Innovative Citizenship  
And TEchnology

<http://replicate-project.eu/>

- demonstrate Smart City technologies in energy, transport and ICT in districts in:
  - San Sebastian, Florence and Bristol,
  - follower cities of Essen, Nilufer and Lausanne
- Cities are the customer: considering local specificities
- Solutions must be replicable, interoperable and scalable.
  - Integrated Infrastructure: deployment of ICT architecture, from internet of things to applications
  - Low energy districts
  - Urban mobility: sustainable and smart urban services

- 1 (coordinator) FOMENTO DE SAN SEBASTIAN FSS SPAIN
- 2 AYUNTAMIENTO DE SAN SEBASTIAN SAN SEBASTIAN SPAIN
- 3 COMUNE DI FLORENCE FLORENCE ITALY
- 4 BRISTOL COUNCIL BRISTOL UNITED KINGDOM
- 5 STADT ESSEN ESSEN GERMANY
- 6 NILUFER BELEDIYESI NILUFER TURKEY
- 7 VILLE DE LAUSANNE LAUSANNE SWITZERLAND
- 8 IKUSI ANGEL IGLESIAS, S.A. IKUSI SPAIN
- 9 ENDESA ENERGÍA, S.A. ENDESA SPAIN
- 10 EUROHELP CONSULTING, S.L. EUROHELP SPAIN
- 11 ILUMINACION INTELIGENTE LUIX, S.L. LUIX SPAIN
- 12 FUNDACION TECNALIA RESEARCH & INNOVATION TECNALIA SPAIN
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- 14 COMPAÑIA DEL TRANVIA DE SAN SEBASTIÁN DBUS SPAIN
- 15 CONSIGLIO NAZIONALE DELLE RICERCHE CNR ITALY
- 16 ENEL DISTRIBUZIONE, SPA ENEL ITALY
- 17 MATHEMA, SRL MATHEMA ITALY
- 18 SPES CONSULTING SPES ITALY
- 19 TELECOM ITALIA, SPA TELECOM ITALY
- 20 UNIVERSITA DEGLI STUDI DI FLORENCE UNIFI ITALY:  
*DINFO.DISIT Lab and DIEF*
- 21 THALES ITALIA, SPA THALES ITALY
- 22 ZABALA INNOVATION CONSULTING ZABALA SPAIN
- 23 TECHNOMAR TECHNOMAR GERMANY
- 24 UNIVERSITY OF BRISTOL UOB UNITED KINGDOM
- 25 UNIVERSITY OF OXFORD UOXF UNITED KINGDOM
- 26 BRISTOL IS OPEN, LTD BIO UNITED KINGDOM
- 27 ZETTA NETWORKS ZETTA UNITED KINGDOM
- 28 KNOWLE WEST MEDIA CENTRE, LGB KWMC UNITED KINGDOM
- 29 TOSHIBA RESEARCH EUROPE, LTD TREL UNITED KINGDOM
- 30 ROUTE MONKEY, LTD ROUTE MONKEY UNITED KINGDOM
- 31 ESOTERIX SYSTEMS, LTD ESOTERIX UNITED KINGDOM
- 32 NEC LABORATORIES EUROPE, LTD NEC UNITED KINGDOM
- 33 COMMONWHEELS CAR CLUB CIC CO-WHEELS UNITED KINGDOM
- 34 UNIVERSITY OF THE WEST OF ENGLAND UWE UNITED KINGDOM
- 35 ESADE BUSINESS SCHOOL ESADE SPAIN
- 36 SISTELEC SOLUCIONES DE TELECOMUNICACION, S.L. SISTELEC SPAIN

# Acknowledgement

- Thanks to the European Commission for founding. All slides reporting logo of **RESOLUTE H2020** are representing tools and research founded by European Commission for the RESOLUTE project. **RESOLUTE** has received funding from the European Research Council (ERC) under the European Union's Horizon 2020 research and innovation programme (grant agreement n° 653460).
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- Thanks to the MIUR for co-founding and to the University of Florence and companies involved. All slides reporting logo of **Sii-Mobility** are representing tools and research founded by MIUR for the Sii-Mobility SCN MIUR project.
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- **Km4City** is an open technology exploited by those projects and line of research of DISIT Lab. Some of the innovative solutions and research issues developed into the above mentioned projects are also compliant and contributing to the Km4City approach and thus are contributing to the open Km4City model of DISIT lab.

