ANSI Network on Smart and Sustainable Cities

Webinar on City Indicators

ISO 37120 Sustainable Development of Communities: Indicators for City Services and Quality of Life

Patricia McCarney, President & CEO, World Council on City Data
Helen Ng, Executive Vice President, World Council on City Data
ISO 37120
Sustainable Development of Communities: Indicators for City Services and Quality of Life
World Council on City Data™
BUILDING THE GLOBAL STANDARD FOR CITY DATA
PART 1
2008-12
9 Cities – University of Toronto and the World Bank 2009

- Belo Horizonte, Brazil
- Bogota, Colombia
- Cali, Colombia
- King County, Washington State, USA
- Montreal, Canada
- Toronto, Canada
- Vancouver, Canada
- Porto Alegre, Brazil
- Sao Paulo, Brazil

Total of 1100 indicators across 9 pilot cities – only 2 comparable
MEMBERS - 255 CITIES ACROSS 81 COUNTRIES

SINCE 2008
INTERNATIONAL STRATEGIC PARTNERSHIPS

- White House – Urban Affairs
- Cities Alliance
- The Executive Council, Dubai
- World Bank
- OECD
- IDRC
- UN-Habitat
- ICLEI
- UNESCO
- UNEP
- U.S. (HUD)
- Inter-American Dev’t Bank
- Clean Air Asia
- Polis Milan
- Maytree Foundation
- IBI Group
- Baida Finance Group
- UNICEF
CITIES AND AGEING
# GCIF-UNICEF Urban Child Development Index (UKID)

<table>
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<tr>
<th>Dimension</th>
<th>Sub-index</th>
<th>Indicator</th>
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<td><strong>Good Start to Life</strong></td>
<td>Healthy Start</td>
<td>Number of physicians per 100,000 population</td>
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<td>Number of nursing and midwifery per 100,000 population</td>
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<td>Under-5 mortality rate per 1,000 live births</td>
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<td>Children aged under-5 that are underweight (%)</td>
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<td>Children aged under-5 that are overweight (%)</td>
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<td><strong>Water &amp; Sanitation</strong></td>
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<td>Population with access to an improved water source (%)</td>
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<td>Population served by wastewater collection (%)</td>
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<td>Wastewater receiving no treatment (%)</td>
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<td>Population with access to improved sanitation (%)</td>
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<td><strong>Protection from Harm</strong></td>
<td>Safety &amp; Emergency Preparedness</td>
<td>Number of homicides per 100,000 population</td>
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<td>Number of hospital beds per 100,000 population</td>
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<td>Disaster preparedness rating</td>
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<td><strong>Education &amp; Knowledge</strong></td>
<td>Education</td>
<td>Students completing primary education (%)</td>
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<td>Students completing secondary education (%)</td>
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<td>Male population enrolled in school (%)</td>
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<td>Female population enrolled in school (%)</td>
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<td><strong>Standard of Living</strong></td>
<td>Social Equity</td>
<td>Population living in poverty (%)</td>
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<td>Population living in slums (%)</td>
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<td>GINI coefficient (income distribution)</td>
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<td>Children aged under-5 that are registered (%)</td>
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<td>Children aged 5-17 involved in child labour (%)</td>
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<td><strong>Connectivity</strong></td>
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<td>Population with authorized electrical service (%)</td>
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<td>Number of internet connections per 100,000 population</td>
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<td>Annual number of public transit trips per capita</td>
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<td><strong>Quality of Life</strong></td>
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<td>PM-10 concentration</td>
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<td>Green area per 100,000 population (ha)</td>
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<td>Life expectancy at birth</td>
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Preliminary results are presented for seven GCIF member cities from Africa, Asia, Latin America and North Africa-West Asia that were part of the UKID pilot project.
Additional Indices now Under Development

- COMPETITIVENESS INDEX
- MOBILITY INDEX
- INDEX ON AGEING
- HEALTHY CITIES INDEX
- RESILIENT CITY INDEX
- LIVEABILITY INDEX
ISO 37120

Sustainable Development of Communities: Indicators for City Services and Quality of Life

An International Standard for Cities Created by Cities
Our ISO Internal Lead Position to Build Additional City Indicator Standards and New Indicators on Resilient Cities – We Chair Working Group 2 and are Voting Members of TC268, TC268 CAG, WG1 and SC1 WG1
TC268 Working Group 2 – City Indicators
ISO Development

• 20 countries
• 6 International Meetings
• 5 drafts, 300 comments
Published

• The first ISO Standard on Global City Indicators
What is ISO 37120?

• Establishes a set of standardized indicators that provide a uniform approach to what is measured, and how that measurement is to be undertaken

• No rankings

• 100 Indicators – standardized definitions and methodology, **46 Core** and 54 Supporting

• Common language for reporting
17 Themes

City Services and Quality of Life

- Economy
- Education
- Energy
- Environment
- Finance
- Fire and Emergency Response
- Governance
- Health
- Recreation
- Safety
- Shelter
- Solid Waste
- Telecommunication and Innovation
- Transportation
- Urban Planning
- Wastewater
- Water and Sanitation
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• Assessed value of commercial and industrial properties as a percentage of total assessed value of all properties  
• Percentage of city population living in poverty  |
| **Education**             | • Percentage of female school-aged population enrolled in school  
• Percentage of students completing primary education  
• Percentage of students completing secondary education  
• Primary education student/teacher ratio  |
| **Energy**                | • Total residential electrical use per capita (kWh/year)  
• Percentage of city population with authorized electrical service  
• Energy consumption of public buildings per year (kWh/m²)  
• Percentage of total energy derived from renewable sources, as a share of the city’s total energy consumption |
| **Environment**           | • Fine particulate matter (PM2.5) concentration  
• Particulate matter (PM10) concentration  
• Greenhouse gas emissions measured in tonnes per capita |
| **Finance**               | • Debt service ratio (debt service expenditure as a percent of a municipality’s own-source revenue) |
| **Fire and emergency response** | • Number of firefighters per 100 000 population  
• Number of fire related deaths per 100 000 population  
• Number of natural disaster-related deaths per 100 000 population  |
| **Governance**            | • Voter participation in last municipal election (as a percentage of eligible voters)  
• Women as a percentage of total elected to city-level office |
| **Health**                | • Average life expectancy  
• Number of in-patient hospital beds per 100 000 population  
• Number of physicians per 100 000 population  
• Under age five mortality per 1 000 live births  |
| **Safety**                | • Number of police officers per 100 000 population  
• Number of homicides per 100 000 population |
| **Shelter**               | • Percentage of city population living in slums |
| **Solid waste**           | • Percentage of city population with regular solid waste collection (residential)  
• Total collected municipal solid waste per capita  
• Percentage of city's solid waste that is recycled |
| **Telecommunication and innovation** | • Number of internet connections per 100 000 population  
• Number of cell phone connections per 100 000 population |
| **Transportation**        | • Km of high capacity public transport system per 100 000 population  
• Km of light passenger transport system per 100 000 population  
• Annual number of public transport trips per capita  
• Number of personal automobiles per capita |
| **Urban Planning**        | • Green area (hectares) per 100 000 population |
| **Wastewater**            | • Percentage of city population served by wastewater collection  
• Percentage of the city’s wastewater that has received no treatment  
• Percentage of the city’s wastewater receiving primary treatment  
• Percentage of the city’s wastewater receiving secondary treatment  
• Percentage of the city’s wastewater receiving tertiary treatment |
| **Water and Sanitation**  | • Percentage of city population with potable water supply service  
• Percentage of city population with sustainable access to an improved water source  
• Percentage of population with access to improved sanitation  
• Total domestic water consumption per capita (litres/day) |
Why is this Standard Important?

• Effective City Governance with Performance Measurement
• Transparency - Bridging the Divide between Civil Society and Government
• Guides City Management and Sustainability Planning
• Facilitates Learning Across Cities – Globally and Locally
• Comparative Analysis for Policy Development
• Open Data – third party verified data
Who are the Users?

• Applicable to any city, municipality or local government

• Tool for mayors, city managers, planners, politicians, researchers, business leaders, designers and other professionals – and citizens
How Can the Standard be Used?

• Assessing city’s performance for improving quality of life
• Cost efficiencies in city budgets
• Increasing accountability/stakeholder workshops/open data
• Leveraging funds for projects and infrastructure
• Benchmarking – locally and globally
• Benchmarking for projects, monitoring progress and success
• City apps
OUR NEXT ISO STANDARD: ISO 37121 ++

Indicators for Sustainable Development and Resilience in Cities
ISO – New City Indicators

NEXT STEPS AT THE ISO
New Work Item Approved

Title:
Inventory and Review of Existing Indicators for Sustainable Development and Resilience in Cities
Review and Development of New Indicators on Sustainability and Resilience – New Themes

- Emergency Preparedness
- Changes in rainfall and storm surges
- Protection of biodiversity
- Alternative energy
- Risk assessment
- Resilience Infrastructure
- Smart Grid

- Economic resilience
- Political resilience
- Walkability & Accessibility
- Transit & Mobility
- Water & Waste Management
- Green buildings
Next Steps

• WCCD & Pilot
• Guidance document
IMPLEMENTING THE GLOBAL STANDARD ON CITY DATA

Part 3: TODAY 2014

World Council on City Data™
Our new ISO Standard/ISO 37120 – “First Through the Gate” The First ISO Standard to be passed on Cities

New ISO Standard: APPROVED
City Indicators ISO37120
ISO 37120
Sustainable Development
Indicators for City Services and Quality of Life
World Council on City Data™
WCCD FOUNDATION PARTNER CITIES

- Amman
- Buenos Aires
- Barcelona
- Bogota
- Dubai
- Guadalajara
- Haiphong
- Helsinki
- Johannesburg
- London
- Makati
- Minna
- Makkah
- Rotterdam
- Sao Paulo
- Shanghai
- Toronto
WCCD Foundation Cities
BUILDING THE WORLD COUNCIL ON CITY DATA

• The World Council on City Data coordinates all efforts on urban data to ensure a consistent and comprehensive open data platform for standardized urban metrics.

• The WCCD becomes a global hub for creative learning partnerships across cities, international organizations, corporate partners, and academia to further innovation, envision alternative futures, and build better and more livable cities.

• Foundation cities will have an opportunity to define the vision and the mandate for the WCCD, and develop the first five year program on:
  • City Data, Analytics, Visualization
  • Publications, City Awards and Recognitions
  • Workshops and Global Summits
  • Drafting New International Standards
  • Develop Strategies on Big Data for Cities
We are now moving forward to pilot ISO 37120 with 17 cities globally.
ISO 37120 – PILOTING THE FIRST INTERNATIONAL STANDARD ON CITY INDICATORS

Conformity for ISO 37120 means:

- Compile 46 core indicators required to show conformity with ISO 37120 out of a total 100 indicators in ISO 37120 (see list of indicators below)
- Indicators are collected according to standardized definitions and methodologies
- All cities are welcome to join the ISO 37120 Registry and be recognized in the WCCD as an ISO certified city – contact us for an Expression of Interest Form
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How to become an ISO 37120 City

WCCD: ISO 37120

- Expression of Interest & Application Form
- File 46 Indicators & Audit
- Your City is ISO 37120 Registered
- Welcome to Global City Indicators Registry & WCCD
Comparative Analytics:
Convey the geographic diversity of data in the collection

- North America
- Africa
- Latin America
- Europe – Central Asia
- East Asia – Pacific
- South Asia
- Oceania
Thematic Analysis: Health Indicators
Thematic Analysis: Education Indicators
New ISO and World Council Will Help Smart Data Make Liveable Cities

May 16, 2014 | David Thorpe

London, Shanghai, Barcelonas Aires, Dubai and Toronto are among the founding cities of a new platform, the World Council on City Data (WCCD), which aims to improve standards on open data and interoperability in the drive to use smart technology to improve citizens’ lives.

It is built around a newly published ISO standard for city data, ISO 37120, and both the council and the standard were launched yesterday at a Global Cities Summit hosted by the University of Toronto’s Global Cities Index Facility. The Summit opened with an O’Neill Lecture, “A nice gesture from our Past Masters,” according to Robert Ouhalla, who took the picture, right.

The Council intends to be “a global hub for cities, international organizations, corporations and academia to share creative ideas that could help build better, more ‘liveable’ cities,” verifying their success and enabling it to be compared with others using the standard.


Manel Sannen, CEO of Barcelona, says his city is “very interested in this initiative, having been nominated European Capital of Innovation by the European Commission. Barcelona believes deeply in the value of collaboration and standardization.”

A new standard to measure city performance

ISO 37120 is a milestone for cities,” says Professor Patrica McCarney, Director of the Global Cities Indicators Facility (GCIF) at the University of Toronto. “The creation of the World Council on City Data is a pivotal next step in building a reliable foundation of globally standardized data that will assist cities in building core knowledge for city decision making, and enable comparative insight and global benchmarking. In a world where city data is exploding and big data is escalating, we are now moving forward in building the WCCD as an open data platform on global city metrics.”

ISO 37130 Sustainable Development in Communities: Indicators for City Services and Quality of Life is the first ISO standard on city metrics, and the Foundation Cities will be the first to pilot it.

The standard marks a critical turning point in the development of city data by providing cities and stakeholders with an opportunity for a standardized approach to city metrics, and a global framework for third party verification of data. It is said to be applicable to any city, municipality or local government that undertakes to measure its performance in a comparable and verifiable manner, irrespective of size and location.

It defines and establishes methodologies for a set of indicators to either measure and assess the performance of city services and quality of life. It follows the principles set out and can be used in conjunction with ISO 37101: Sustainable development in communities, Management systems, General principles and requirements (when it is published).

Senator Art Eggleton, Chair of the G40, hosting the Summit, said: “For the first time, we are bringing together a database for cities so that we can develop a standard methodology for city performance metrics, which will be a very valuable tool in planning our cities futures.”

The WCCD is to become a global hub for creative learning partnerships across cities, international organizations, corporate partners, and academia to further innovation, envision alternative futures, and build better and more livable cities. The WCCD will coordinate efforts on city data to ensure a consistent and comprehensive platform for standardized urban performance metrics.

Industry partners

Collaboration with industry is a feature of the Council as cities need partners to roll out the technology. Amongst the corporate partners is Philips, which operates at the forefront of smart city development, leading on a collaborative programme called Energy Efficiency Accelerators.

Harry Verhaver, Senior Director Energy & Climate Change at Philips Lighting, explained the project: “Along with The Climate Group and the United Nations, Philips will work with the World Cities Institute on the Energy Efficiency Accelerators, which aims to tackle global climate change by accelerating energy efficiency in buildings, lighting and appliances, and other sectors - with cities as the platform that delivers these energy savings by innovating their infrastructure. We will share our progress at the September 21st UN Climate Summit in NYC.”

The Global Cities Summit is sponsored by Microsoft, which is responsible for CityNext, its proprietary suite of data analytics, social network and communication technology targeted at city connectivity initiatives. Siemens and Silvertown Billit LLP are the other private sector partners.

The theme of the Global Cities Summit finale is ‘Getting on Track: Sustainable & Inclusive Prosperity for Cities.

Andrew Collinge, Assistant Director of Intelligence for the Greater London Authority, said the challenge for London was to manage the boom in the number of people living in the city as the population is expected to reach 10 million by 2030. “There has never been a time when it’s more important to understand how we as a global city compare with other cities so we can learn from them and actually use data to address challenges that are facing all of our cities,” he said.

The next stop for smart and sustainable city developing global cities is Basel, next week at the annual Global Infrastructure Basel Summit on 21-22 May 2014. The city is co-chair of the C40 Sustainable Infrastructure Finance Network and will simultaneously host a gathering of C40 cities.

Both the Summit and the C40 meeting will provide opportunities for cities to discuss concrete solutions for financing sustainable infrastructure under the theme of ‘Mainstreaming Sustainability in Infrastructure Financing and Investment.’ It’s for policy-makers from municipal governments, infrastructure project developers, investors, academics as well as technology providers.

Finally, clear performance data for comparing the world’s cities

June 4, 2014 | Neal Peirce

The phrase “300 standard” is something you might find on the base of a light bulb, under your computer keyboard or in the owner’s manual for your refrigerator. It means that these products are made in a way that complies with international standards of quality and comparability. There are ISOs for financial management, electrical engineering, chemical technology — you name it.

But now, the first-ever set of ISO standards for world cities has been created, and the implications are dramatic. City policymakers will have objective standards to compare their services and performance with other cities around the world. And just as significantly, the people of cities — civic, business organizations, ordinary citizens — will be able to access the same new global standards. This means they can ask city leaders tough questions, stoking debate about their own city’s performance on the basis of verified measures ranging from education to public safety to water and sanitation.

The late Mary startup list of city indicators by the Governo-based International Organization for Standardization seems, at a glance, straightforward enough. What’s the particular matter in a city’s air? Debt service as a percentage of the city’s revenue? Average life expectancy? Green area per 100,000 residents?

The percentage of the city population with regular solid waste collection? The share of the city population that lives in slums?

But many cities, up to now, haven’t recorded data on all these indicators. Or if they did, they were inconsistent in their precise definitions, making it difficult to make apples-to-apples comparisons of cities across countries and diverse societies. Many organizations, in independent media and specialist interest groups, issued ratings of cities. But in 2008, when the Global Cities Indicators Facility at the University of Toronto compared rankings that had been applied to some prominent world cities, it turned out that only one of the 1,200 indicators being applied were exactly the same.

Now, cities everywhere will have an internationally agreed upon set of indicators that should be collected. And because the definitions will be clear, cities will be better informed on what is being collected. They won’t be legally required to do so, but they likely will be under pressure from cities, business, academic and other groups (including the use of 300 standards) so that their performance can be benchmarked against peer cities, both in-country and — in today’s increasingly globalized economy — across the globe.

“It’s a potential game changer for world cities and everyone who works for cities, for journalists evaluating city performance, for the World Bank in designing grants and more,” notes Dan Hoerring, a former World Bank official, professor at the University of Toronto and an early proponent of world city standard setting.

Global game changer

The goal, says Hoerring and other supporters, is to encourage higher levels of city service delivery by making the data open and transparent. The need to collect and verify data could improve cities’ credit and bond ratings, appealing to investment decision-makers. Cities that show high performance will be able to argue more forcefully for higher national government assistance and tax shifting.

Conversely, the system could make politically motivated manipulation of data tougher and ineffectiveness in city policies and administration more difficult to hide.

The ISO organization is holding the new standards as a significant breakthrough. Cities, notes 300 Deputy Secretary General Kevin McKinley, share many patterns of behavior: "regardless of geography, politics or economic model. It endorses that the standard, officially known as ISO 37120, establishes a uniform approach to what’s measured and how — "a cornerstone of sound decision-making and sound governance." And, he adds, "The standard doesn’t point out a single judgment on what a particular city should choose as targets. Instead the standard helps provide more consistent expressions of city performance and quality of life."

Initial city response to the new standards for cities seems positive. "There’s never been a time where it’s been more important to understand how we as a city are compared to other cities," Andrew Collinge, assistant director for research and analysis at the Greater London Authority. "We can learn from them and actually use data we can use to address challenges facing all of our cities."

Another city that is excited about the news of the ISO standard is Minna, Nigeria. "To us in Minna, this is an important milestone in city management," says Abdulkalim Rukkin, the town planner and geospatial analyst in Minna. "The presence or absence of information on an indicator is in itself an indicator of the adequacy of basic services in a city."

Another city that is excited about the news of the ISO standard is Minna, Nigeria. "To us in Minna, this is an important milestone in city management," says Abdulkalim Rukkin, the town planner and geospatial analyst in Minna. "The presence or absence of information on an indicator is in itself an indicator of the adequacy of basic services in a city." In Minna, Nigeria, an indicator that will be measured is the presence or absence of information on an indicator is in itself an indicator of the adequacy of basic services in a city.

Rotterdam, notes Niall Tilles, an indicator expert there, strives to be an attractive, resilient, economically successful city. But, he says, "How do we perform? If we want to improve, we need to know why we rank it so low. If we can’t measure it, you can’t manage it." But in a study Tilles worked on with the Delft University of Technology, the researchers found that verified and standardized third-party data not only was missing from the rankings but in many cases the entire ranking process was performed in “a black box” without clear definitions. This made it impossible to analyze the data outputs.

New World City Data

London, Minna and Rotterdam, plus a dozen other cities including Shanghai, Delhi, Changi, Johannesburg and Buenos Aires, are inaugural members of a body called the World Council on City Data. Launched at a Global Cities Summit in Toronto in late May, the council will play the important role of verifying that cities are collecting the right data the right way. The council intends to be “a global hub for cities, international organizations, corporations and academia,” sharing ideas for city performance improvement broadly.

The path to an ISO standard aimed at broad global city buy-in was not an easy one. Supporters acknowledge a besoin behind the story — Patricia McCarry, director of the University of Toronto’s Global Cities Indicators Facility, who has made creation of good global data on cities an all-consuming goal for close to a decade.

The project began in 2008, McCarry relates, when Hoerring and the World Bank approached her to start working on a uniform set of indicators for cities. Nine pilot cities, including Bogota, Toronto, São Paulo and Rio de Janeiro, were asked to help devise a list of some 150 initial indicators. The number of the 300 participating cities would rise to 528 across 89 countries.

But as McCarry and her allies pushed forward on the project, it became clear that independent audits involving ISO-like third-party verification of the data would be minimal in its acceptance. ISO certified in 2011 was issued in 2011 and initially seemed subject to the same.

But as French, Japanese and Canadian bodies showed interest in some form of city governments management, that changed.

A technical committee was formed. With McCarry’s institute acting as a de facto secretariat, meetings were held in urban eastern China to France and Britain to Canada. Comments were received from cities worldwide — “fantastic for us, really strengthening the set of indicators we started with back in 2009,” notes McCarry. The analysis windowed down and enganged the list to 300 complete indicators. Finally, 46 (see them all here) were selected as well-tested core measures that cities must report to prove they’re in conformance with the new ISO 37120 standard.

“Now George is fully behind us,” says McCarry. “Usually an ISO process takes six years. We did it in two. They took a big leap of faith with us.”

And, she notes, there’s been a big change in cities’ attitudes about releasing data on their performance indicators. “In the early days when we were testing and fine-tuning, the cities were willing to give us data confidentially and share it with other cities. But they were very uncomfortable releasing it to the public.” But, she notes, cities seem more comfortable opening up this sort of data now and making it public, as it will be under the ISO standard.

Plus, McCarry observes, “researchers in universities and international agencies can now access the data — for analytics, for visualization, for performance analysis,” in a way never before possible.

Looking forward, the 300 city members are considering new measures focused on risk and resilience for cities. Indicators might include such things as the presence of early warning systems focused on such threats as massive storm surge and tornado, or strategic preparations in cities prone to earthquakes. Both for the initial and added measures, studies in each case will check the data to ensure that the definitions and methodologies in the formal ISO 37120 standard are being followed.

Special cases

Most of the new ISO standards apply across the globe — for example the number of police officers or firefighters per 100,000 population are equally applicable in a Toronto or a Bogota. But developed-world city standards, for such services as fresh water supply and sanitation services, are tough for developing-world cities of Asia, Africa and Latin America that have fast-filling slums triggered by escalating levels of immigration from poor rural migrants.

European and North American cities did, McCarry notes, “have a strong voice” in planning versions for new standards. But “we were very careful,” she asserts, to include special recognition of the conditions developing-world cities face in many of their poorest neighborhoods — “what’s possible for them, what they can report on.”

Another aspect the process is encouraging is a focus on “peer” cities. London, New York and Tokyo, for example, may be in a class to themselves, notwithstanding their geographic separation. Toronto’s best global match may be halfway across the globe in Melbourne.

And the expanding data-collection possibilities may, over time, identify more global peers — and exchanges — between cities. Potential avenues range from business and civil society groups within individual cities to globally active non-exchange groups and NGOs, all debating and pushing for expanded standards that correspond to their missions.

“With the initial ISO, the city-standardized tone has made a big leap forward,” says Hoerring. “But now that the process is launched, it’s not going to widen slowly.”

World Council on City Data™
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