

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 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

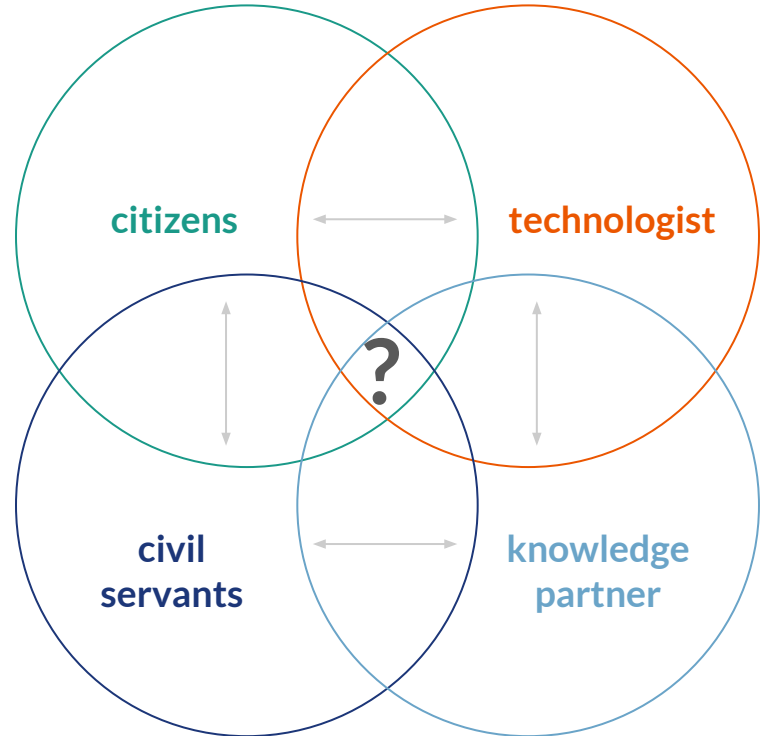
WORK PACKAGE

- Introduction
- Ambitions
- Participatory Process
- Dialogues on Transparent Cities
- Civic Validation Session
 - Pensant Diner 1 (04 July 2024)
 - Pensant Diner 1 (11 November 2024)
- 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.



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

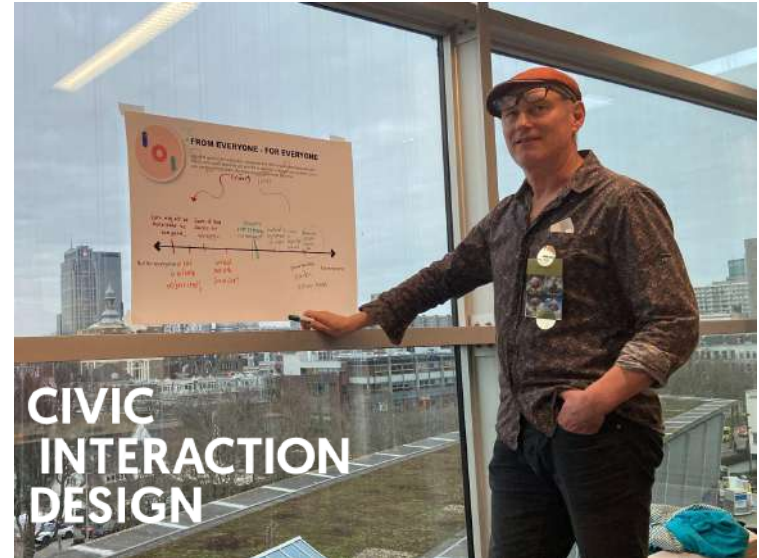
De gemeente moet digitaal onafhankelijk worden en ophouden met de datahonger naar gegevens van Amsterdammers. Donderdag gaat GroenLinksraadslid Elisabeth IJmker met die inzet in debat met de raad. ‘Wil je echt steeds meer gevolgd worden? Ik denk het niet.’

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.



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

Civic Validation Sessions



Diner Pensant 1



Diner Pensant 1

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 is v
betrokken partijen. Door samenwerki
schijnen op dat we

-Uit de pro

* Do not look outside yourself for you

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.

DP1 - Team 1 Results



Members:

Irene, Isa, Gert-Jaan, missing names...

Residents need to understand the tech and species of sensors

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

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

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

DP1 - Team 2 Results



Members:

Lies, Roy, Daan, Annouk, Peter, Karen

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

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

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

There are many misperceptions from citizens to be addressed

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

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

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

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

DP1 - Team 3 Results



Members:

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

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

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

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

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?

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

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

DP1 - Team 4 Results



Members:

Mike, Eelco, (missing names)

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.

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

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DP1

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.”


1

DP1 - 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 sessions 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

DP1 - 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

DP1 - 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.




DP1 - 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

DP1 - 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.

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.



Too little knowledge in 6 key areas

The results of DP1 were further grounded in six key areas that reflected the full scope of sensor use — from idea development and decision-making to long-term impact, devices, infrastructure, and data practices. These points helped translate DP1 insights into concrete directions.

1. **Idea formation** (problem/solution)
 2. **Decision-making** (democratic process)
 3. **Consequences** (long-term, e.g., contact between enforcer/citizen)
 4. **Devices** (what, who, where, how, ...)
 5. **Infrastructure** (Wi-Fi, cables, locations, ...)
 6. **Data usage** (privacy, integration/linking, ...)
- How are ideas formed about which technology is needed?
 - How and at what level is decision-making carried out?
 - What are the consequences of the choices made, and who monitors them?
 - Which applications are chosen, why, and who has the mandate to decide this?
 - What infrastructure is involved, and do we know enough about the potential consequences?
 - Finally, can citizens truly opt out in practice and gain control over their data and how it's used by third parties?



Diner Pensant 2



Diner Pensant 2

We organized a follow up session on the 21st of November 2024. This workshop brought together civil servants and concerned citizens to envision a more transparent digital city.

Participants explored innovative strategies to boost civic engagement and accountability while co-creating digital solutions that empower communities.

The ambition was to inspire future initiatives and foster trust, ultimately paving the way for a more open, connected urban environment.

Aanleiding en achtergrond van de diner pensant reeks: 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.

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Toelichting 2e
Diner Pensant:

Vragen die bijvoorbeeld besproken worden zijn:

Hoe worden de ideeën over welke technologie nodig is gevormd?
Welke consequenties zitten er aan keuzes die gemaakt worden en wie kijkt hiernaar?
Hoe en op welk niveau komt besluitvorming tot stand?
Voor welke toepassingen wordt gekozen, waarom én wie heeft het mandaat hiertoe?
Welke infrastructuur komt hierbij kijken en weten we genoeg over de mogelijke gevolgen?
Tot slot, kunnen burgers in de praktijk écht een opt-out doen en grip krijgen op hun data en het gebruik ervan door 3e partijen.

Wat is écht dienende technologie?

Hoe kunnen nieuwe verbindingen tussen enerzijds kennisdragers in de samenleving en burgers en anderzijds uitvoerders bijdragen aan dienende technologie en een beter functionerend democratisch proces? Tot de 21e...

Namens alle betrokkenen en richting
"gezamenlijke grip op technologie"

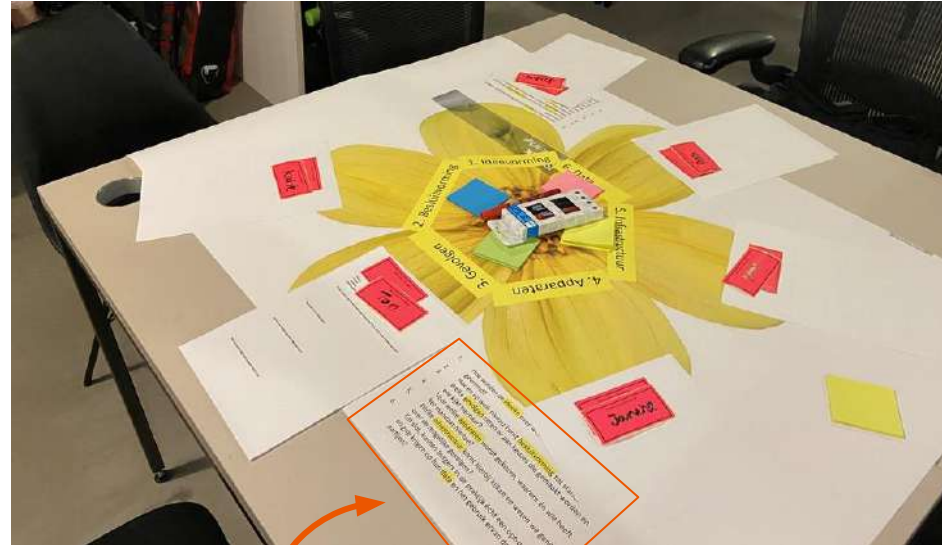
Diner Pensant 2

For the second Diner Pensant we wanted to dive a bit deeper into 4 research questions that could become future “Co-Creation Participation Projects”

- Team 1: Irene - ‘Smart Lamppost’ Metaphor
- Team 2: Mike - Citizen Science
- Team 3: Tom - Transparent City AR App
- Team 4: Lies - Digital OmgevingsKit

Each team table used a flower placemat to structure the discussions on **devices, consequences, decision making, ideation, data, infrastructure**.

The discussions helped formulate various answers to the following questions:



1. How are ideas about which technology is needed formed?
2. How and at what level is decision-making made?
3. What are the consequences of choices that are made and who looks at them?
4. Which devices are chosen, why and who has the mandate to do so?
5. What infrastructure is involved and do we know enough about the possible consequences?
6. Finally, can citizens really opt out in practice and gain control over their data and its use by third parties?

1. The Real Impact of “Smart” Technology

Does “smart” always mean better, or are we adopting tech without questioning its necessity?

Public technology is sometimes more about branding and PR than real community benefits.

We must evaluate the actual usefulness of innovations rather than adopting them for their own sake.

DP2 - Team 1 “Smart Lamppost”



Members: Irene, Tamila, Marijke, Pauline, Karin,

2. The Role of Public Participation & Collaboration

Open hackathons and collaborative innovation could lead to unexpected, community-driven solutions.

Public prototyping and early involvement help ensure relevant and meaningful technology adoption.

Diverse expertise and perspectives are missing from decision-making—who are we leaving out?

3. Ethical & Economic Influence on Urban Tech

Are nudging techniques subtly influencing public behavior without consent?

Big money and marketing often dictate what technology gets implemented, overshadowing local needs.

Do we have enough transparency and information before making tech-related decisions?

DP2 - Team 2 “Citizen Science”



Members: Mike, Geert Jan, Simcha, Arthur, Jacob

1. Lack of Public Influence in Decision-Making

Urban policies, such as speed limits and surveillance, are implemented without citizen participation.

Public discussions on key topics, including AI and SDGs, are often shut down.

There is limited transparency on who makes decisions and why certain technologies are deployed.

2. Growing Concerns Over Surveillance & Data Control

Surveillance in public spaces and schools lacks clear oversight and accountability.

Citizens have no real control over how their data is collected, used, or stored.

AI and automated decisions prioritize efficiency over ethics, privacy, and human input.

3. The Role of Technology in Society & Social Engagement

Digital tools should empower people, not just monitor or control them.

There is a need to co-create technology solutions rather than imposing top-down implementations.

Communities must be involved early in problem definition to ensure relevant, human-centered solutions.

DP2 - Team 3 “Transparent AR app”



Members: Tom, Paul, Janine, Katie, Josefina, Rob

1. Public Participation & User-Centered Design

Test new tech with the public to ensure it meets real needs.

Citizens should have a meaningful voice in digital city development.

Early involvement in problem definition leads to better, community-driven solutions.

2. Transparency, Ethics, and Control

Technology should empower, not just monitor or control people.

People deserve transparency and should have the option to opt out of surveillance.

Data and open dialogue must guide urban tech decisions, not just efficiency.

3. The Role of Technology in Urban Life

The digital world must serve the physical world, not replace it.

Cameras alone don't create safety—trust and community engagement matter.

People should have real choices in how technology affects their daily lives.

1. Governance & Decision-Making in Urban Tech

City officials largely dictate tech projects, leaving little room for public influence.

Government-defined problems shape tech solutions, often excluding alternative perspectives.

Industry, politics, and economic interests drive decisions more than real community needs.

DP2 - Team 4 "Digital OmgevingsKit"



Members: Liseloer, Eugene, Max, Marjolein, Maike, Marlane

2. The Role of Data & Automation

AI and automation aren't always the answer—do we need to measure everything?

A new data paradigm is needed that considers broader social impacts.

Physical solutions may be more effective than endless data-driven interventions.

3. Public Engagement & Alternative Approaches

Urban planning should integrate technology thoughtfully, avoiding solutions looking for problems.

Public familiarity and education on digital tools can create a more informed citizenry.

Switzerland's approach of making data publicly available could increase transparency and trust.

DP2

Key Findings & Takeaways

1. **Limited Public Participation** – Urban tech decisions are top-down; co-creation urban tech can ensure community-driven solutions.
2. **Surveillance Without Oversight** – Cameras & monitoring expand without transparency; public accountability and opt in/out options are needed.
3. **Tech Before Problem** – Many smart solutions are economically/politically driven; validate necessity before implementation.
4. **Empowering, Not Monitoring** – People want tech to enhance livability & safety, not just track behavior.
5. **No Reassessment of Tech** – Once deployed, tech stays indefinitely; regular (public?) audits should remove ineffective or outdated solutions.


1

DP2 - Limited Public Participation

Finding:

While digital tools shape cities, decision-making remains centralized with little public input. Residents feel disconnected from how technology is deployed in their public spaces.

Takeaway:

We need **co-creation processes** where policymakers and residents collaborate on urban tech projects, ensuring community-driven solutions rather than top-down implementations.


2

DP2 - Surveillance Without Oversight:

Finding:

Surveillance is increasing without public oversight. Cameras and monitoring tools are often implemented without public debate. Many participants expressed concerns about the **lack of transparency** in their deployment.

Takeaway:

A **clear public accountability framework** should be established, allowing citizens to influence where and how surveillance technologies are used. Opt-out mechanisms should be explored where possible.


3

DP2 - Tech Before Problem:

Finding:

The "Smart City" narrative is often driven by economic and political interests. Technology is frequently introduced **before a clear problem is identified**—often pushed by economic, political, or industry-driven incentives rather than real community needs.

Takeaway:

A **problem-first approach** should be prioritized, where public consultations validate the necessity of tech before implementation, avoiding unnecessary or performative projects.


4

DP2 - Empowering, Not Monitoring:

Finding:

People want tech that empowers, not just monitors. Residents desire digital solutions that enhance accessibility, mobility, and civic engagement rather than just **tracking or controlling behavior**.

Takeaway:

Urban technologies should **support local agency**, with tools like participatory budgeting apps and transparent data dashboards, ensuring that tech **serves people, not just authorities**.


5

DP2 - No Reassessment of Tech:

Finding:

Once implemented, tech rarely gets reassessed or removed. There is little evaluation of whether **smart city tech is actually improving urban life**. Participants noted that once deployed, technologies like surveillance cameras tend to **stay permanently**.

Takeaway:

We need **regular technology audits**, where cities assess the **long-term impact** of urban tech and **remove ineffective or outdated solutions**, ensuring they align with public benefit.

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?
- Introduce filters like UN Sustainable Developer Goals (SDG), Paris Climate Agreement, Corporate social responsibility (CSR), Environmental, Social, and Governance (ESG) into future sessions
- Lets collate & transcribe the stickies into a living mind map (Miro?) and invite others to contribute to organically



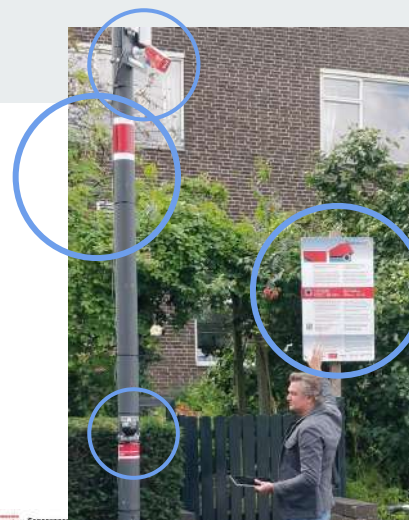
Medium-Sized next steps

- *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.



Verantwoordelijke voor de sensoren

- Afdeling anpr management
- Gemeente Amsterdam
- Meldingsplicht.Sensoren@amsterdam.nl
- Verwerkt geen persoonsgegevens
- [Privacyverklaring](#)

Sensorgegevens

- Optische / camera sensor
- Mobile sensor
- Referentie: ANPR-04009-A

Doel van de sensor

- verkeershandhaving_zwaarverkeer

Sensor actief tot

- 01-01-2050



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.*





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.

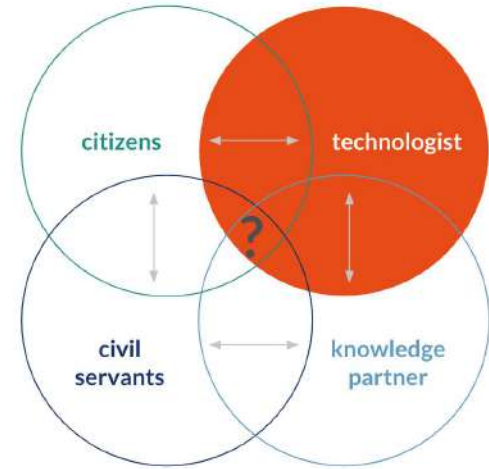
CIVIC
INTERACTION
DESIGN

AAS
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Amsterdam

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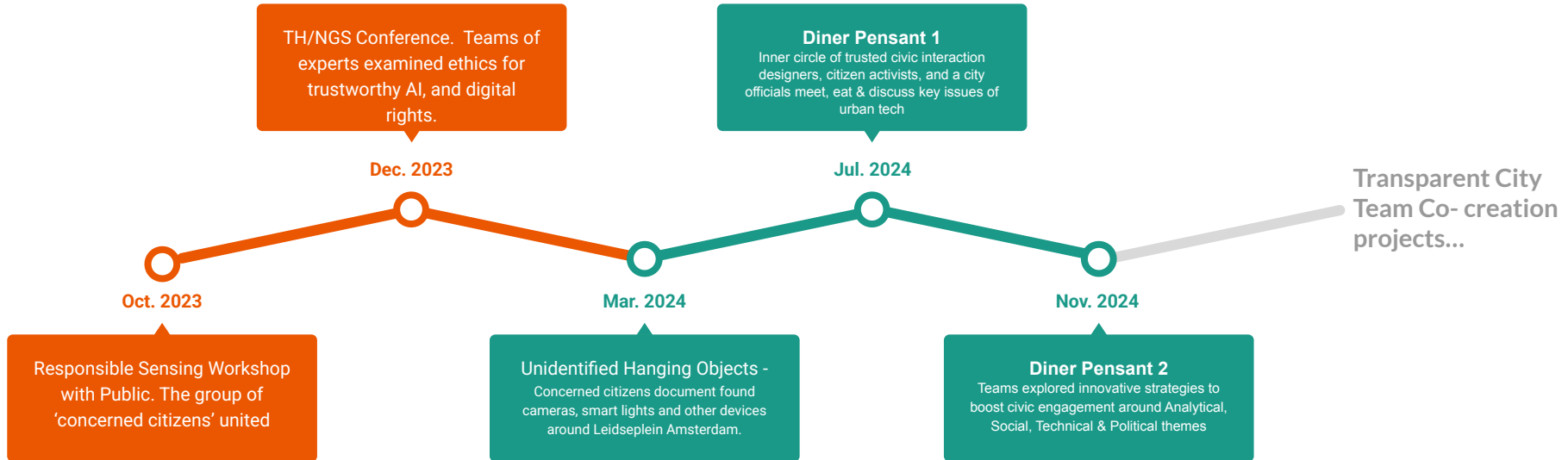


*This report is prepared from the perspective of a **technologist**. The author Tom van Arman is not a trained scientist, researcher or analyst, but shares the values and principles as a concerned citizen and knowledge partner of Human Values For Smarter Cities initiative.*

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

APPENDIX

Our journey around the Transparent City





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

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 these 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.

Motie

Datum raadsvergadering 29 mei 2024
Ingekomen onder nummer 181
Status Status
Onderwerp Motie van de leden IJmker, 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

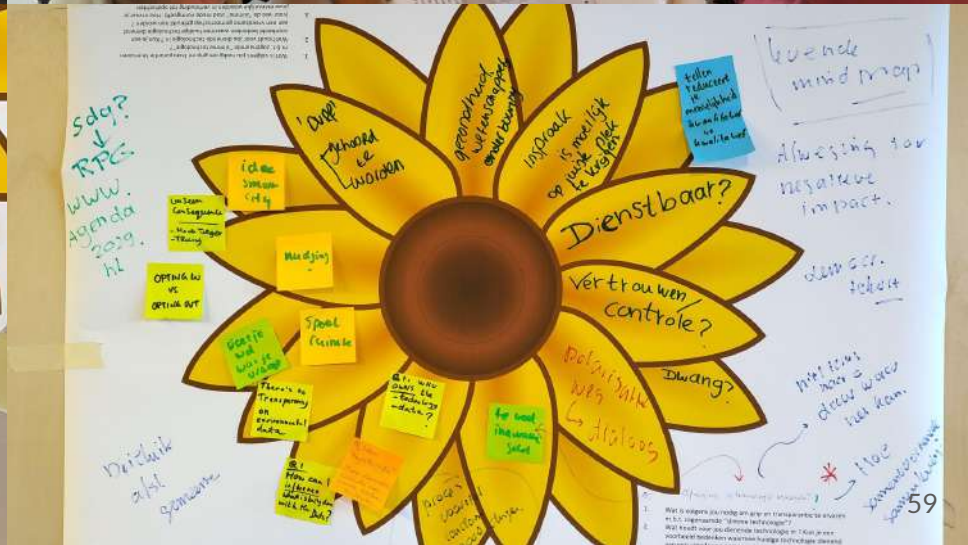
Het belangrijk is om terughoudend te zijn met de start van nieuwe projecten, experimenten en pilots waarbij sprake is van dataverzameling in de openbare ruimte en daarbij van tevoren duidelijk te stellen:

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



DP2 - Team 1



Members: Irene, Tamila, Marijke,
Pauline, Karin,

Stickies Transcribed

- Morell Appel
- Internationaal bedacht naar internationale socialisme
- Deug pronken
- Kunst Werk "Horror Lantaarnpaal"
- PR Musea
- Hackathon Slimme lantaarnpaal
- Alternatieve kwalitatieve voorlichting door veel verschillende ogen & kennis dragers
- Steeds een aanleiding voor nieuwe technologie
- Nudging
- Demo – creatie
- Eest veel informatie geven voordat je kunt inventariseren
- Ieder puzzel stukje wees iets / puzzel leggo mensen verbinden
- Studenten informatica weten heel veel
- Miljarden & Marketing verkopen verhaal & producten
- Lokaal invloed

DP2 - Team 2



Members: Mike, Geert Jan, Simcha, Arthur, Jacob

Stickies Transcribed

- UN SDG debat gekapt (kun je niet ..zij?)
- Geen participatie op 30km/hr
- Descrepenceien in bewoner
- Wil ik nu weten
- Wordt niet opgevraagd of je zwaar vindt
- Surveillance
- Random Hacken ethisch hacken
- AI SDG Waak hond
- Technoloste individual ijzers & cohorten
- Real Time gedegen
- Auto stil parkeer procedures stil
- Wilt U wel of later betalen
- Wordt hier gefilmd
- Surveillance op Scholen & magister
- Lefemerkende participatie
- Lokaal informeren gemeerd optimisme
- Meest gewordt wobcusrseo
- Self oplossend vermogen
- Herstel hel
- Hoe vind je nog slimme aks systeem een cat sedi
- Waar komen deze ideeën vandan?
- Surveillance / Selfveillance (Smart Citizen)
- Democratisch discussie vlak is er niet
- Repolisered depolisered – Bold Cities
- Draagvlak creëren voor andere stem
- Nudging vs Pricultasuur
- Alle beware bij e...
- Strook & Plein

DP2 - Team3



Members: Tom, Paul, Janine, Katie, Josefine, Rob

Stickies Transcribed

- Test with the public to validate
- Give me a voice (or reason to care)
- Must ask, is there a human solution?
- Must make relevant interaction to attract participation
- Why? Need to justify better or remove (device)
- Need a lot of Volume & Numbers
- Want to see physicals changes
- Bring public into the problem definition / early stage
- Not just reinforce, but empower!
- Not just “why is this here”, but what can I do?
- Use data + Dialogue
- What is the actual problem?
- What is the actual solution?
- Why is the camera the solution?
- Digital world in service TO the physical world
- How to consider the margins and not the masses impulse?
- Responsive city
- Continuous improvement
- Realising when its too late
- What is the starting point from city to make life better
- We are “we the public” in the chain of decisions of camera location or purpose?
- Like participatory budgeting, maybe citizens could advise what device or data it could collect?
- How does the UHO app become enabling for users?
- On a hyper local level, citizens are more engaged and can get more active
- Even if I knew about all the cameras, there is little incentive to contribute
- How do we opt out of being monitored in public space.
- What types of algorithms are being used?
- Why are cameras used for crisis or emergency ever removed? Once they are there the stay there
- Who is looking back at me?
- Do we need an app for obvious devices? It's usually municipal purposes
- We are too easily outsourcing safety & security to the digital realm
- Data is not shared
- How can we create a platform (app) where societal issues can be shared?
- Power unbalance: cameras can see more of me, then what I know about that camera
- Public should be a part of creating the problem statements
- How can we make the digital world a service of the physical world
- Offering choices to public should not be a foregone conclusion
- What makes things safe or secure for society? Not the camera!

DP2 - Team 4 Stickies



Members: Liseloer, Eugene, Max,
Marjolein, Maïke, Marlane

Stickies Transcribed

- Opdracht vanuit wethouder vaak
- Waar lopen zebrapaden etc Lidar wel echt handig (interactie met routeplan)
- AI training toegankelijkheid hoe breed is de stoep
- Publieke familiariteit promoten
- Stedenbouwkundig
- Oplossing zoekt probleem!
- Incentive ... un bepaalde wetenschcap conteru// geprocedeerd
- Eigen industrie-politiek-economische gedreven
- Wie zegt dat we he... meten zijn op AI?
- Dus maar ei'n oplossing
- Meervouding denken kunnen we niet
- Nieuw paradigma over data nodig
- Problem? Als ... zullen we dan get zo doen
- Problem statement: overhied over wat we oplossen
- Zorgen wasrete bestuurskunde
- Miliardairs schaamte
- Fyorehe oplossing wel data geschoven – Fysieke oplossing!
- Software: informative kanaal nodig let verhaal om een alternatief allemaal te worden
- Teamologie is als handel he kan or alles mee optillen
- Overheuveling van paleid naar project zie ze
- Er is geen discretie ruimte meer
- Zwitserland zelf data beschikbaar gemaakt - overzichten gemeenschaaap