CITYHEALTH

Product name: **CityHealth**
Name in brief: A cloud platform for involvement of citizens in the city governance
Company: **Life is Hard SA, Romania** (https://www.lifeishard.ro/)

Year 2020

INNOVATION	APPLICABILITY & SUSTAINABILITY	RESULTS
CityHealth is a solution that support the communication between the city and citizens in real time. It is a holistic approach for a transparent public administration and co-creative ecosystem, where citizens, local companies and the municipality work together directly from desktops or mobile phones. Being users of this cloud platform, the citizens become part of the decision-making process. It is flexible and is adoptable to the needs of the communities. Through the assessments on this platform the local authorities receive a clearer picture of people's views on city challenges.	The cloud platform is usable and adoptable in any community that embraces a transparent collaboration between public administration and citizens. As the app is available on a cloud platform with the help of a smart mobile device, it is sustainable and easily approachable for all ecosystems. The users create step-by-step connected communities, information exchange and active involvement in community welfare. People can report various problems, supporting their solution and providing feedback on the solutions applied.	The outcome is that the platform brings a community closer to its public administration thus creating a long-lasting fruitful collaboration for the wellbeing of both citizens and the city itself as it includes real time updates on traffic, various alerts, and it also includes citizens in the decision-making process of the public administration. For the two years after implementation the platform has 20000 users from 40 societies. The result - improved quality of life in cities, intelligent administration in place, data visualization.

Three key DRIVERS	**1. Responding to the needs of the community** The solution is the result of the efforts made by Life is Hard SA to create an app that embodies a smart ecosystem of connected solutions. It was developed entirely as a response to the identified needs of a local community.	**2. Communication needs of public administration with its citizens** The app responds to the needs of good collaboration between public administration and citizens. It builds a bridge to facilitate the decision-making processes within a community in a manner that is accessible to both involved parties.	**3. Bringing citizens together** The role of the public administration is to adopt and quickly adjust the platform to its governance needs while keeping in mind the communication gap it needs to fill with its citizens.
Three key BARRIERS	**1. Adopting the platform** The app is fully developed and functional and is currently used in over 25 communities both nationally and internationally. The challenge is to have it used by as many citizens in a community, thus helping spread the word regarding certain matters in a quicker manner.	**2. Knowing other communities** While adapting the platform to each community individually may come as a challenge, CityHealth is user friendly and easy to customize. Having it respond to the communication needs of a community is vital from the get go to ensure a long time use of the app.	**3. Maintain the interest of users** The bigger the number of users in a community, the longer the app will be used and be able to respond to its communication needs and decision-making process.
Three key ENABLERS	**1. Constant interest in the community needs** The platform is meant for large scale use to ensure a transparent collaboration between public administration and citizens.	**2. Support from the Cluster** The Cluster supports the platform by endorsing it to partners and communities at local, regional, national and international level.	**3. Multiple positive long-term effects** Citizens can vote on reported issues that affect them in their daily activities, so that local authorities can prioritize solving the most important issues according to their needs.
Three key IMPACTS	**1. Allow an easier collaboration** The citizens can actively report and get notifications about various issues within the community, for example: road conditions, broken lighting systems, traffic lights not working, waste disposal, elements that can endanger the health and integrity of citizens, etc.	**2. Better decision-making process.** It is an example of good practice in terms of a quick and productive response to the needs of community the company is part of and later replicating it in other communities as well. It is actively used in over 40 localities in Romania and abroad.	**3. The reduction of paperwork in public institutions.** Citizens are notified online about the outcome of their complaints, about events or situations that affect their daily activities such as roadblocks, street closures, infrastructure works and even emergencies.
What's next	Having the platform adopted on a large scale by as many communities as possible.		