CANTERBURY BANKSTOWN

SMART CBCITY POTENTIAL PROJECTS

In support of the Smart CBCity Roadmap
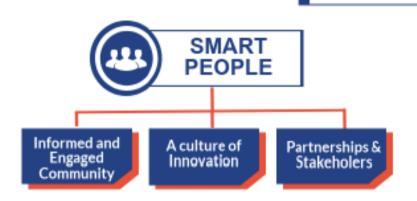
SMART CBCITY PROJECTS

SMART PEOPLE

Informed and Engaged Community

Clean Street 4.0

Waste Collection Interactive Maps

Business Continuity

Garbage Collection Viewer Pilot

WWI Memorial Bus Tour

Wheelie Good Events

A culture of Innovation

Our Work

Capital Works Layer

Asset Register & GIS

CBCity Conversations

GDI

Fulcrum App

IoWaste

Lighting Pole Cloud Data

Partnerships & Stakeholers

Memberships & Networks

Immersion Tours Collaboration

Sister Cities

Neighbouring Council Projects

PKP Mark II

SMART PLACE

Infrastructure Usage

Smart Transport / Parking

Smart Bins

Greentrack

Movement Monitoring

New Waste Tech

Bionic Park

Maintaining Places

SafeTV Schools

E-Ready

Stormwater Audit

Interactive Litter Device

Mobile Technology

Road Condition Audit

Salt Pan Creek Solar Farm

Smart Water Fountains

Smart Speed Bumps

SMART PROCESS

Data for Continuous Improvement

Data collection & Audit (Dashboard)

Better Parking

3D City

Bin Infrastructure Mapping

Recycle Right

Call Centre Tech Enhancements

CloudSAFE

Maintenance Defects Register

Plans, Platforms, Policies & Procedures

The Circular Economy

Capital Works Progress Software

Pathway Alignment Project

GIS Alignment Project

OurWork - Works ordering

OurWork - Graffiti Removal

Online Clean Up Bookings

SMS Rangers

Smart City Projects

Project	Problem	Approach	Smart Pillar
SafeTV Schools	Double parking in school zones poses a major safety risk and threat. Current management involves rangers enforcement and deterring people from doing the wrong thing which is labour intensive, inefficient and unsustainable.	Trial of CCTV and auto number plate recognition to auto-enforce and deter drivers from doing the wrong thing in school zones.	Smart Places
E-Ready	In comparison to petrol stations, there are only a few electric vehicle charging ports in CBCity. This creates a barrier for people to adopt sustainable and innovative transport options.	Electric vehicle charging points to be installed in Bankstown Admin building car park and Charles Street Canterbury.	Smart Places
The Circular Economy	We lose valuable resources and have to pay for their disposal by not circulating our disposed items.	Looking at ways to 'close the loop' via data, policy and process to reuse materials.	Smart Process
Data Collection and Audit (Dashboard)	Council collects massive amounts of data daily, but we are not using that data proactively to help make meaningful decisions.	Investigating various data collection projects and automation. I.e. asset condition, weeds audit, bin audit, building valuation, Council evacuation centres. Develop a performance dashboard (services and city outcomes).	Smart Process
Smart Transport / Parking	Urban growth and increased congestion make it difficult to find parking within the LGA in an efficient manner, therefore further exacerbating congestion.	Explore smart parking options throughout the LGA.	Smart Places
Clean Street 4.0	Residents are often unaware of street sweeping activities (causing barriers to completing the work) despite Council exhausting multiple avenues to communicate the information resulting in inefficient service.	Trial technology and mapping of street sweeping and targeted resident notification.	Smart People
Interactive Litter Device	Our rivers are polluted and the community isn't currently engaged enough to understand the impact of litter on our waterways.	Research options for an interactive litter device to help improve the health of our rivers and educate and inform the community.	Smart Places
Saltpan Creek Solar farm	We currently have a high dependency on grid power which is unsustainable.	Development of a 2MW (approx.) solar farm at Salt Pan Creek.	Smart Places

Garbage Collection viewer Pilot project	Limited visibility and flexibility of a core Council service in action forcing customers to track progress through a phone call.	Create simple lightweight web map for residential to search their address and view the garbage Collection Viewer.	Smart People
Better Parking	Congestion is a major problem for our community. Because we don't understand how people are travelling, we're not able to influence their journeys and free up parking spaces to better meet the needs of those that genuinely need them.	Use data to better understand destinations of drivers using Council car parks.	Smart Process
Stormwater Audit using CCTV	Failing stormwater infrastructure resulting in blockages and flooding.	Stormwater conduits inspected using CCTV	Smart Places
3DCity	We're currently relying on information provided by applicants and developers (shadow analysis etc.) which has a high margin for error and can oftentimes be inaccurate causing delays.	Development of 3D model for the Bankstown CBD and major centres. By utilising our own model, we can cross check and analyse in a much more robust way.	Smart Process
Movement Monitoring	Our current asset maintenance schedules are uniformed creating workflow inefficiencies. We don't deeply understand how our communities utilise spaces, so we are not established to improve those spaces for them and make improvements.	Utilisation of movement sensors to understand use and movement in open space.	Smart Places
Our Work App	The current modes of delegating workloads are inefficient and take unnecessary processing time. Furthermore, the longer graffiti remains visible in the public domain, the harder it becomes to clean, the more it entices further destruction and creates angst for the community.	Mobile app used for city cleaning and graffiti removal teams to receive and respond to jobs.	Smart Process
Road Condition Audit	Our current method of collecting asset management data is reactive and requires manual intervention.	Vehicles drive on road network using video, laser and sensors to determine condition.	Smart Places
Recycle Right program	There are high contamination rates in recycling bins across the LGA. We also have difficulty managing data in the field to provide more accurate and timely feedback to our residents and customer service centre.	Using the Konect app to manage the program and use the data more effectively to review how we run the program.	Smart Process
Wheelie Good events	We have difficulty managing accessibility, stock and capacity of the popular Wheelie Good Events.	Using an online booking system for participants to register for a ticket to attend in a time slot to manage	Smart People

	These events are a key driver to build awareness about where rubbish ends up.	the traffic and stock level then engaging with them via email to gather information and evaluate the program.	
Bionic Park	As density increases, outdoor areas reduce the areas available for children to be active. Obesity, lowered mobility and decreasing supply of green space all pose a threat to our communities living an active lifestyle. In addition, there are a number of people in our community from low socio-economic backgrounds who rely on public open space for activity.	Trial incorporation of augmented reality technology to enhance use and engagement of open space.	Smart Places
IoWaste	We have a lot of claims made against us for damage by our waste trucks, and with no definitive proof, fighting these claims takes unnecessary time, effort and resources. Furthermore, paper based processing currently causes a workflow productivity issue that hinders us from being able to close the loop with our customers in a timely fashion.	Utilisation of IoT and technology to improve service.	Smart People
Call Centre Technological Enhancements (Workforce Management Technology)	Lack of insights and data to understand where real improvements can be made in our Call Centre to deliver a better service to our community.	Workforce Management Technology within the Customer Service Unit to monitor call trends, peaks and troughs in real time.	Smart Process
Bin infrastructure mapping	Over 20 different types of park and litter bins which causes stock control challenges with our depots and limited capacity to plan for the future. As we run a reactive service, there are also workflow inefficiencies with the asset life cycle.	Using the Konect app to record the location and type of every bin in the City in order to make decisions on placement and how service runs can be planned	Smart Process
Greentrack	There is a low understanding of how our behaviour affects energy usage as there is no centralised system for environmental data across the organisation.	A data visualisation platform so we can track and visualise Council's energy and water performance	Smart Places
Wi-Fi Connect	There is limited public Wi-Fi accessibility within CBCity.	Improve the access, utilisation and uptake of public Wi-Fi.	Smart People
Smart Bins	Limited understanding on how bins are used, which means we have difficulty enforcing how our bins are used, planning for the future based on key trends and understanding how to improve the efficiency of our maintenance schedule.	Solar powered litter bins that report on fullness levels and also include a compactor to reduce frequency of collections and improve efficiencies.	Smart Places

Asset Register and GIS	Lack of centralised system to monitor and maintain Council assets creating workflow innefficiencies that don't foster proactive improvements for our community.	All infrastructure assets (Roads, pathways, TMD, Kerb & Gutter, buildings, parks and street furniture, playgrounds, other structures, drainage pits and conduits) are captured and recorded in asset register and spatially represented in GIS.	Smart People
Business Continuity	We don't currently have the capacity to reach all our residents in the event of an emergency, which means we aren't likely to be able to support them in an effective manner.	Develop better digital communication channels to enable concise and immediate information available to wider community in the event of emergency or other critical incident.	Smart People
Our Work	The current method of works ordering is not efficient enough.	Electronic works ordering system for building trades, roads and part of waste operations.	Smart People
Maintenance Defects Register	Failing roads which cause major interuptions to our community. Workflow delegation is currently reactive resulting in greater disruption when works are required to be carried out.	Collection of road asset defects with sub metre accuracy using Trimble devices and Corsnet(which is a network of permanent Global Navigation Satellite System (GNSS) tracking stations which improve the accuracy of satellite position for users in NSW).	Smart Process
PKP Mark II	Paul Keating Park in its current format is at risk of not meeting communities needs as the area changes with the WSU development.	Work with Western Sydney University to redefine what a smart Paul Keating Park of the future would be like associated with the new University.	Smart People
Capital Works Progress Software	Lack of central and easy to access project management system which helps Council manage capital works programs. With traditional methods, we face the problem of managing a large body of work, large and high risk budgets, holding multiple stakeholders accountable, tracking progress, identifying gaps and delivering capital works projects in a fast and efficient manner.	Using cloud based software to manage the updating of multiple projects with progress by many staff for reporting.	Smart Process
Smart Speed Humps	Excess noise created as a result of loud and traditional speed bumps.	Install smart speed humps which sit flush with the road surface, only becoming a hump when a vehicle is detected travelling too fast. Once activated, the hump lowers, causing a depression in the road surface and discomfort to the driver and slowing them down.	Smart Places
Lighting Pole Inspections, Testing, Data Collection, Investigation, Treatment, Labelling & Reporting	Current paper-based process is inefficient and interrupts business workflow.	Cloud-based mobile platform is used for rich field data collection, capture and communicate between fields and office for investigation and structural integrity condition assessment.	Smart People

Waste Collection interactive maps	There is currently limited information provided to the community about their bin collection day.	Create simple lightweight web map for residential to search their address and view the waste collection calendar.	Smart People
Mobile technology	Limited ability to report and respond to waste issues in a timely manner.	Trialling technology in garbage trucks and street sweepers. Systems allow drivers to report issues with bins and/or street conditions etc. They also detail when/where we pick up bins or sweep streets.	Smart Places
Online clean-up bookings	Customers do not have autonomy to book their own Council clean up bookings online.	Develop an online booking service.	Smart People
SMS Rangers	Current response time is slow and opportunities to improve the community through safety and enforcement measures are missed due to workflow allocation requiring a Council computer and system.	SMS RANGERS is a 'smart' add on that gives Customer Service Officers the ability to report events to rangers on duty directly via email, to their mobile phones. This facilitates a quick response to events that require urgent action that are then documented in our database.	Smart Process
Smart Water Fountains	Limited way finding opportunities and water accessibility in parks and open space.	Install water fountains that provide data on water consumption, have maintenance triggers, WiFi, digital screens and sensors to track pedestrian traffic movements.	Smart Places
Capital Works Layer	There is currently limited interaction between government agencies to view work being carried out simultaneously, which creates workflow inefficiencies and missed opportunties.	Capital works are loaded into Iworks for viewing spatially for other Government agencies to determine if working in the same areas.	Smart People
Cloud SAFE	Existing safety systems are not future proof.	Work towards having a cloud based system to encompass key aspects of safety to allow for easier reporting rather than accessing information from different safety databases for statistical and faster reporting purposes.	Smart Process
WWI Memorials Bus Tour	Canterbury's WWI memorials have only been accessible in person.	A simple, lightweight story map of Canterbury's WWI memorials.	Smart People
GIS Alignment project	Council does not yet have a central GIS system to centrally aggregate Smart City data.	Improving Council's GIS.	Smart Process
Pathway Alignment project	Council does not yet have a central Pathway system to manage customer requests.	Developing Council's Pathway system.	Smart Process
Fulcrum App	Lack of autonomy and options for people to report dumped rubbish.	Mobile app used for reporting of dumped rubbish and hot spot inspections.	Smart People

CBCITY Conversations	We need to continue building momentum as an innovative Council, but not all staff have the time to attend full-day conferences.	A series of free-to-attend, short talks to Council staff, highlighting opportunities for innovation and encouraging empowered action.	Smart People
GDI	Everyone manages performance management, KPIs and development differently.	A centralised system that holds all organisational performance, KPIs and development goals	Smart People
Memberships & networks	The Smart Cities space is moving at a rapid pace and Council risks falling behind.	Develop a network of contacts and memberships to assist in gathering case studies, keeping on top of current trends and leveraging opportunities.	Smart People
Immersion tours collaboration	There are few places where senior leaders can experience what a truly smart city is.	Engage with cities from all over the world to host immersion tours and provide opportunities for our leaders to experience smart cities in the wild.	Smart People
Sister Cities	Council has a range of Sister Cities which deplete resources and provide minimal opportunity to collaborate in the Smart Cities space.	Reevaluate Sister Cities program and propose new partnership Cities that Council can learn from in the Smart Cities arena.	Smart People
Neighbouring Council projects	Limited resources alongside large and complex problems make it difficult to deliver real improvements in the space.	Develop partnerships with neighbouring Council's to work together and build mutually beneficial outcomes that improve the Council's, the communities they serve and the sector.	Smart People
New waste technology	Our current mode of collecting waste are unsustainable and don't provide the best outcome for the customer or the environment.	Investigate ways new technology and better data can deliver a more efficient waste service and deliver a better outcome for the community.	Smart Places