CASCAIS

The Charm
of the Atlantic
Coast.

*Smart City
for
650 years*

cascais.pt

210.361
population

20%
expats

123
nationalities

32km
coastline

97,4km²
territory

SUSTAINABLE TOURISM DESTINATION

32% of territory is natural park

96km Walkways and bikeways

20 Museums

450.000 Visitors / year

4 Universities

65 Public schools

11 International schools

5 Hospitals

HOW IS CASCAIS PERCEIVED

MONOCLE (UK)
"Why should we all move to Cascais"

CNN (United States)
"Beaches of Cascais rated as the best urban beaches in Europe"

DELOITTE
A surprisingly a dvanced example of mobility as a service

FOLHA DE S. PAULO (Brasil)
"Portugal terá em 2018 um dos maiores museus de arte urbana do mundo"

PARIS MATCH (France)
"Cascais, The portuguese Hamptons"

THE WALL STREET JOURNAL
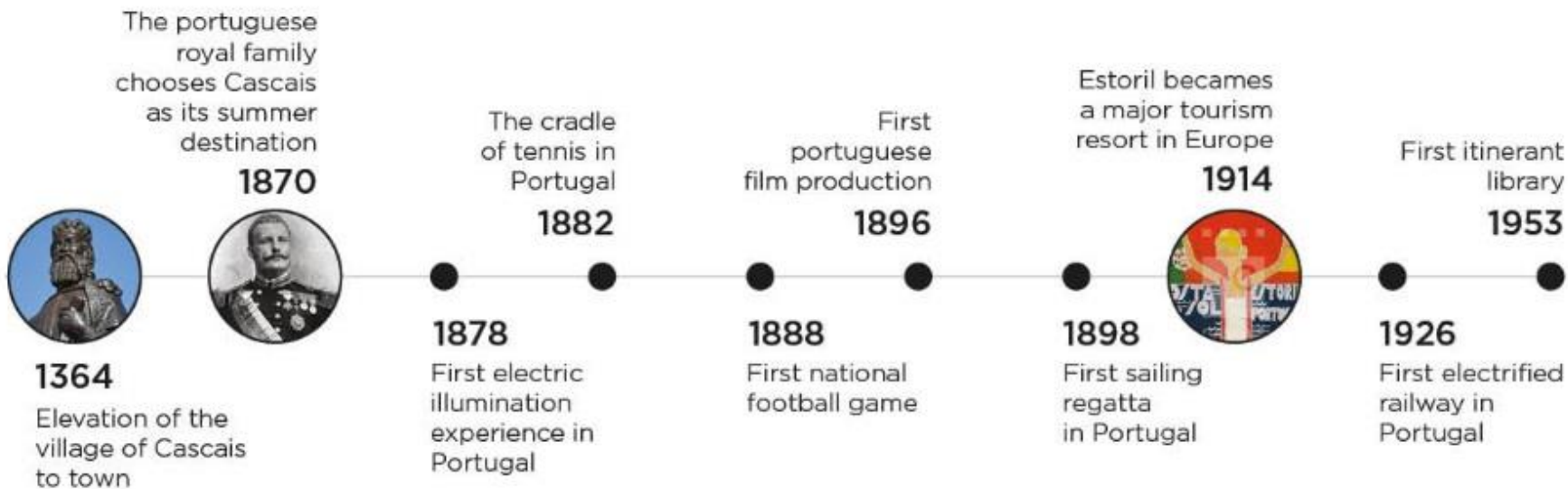"How a Portuguese City Drives Efficiencies With Innovation"

EL PAÍS (Spain)
"Cascais cultiva la ambición de ir un paso por delante"

THE WASHINGTON POST
"The village of Cascais is one of wealthiest municipalities in Portugal"

650 YEARS OF (SMART) HISTORY

1364
Elevation of the village of Cascais to town

The portuguese royal family chooses Cascais as its summer destination
1870

1878
First electric illumination experience in Portugal

The cradle of tennis in Portugal
1882

1888
First national football game

First portuguese film production
1896

1898
First sailing regatta in Portugal

Estoril becames a major tourism resort in Europe
1914

1926
First electrified railway in Portugal

First itinerant library
1953

OUR MISSION

To make Cascais the best place to live for **a day** or a **lifetime**

Through innovative public policies and territorial management, attracting leading investments, fostering and managing knowledge, preservation of natural resources and heritage, engaging citizen participation and intelligent use of technology.

STRATEGIC AREAS

Education and Knowledge

Health and Well-being

Quality of Public Space and Environment

Cultural offer

Public Safety

OUR VALUES

Our sucess is **citizen's satisfaction**

Our work is **professional** and **ethical**

We deliver **quality** and **excellence** in all we do

Our positioning is **global**

Our management is **sustainable** and **transparent**

We Value and **empower employees**

THE ORGANIZATION

City Hall CASCAIS

CITIZENS

Associação S. F. Assis
Animal protection

Fundação D. Luis
Culture

Cascais Ambiente
Environment, Cleaning & Waste mananagement

DNA CASCAIS
Entrepreneurship

Cascais Próxima
Roads & infrastructures

Cascais Dinâmica
Tourist promotion, infrastructures managent

Cascais Envolvente
Social housing

ONGOING CHALLENGES

SIMPLIFICATION

MOBILITY

PARTICIPATION

INTEGRATION

CONTROL

TRANSPARENCY

95% VIRTUALIZED INFRASTRUCTURE

Data Cascais

APPS

Document Management

Cloud Infrastructure & Services

C3

Unified Call Center

Education

Content Management

Cascais Framework

Cascais ID

Domain & Netwotk Integration

SMART
CITY

SMART
CITIZENSHIP

SMART
MOBILITY

SMART
ENERGY &
ENVIRONMENT

80%

of urban licensing requests came from **online** channel in 2016 (it was 68% in 2015)

IMPROVE SERVICE TO CITIZENS

URBANISM

● Personal Attendance ● Online

85,68%

14,32%

Previous information request

81,98%
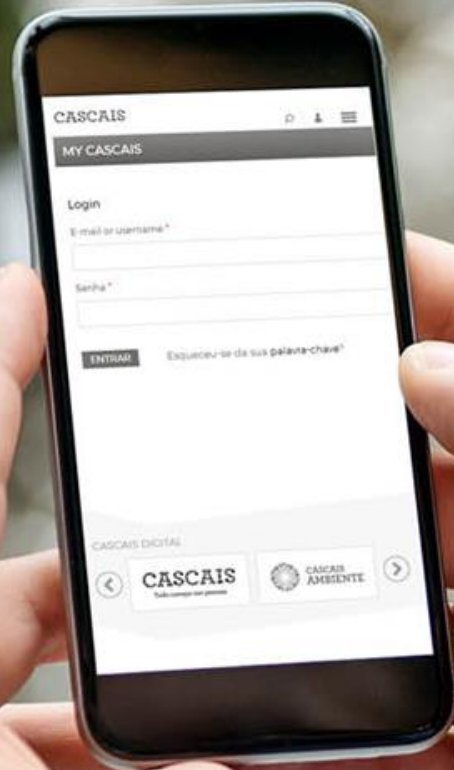
18,02%

Licensing request or previous information request

67,66%

32,34%

Second interactions

SMART CITIZENSHIP

CASCAIS ID

Cascais ID will allow **one single login**, to communicate with the municipality through all digital platforms, resulting in a **better citizen service**

SINGLE CONTACT SOLUTION

800 203 189

Contact Centre that provides an answering service previously provided by 5 entities.

It provides information and services.

DATA IS THE FUTURE OF SMART CITIES

Consolidate vision of the **activity of Citizens and Companies** in Cascais Territory

Expand existing BI Infrastructure to collect **meaningful data** from municipal companies

Expand **systems integration** between Municipal companies

examples

Licencing requests
The municipality

Noise level
Cascais Ambiente

New companies
DNA Cascais

Hotel occupation rate
Cascais Dinâmica

Museum tickets
Municipal Foundations

DATA PROJECTS

THE UNIVERSITY OF CHICAGO

COLUMBIA UNIVERSITY
IN THE CITY OF NEW YORK

UNIVERSIDADE CATOLICA PORTUGUESA

Data Science for Social Good

Future Data scientist
work with Cascais
to find solutions
for real problems in
unemployment

People, technology and future – The city as incubator for innovation

Document and map the ecology of innovation by
studding cases with different dynamics of innovation
in Lisbon Metropolitan Area.

SMART CITIZENSHIP

CASCAIS CONTROL CENTRE

C³

Integrated control centre for the territory of Cascais

Integrated command capability in different areas of intervention in the territory: Security, surveillance, mobility, safety, environment, and others
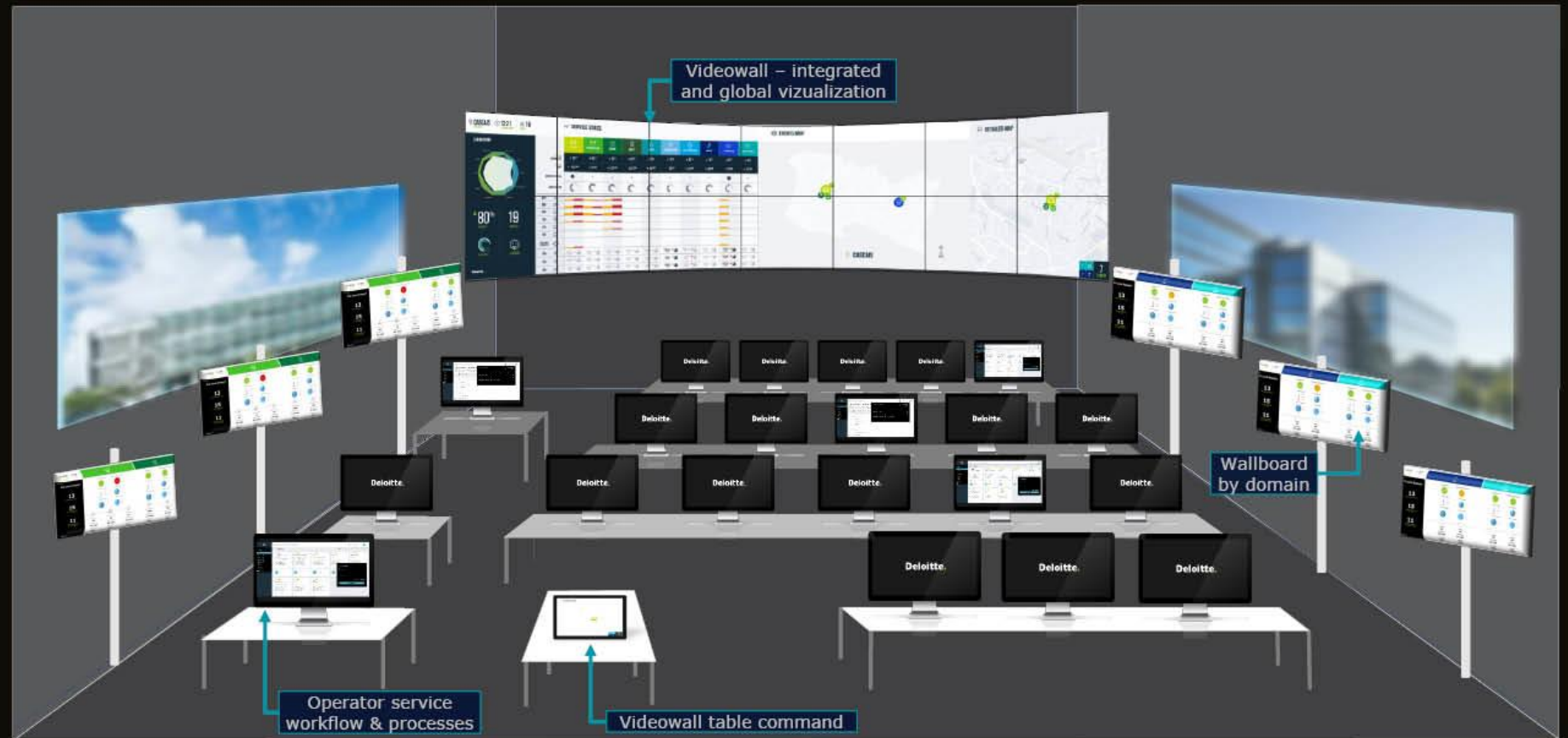
Multidisciplinary room in the technical centre Coordination with other entities with management responsibilities in the territory (eg: Police, civil parishes, ...)

In the future it will permit a **predictive command capability**, based on advanced anticipation techniques

SCHEMA

COMMAND CENTER

Videowall – integrated and global vizualization

Wallboard by domain

Operator service workflow & processes

Videowall table command
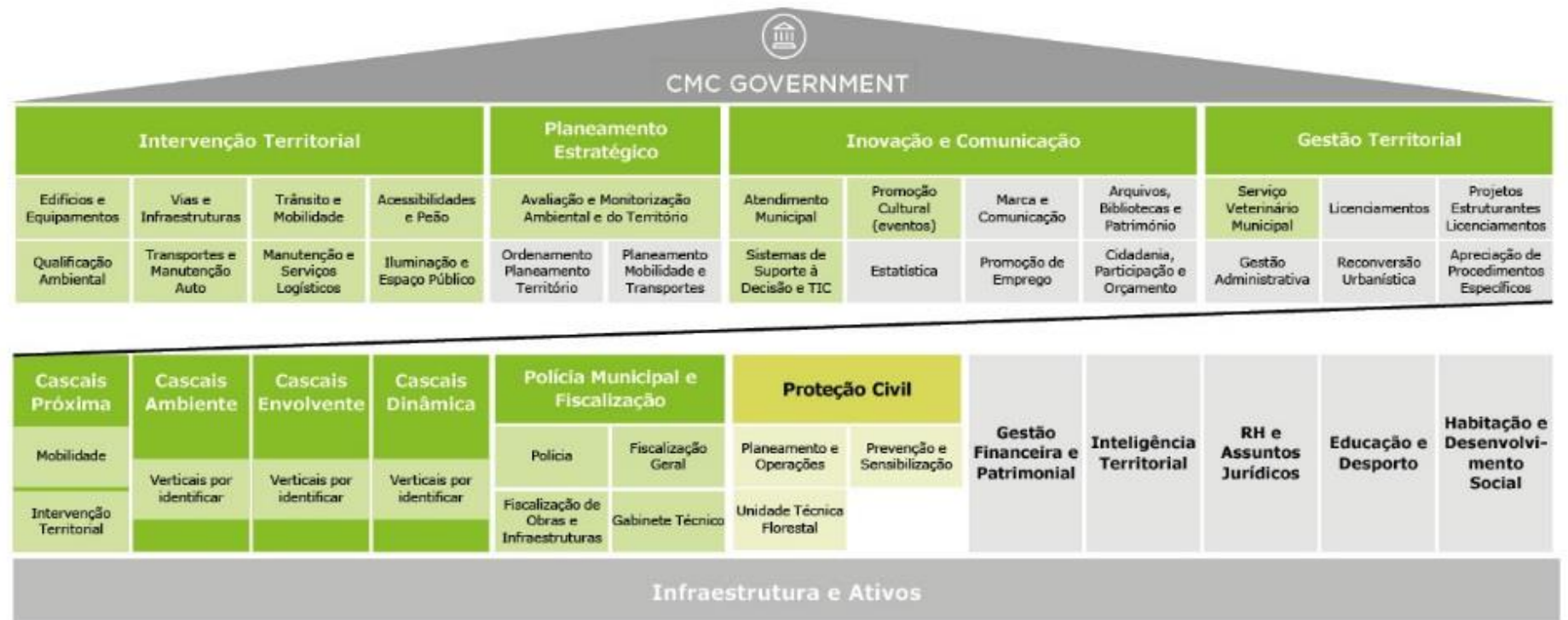
Wallboard Distribution (Videowall, Wallboards, Operational Dashboards)

In the future, **C3 will have an active competence in the management of technical operational services provided to the public,** giving support to the interventional municipal authorities and monitoring the administrative technical services.
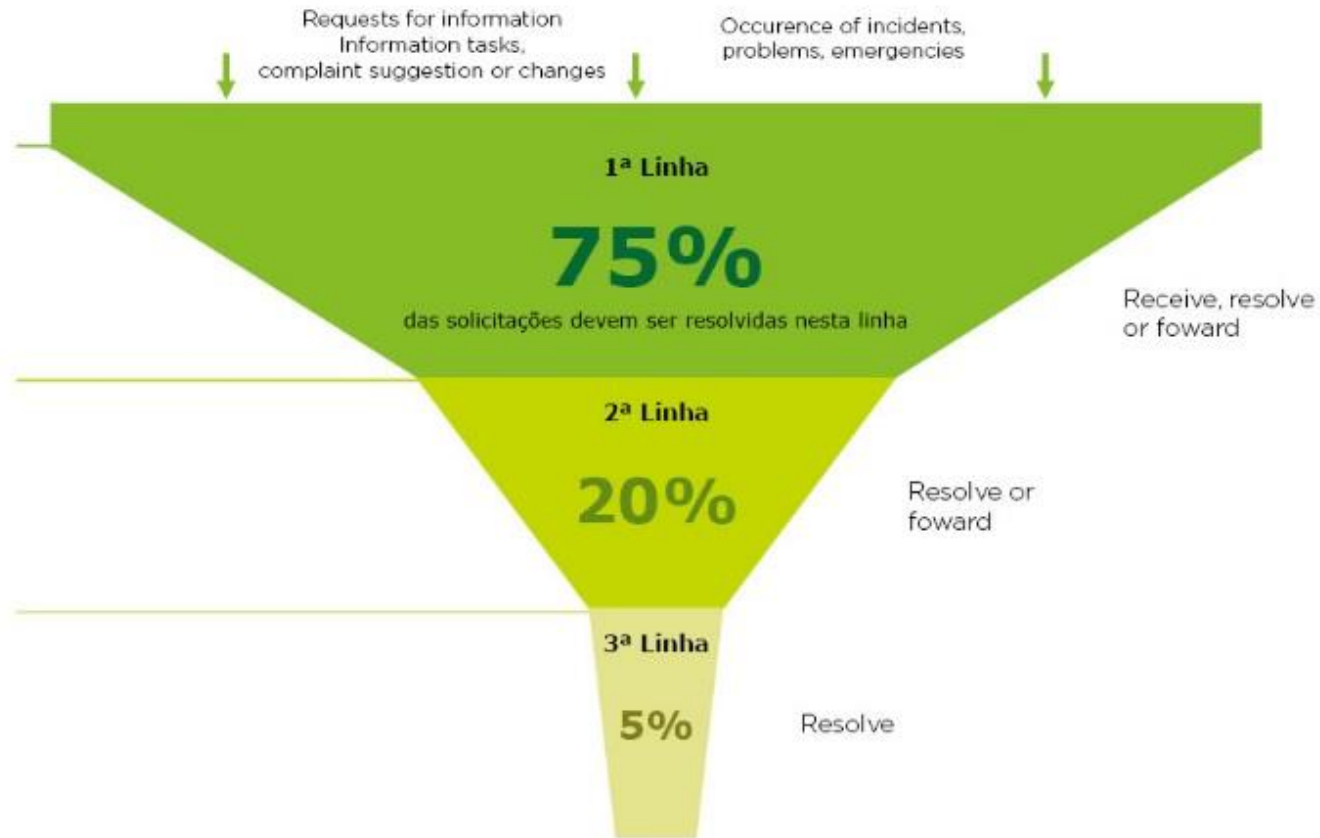
OPERATIONAL SCOPE

VISION

The reference values concerning the volume of non planned requests, must be resolved by each contact center line and define the comun understanding of a **sustainable and efficient operation.**

OPERA-TIONAL SCOPE

Requests for information
Information tasks,
complaint suggestion or changes

Occurence of incidents,
problems, emergencies

1ª Linha

75%

das solicitações devem ser resolvidas nesta linha

Receive, resolve
or foward

2ª Linha

20%

Resolve or
foward

3ª Linha

5%

Resolve

VIDEOWALL

COMMAND CENTER

CASCAIS PORTUGAL | **13:07** SATURDAY MAY 5° | **16°** SUNNY

SERVICE STATS

SLA MATCHING

		TRAFFIC	TRANSPORTATION	PARKING	WASTE	WATER	COMMUNICATIONS	CIVIL PROTECTION	ENERGY	ILLUMINATION
LAST 5 DAYS **AVAILABILITY**		▲ 80 %	▲ 86 %	▲ 70 %	▲ 83 %	▲ 90 %	▲ 70 %	▲ 80 %	▲ 79 %	▲ 88 %
LAST 5 DAYS **MRT**		▲ 1:22 MIN	▲ 22 MIN	▲ 1:22 MIN	▼ 1:22 MIN	▲ 48 MIN	▼ 25 MIN	▲ 54 MIN	▲ 48 MIN	▼ 22 MIN
UNRESOLVED ISSUES		7	0	0	0	0	0	0	0	12
SERVICE STATUS										
07H	☀									
08H	⛅									
09H	🌧									
10H	⛈									
11H	🌧									
12H	🌧									
13:07	☀									
14H	☀									
15H	☀									
16H	⛅									

VIDEOWALL

COMMAND CENTER

VideoWall have the consolidation vision of **operations and events on the city**.
It is where is possible see all services correlated.

1st Level Support, and Verticals (example: **Mobility - Transportation & Parking**)

WALLBOARD

COMMAND CENTER

🕐 **13:23**
THURSDAY MARCH 1st

☀️ **16º**
SUNNY

TEAM
1st LEVEL SUPPORT

TICKETS

139
UNASSIGNED

20 | 5
ASSIGNED TO TEAM | ASSIGNED TO FIELD

6h 7h 8h 9h 10h 11h 12h 13h

Deloitte.

🚌 TRANSPORTATION

TICKETS BY PRIORITY

(1) (1) (3)

TICKETS BY STATUS

Approved
Avoided
Cancelled
Closed
Clos...
In Progress
Resolved

TICKETS BY DISTRIBUTION

41 | 5 | 0
UNASSIGNED | TEAM | FIELD

P PARKING

TICKETS BY PRIORITY

(0) (0) (8)

TICKETS BY STATUS

Approved
Avoided
Cancelled
Closed
Clos...
In Progress
Resolved

TICKETS BY DISTRIBUTION

73 | 8 | 0
UNASSIGNED | TEAM | FIELD

🚲	🚌	🚗	🚆	🚗	🚲
(1)(2)(2)	(0)(0)(8)	(1)(1)(0)	(1)(1)(0)	(1)(1)(0)	(0)(3)(0)
81	0	14	14%	1549	49
BICYCLES IN USE	BUSES IN CIRCULATION	CARS IN CIRCULATION	TRAINS IN CIRCULATION	FREE PARKING PLACES	FREE PARKING PLACES
0/81	9.3 min	3.4 min	1.4 min	1.4 min	3.2 min
BICYCLES IN SERVICE	AVERAGE BUS DELAY	AVERAGE CAR DELAY	AVERAGE TRAIN DELAY	AVERAGE WAITING TIME	AVERAGE WAITING TIME
0	25%	31%	55%	55%	63%
BICYCLES IN SERVICE	BUS IN SERVICE	CARS IN SERVICE	TRAINS IN SERVICE	UTILIZATION RATE	UTILIZATION RATE

COMMAND CENTER

CA Service Manag ✕

← → ↻ ⌂   cademosdm:9002/#/tickets?objectId=1001&objectType=streams

SEARCH 🔍

24

Logout

Skip Navigation

TICKETS ⌃

01 - My Queue (6)

02 - Team Queue (24)

03 - Unassigned (0)

Bike Parking All incidents (7)

Follow up Queue (0)

VIP (0)

Watchlist (3)

⊕ NEW STREAM

01 - My Queue

Sort By: Heat ⌄   ↑A↓Z ↑Z↓A

---

231 MEDIUM   ⋮

Internet down at dock 33

No internet at dock 33, doesn't allow to parking.

City Service : Bike Sharing 033
Team : 1st Level Support
Owner : Analyst 10, Analyst 10
Opened on : 29 Nov 2017 09:09 ...

✎ 🔔 📌

L **Lopes, Sara**

---

224 MEDIUM   ⋮

No access APP

APP isn't working, not possible to view and do anything...

City Service : App MobiCascais
Team : 1st Level Support
Owner : Analyst 10, Analyst 10
Opened on : 28 Nov 2017 04:37 ...

✎ 🔔 📌

L **Lopes, Sara**

---

248 MEDIUM   ⋮

No Wi-fi at Travessa do Giras...

No Wi-fi at Travessa do Girassol

City Service : Wi-Fi Travessa Girassol
Team : 1st Level Support
Owner : Analyst 10, Analyst 10
Opened on : 29 Nov 2017 05:08 ...

✎ 🔔 📌

S **Silva, Rodrigo**

---

453 MEDIUM   ⋮

Bus too crowded

The Bus from Cascais Center to Cascais Gare today at 9am was too crowded and the next didn't sho...

City Service : BuscasO1
Team : 1st Level Support
Owner : Analyst 10, Analyst 10
Opened on : 05 Jan 06:08 PM

✎ 🔔 📌

I **Inacio, Rita**

---

454 MEDIUM   ⋮

Data base error

It's not possible to save data in the data base

City Service : Base de Dados MOBI...
Team : 1st Level Support
Owner : Analyst 10, Analyst 10
Opened on : 05 Jan 06:11 PM

✎ 🔔 📌

S **Silva, Rodrigo**

---

491 MEDIUM   ⋮

Error related with bike 10

A bicycle in Marina de Cascais dock it's green and in the APP is available but it's not possible to ...

City Service : Bike Sharing 010
Team : 1st Level Support
Owner : Analyst 10, Analyst 10
Opened on : 09 Jan 12:12 PM

✎ 🔔 📌

I **Inacio, Rita**

COMMAND CENTER

http://10.123.97.23:8080/CAisd/pdmweb.exe

C3 - Incident List

C3 - Centro Controlo Cascais

Incident | Go

Analyst 10, Analyst 10 Log Out

Quick Profile | Service Desk | Knowledge

File | View | Search | City Packs | City Services | Supporting Services | Resources | Reports | Window | Help

Incident List

Search($) | Show Filter | Clear Filter | Edit in List | Export($)

Scoreboard as of
01/24/2018 03:16 pm

Update Counts

Expand All ($)   1-7 of 7

Incident #	City Service	Area	Affected End User	Assigned To	Group	Priority	Status	Summary	Open Date
491	Bike Sharing 010	Service Unavailability	Inacio, Rita	Analyst 10, Analyst 10	1st Level Support	5 - Low	Open	Error related with bike 10	01/09/2018 12:12 pm
460 **	Bike Sharing 004	Damages	Lopes, Sara	Analyst 10, Analyst 10	1st Level Support	2 - Medium-High	In Progress	The bike pedal is broken.	01/08/2018 10:40 am
454	Base de Dados MOBI.ME	Service Unavailability	Silva, Rodrigo	Analyst 10, Analyst 10	1st Level Support	5 - Low	Open	Data base error	01/05/2018 06:11 pm
453	Buscas01	Overcrowding	Inacio, Rita	Analyst 10, Analyst 10	1st Level Support	5 - Low	Open	Bus too crowded	01/05/2018 06:08 pm
248	Wi-Fi Travessa Girassol	Accessibility	Silva, Rodrigo	Analyst 10, Analyst 10	1st Level Support	4 - Medium Low	In Progress	No Wi-fi at Travessa do Girassol	11/29/2017 05:08 pm
231 **	Bike Sharing 033	Service Unavailability	Lopes, Sara	Analyst 10, Analyst 10	1st Level Support	2 - Medium-High	Open	Internet down at dock 33	11/29/2017 09:09 am
224 **	App MobiCascais	Mobile App	Lopes, Sara	Analyst 10, Analyst 10	1st Level Support	4 - Medium Low	In Progress	No access APP	11/28/2017 04:37 pm

Expand All ($)   1-7 of 7

Scoreboard Alt+X

> My Queue
> My Group Incidents
> My Group Requests
> > > > > >
> Transportation Incidents
> Parking Incidents
> Citizen Support Incidents
> Communication Incidents
> :
> Incidents
> Requests
> Knowledge Documents

Operator service desk: **Drill down to CMDB visualizer**

COMMAND CENTER

← → http://10.123.97.23:8080/CAisd/pdmweb.exe   🔍 ▾ ↻ | C3 - Incident List ✕ | 🏠 ★ ⚙ 🙂

↻ **C3 - Centro Controlo Cascais**   Incident ▾ [_____] Go

                                                                            👤 Analyst 20, Analyst 20 Log Out

| Service Desk | Knowledge | Change Calendar |

File ▾   View ▾   Search ▾   City Packs ▾   City Services ▾   Supporting Services ▾   Resources ▾   Reports ▾   Window ▾   Help ▾   🕐 ⚙ 📤 👤

Scoreboard as of
02/06/2018 12:25 pm

[Update Counts]

Scoreboard   Alt+X
> My Queue
∨ My Group Incidents
  > Assgined
  ∨ Unassgined
    Open (1)
    Resolved (0)
> My Group Requests
> My Group Problems
> My Group Change Orders
> Transportation Incidents
> Parking Incidents
> Citizen Support Incidents
> Communication Incidents
> Incidents
> Problems
> Change Orders
> Knowledge Documents

Incident List   Search($) Show Filter Clear Filter Edit in List Export($)

Expand All ($)   1 incident found

	Incident # ⇅	City Service ⇅	Area ⇅	Affected End User ⇅	Assigned To ⇅	Group ⇅	Priority ⇅	Status ⇅	Summary ⇅	Open Date ⇅
⌄	885 *	Wi-Fi Guia	Service Unavailability	Citizen		2nd Level Support	3 - Medium	Assigned	Wifi is down at Guia	02/06/2018 10:53 am

Expand All ($)   1 incident found

The **service catalogue contains** the services provided to citizens, including a list of the **technical services** that must exist beforehand, as well as the **human and physical resources** that support them.
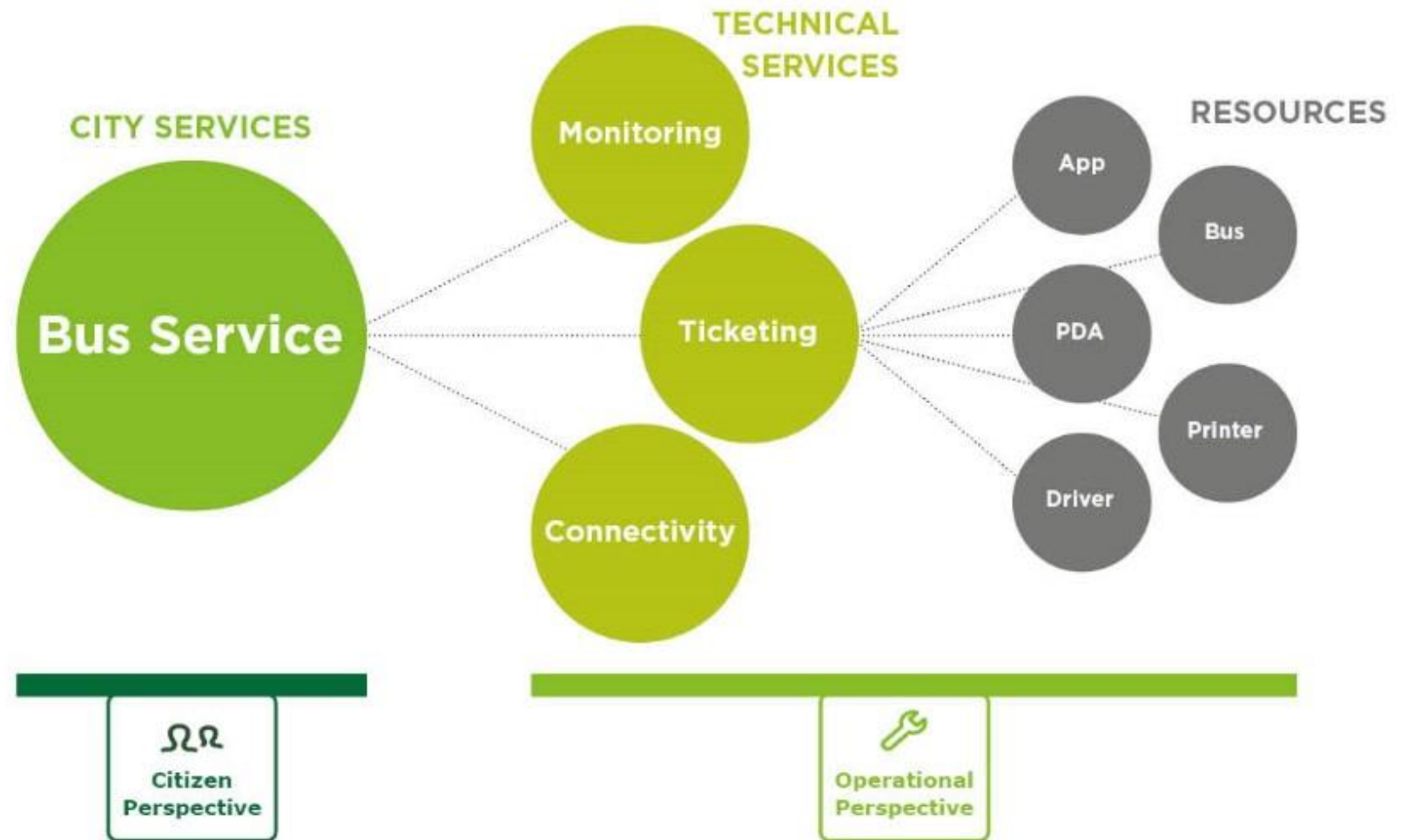
SERVICE CATALOGUE

SMART CITIZENSHIP

AGENDA CASCAIS
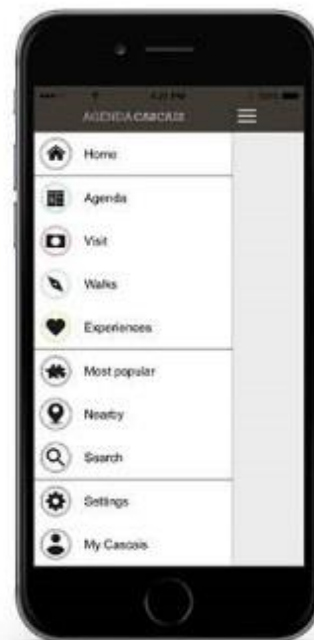
SMART CITIZENSHIP

SMART CITIZENSHIP

MOBI
CASCAIS

SMART CITIZENSHIP

CITY POINTS
CASCAIS

SMART CITIZENSHIP

GEO CASCAIS

New York has a lot to learn from Cascais

PARTICIPATORY BUDGET

Lex Paulson

Barack Obama presidential campaign organizer in 2008, Philosophy professor in Paris, Democracy 21 consultant.

Translation from Observador news website

"**What impressed us most in Cascais** was the use of Participatory Budget to create confidence and participation, not just for one year but **for many years**. There are many processes of participatory budgets that do not last more than two or three years. **What Cascais made in the last five years was to show that one can always improve and create more and more confidence** to show the impact and results, so that citizens become increasingly committed, dedicated and motivated."

58,567 votes in 2016

PARTICIPATORY BUDGET

CASCAIS PARTICIPA

Cascais Participatory Budget has the **highest voting level in the country and the highest execution level**

Participants reveal the **highest level of satisfaction** with the political commitment of the municipal executive*

78,3% consider that the approved proposals are the most prioritary*

The **most voted in Europe** (in%)

The best European experience:

1 Person **=** 1 Vote

The citizen can vote by: sms and cascaisparticipa.pt

*Data obtained from the study "Projeto OPtar 2013"

CASCAIS + TECH

CASCAIS EDU

XXXXXXXXXX
AGRUPAMENTO DE ESCOLAS
aexxxxxxx.pt

CASCAIS EDU

MARIA SILVA
06008046
EB1 JOSÉ JORGE LETRIA

• cascaisedu.pt

ESTUDANTE CASCAIS

1234567890

Este cartão dá acesso
a serviços de
cultura, mobilidade,
educação, entre outros
Consulte

cascais.pt

Connects Educational Community
Students, Teachers and technical staff from
Public Schools of Cascais Municipality now have:

Office 365
Licenses

Email account
cascaisedu.pt

Unlimited storage
Cloud

Internal school websites
Sharepoint online

Skype
access

Minecraft
Education

SMART MOBILITY

MOBILITY ECOSSYSTEM

MOBI CASCAIS

Mobicascais is the **mobility portal** of Cascais

It holds all the information regarding the **multimodal transportation system** such as parking, public transportation or bike-sharing

It allows the user to manage, reserve and pay for the use of every **mobility connected** service in the town of Cascais

Citizen may save around 10%

2000 bicycles

300 docking stations

SMART CITY

SMART CITIZENSHIP

SMART MOBILITY

SMART ENERGY & ENVIRONMENT

Green **spaces and gardens**

Waste management

Data collection and monitoring of environmental indicators

SMART ENERGY
& ENVIRONMENT

**SMART WASTE
MANAGEMENT**

SMART ENERGY
& ENVIRONMENT

OUR
PARTNERS

PAVNEXT

TRAM GRID

SMARTFOREST

OMNIFLOW

ARQUILED

**INTELLIGENT
PAVEMENT**

**ENERGY
OPTIMIZATION**

**FOREST
MONITORING**

**SMART
LIGHTING**

**SMART
LIGHTING**

STRATEGIC PARTNERSHIPS

We did not do all of this alone

STATE

UNIVERSITIES

COMPANIES

cascais.pt

visitcascais.com

CASCAIS JOVEM	CASCAIS AMBIENTE	CASCAIS PARTICIPA	MOBI CASCAIS	CASCAIS CULTURA	CASCAIS EDU	CASCALITOS
cascaisjovem.pt	cascaisambiente.pt	cascaisparticipa.pt	mobicascais.pt	cascaiscultura.pt	cascaisedu.pt	cascalitos.pt