Business Unit

Urban competitiveness and the future of urban services

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Discussion Document

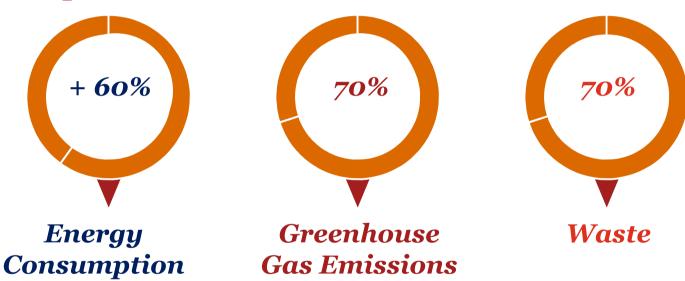
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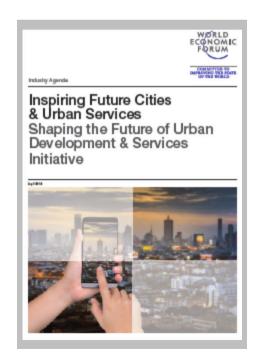


Urbanization accelerated pace: By the middle of the century four of every five people might be living in towns and cities

Cities today occupy approximately only 2% of the total land, but are responsible for 70% of economic activities (GDP). However they are responsible for ...



We collaborated with the WEF on a study to show how can cities be part of the solution, not the problem



Source: World Economic Forum, Shaping the Future of Urban Development & Services Initiative & PwC Research

Top urban challenges facing cities around the world

North America

- 1. Climate change
- 2. Environment resource management
- 3. Social inclusion
- 4. Mobility
- 5. Water

South America

- 1. Economic development
- 2. Climate change
- 3. Mobility
- 4. Environment resource management
- 5. Urban planning

Europe

- 1. Social Migration
- 2. Climate change
- 3. Economic development
- 4. Demographic change
- 5. Environment resource management

Middle East & North Africa

- 1. Water
- 2. Safety & Security
- 3. Innovation & Entrepreneurship
- 4. Migration
- 5. Environment resource management

Sub Sahara Africa

- 1. Water
- 2. Economic development
- 3. Innovation & Entrepreneurship
- 4. Safety & Security
- 5. Environment resource management

Asia

- 1. Urban Planning
- 2. Environment resource management
- 3. Climate change
- 4. Water
- 5. Mobility

Oceania

- Climate change
- 2. Environment resource management
- 3. Economic development
- 4. Investment climate
- 5. Power/ Energy

Source: World Economic Forum, Shaping the Future of Urban Development & Services Initiative & PwC Research

As cities witness an inflow of 2.5 billion new urban dwellers by 2050 a new vision of the urban environment is needed

Future City Characteristics

Sustainable

Demonstrates balanced accomplishment of social & economic development, environmental management & effective urban governance.



Citizen Centric

Focus on the physical, mental & social well-being of individuals & society, encompassing many factors (life satisfaction, physical health, psychological state, education, wealth, religious beliefs, local services & infrastructure, among others).

Economically Vibrant

Attracts investments, facilitates business, nurtures indispensable assets (its well-educated people), improves productivity, promotes growth and expands opportunities for all stakeholders.

Accessible

All sections of society in an accessible city can live independently and participate fully in all aspects of life. This city ensures that people with special abilities and the vulnerable section of society have equal access to all services provided.

Resilient

Enhances the capacity of individuals, communities, institutions, businesses and systems to survive and adapt while they experience chronic stress and acute shock across health, the economy, infrastructure and environment.

Well Governed

optimally utilizes resources to effectively realize the short- and long-term agenda of its development, while achieving greater transparency in public decision-making and establishing institutional accountability.

Responsive

To consume its available resources in the best way possible, such a city enables all stakeholders to use data collected by digital infrastructure to spot patterns, identify problems and make real-time decisions

Planned

strengthens its local economy by creating a master plan that integrates all urban domains, and offers enough flexibility to make amendments to the plan when external conditions change or when innovative solutions emerge.

Typical Stages of Development for a City – A maturity model based on six dimensions

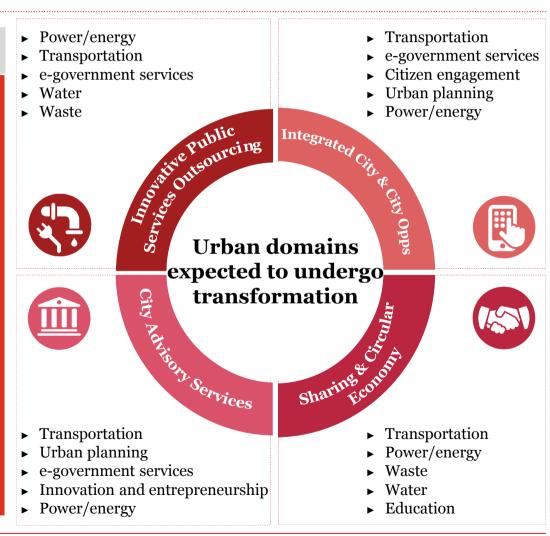
Stages of Urban Development

Rudimentary **Functional Scalable Integrated** Basic survival needs Power, transportation, Scalable infrastructure for Mass transit, advanced met in terms of water, healthcare and education quality of life, green education, etc. for **Urban Services** waste, sanitation, & space, culture & elderly economic competiveness needs met shelter care Access to basic services Energy efficiency, Social Social safety, prepare for Renewables, green Sustainable Urban poverty cohesion, reuse and climate change, address development, address **Development** alleviation ageing recycling climate change Truly digital delivery, preemptive Process optimized, situation Adoption of technology for Limited adoption of Technology & services, prescriptive analytics; awareness, data-driven critical function & technology and few PPP pipeline available & limited decisions; Smart regulations to enterprise management; Business Models acceptance of disruptive business accommodate disruptive **PPPs** PPP frameworks adopted models for urban services business models Unplanned Planned development, Metropolitan plans in Integrated planning for **Planning** development within with siloed planning conjunction with adjoining administrative areas administrative areas approach areas Extensive linkages Digital collaboration (gov. Linkages between people, No/few linkages Collaboration (people, system, with few linkages in citizens, private sector, between people, & Engagement processes) and processes and systems NGOs, academia) processes & systems stakeholder collaboration Structures exist. Agile governance Structures exist, cites Integrated structures with **Organisation** empowered (in silos) but structure, adaptive to new are not empowered or adequate capacity not equipped operating models Services equipped

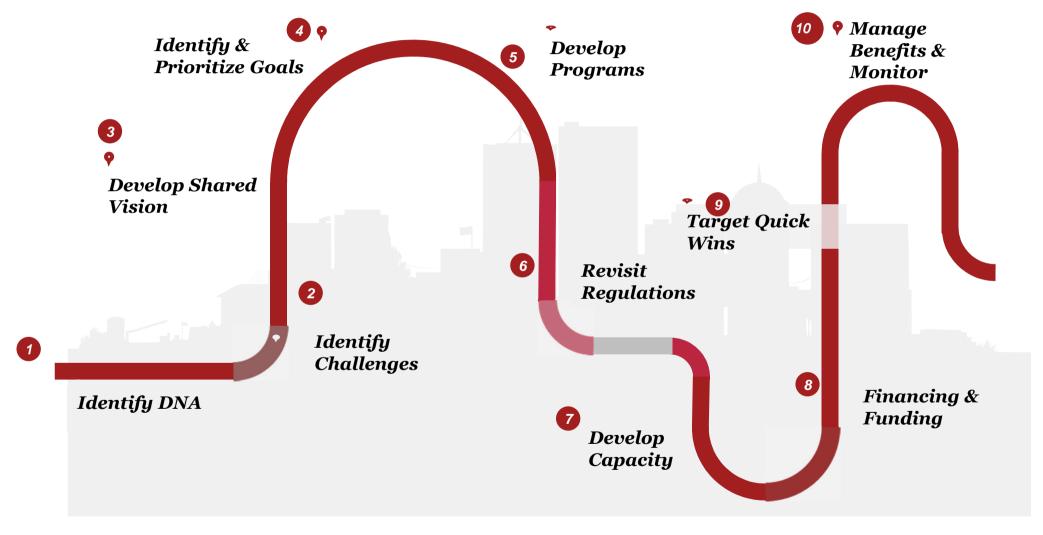
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As technology has been one of the drivers of transformation and is likewise driving the emergence of the new urban services paradigm

Top 10 Technologies Driving Transformation Open Data in Government **Internet of Things** Mobile device based sensing **Intelligent Transport Smart Grid Location & Condition Sensing Technologies** Citizen e-ID Mobile Health Monitoring Big Data 10. Data Analytics Predictive & Prescriptive



An approach for Transformation



Source: World Economic Forum, Shaping the Future of Urban Development & Services Initiative & PwC Research

Thank you!

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