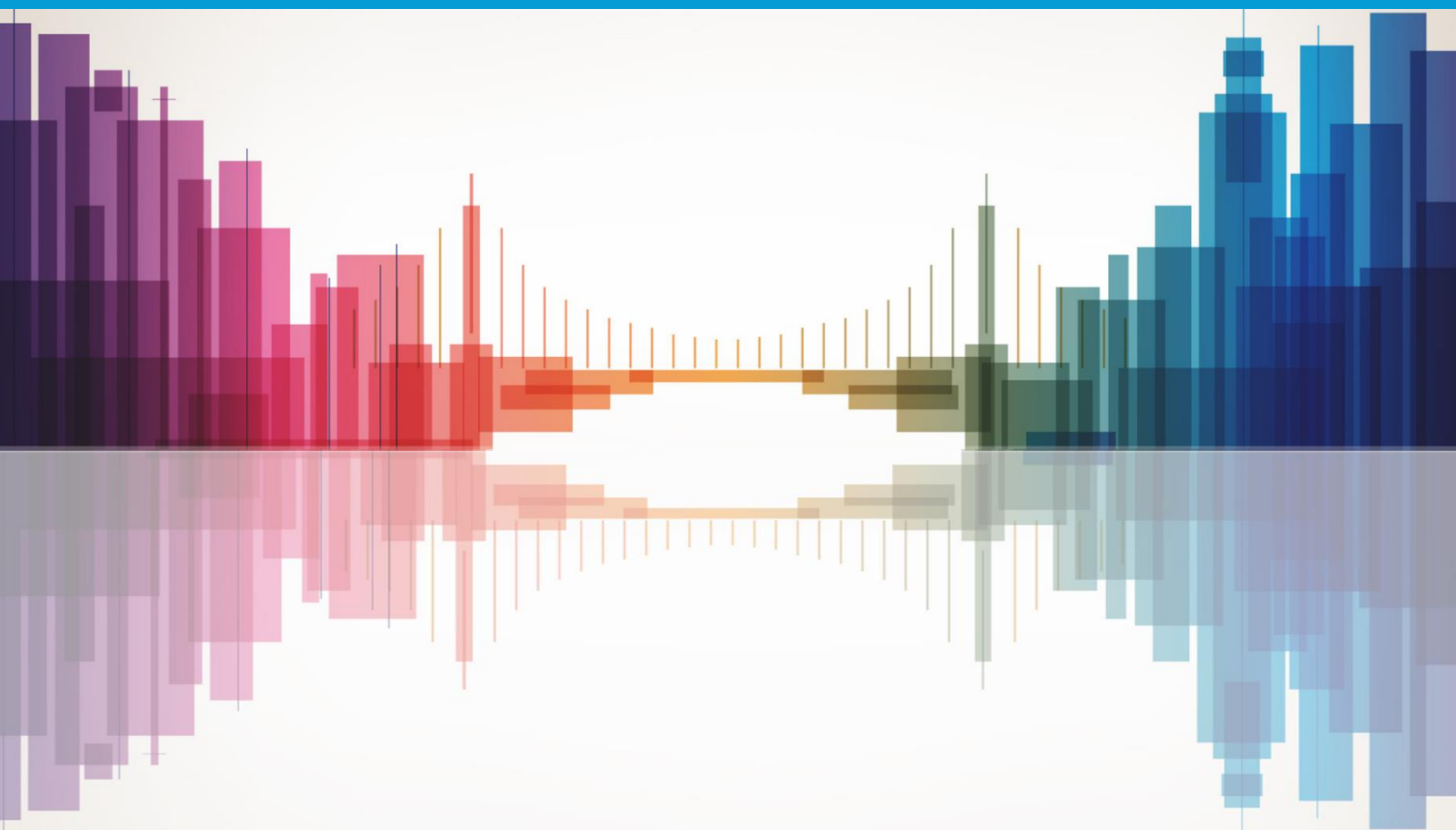




# U4SSC Key Performance Indicators for People-Centered Cities

For city leaders



# Contents

<b>Why the U4SSC KPIs?</b> .....	3
<b>You can't manage what you don't measure</b> .....	4
<b>Why the U4SSC KPIs matter for cities?</b> .....	5
<b>How do the KPIs work?</b> .....	6
<b>Steps to participate</b> .....	7
<b>What will your city gain from participating?</b> .....	8
<b>See your city like you've never seen it before</b> .....	9
<b>Be recognized for your journey towards sustainable digital transformation</b> .....	10
<b>Pricing made simple</b> .....	11
<b>See why over 200 cities have adopted the U4SSC KPIs</b> .....	12
<b>Get started today!</b> .....	13

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# Why the U4SSC KPIs?

The United for Smart Sustainable Cities (U4SSC) Key Performance Indicators (KPIs) are a comprehensive, globally recognized framework designed to help cities measure and track their progress in becoming smarter, more sustainable, and more people-centered, while aligning with the United Nations' Sustainable Development Goals (SDGs). Supported by 16 UN agencies, these KPIs provide cities with a standardized approach to collect data, evaluate performance, and drive people-centered digital transformation.



*“ As a global leader in innovation and sustainability, Dubai recognizes the importance of collaboration in advancing smart city development. The U4SSC KPIs provides us with valuable insights and benchmarks to continuously improve our urban infrastructure and services, ultimately creating a more connected and prosperous city for all.*

Okan GERAY, U4SSC Chair

”

# You can't manage what you don't measure

The U4SSC KPIs can help. As the first and only international standard backed by 19 UN Agencies, these Key Performance Indicators provide cities with a consistent and standardized method to collect data and measure performance and progress.

This framework is based on Recommendation **ITU-T Y.4903**, an international standard which defines KPIs for Smart Sustainable Cities, ensuring cities have a comprehensive and internationally recognized tool to drive sustainable urban development.



**Measure Progress**



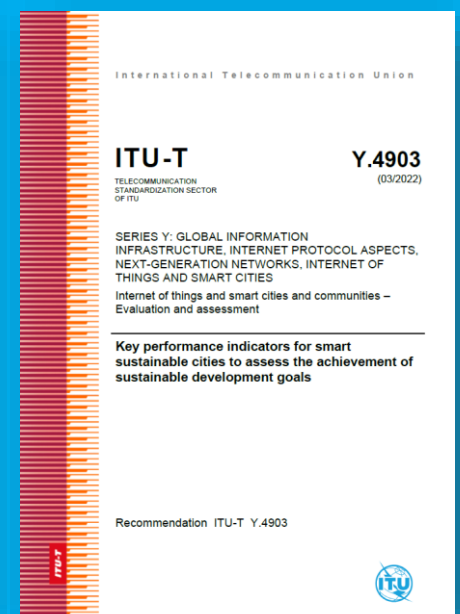
**Map and Report**



**Future Proof Cities**

[Explore the KPI Methodology >](#)

[Explore ITU-T Y.4903 >](#)





# Why the U4SSC KPIs matter for cities?

Cities around the world face increasing challenges like climate change, resource scarcity, and urbanization pressures. The U4SSC KPIs empower city leaders to:

- Understand how their city is performing in key areas such as infrastructure, sustainability, and social well-being.
- Benchmark their progress against global standards.
- Identify areas for improvement to make informed policy decisions.
- Accelerate digital transformation and achieve sustainability goals, ensuring a better quality of life for their inhabitants.

## Emergency Response:

**Map real-time routes for ambulances to ensure swift access to the nearest hospital.**



## Smart Water Management:

**Use smart water meters to monitor usage, reduce waste, and save money on water management.**



## Ensure Resilient Supply Chains:

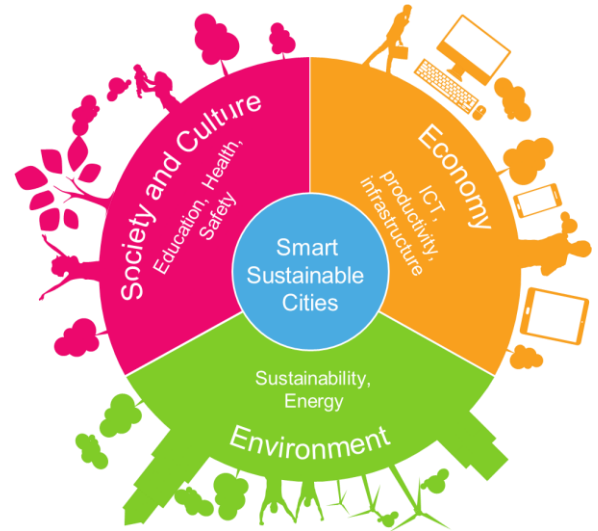
**Use smart technologies to monitor and manage food supply chains, ensuring a steady flow of goods even during disruptions.**



# How do the KPIs work?

The U4SSC KPIs cover three dimensions:

- Economy: including metrics on ICT infrastructure, employment, and innovation.
- Environment: measuring aspects like air quality, energy, and waste management.
- Society and Culture: focused on housing, health, safety, and education.



## Dimensions and Categories

Economy	Environment	Society and Culture
<ul style="list-style-type: none"> <li>• ICT Infrastructure</li> <li>• Water &amp; Sanitation</li> <li>• Drainage</li> <li>• Electricity Supply</li> <li>• Transport</li> <li>• Public Sector</li> <li>• Innovation</li> <li>• Employment</li> <li>• Waste</li> <li>• Buildings</li> <li>• Urban Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Air Quality</li> <li>• Water and Sanitation</li> <li>• Waste</li> <li>• Environmental Quality</li> <li>• Public Space and Nature</li> <li>• Energy</li> </ul>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Health</li> <li>• Culture</li> <li>• Housing</li> <li>• Social Inclusion</li> <li>• Safety</li> <li>• Food Security</li> </ul>

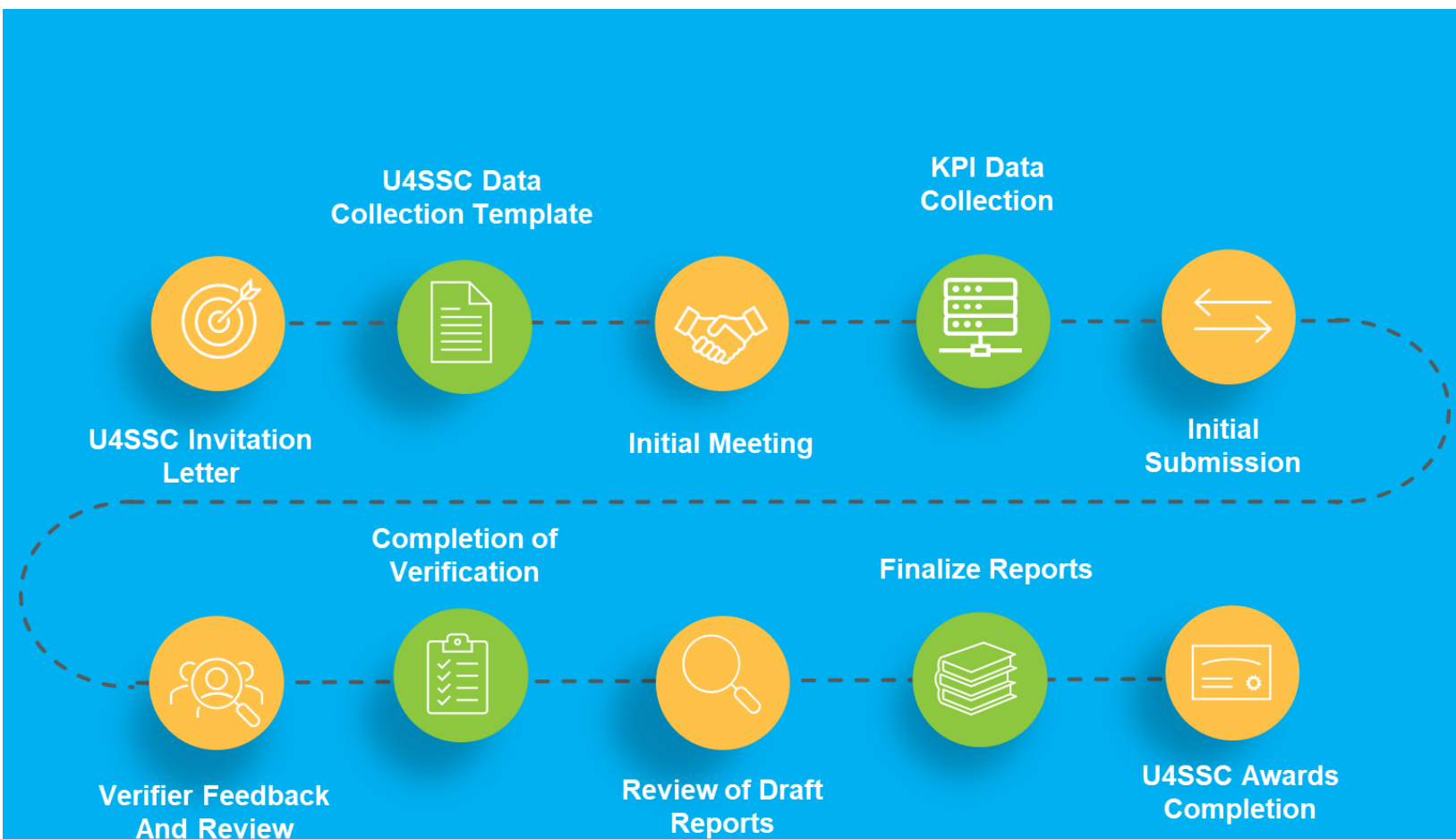
55 Core Indicators + 36 Advanced Indicators

- 20 Smart + 32 Structural + 39 Sustainable
- 132 Data Collection Points

# Steps to participate

The U4SSC KPI process is quite simple and can be completed in 10 easy steps. It starts with the invitation letter, through to the KPI data collection, verification, finalization of reports, ending with the U4SSC Awards completion.

Cities big and small indisputably benefit from the U4SSC KPIs providing them with a framework for measuring and monitoring their progress towards their digital transformation.



# What will your city gain from participating?

Unlock customized insights for your city. By joining the U4SSC KPIs, your city will receive:



## City Snapshots

Provides a visual overview of a city's U4SSC KPIs performance based on global benchmarks



## Verification Reports

Summarizes the conclusions of a city's U4SSC KPIs Project



## Factsheet

Highlights the city initiatives, analyzes their effectiveness, and recommends future actions.



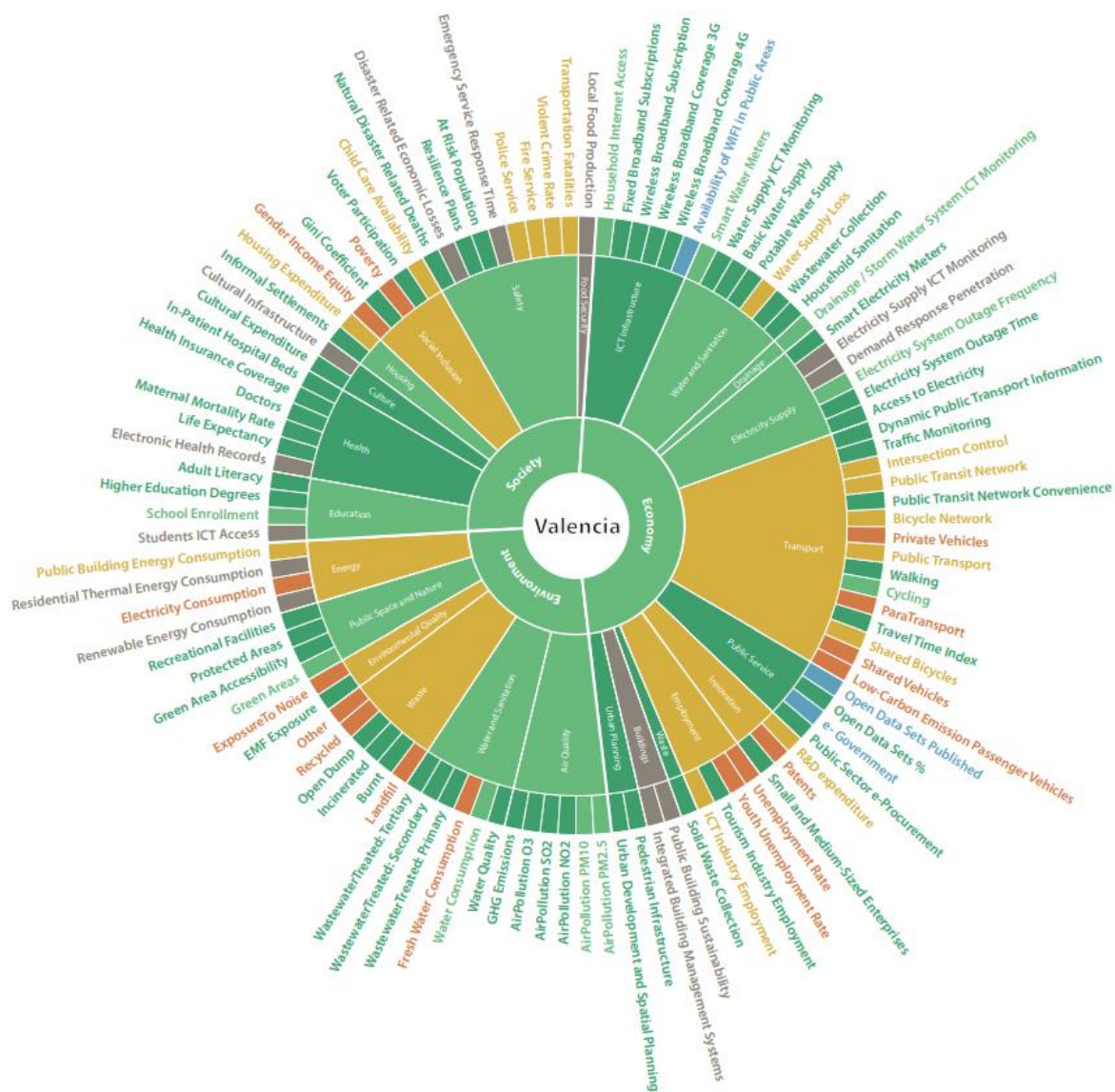
## Case Studies

Details a city's journey towards successfully becoming a smart sustainable city





# See your city like you've never seen it before



● 95%+ Target   
 ● 66-95% of Target   
 ● 33-66% of Target  
● Less than 33% of Target   
 ● No Data or No Target   
 ● Data Reported, No Targets Yet Available

Performance Benchmark Targets apply to all sections of the graphic.

# Be recognized for your journey towards sustainable digital transformation

Cities who participate in the U4SSC KPI project get recognized for their progress towards being a smart sustainable city and achieving the Sustainable Development Goals.



Figure 1: Mayors and senior representatives from the city of Kristiansund, Norway, city of Anyang, Republic of Korea, city of Kyebi, Ghana and city of Moscow, Russian Federation

# Pricing made simple

Participating in the U4SSC KPIs program is more than just a certification—it's an investment in the sustainable growth and digital transformation of your city. Our transparent pricing structure is designed to accommodate cities of all sizes, ensuring access to globally recognized tools and insights that drive real progress.

## Verification of Key Performance Indicators and City Snapshot

Includes: City Verification, City Snapshot, ITU issued U4SSC Certificate		
Population	Developed Economies	Developing Economies
> 1,000,000	CHF or USD 10,000	CHF or USD 7,000
500,000 - 999,999	CHF or USD 8,000	CHF or USD 5,000
100,000 - 499,999	CHF or USD 6,000	CHF or USD 3,000
< 100,000	CHF or USD 5,000	CHF or USD 2,000

## Case study

Includes: U4SSC KPI Verification Report, City Snapshot and ITU Certificate and Case Study	
For all	CHF or USD 30,000

\*For on-site verification, the city needs to pay the verifier's travel expenses (flight ticket, accommodation and per diem).



# See why over 200 cities have adopted the U4SSC KPIs

*By participating in the U4SSC KPIs, we can benchmark our progress against a global standard, ensuring that our initiatives are effective and in line with the best practices worldwide. This collaboration drives sustainable development, fosters resilience, and promotes inclusivity, laying the foundation for a thriving city for generations to come.*

- Mayor of Valencia

*The U4SSC KPI framework has been crucial in Kyebi's efforts to advance as a smart and sustainable city. The indicators have provided us with a clear path to blend digital transformation with our sustainability objectives, resulting in better public services and an improved quality of life for our community*

- Mayor of Kyebi





# Get started today!

Ready to take the next step in transforming your city into a smart, sustainable urban leader?

This letter will kickstart your city's journey towards gaining valuable insights, global recognition, and the tools needed to drive informed, data-driven decisions. Fill out the template below to get started.

**Subject: Participation in the U4SSC Key performance indicators (KPIs) project**

Dear ITU-U4SSC Secretariat,

On behalf of [City Name], I am writing to express our interest in participating in the U4SSC Key Performance Indicators project. We believe this initiative will help our city accelerate its journey towards becoming a smart, sustainable, and inclusive urban center.

[Please include a short paragraph on the city's vision of/current work on smart sustainable cities.]

We have carefully reviewed the U4SSC objectives and the collection methodology of the project. We are ready to collect data in accordance with the requirements of the U4SSC KPIs, undergo a verification of our data with an U4SSC approved verifier and submit the data to the ITU-U4SSC Secretariat.

We are pleased to inform you that the focal point for this activity is [insert name]. We look forward to our participation in the project.

Kind regards,

[Name and signature of city leader / representative]



## Interested in Learning More?

please contact: [u4ssc@itu.int](mailto:u4ssc@itu.int)  
Website: <https://u4ssc.itu.int/>

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Photo Credit: Adobe Stock Image