

## Taipei City

SMART CITY RANKING  
4

Out of 118

8 in 2020

SMART CITY RATING  
A

A in 2020

FACTOR RATINGS

A

STRUCTURES

A

TECHNOLOGIES

GROUP

2

All ratings range from AAA to D

### BACKGROUND INFORMATION

#### City

Population

2,720,000

(UN World Urbanization Prospects)



Country	2016	2017	2018	2019	1 yr change
IBD	0.803	0.807	0.811	0.816	+0.005
Life expectancy at Birth	80.0	80.4	80.7	80.8	+0.2
Expected years of schooling	16.6	16.6	16.5	16.5	+0.0
Mean years of schooling	12.0	12.1	12.2	12.3	+0.1
GNI per capita (PPP \$)	46,054	47,144	48,403	52,573	+3,170

### STRUCTURES

Health & Safety

Basic sanitation meets the needs of the poorest areas: 80.6

Recycling services are satisfactory: 83.6

Public safety is not a problem: 48.4

Air pollution is not a problem: 41.8

Medical services provision is satisfactory: 86.2

Finding housing with rent equal to 30% or less of a monthly salary is not a problem: 34.4

Mobility

Traffic congestion is not a problem: 34.1

Public transport is satisfactory: 64.8

Activities

Green spaces are satisfactory: 61.2

Cultural activities (shows, bars, and museums) are satisfactory: 72.6

Opportunities (Work & School)

Employment finding services are readily available: 68.7

Most children have access to a good school: 62.0

Lifelong learning opportunities are provided by local institutions: 71.1

Businesses are creating new jobs: 68.7

Minorities feel welcome: 62.6

Governance

Information on local government decisions are easily accessible: 67.9

Completion of city officials is not an issue of concern: 43.0

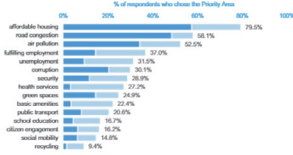
Residents contribute to decision-making of local government: 62.6

Residents provide feedback on local government projects: 65.1

### PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. This is the table. The higher the percentage of responses per area, the greater the priority for the city.

The left hand section of each bar shows the alignment - the proportion of those respondents who also answered the corresponding survey question line. A strong alignment implies that these areas also demand priority attention.



### ATTITUDES

You are willing to concede personal data in order to improve traffic congestion: 74.9%

You are comfortable with face recognition technologies to lower crime: 42.0%

You feel the availability of online information has increased your trust in authorities: 75.1%

The preparation of your day for your general transactions that are non-cash (% of transactions): 65.0%



Taipei City ranked the 4th among global smart cities in 2021

Special Report 2

# Pandemic Prevention Technology, Smart Taipei

The severe pneumonia with novel pathogens has spread all over the world. In the war against COVID-19, Taipei City Government shifts gears and launches contactless services, and improves the overall pandemic prevention performance. The Department of Information Technology of Taipei City Government employs many technology resolutions and provides innovative pandemic prevention mechanisms to citizens to ensure a safe public environment. The results of the implementation were positively recognized by the international community, with recognitions from the IDC's City Asia Pacific Award (SCAPA) in 2021, including the "TaipeiPASS: Digital Pass to Government Mobile Service" in the civic engagement category, and the "Taipei City Technology-Assisted pandemic Prevention Project in the public health

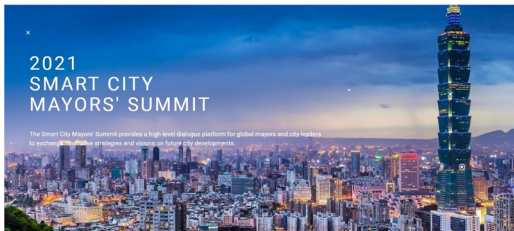


Taipei City Government's smart innovation recognized by the international community

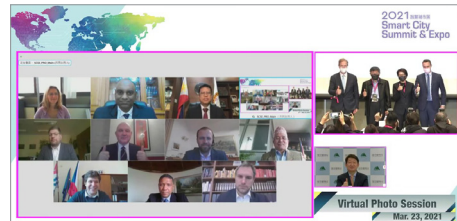
and social service category. In the 2021 Smart City Index published by International Institute for Management Development (IMD) in August 2021, Taipei City was ranked fourth among the 118 cities in the world and second in Asia.

## A Link to International Smart Cities

The 2021 Smart City Summit & Expo (SCSE) was held in-person and virtually (Smart City Online). At the Taipei Pavilion, 29 innovative administrative services in the 1+7 smart application areas were exhibited to share the modes and experiences of the smart Taipei City in the promotion of the Proof of Concept (PoC). The 2021 Smart City Mayors' Summit was also organized both physically and virtually. Wen-Je Ko, the mayor of Taipei City, gave the opening remarks for the Mayors' Summits of Afro-Eurasia and Amerasia and the GO SMART Day forum, as municipal leaders exchanged opinions on digital transformation in the post-COVID-19 era. Statistically, the online exhibition and forum reached more than 150 countries and areas with one hundred and fifty thousand people involved. The events attracted more than six hundred thousand people to browse online.



2021 Smart City Mayors' Summit



The mayors from the cities all over the world sharing pandemic prevention experiences



Winners of the outstanding projects at GO SMART Congress

## Digital technology to Enhance the Prevention Measures

During the period when the pandemic reached its first peak in Taiwan, Taipei City Government integrated the internal resources and set up the Wanda front-line command station, deployed mobile rapid test teams, conducted contact tracing analysis, and set up other pandemic prevention

measures. The Department of Information Technology equipped the command station with networking services and temporary and wireless networks for the administration building, stadium and gymnasium to ensure the implementation of the Real Contact Registration System in these facilities go swimmingly.

The “COVID-19 Dashboard” used big data analysis technology and visualized charts to integrate domestic and overseas critical information related to the COVID-19, and analyze multi-dimensional data on the hotspots and the association with sources of infection. The response team was supported in their decision-making process, and monitoring the implementation of the Real Contact (Name) System to the facilities, checking face masks and other resources in stock, performing disinfection, and tracing public census. Taipei City Government set up a commodity dashboard to ensure effective resource distribution and stable commodities pricing and, thus, maintain a safe public environment.



Data analysis for assessment of the pandemic

### Contactless Administration

Taipei City Government uses the Living Lab to put social innovations into practice and, thus, implement the smart city strategies. In the digital transformation, the government emphasizes the systematization and enterprise architecture, values the rebuilding of a comprehensive digital environment with cyber security and open data, and establishes the capabilities to cope with emergencies by upgrading the infrastructure. During the pandemic, the Department of Information Technology provides useful resources for video conferencing at the government level, builds a cloud-based video conference management system, expands online forms, and integrate digital sign-in systems. Statistically, the agencies of Taipei City Government at all levels held about 24,000 video conferences during the Level 3 COVID Alert period.

To meet the requirements for distance services and staggered work times, the Department of Information Technology assists the employees of Taipei City Government with the access to the VPN (Virtual Private Network) service and the login in the digitized work environment using TaipeiPASS. In the meantime, the Department of Information Technology provides the “MyDoc File Service Platform” for suppliers to deliver electronic purchase files online, and achieves the goal of preventing COVID-19 in a contactless manner by creating digital receipt certificates and building an electronic receipt



Network resources supporting important video conferences



MyDoc File Service Platform

system. The Department of Information Technology has created more than 19,000 digital receipt certificates and issued more than 479,000 digital receipts, and saved the printing cost of more than 1 million pieces of paper every year as estimated.

## Comprehensive Digital Services

Taipei City Government is dedicated to providing citizens with versatile digital services. A total of 145 agencies of Taipei City Government, more than 1,400 application cases, and 1,899 facility rentals have been integrated via the “Citizen Service Platform – service.gov.taipei.” Most of the applications were processed via a single platform – from review, approval to the final step. The “online counter appointment” service function enables citizens who need to come to the administration building and handle affairs to make an appointment online or in person at the counter, to shorten the wait time, thereby reducing unnecessary contact. The “COVID-19 Relief Section” was launched in June 2021. It integrates the nine short-term relief measures that Taipei City Government offers, as well as providing 16 favorable online application services for the citizens.

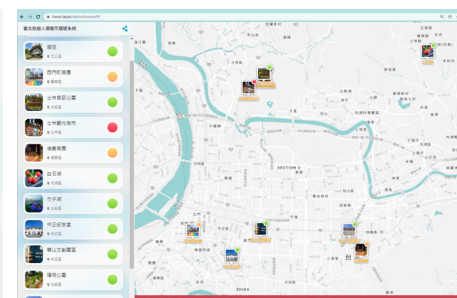
## A synergy of Pandemic Prevention Effect

To maximize the pandemic prevention policy of the central government and its impact, the integrated QR Code for the pandemic prevention under the Real Contact Registration System was launched in Taipei City on June 1, 2021. The functions of the SMS Real Contact Registration System of the Executive Yuan are integrated with the TaipeiPASS system, and thus the integrated TaipeiPASS Real Contact Registration System is interoperable with the 1922 Real Contact Registration System of the central government, and the QR Code is supported by both systems. The QR Code is available to shop owners and traders free of charge to meet the requirements of different people and applications. A total of more than 15,000 TaipeiPASS QR Codes have been issued and about 32.6 million people have registered. The 1922 COVID-19 Vaccination Reservation System of the central government was interfaced in July. Citizens can use TaipeiPASS to reserve the vaccine and vaccination as well as inquire about the records. Taipei City Government sets up stream control and real-time image functions at the scenic spots in Taipei City and provides application services for pandemic prevention strategies.

Looking into the post-COVID-19 era, Taipei City Government uses technology as an aid for pandemic prevention and enhances governance flexibility and resilience. Taipei City Government meets citizen demands by integrating information, improving IT facilities, and making use of digital technology and innovation services for a new lifestyle for long-term, harmonious coexistence with the pandemic.



TaipeiPASS scanning for Real Contact System



Stream of people and real-time image at the scenic spots in Taipei City