

# Johannesburg

## Summary report



### Introduction

With more than 7 million people in its metropolitan area, Johannesburg is the largest city in South Africa. Unfortunately, years of economic turmoil and urban blight have made “Jo’burg” as famous for its high crime rate as for its rich history and cultural importance. The IBM executive team’s mission was to define a five-year roadmap to smarter public safety, a key component of Johannesburg’s Smarter City transformation.

### Challenge

The primary purpose of the roadmap was to specify the key actions that Johannesburg should take to move toward smarter public safety. After developing this recipe for change, the city could reuse the methodology to create plans to achieve similar objectives in other parts of its Growth and Development Strategy (GDS) — a series of goals for creating the desired vision of Johannesburg in 2040.

The IBM team worked closely with Johannesburg’s civic and public-safety leaders to learn about the city’s most critical issues and establish key project objectives. From the start, the roadmap was designed to integrate and extend elements of existing work conducted by the city. The team determined which of the city’s plans and strategies could be used and identified gaps. Elements from IBM’s Smarter City frameworks were incorporated to fill gaps, and new ideas were generated during the engagement. All roadmap components were continuously tested and validated with city leaders throughout the process.

### Recommendations

Johannesburg is just beginning its journey toward becoming a Smarter City. The IBM team and city representatives agree that to implement the roadmap Johannesburg must overcome a number of challenges, such as resource shortages and crime perception issues.

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### Highlights:

- Johannesburg must overcome a number of challenges, such as resource shortages and crime perception issues.
  - The roadmap was designed to integrate and extend elements of existing work conducted by the city.
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The roadmap includes important steps in five key safety areas:

1. Crime prevention and investigation – including increased police presence and visibility, better coordination amongst agencies, and a data center with predictive analytics
2. Crisis and emergency responsiveness – including an improved response strategy, increased training and sharing of intelligence
3. Asset management and infrastructure safety – including development of community partnerships, updated and enforced regulations, and improved asset-management capabilities
4. Community education and engagement – including increased communications and improved methods of delivery
5. Governance and integrated intelligence – including comprehensive use and sharing of data across city departments, as well as improved transparency of activities.

### For more information

To learn more, send an email to [smartcc@us.ibm.com](mailto:smartcc@us.ibm.com) or visit [smartercitieschallenge.org](http://smartercitieschallenge.org)

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