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Australian STANDARD®

Sustainable cities and communities — Indicators for city services and quality of life

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Sustainable cities and communities — Indicators for city services and quality of life

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Preface

This Standard was prepared by the Standards Australia Committee JT-001, Strategic Advisory Committee.

The objective of this Standard is to define and establish methodologies for a set of indicators to steer and measure the performance of city services and quality of life. It follows the principles set out in AS ISO 37101 and can be used in conjunction with AS ISO 37101 and other strategic frameworks.

This document is applicable to any city, municipality or local government that undertakes to measure its performance in a comparable and verifiable manner, irrespective of size and location.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 268, *Sustainable cities and communities*.

This second edition cancels and replaces the first edition (ISO 37120:2014), which has been technically revised.

In the development of this document, ISO Guide 82 has been taken into account in addressing sustainability issues.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Cities need indicators to measure their performance. Existing indicators at the local level are often not standardized, consistent, or comparable over time or across cities. This document is focused on city services and quality of life as a contribution to the sustainability of the city.

As part of a new series of International Standards being developed for a holistic and integrated approach to sustainable development, that includes indicators for city services and quality of life, indicators for smart cities and indicators for resilient cities, this set of standardized indicators provides a uniform approach to what is measured, and how that measurement is to be undertaken. As a list, it does not provide a value judgement, threshold or target numerical value for the indicators.

Conformance with this document does not confer a status in this regard. A city which conforms to this document in regards to measurement of indicators for city services and quality of life may only claim conformance to that effect.

These indicators can be used to track and monitor progress on city performance. In order to achieve sustainable development, the whole city system needs to be taken into consideration. Planning for future needs should take into consideration current use and efficiency of resources in order to better plan for tomorrow.

The indicators and associated test methods in this document have been developed in order to help cities:

a) measure performance management of city services and quality of life over time;

b) learn from one another by allowing comparison across a wide range of performance measures; and,

c) support policy development and priority setting.

NOTE It is acknowledged that cities might not have direct influence or control over factors governing some of these indicators, but the reporting is important for meaningful comparison and provides a general indication of service delivery and quality of life within a city.

The indicators in this document have been selected to make reporting as simple and inexpensive as possible, and therefore reflect an initial platform for reporting. Further development of indicators to support smartness (ISO 37122[1)]) and resilience (ISO 37123[2)]) in cities is ongoing in TC 268. This document also includes a third category of indicators – profile indicators – that are recommended to provide basic statistics and background information to help cities conduct peer comparisons. Additional profile indicators are listed in Annex D.

Maintaining, enhancing and accelerating progress towards improved city services and quality of life is also fundamental to the definitions of both smart cities and resilient cities. This document is intended to be implemented in conjunction with ISO 37122 and ISO 37123 to measure progress towards smart cities and resilient cities, respectively. The relationship between the family of standards is presented in Figure 1.

1) Under preparation. Stage at the time of publication: ISO/DIS 37122:2018.

2) Under preparation. Stage at the time of publication: ISO/CD 37123:2018.

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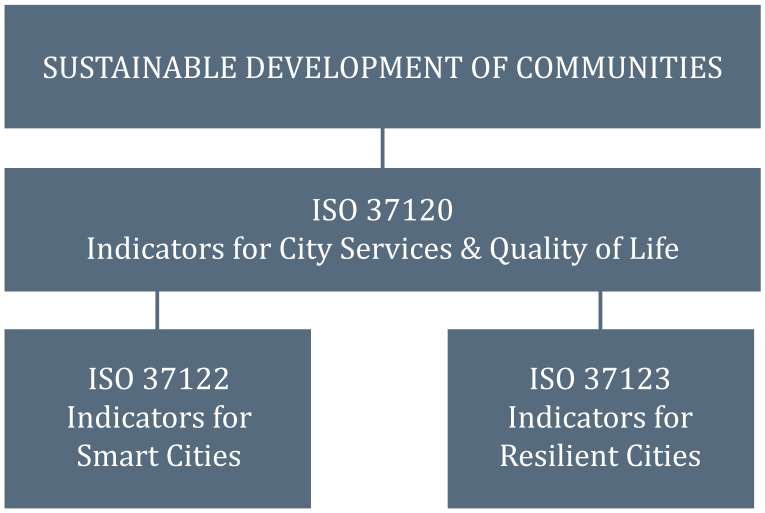


Figure 1 — Sustainable development of communities — Relationship between the family of city indicators standards

The indicators are structured around themes. Recognizing the differences in resources and capabilities of cities worldwide, the overall set of indicators for city performance has been divided into "core" indicators (those implementing this document shall follow) and "supporting" indicators (those implementing this document should follow). Both core and supporting indicators are listed in Annex A, Table A.1.

In this document, the following verbal forms are used:

— "shall" indicates a requirement;

— "should" indicates a recommendation;

— "may" indicates a permission;

— "can" indicates a possibility or a capability.

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Sustainable cities and communities — Indicators for city services and quality of life

1 Scope

This document defines and establishes methodologies for a set of indicators to steer and measure the performance of city services and quality of life. It follows the principles set out in ISO 37101 and can be used in conjunction with ISO 37101 and other strategic frameworks.

This document is applicable to any city, municipality or local government that undertakes to measure its performance in a comparable and verifiable manner, irrespective of size and location.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content can be used in conjunction with this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 37101, *Sustainable development in communities — Management system for sustainable development — Requirements with guidance for use*

ISO 1996-2, *Acoustics — Description, measurement and assessment of environmental noise — Part 2: Determination of sound pressure levels*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 37101 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
city
municipality
local government
urban community falling under a specific administrative boundary

3.2
city population
number of residents living in a particular city or municipality, typically determined by census every 5 or 10 years

Note 1 to entry: Census populations exclude temporary residents but include residents temporarily absent.

3.3
community
group of people with an arrangement of responsibilities, activities and relationships

Note 1 to entry: In many, but not all, contexts, a community has a defined geographical boundary.

Note 2 to entry: A city is a type of community.

[SOURCE: ISO 37101:2016, 3.4, ISO/TS 37151:2015, 3.1]

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