Parallel Session A

"Innovation for Improving Citizens' Living Conditions to Leave No One Behind"

1．Outline

Date:	10:30-12:30 JST, Wednesday, 27 October 2021
Format:	Online
Language:	Japanese, English, Chinese, Korean

2．Participant Information

City/Company	Name	Post
Fukuoka	Arase Yasuko	Deputy Mayor
Taiyuan	Aijun Chen	Deputy Secretary General
Jakarta	Nasruddin Djoko Surjono	Head of the Regional Planning Board of Jakarta
Province of Tarlac	Susan A. Yap	Governor
Singapore	Eng Kian ONG	Director, Centre for Liveable Cities
Phuket	Onphailin Trakoonpariphon	Deputy Mayor
Kubota Corporation	Miura Teruo	General Manager, International Environmental Engineering Dept.

	Name	Organisation
Moderator	Arai Yuko	Urban Specialist, World Bank
Assistant	Marabini Aya	Senior Researcher, Overseas Environmental Cooperation Center, Japan

3．Summary of Remarks on Parallel Session

1）Summary of Presentations by Cities and Companies

Moderator	• In the Asia-Pacific region, there are two major trends: urbanization and aging populations. High-income countries have aging populations, while low-income countries have large youth populations.
	• With the advancement of technology, a shift in the means of transportation for socially vulnerable people is being promoted, including women`s leadership in society and telecommuting.
	• The following five points were learned from the COVID-19 crisis.
	1) How to provide continuous services in the face of lockdowns and other barriers;

	2) Preparation for an aging society; 3) Promotion of technological innovations; 4) Developing new markets; and 5) Advancing of the field of technology and medical care, including telemedicine. • In order to promote livable cities, it is necessary to prepare for aging, conduct applicable preparations, and implement and distribute comprehensive actions.
Fukuoka	• Fukuoka is the largest city in Kyushu and the fifth largest ordinance-designated city in Japan, and is geographically the closest major city to the Asian continent, with the airport and port all within a 2.5 km radius of the city center. The elderly population of the city is currently 23.4% and is expected to reach 31% by 2040. • An information platform to formulate new policies using big data has been developed and has begun to create policies that go beyond care and medical treatment to realize a society where people can live as they want, in good physical and mental health. • As we enter the era of 100 years of life, Fukuoka City has started a project called "Fukuoka 100", which is being undertaken by the industry, government, academia, and the private sector. Initiatives include community activities, community cafes, matching services, amongst others. • Fukuoka City has set a target to introduce "Humanitude", a care methodology which promotes well-being in care mainly for the dementia patients, to entire body of citizen and has been organizing a variety of workshops for elementary and junior high school students, local communities and city officials. • With the prevalence of online services during the pandemic, telemedicine and education have been introduced, and digital transformation has been promoted in order to realize a society where no one is left behind.
Moderator	• It was a very good example of a city that is implementing lifestyle innovations to ensure that no one is left behind.
Jakarta	• With a huge population, Jakarta is overcrowded, and inequality is a major problem. The impact of COVID-19 has made the situation even more serious. However, Jakarta is working to eradicate poverty and promote waste management. • Based on the basic principle of City 4.0 - under which the national government is the collaborator, the local government is the supporter and the citizens are the co-producers, we have also established an online

	platform to collect data on the needs of citizens and businesses and to work towards the equal distribution and provision of various government services. • Five major social partnership programs are under development: Jakarta Development Program, Assistant Support Program, SME Support Program, Education Support Program, and Waste Management Program. • The project aimed at improving the unemployment rate has reduced the rate from 10.9% last year to 8.5% in February this year, but still needs to be improved to return to pre-COVID levels.
Moderator	• This was an important example of raising issues related to education, poverty and the perspective of inclusiveness.
Province of Tarlac	• It has a very large population of young people between the ages of 25 and 35 and the state of Tarlac focuses mainly on agriculture, skills development and education. • In the agricultural sector, Tarlac is collaborating with the national government and ADB to develop online applications that enable farmers to make timely decisions based on data collected. • In the field of capacity building for young people, in cooperation with the government, lifelong education, technical training and education for children to start their own businesses in the future are conducted. In addition, in consideration of remote areas where there is no internet connection, a method of education through radio stations has been adopted. • In addition to providing 33,000 vaccinations per day, digital applications to track people who are in contact with COVID-19 patients and monitor the situation for those who wish to be quarantined at home have been developed. An e-citizen support service called ECARE which can renew licenses and insurance covers has also been developed.
Moderator	• It was a good example of how technology can bring about equality, with some initiatives being ahead of the central government.
Singapore	• As part of its plans and efforts to improve living standards and economic productivity, it committed to create a higher quality of life and inclusive society, the appropriate use of technology, the development planning of urban system and the digitization of governance. • Data from drones and robotic dogs called Spot are being used to share information on congestion so that residents can make better decisions when engaging in outdoor activities. • Building such an integrated platform will require the efforts of many more stakeholders.

	• The Hawker Go Digital Program, a program to support people who are not familiar with technology such as outdoor retailers (vendors and food stalls) as well as seniors, has established a digital office, hired 1,000 digital ambassadors and accelerated the adoption of digital tools. • We need to provide more productive communications and smart home technologies such as Wi-Fi connectivity and 5G to make housing livable, sustainable and safe. • Technology is important to improve the quality of life and create an inclusive society; however, technology to serve urban dwellers must be people-centered designed.
Moderator	• It was a very good example of using sophisticated technology to create a livable society in an ideal context.
Phuket	• The medical center and the private sector have collaborated to start a welfare service model which is expanding to other municipalities, that allows low-income people to rent medical equipment, etc. • Information is obtained from Facebook, QR codes, and websites, and the medical team assesses the needs and explains how to use the equipment to the residents who come to borrow them. Oxygen cylinders, beds, and other equipment are also available for rent, minimizing the medical costs incurred by patients.
Moderator	• In addition to the necessity of technologies for making a livable city, this case shows the importance of sharing and helping others.
Kubota Co., Ltd.	• The company has developed drainage pump vehicles as a disaster risk reduction technology that contributes to lifestyle innovation, and in Japan, more than 350 units have been delivered, mainly by the Ministry of Land, Infrastructure, Transport and Tourism, and overseas in Indonesia, Thailand and Cambodia. • It takes time to build sewerage systems and drainage pump stations. However, drainage pump vehicles are easy to introduce because of their mobility and quick drainage work. • The advantage of introducing drainage pump vehicles is that they can quickly arrive at the flooded area and drain water to a low level, enabling early recovery. They are equipped with all the necessary equipment and supplies including ultra-lightweight pumps, and can be operated by a small number of personnel, enabling easy and reliable drainage work at a relatively low cost.
Moderator	• Floods occur frequently in many cities, and today's presentation was useful in the sense that the use of technology will be required in the future.

2） Summary of Remarks during QA and Discussion

Moderator	• Advocacy and motivating stakeholders to take action to build an inclusive city where "no one is left behind" is very important. Advice was sought on how Fukuoka City, which has had many successes, has been able to change people's behavior by taking action.
Fukuoka	• The creation of measures based on scientific evidence can not only predict the future but also prevent undesired aspects of it, and with established data, a clear vision can be formulated. • In addition, it is especially important to share such data not only with the government but also with industry, government, academia and the private sector.
Jakarta	• The government, citizens, and the city each play a role in "City 4.0", collecting information on Jakarta and information from each stakeholder through this online platform, and understanding the needs of citizens. • Information on vaccines and the need for hospital beds is also collected through this platform which also plays a role in the fight against COVID-19.
Province of Tarlac	• The platform database is being used for two purposes: farmers' registry and online platform for capacity building. • In the former, farmers are encouraged to set up agricultural cooperatives and register with the cooperatives as an incentive for subsidies and necessary training which requires the database. • In the latter, registration on an online platform is mandatory, and the registrant has access to information on financial assistance as well as a schedule of capacity building training.
Singapore	• As Singapore is a city-state, all plans are long-term and comprehensive, and stakeholders are always including the government, industry and residents. • In the past, a top-down approach was conducted, however with the rise in the level of education of the people, there is now a shift towards finding solutions together through consultations. • By ensuring that personal information is protected by the government, trust is being built among the government, companies and people. As such, data can be used and shared.
Moderator	• What does your company do when you develop a business that is going into a new country or field, or when you would like to transfer the potential and value of a new product to others?
Kubota Co., Ltd.	• Our policy is to understand the circumstances of the country and to provide products that are suited to its situation or culture.
Moderator	• There are many people who do not have access to innovative

	technologies. However how can a city expand the use of technology to realize a society where no one is left behind? We would like to deepen the discussion with concrete examples.
Fukuoka	• Taking the status of vaccination in the city as an example - 95% of the elderly have completed two doses of vaccination - despite the fact that Fukuoka City has an aging population and there are limitations in communicating information through technology. This was due to the success of person-to-person communication through family doctors. • For the younger generation, communicating via smart phones was endorsed and the vaccination sites and availability were changed based on the behavioral characteristics of young people. • Rather than relying solely on technology in a uniform manner, there are approaches that are appropriate for different age groups.
Moderator	• It is necessary to consider that different messages need to be told and different technologies to be used for each generation. It is important to be prepared since the aging of the population is certain to continue.
Jakarta	• For example, free Wi-Fi is provided to poor and affluent neighborhoods alike in order to close the inequality gap and make the city more inclusive. • Jakarta is also building a user-friendly platform for easy vaccination to reduce the inequality gap between generations.
Province of Tarlac	• Although some municipalities are already providing mobile Wi-Fi, its connectivity is still an issue for the state as a whole. • There are many people who refuse to be vaccinated due to misinformation about vaccines being spread on social networking sites. Hence, the state's data will be disseminated in a timely manner every day. • Information must be disseminated not only through the Internet but also through radio and, although it may seem counter-intuitive, sometimes through print media as well.
Singapore	• We are working on two programs: Hawking and the digitization of the elderly. 1,000 volunteers are supporting non-tech-savvy people to see how technology can be used to change people's lives. • Co-creation between the community and the government is important. In the case of the COVID-19 crisis, the entire country came together to work on digital information. In terms of technology, the government is providing support, producing brochures and launching platforms. In the future, a wide range of responses, both physical and virtual, will be required not only at the government level but also at the community level.

Moderator	• One of the most important aspects is the transmission of reliable information and the building of organic networks. In the COVID-19 crisis, more than 100 community centers joined the network, providing various services to each household and communicating with the residents.
Moderator	• After technology transfer, how does your company know if it is sustainable?
Kubota Co., Ltd.	• We are currently developing a system that can be easily operated and troubleshooted by non-experienced technicians using IT and AI technology.
Fukuoka	• Education is the key to ensuring that no one is left behind. Online education in Fukuoka has been accelerated by distributing tablets and providing support to families without Wi-Fi access to continue online education in the COVID-19 crisis. We would like to discuss the creation of an education system that ensures that no one is left behind.
Province of Tarlac	• The challenge was to prepare the hardware to connect all 260 schools in the state. • It took more than a month to develop the software (application) including assembling the modules, creating the textbooks, downloading the teaching materials and making it usable offline. • The "Project Rise" itself is very simple, but the contents are complex due to the various tools involved. However, because of securing such a system together with the government, 90% of the children were able to go to school last year followed by 100% this year.
Jakarta	• In collaboration with the Department of Development and the Nation Network, Jakarta has launched the Education Support Program and Assistant Program. The program includes support for teachers as well as children and has involved 15 schools and universities in providing a variety of equipment.
Singapore	• Since online learning differs greatly from face-to-face teaching, we found that we needed to design online-based materials that were different from those used in the classroom. For this reason, the government (through the Ministry of Education) is working on a program for educators from the perspective of digital literacy (including how students can personalize their online learning). • In order to support students from low-income families, the Education Saving Program - which is funded by government grants and donations of $200 - has been implemented to improve digital technology at home.
Moderator	• Today's discussion was very fruitful, focusing on various aspects such as children, medical care, people with disabilities and people in vulnerable

	positions in society.
	• The key point is "access". If accessibility is not secured, people will inevitably become vulnerable, and this is where the challenge lies. In order to overcome this situation, technology is important, and urban design is necessary in order to obtain various services.
	• Technology plays the role of a bridge between people as well as ensuring equal services.
	• COVID-19 has accelerated the digital transformation, however there are two areas that need to be reconsidered: education and telecommuting. Based on the examples shared and discussed by the cities today, it is important for us to reform our own transformation in the future.

4. Parallel Session Report
1）Current situation and issues surrounding cities
Ⅰ）The COVID-19 crisis has had a significant impact on socially vulnerable people and revealed issues related to employment, education, and healthcare. To take care of the citizens, the cities need to recognize the importance of an inclusive society, where "no one left behind."

Ⅱ）Introducing new technologies and services is effective to improve the quality of life, however it became clear that there are still barriers in permeation through the socially vulnerable segments of the population, which cause problems such as the digital divide. Meanwhile, technological advancement has also proven to be more effective in delivering livelihood services to vulnerable populations. Therefore, technology can be an equalizer for service delivery, if they are used, in an appropriate manner.

2）New perspectives and ideas
Ⅰ）The first step in realizing a society where "no one is left behind" is to share the basic understanding that the society should be developed with comfort of all members, including the socially vulnerable ones. Designing cities and services for the tail end of the distribution curve creates livable cities for all.

Ⅱ）The COVID-19 crisis has accelerated the implementation of digital transformation into lifestyles, including the usage of A.I, big data, skills development/ online learning for future generation, and telemedicine.

3）Direction of initiatives
Ⅰ）It is necessary to aim at realizing wellbeing of all, where everyone is physically, mentally, and socially fulfilled.

Ⅱ）To adapt our lifestyles to the COVID-19 crisis, there are examples of innovations being utilized. The creation of new technologies, services, and values will improve the quality of citizens' lives so that it is important to actively promote such innovations. It is essential to place people at the heart of the use of technology and stimulate co-creation of solutions with citizens

Ⅲ）Inclusiveness in services for citizens are those that meet diverse needs and have design, functionality, and systems that are easy for everyone to use.

In order to realize innovation in daily life for "no one left behind", it is essential to develop not only technology, but also infrastructure and policies to support application in an appropriate application.