

What is the Smart Poles project?

The Integrated Intelligent Operations Centre (IIOC) at the Public Safety department, together with JMPD and EMS and Disaster Management have implemented 2 smart pole pilots in the city as part of a project to launch the new technology. The purpose is to sensitize internal and external stakeholders around the technology and its benefits.

The smart poles are state of the art communication tools to enable the public to report service delivery, crime, medical and emergency issues to the city. This communication tool is particularly useful in densely populated nodes, where there is prevalence of service delivery/ crime issues and/or little to no access to Wifi or data.

This is a smart project aligned to the tenets of both the Smart City Strategy and the Joburg City Safety Strategy for the City of Johannesburg. Smart technology is being used to improve and enhance service delivery across the city and ensure accountability to residents of the city. Smart technology is one of the ways to implement the Smart City and can also be used to reinforce surveillance/ monitoring, data collection, assessment and reporting on safety and security issues etc for improved decision-making and future planning of operations.

Smart technology will increase law enforcement surveillance for a safer city and faster, interactive and direct communication to the IIOC for logging of any complaints, enquiries for assistance with resolving crimes, blocked sewer, reporting illegal connections, health/ medical or traffic, water, power, and other CoJ services.