

Enhancing Citizen Services and Reducing Traffic Congestion in Trikala

Client: Municipality of Trikala

Trikala, a city in the Thessaly region of central Greece with a population of around 81,000 residents, is renowned for its innovative urban projects and sustainable practices. The city continually strives to improve its smart city technologies and urban living conditions.

Challenges:

The Municipality of Trikala faced two key challenges:

- 1. Enhancing** incident management to improve daily life for residents.
- 2. Reducing** traffic congestion and updating parking management systems to align with European standards for Sustainable Urban Mobility.

Solution:

Novoville implemented a modular solution that streamlined parking management and incident handling, leveraging advanced technology to address these challenges in one place. The solution included a mobile app and web app for citizens and motorists, APIs, a cloud-based management dashboard for the authority and the Municipal Police, and a dedicated app for Municipal Police Officers on the field. Key components of the solution included:



Citizen Mobile App: The same Novoville app allows residents and visitors to:

- Report issues they encounter around the city (e.g. faulty street lights, potholes, flytipping, etc.) and get notified about their report's resolution progress. These requests are automatically assigned to the relevant municipal department or contractor for quick resolution.
- Top up their e-wallet, purchase parking time in seconds, and extend their parking session remotely.
- Receive important news and announcements from the Municipality.
- Give their opinion by participating in mobile polls.

The app also converts part of the cost of purchased parking tickets into kWh of electricity, which the city pays directly to local residents in need to reduce their electricity bills.



Point-of-sale (POS) App: Installed on third-party devices such as kiosks or mini-markets, this app allows the purchase of parking time via cash or card for motorists without smartphones.



Web-based Resident Permit Application: A web app for permanent residents to apply for parking permits.



Municipal Police App: Enables officers to conduct on-site inspections and issue fines.



Management Dashboard: A centralised system for both incident and parking management, used by the authority's strategy, service delivery, and enforcement teams.

Results and Highlights:

1. Enhanced Incident Management:

- The Novoville platform enabled quick resolution of citizen-reported issues, improving municipal services and citizen satisfaction.
- Automated assignment and tracking of incidents streamlined the process and ensured timely responses from relevant departments.

2. Reduction in Traffic Congestion:

- The platform reduced traffic congestion by **32%**, according to motion sensors installed by the Municipality. This led to lower emissions and less hassle in finding parking spaces.
- The average parking time was reduced **from 9.5 hours to just 3 hours**, resulting in a **50%** increase in the probability of finding an available parking spot.

3. Alleviation of Energy Poverty:

- The initiative collected revenues corresponding to **3,164,580 kilowatt hours (KWh)** in 21 months, from the conversion of parking fees. These were allocated to paying the monthly electricity bills of approximately 1,500 vulnerable households.
- This unique approach made Trikala the first city in Greece to provide direct financial support to vulnerable households through its parking system.

4. User Acceptance and Statistics:

- 23,700** users (and counting!) registered on the Novoville app.
- 46,500** resolved citizen requests.
- 792,400** successful parking transactions, equivalent to 1,081,733 hours of cumulative parking time.



Testimonial:

"The system allows our city to 'breathe', supports efforts toward a cleaner environment, enables smooth mobility for individuals with disabilities, and encourages pedestrians and cyclists to utilise roads and sidewalks more effectively. It is through the collective efforts of all stakeholders that we can create a more sustainable and functional city."

Dimitris Papastergiou, Minister of Digital Governance of Greece (former Mayor of Trikala)