



Regione Toscana



Fondazione per la ricerca
e l'innovazione



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DINFO
DIPARTIMENTO DI
INFORMAZIONE
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DISIT
DISTRIBUTED SYSTEMS AND
INTERNET TECHNOLOGIES LAB
DISTRIBUTED DATA INTELLIGENCE
AND TECHNOLOGIES LAB

Interreg
Mediterranean



HERIT-DATA

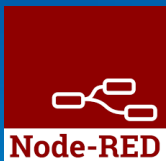
MANAGE TOURISM FLOWS IN A BETTER WAY HOW CAN DO? PILOT SITE FLORENCE

Tuesday 29 March 2022 in Florence
10:00 – 16:00 | Study Visit & Panel

*A Framework for
rapid implementation of
- Sustainable Smart Solutions
- Decision Support Systems
as a no-coding, low-coding*

Study Visit, Firenze, 29/03/2022, <https://www.snap4city.org/779>

SCALABLE SMART ANALYTIC APPLICATION BUILDER FOR SENTIENT CITIES



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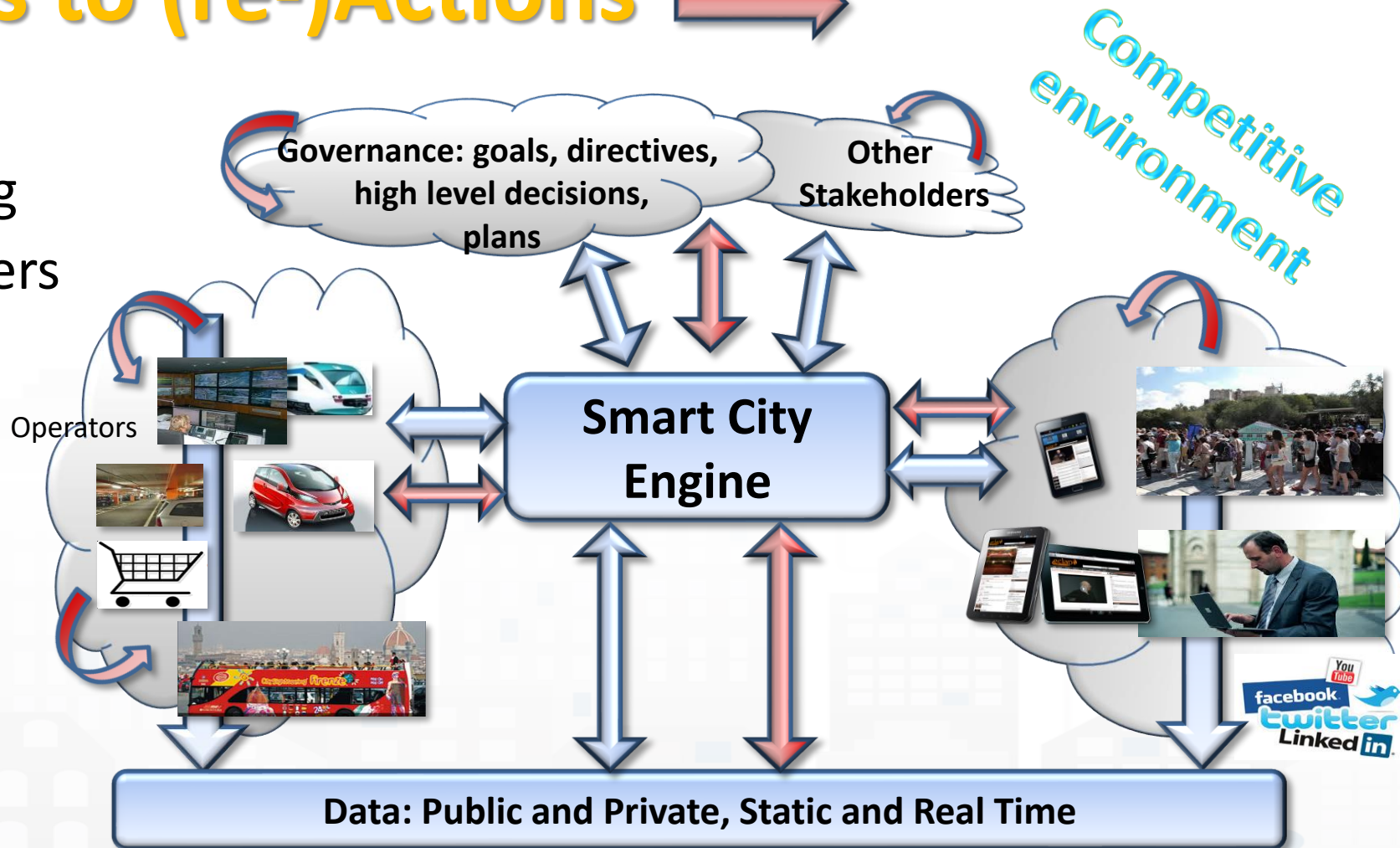
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From Strategies to (re-)Actions

- Analyze
- Alerting, Early Warning
- Support Decision makers
- Plans
- Prescriptions
- Inform
- Suggest
- Engage
- Research

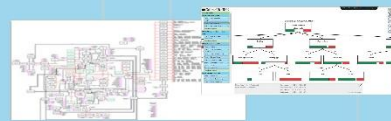


Tools for rapid implementation of sustainable Smart Solutions and Decision Support Systems



DASHBOARDS AND APPS - CONTROL ROOMS - DECISION SUPPORT SYSTEMS - WHAT-IF ANALYSIS - VISUAL ANALYTICS

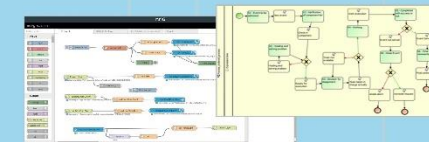
**PREDICTION - ANOMALY DETECTION - ENVIRONMENTAL MODEL - 3D MODEL
KPI - SIMULATION - EARLY WARNING - SYNOPTIC - DIGITAL TWIN - VIRTUAL REALITY**



**EXPERT SYSTEM
KNOWLEDGE BASE
STORAGE**



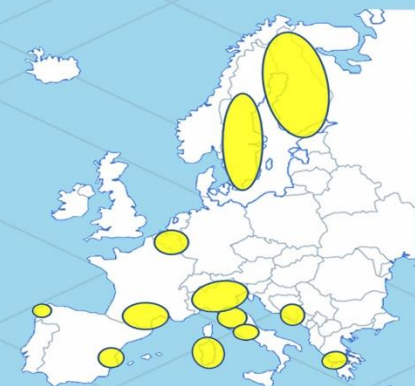
**BIG DATA ANALYTICS
EXPLAINABLE ARTIFICIAL INTELLIGENCE
BUSINESS INTELLIGENCE
MACHINE LEARNING**



**DATA FLOWS, DATA DRIVEN
WORKFLOWS, MICROSERVICES
PARALLEL DISTRIBUTED PROCESSING**



**METHODOLOGIES
COURSES AND COMMUNITY
LIVING LABS
DEVELOPMENT TOOLS**



Powered by
FIWARE

**FREE
TRIAL**



SNAP4
Appliances and Dockers
Installations



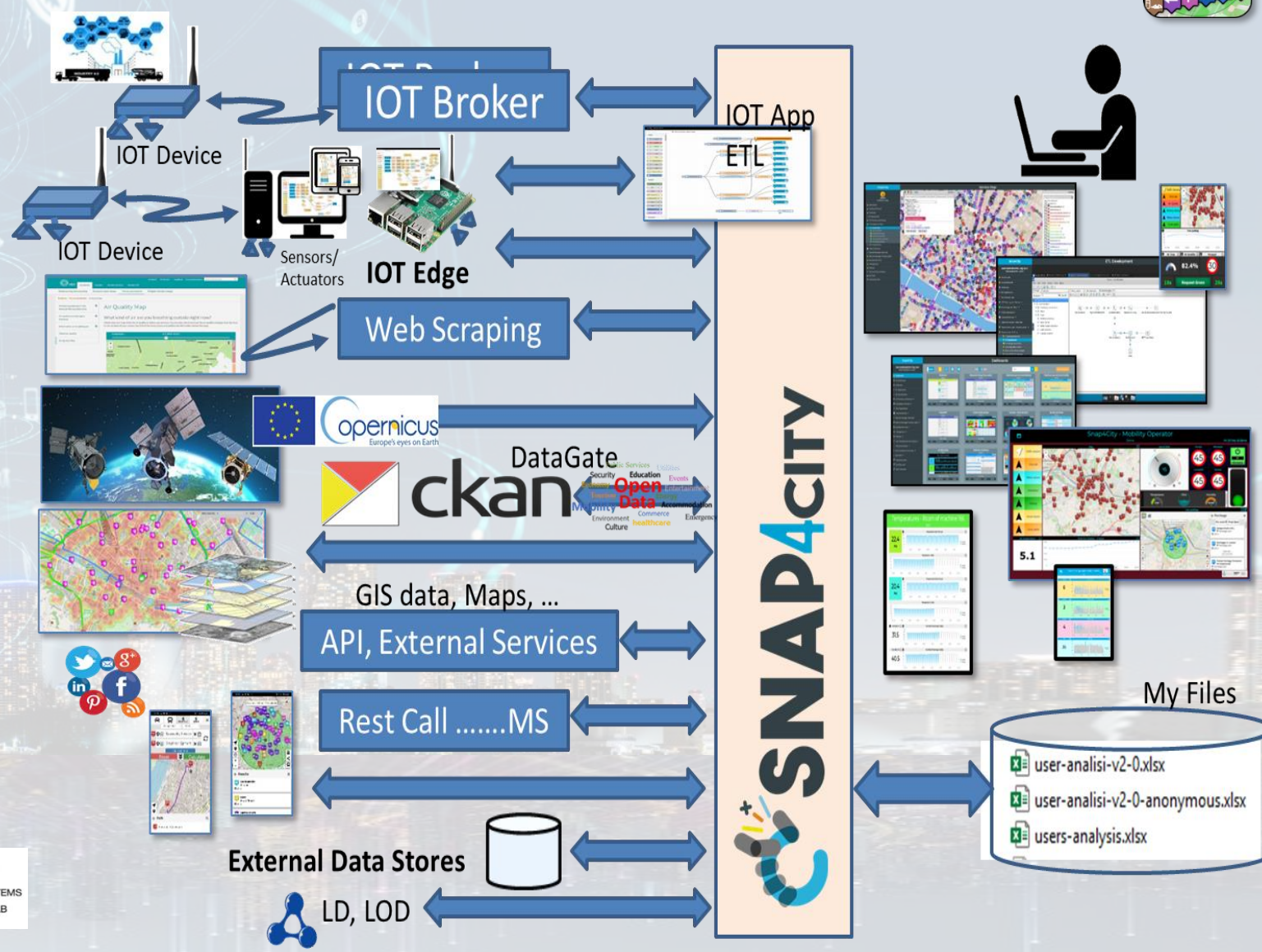
JS Foundation

E015
digital ecosystem



Ingestion, aggregation → exploitation

- **Snap4City** efficient tools for
 - Bidirectional data channels
 - Any format, any channel, any data, any broker, any protocol, ...
- **Km4City** Knowledge base Ontology reasoning on geo, space, time, relationships



Data Type Coverage

- POI, IOT, shapes, ..
- maps, orthomaps, GTFS, GIS WFS/WMS, GeoTiff, ..
- calibrated heatmaps, ..
- traffic flow, typical trends, ..
- trajectories, events, ..
- 3D, BIM, Workflow, ..
- Dynamic icons/pins, ..
- OD Matrices, scenarios, ..
- prediction models,
- decision support,
- Synoptics, animations, ..
- social media, Routing, ..
- Satellite data, ..
- KPI, personal KPI, ..
- etc.

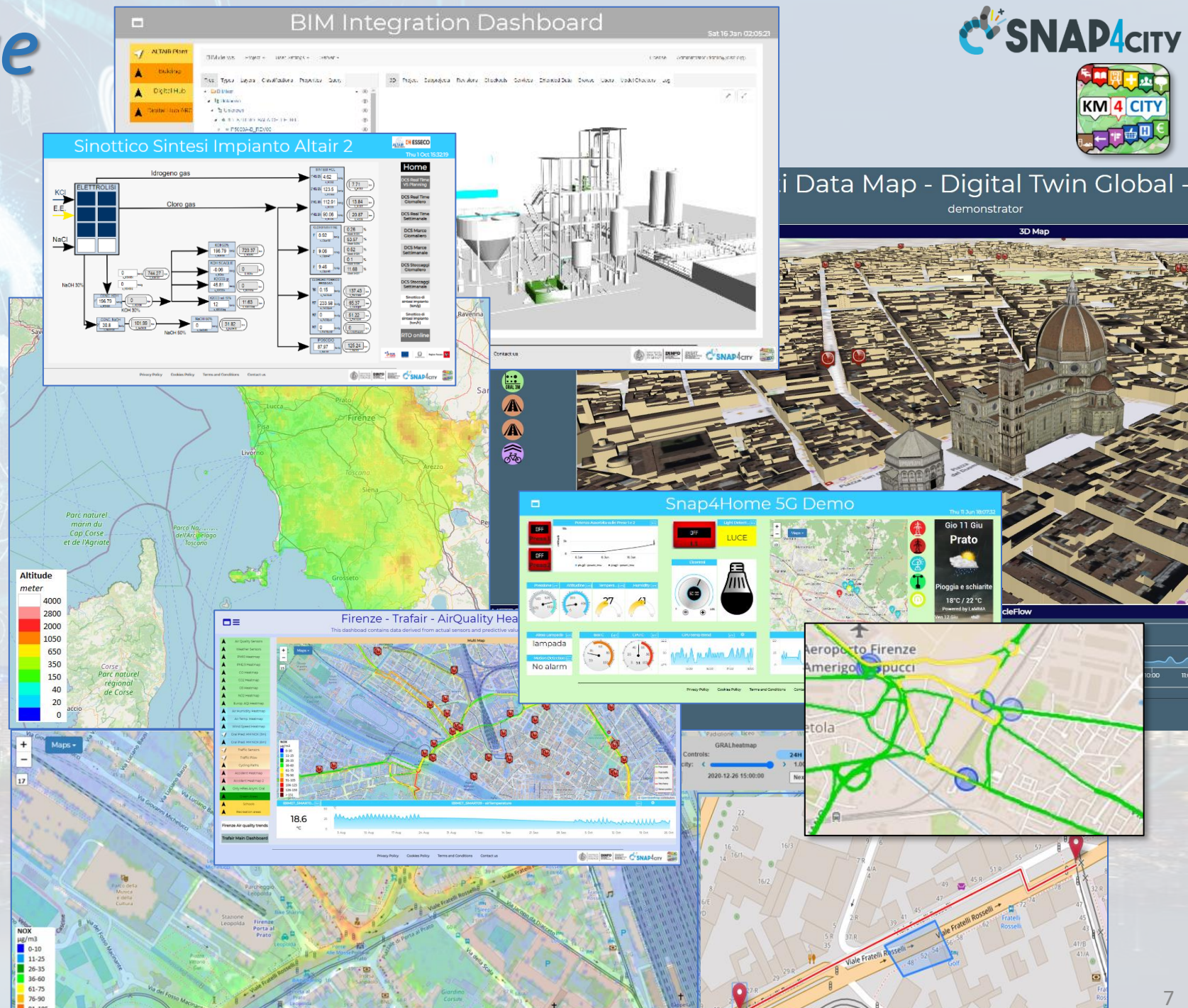


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Snap4City (C), March 2022

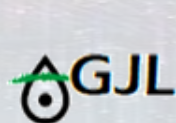
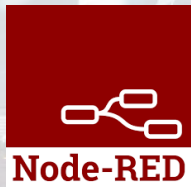


Standards and Interoperability (2021)



Compliant with: AMQP, COAP, MQTT, OneM2M, HTTP, HTTPS, TLS, Rest Call, SMTP, TCP, UDP, NGSI, LoRa, LoRaWan, TheThingsNetwork, SigFOX, DATEX II, SOAP, WSDL, Twitter, FaceBook, Telegram, SMS, OLAP, MySQL, Mongo, HBASE, SOLR, SPARQL, EMAIL, FTP, FTPS, WebSocket, WebSocket Secure, ModBUS, OPC/OPC-UA, GML, RS485, RS232, WFS, WMS, ODBC, JDBC, Elastic Search, Phoenix, XML, JSON, CSV, GeoTIFF, OWL, WKT, KML, SHP, db, GeoJSON, Enfuser FMI, Android, Raspberry Pi, Local File System, ESP32, Libelium, IBIMET/IBE, OBD2, SVG, XLS, XLSX, TXT, HTML, CSS, KNX, Enocean, Zigbee, DALI, ISEMC, Alexa, Sonoff, HUE Philips, Tplink, BACnet, TALQ, Copernicus, Protocol Buffer, IFC, XPDL, etc.

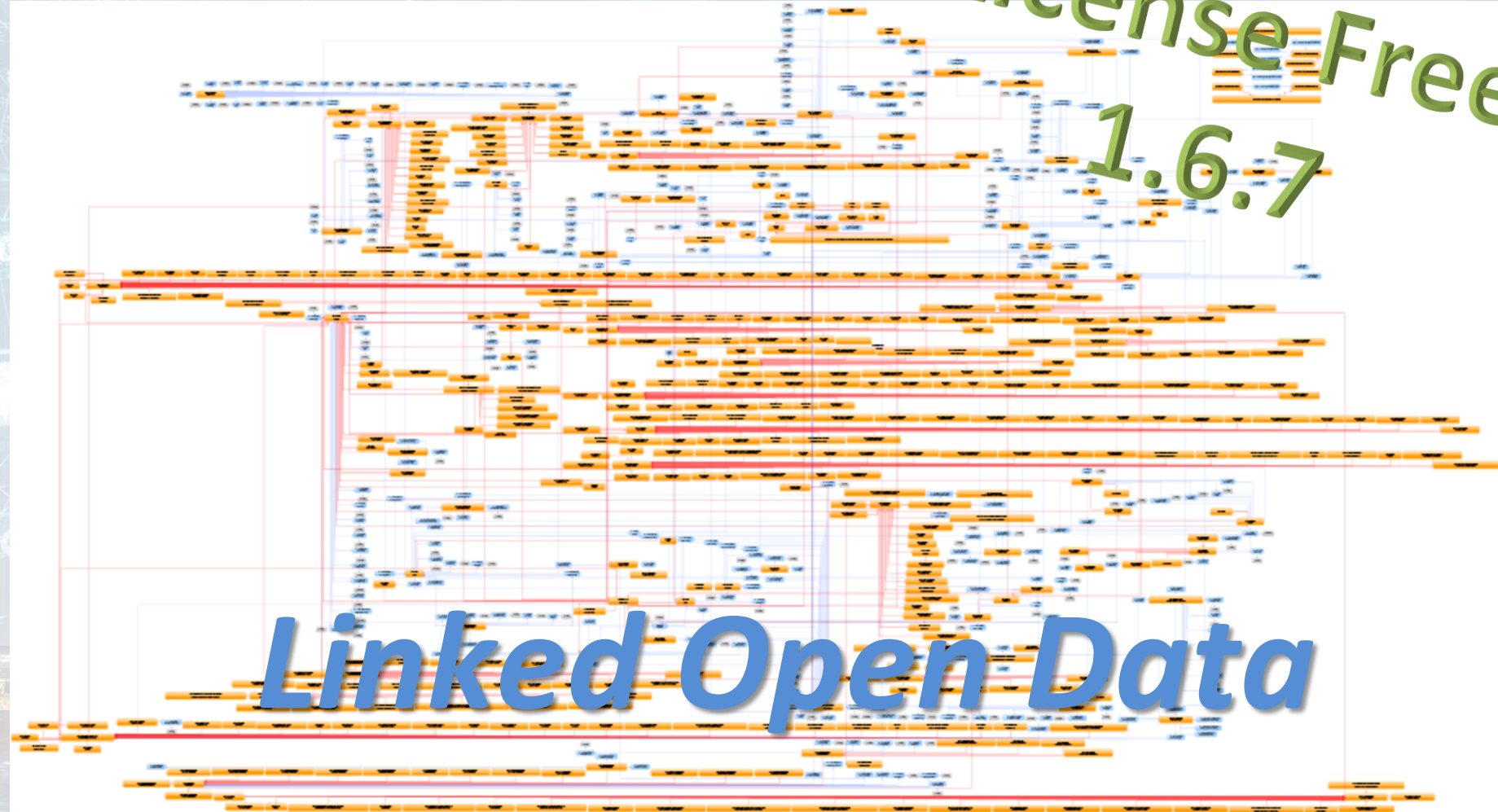
<https://www.snap4city.org/65>




Expert System semantic queries

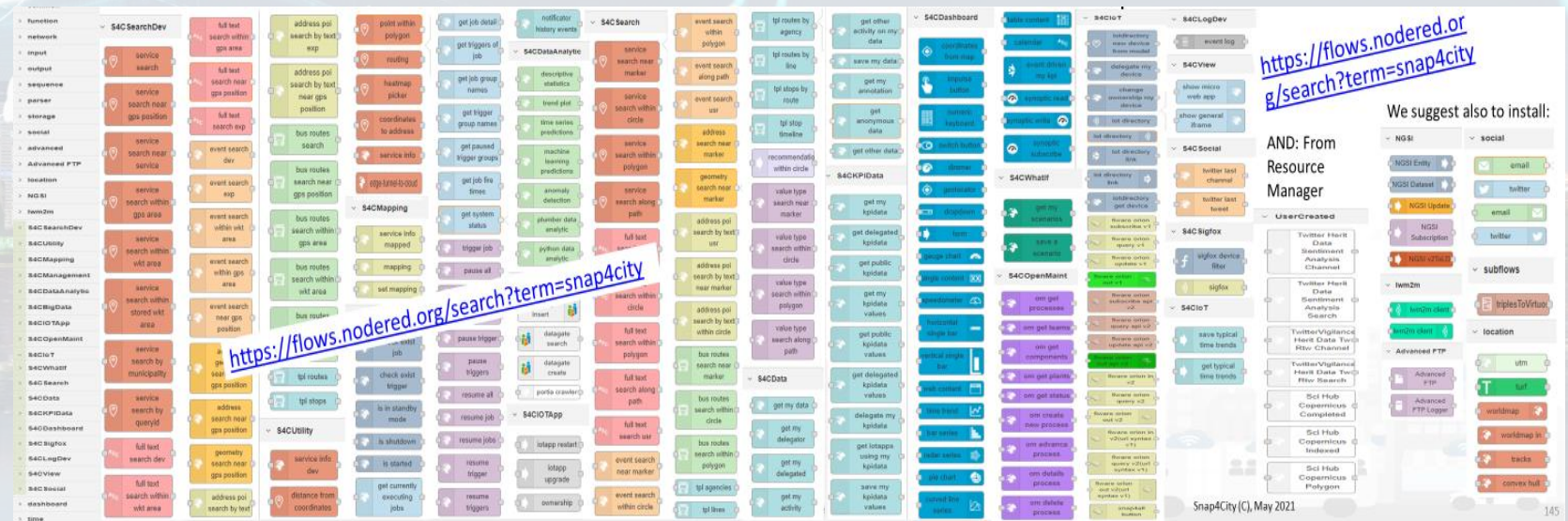
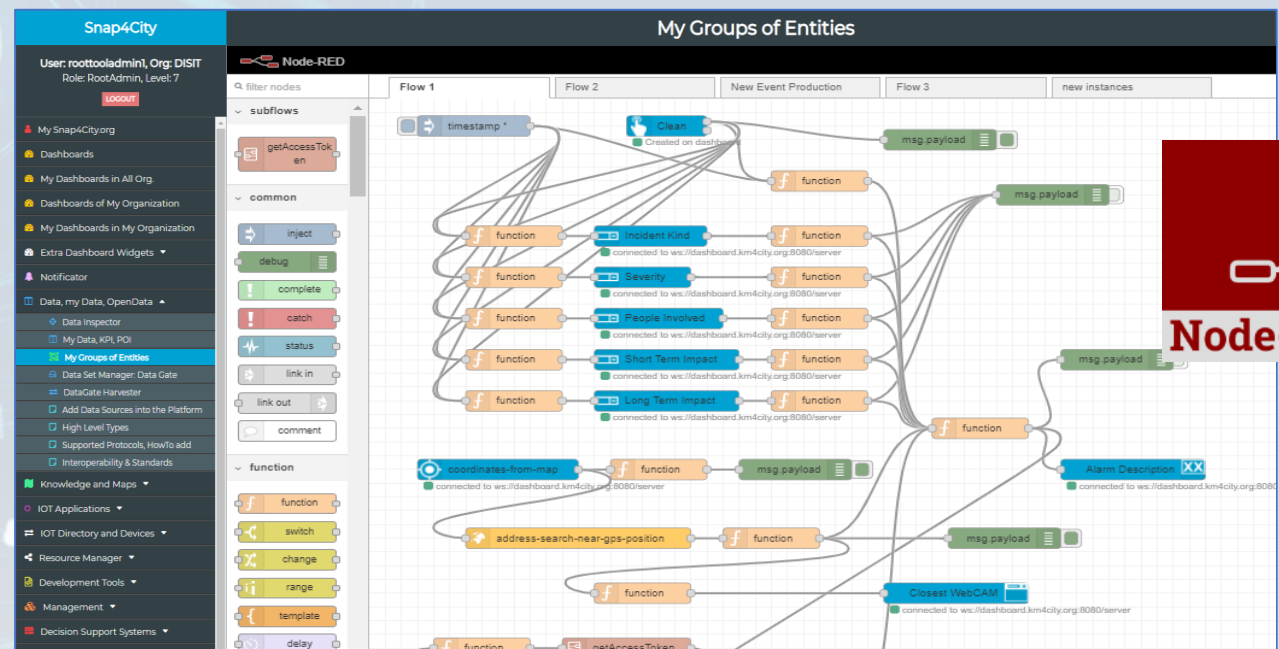


- **via:**
- **Smart City API**
for
Apps and third
party
- **MicroServices**
data driven
develop via
visual language
Node-RED



<https://www.snap4city.org/19>

- 
- Node-RED**



Big Data Analytics + Artificial Intelligence



- **Decision support**
 - Early warning, City Indexes, etc.
 - What-IF analysis (simulation + AI + data)
- **Predictions**
 - Short and Long terms predictive models on:
 - traffic, parking, people flow, maintenance, land sliding, NO2
 - 3D Flow prediction: Pollutant (NOX, NO2, ...)
- **Suggestions and recommendations**
- **Modeling, simulation, routing**
 - Traffic Flow reconstruction
 - Constrained Routing

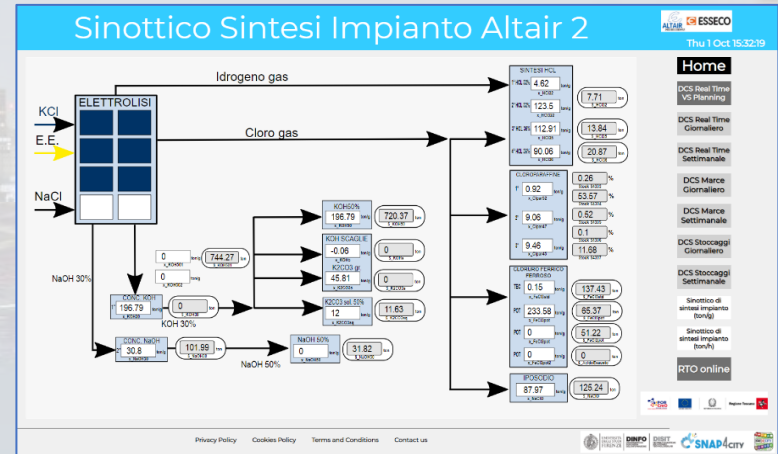
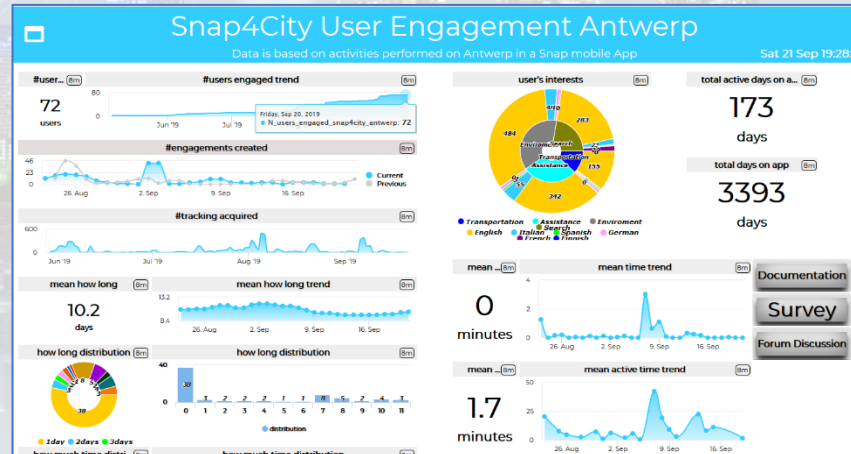
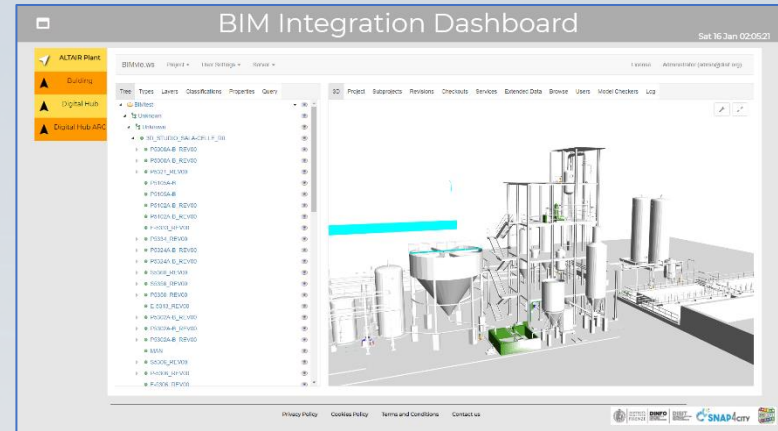
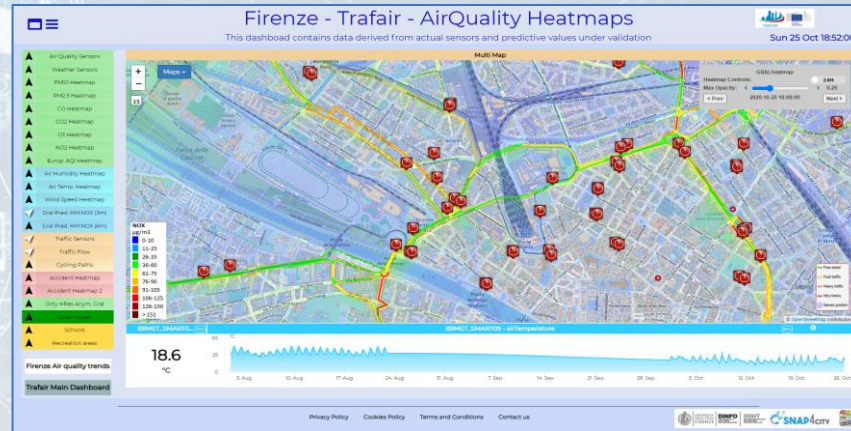
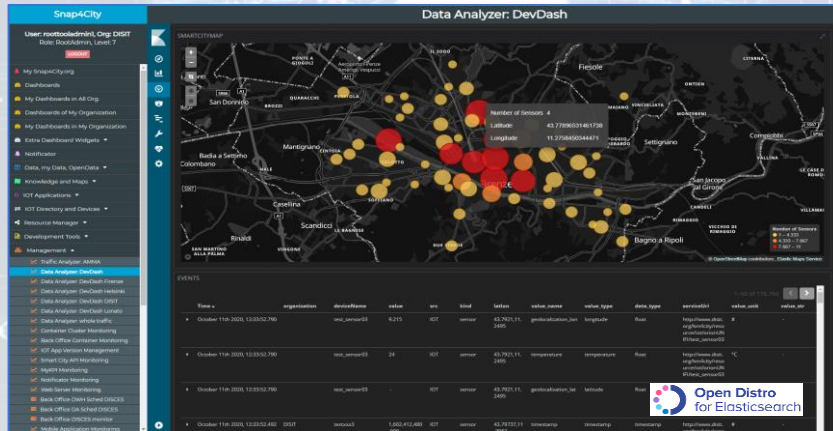
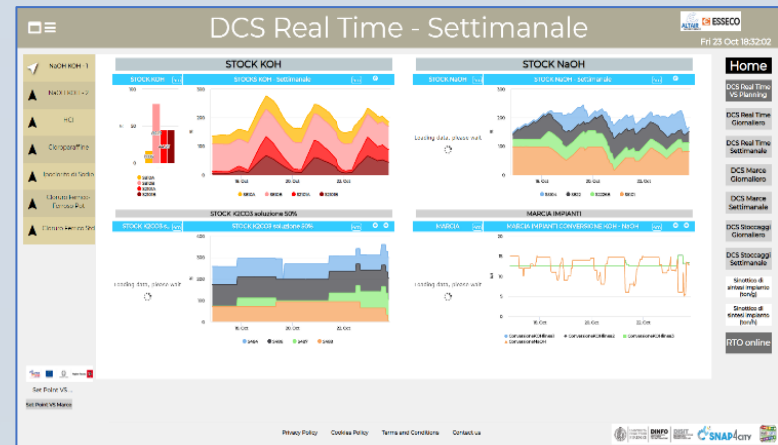
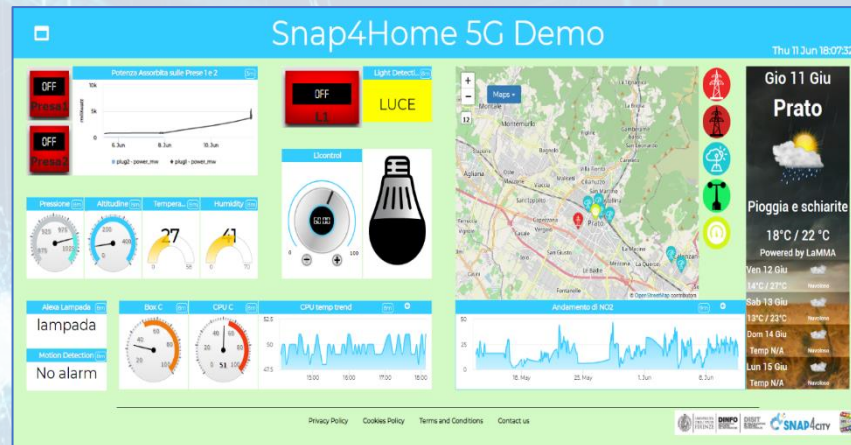
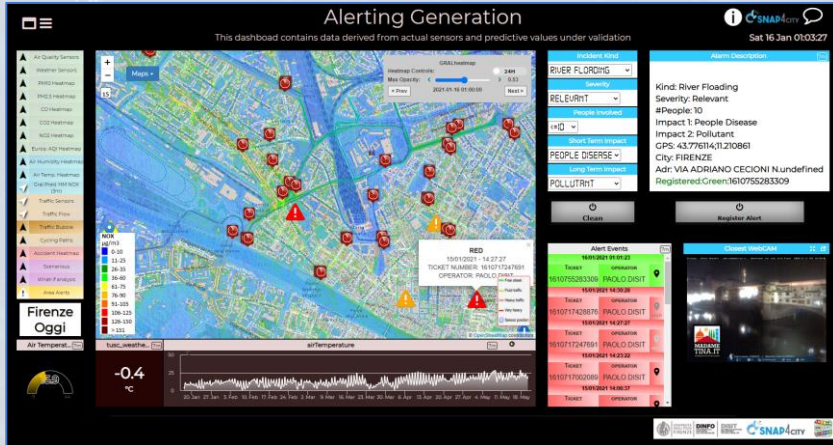
AI & XAI:

- RF, XGBoost, BRNN, RNN, SVR, DNN, LSTM, CNN-LSTM, Autoencoders, ...
- Clustering: K-means, K-Medoid, ...
- XAI: Shap, variations,

Computational processes:

- Heatmaps, ..
- trajectories,
- OD matrices,
- Typical Time Trends, etc.

<https://www.snap4city.org/download/video/course2020/da/Snap4City-4th-slot-Data-Analytic-v4-6.pdf>



3D Multi Data Map - Digital Twin Global - Firenze

demonstrator

Sun 3 Apr 16:03:52



METRO9 - vehicL 9m

192

METRO9 - vehicleFlow

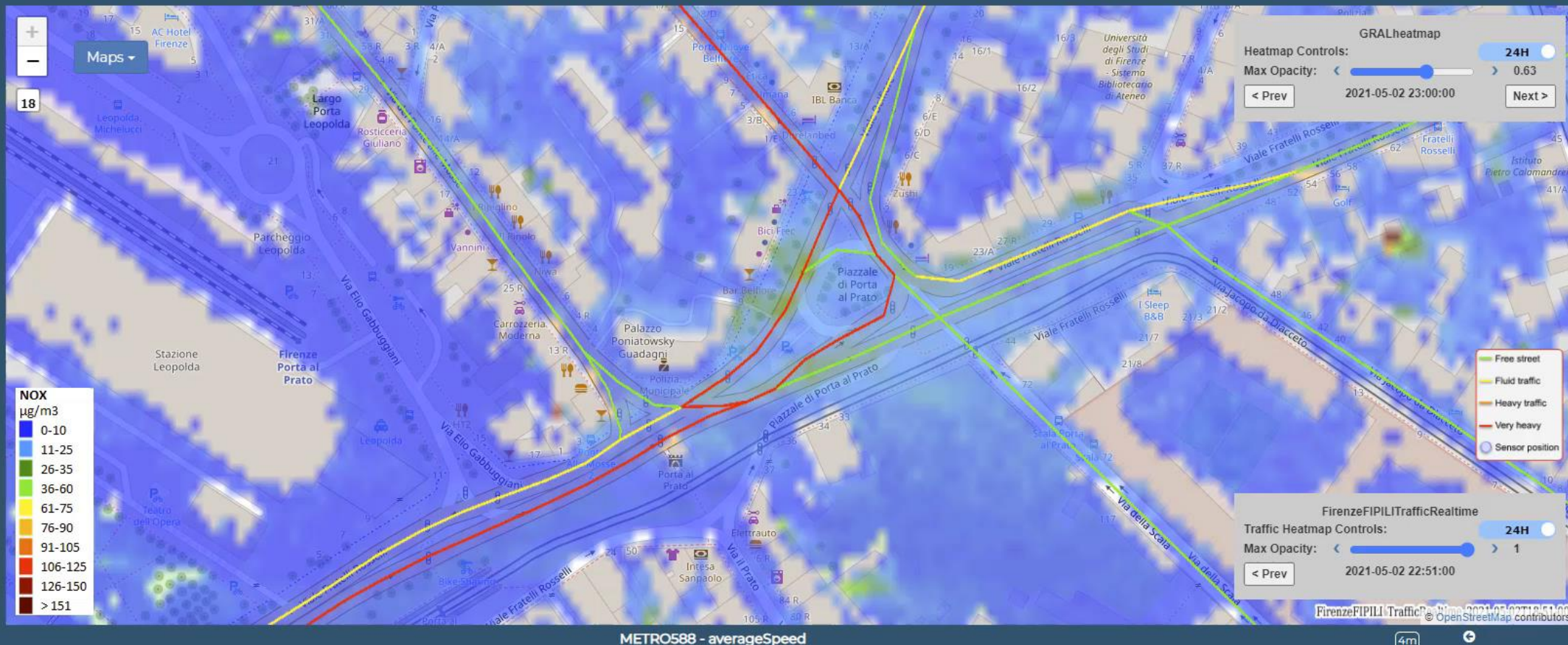




Traffic Flow Manager on multiple cities

Sun 2 May 23:16:31

- Traffic Sensors
- Weather_sensor
- AirTemperatureAverage2HourFlorence
- PM2.5 Heatmap
- GRAL Heatmap
- Gral HRES
- Accident Heatmap
- Traffic Flow
- TFM FIRENZE Real Time
- TFM FIPILI Real Time
- TFM Pisa Real Time
- TFM Livorno Real Time
- TFM Modena Real Time
- TFM Santiago Real Time
- prova hres fipili 2k
- prova hres fipili 4k
- prova hres fipili 8k
- Scenario
- What-if



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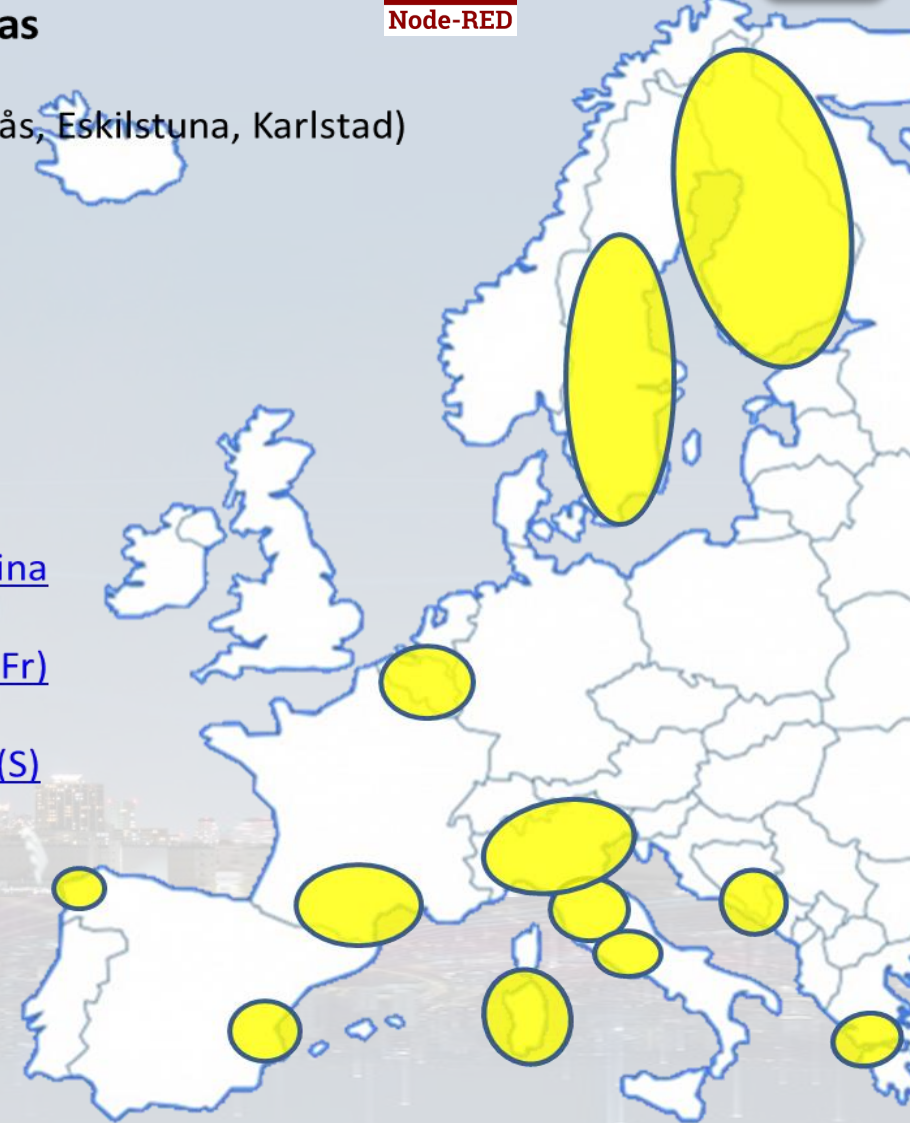
<https://www.snap4city.org/dashboardSmartCity/view/index.php?iddasboard=MzEyNg==>



- > 7 running installations
 - Pisa, Toscana, Sweden, ISPRA, Snap4.eu,
 - Altair, Italmatic,
- 13 projects, 12 pilots on 9 Countries
 - >40 cities/area
- **Wide MULTitenant deploy, e.g.,**
 - 18 Organizations / tenant
 - > 7000 users on
 - > 1300 Dashboards
 - > 15 mobile Apps
 - **> 2 Million of structured data per day**
 - > 500 IoT Applications/node-RED
 - > 700 web pages with training
 - > 45 videos, training videos

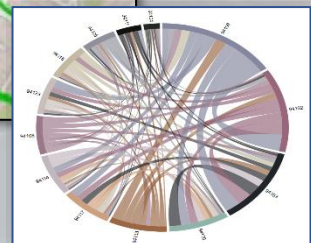
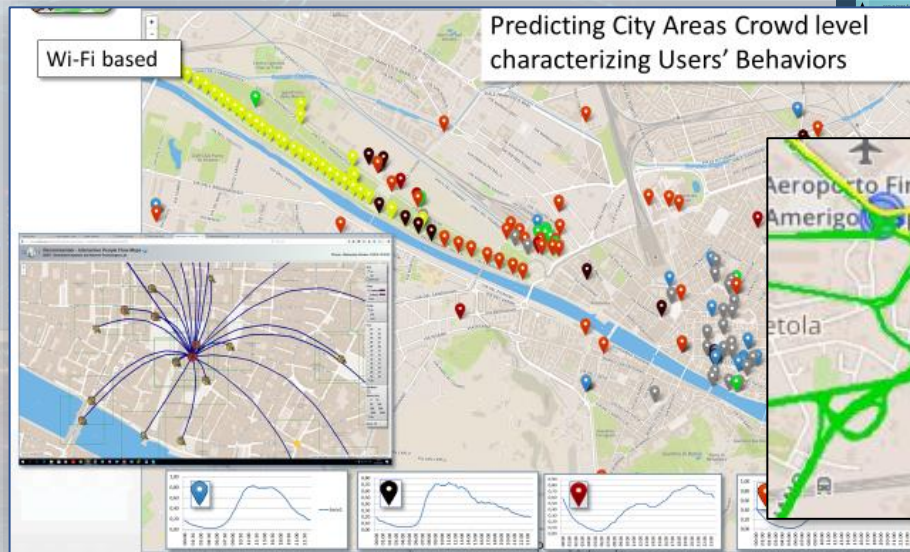
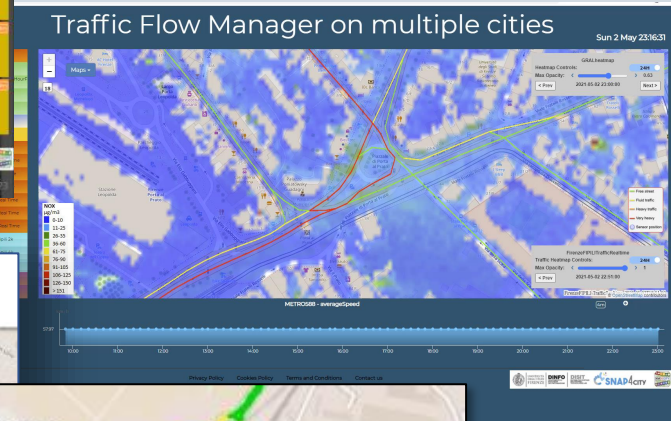
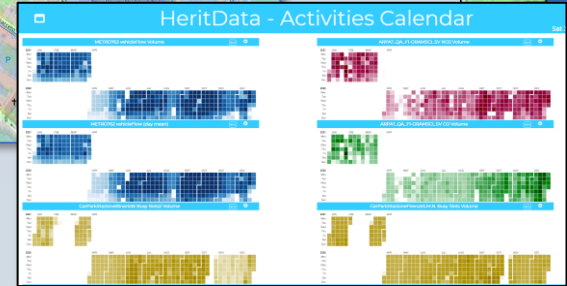
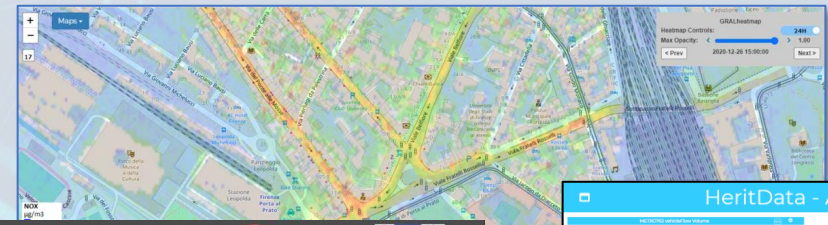
Main Organizations/areas

- [Antwerp area \(Be\)](#)
- Capelon (Sweden: Västerås, Eskilstuna, Karlstad)
- [DISIT demo \(multiple\)](#)
- [Dubrovnik, Croatia](#)
- [Firenze area \(I\)](#)
- [Garda Lake area \(I\)](#)
- [Helsinki area \(Fin\)](#)
- [Livorno area \(I\)](#)
- [Lonato del Garda \(I\)](#)
- [Modena \(I\)](#)
- [Mostar, Bosnia-Herzegovina](#)
- [Pisa area \(I\)](#)
- [Pont du Gard, Occitanie \(Fr\)](#)
- [Roma \(I\)](#)
- [Santiago de Compostela \(S\)](#)
- [Sardegna Region \(I\)](#)
- SmartBed (multiple)
- [Toscana Region \(I\), SM](#)
- [Valencia \(S\)](#)
- [Venezia area \(I\)](#)
- [WestGreece area \(Gr\)](#)
-
-



Domains

- Smart City, control room
 - Green Deal, smart light, ..
 - Environment, pollutant, ..
 - Mobility and transport
 - Tourism and People
 - Energy , Industry
 - Social Media
-
- Big Data
 - Artificial Intelligence
 - Public and private data



Publications <http://www.disit.org/5487>

Snap4City (C), March 2022

Herit-Data Twitter Vigilance



<https://www.snap4city.org/dashboardSmartCity/view/index.php?iddasboard=MzExNQ==>

Dubrovnik

- **Tourism Domain**

- Counting People
- TV Cameras and WiFi
- Social Media

- **Dashboards**

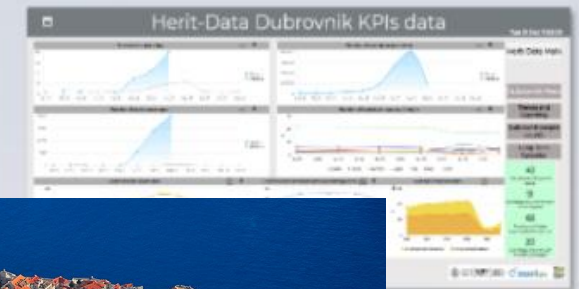
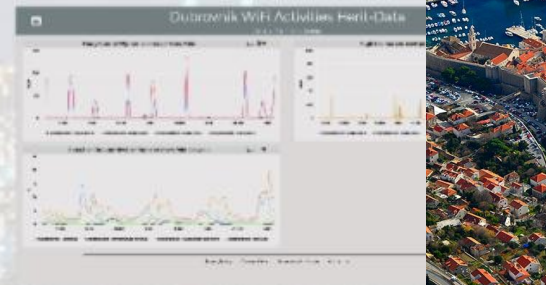
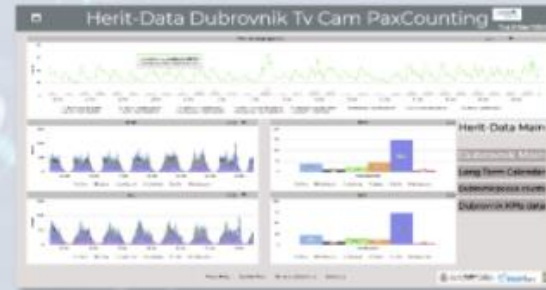
- Monitoring and real time control
- People flow
- Twitter Vigilance

- **Historical and Real Time data**

- **Services Exploited on:**

- Dashboard

- **Since 2020**



Pont du Gard

- **Tourism Domain**

- KPIs
- Social Media
- People Flows
- Bike Flows

- **Dashboards**

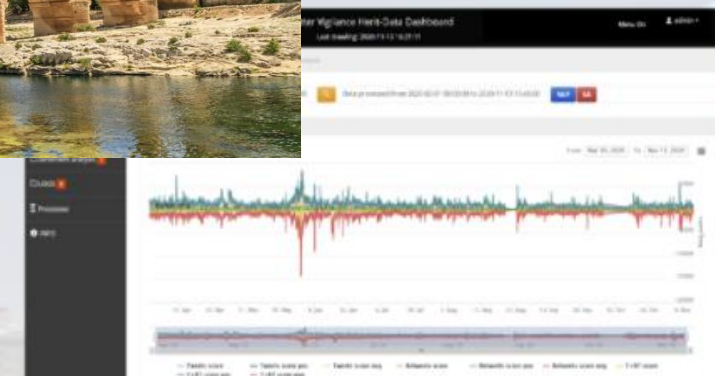
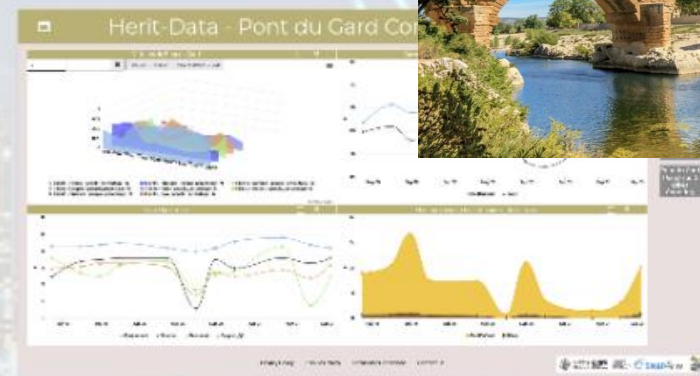
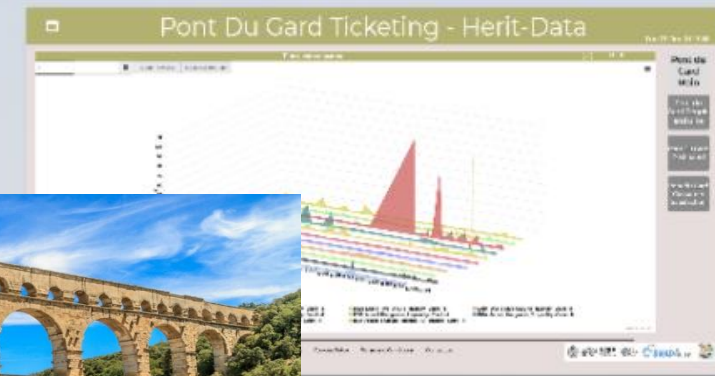
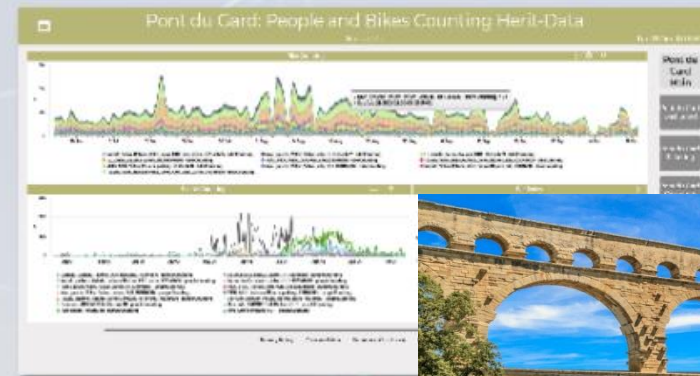
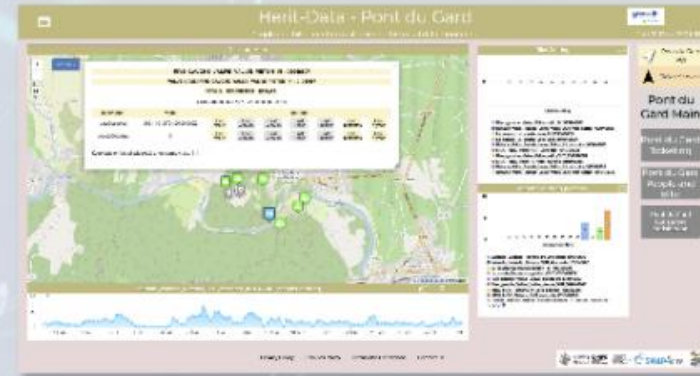
- Monitoring KPI
- People and bikes flows
- Twitter Vigilance

- **Historical and updated data**

- **Services Exploited on:**

- Dashboard

- **Since 2020**



Valencia, FSMLR

- **Tourism Domain**

- Counting People
- Environmental data
- Social Media

- **Dashboards**

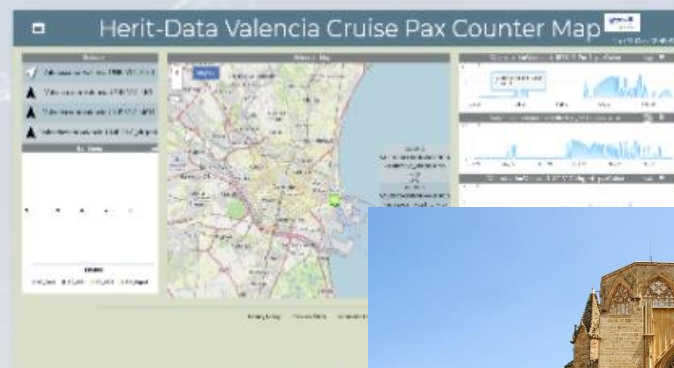
- Monitoring and real time control
- People flow
- Twitter Vigilance

- **Historical and Real Time data**

- **Services Exploited on:**

- Dashboard

- **Since 2020**



Mostar, Bosnia Herzegovina

- **Tourism Domain**

- KPI: business, house prices, investments, stay duration, etc.
- Profiled POI, Point of Interests
- People flows: arrivals, overights

- **Dashboards**

- Monitoring KPI
- POI, flows

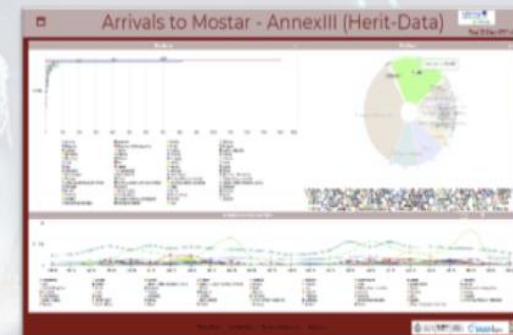
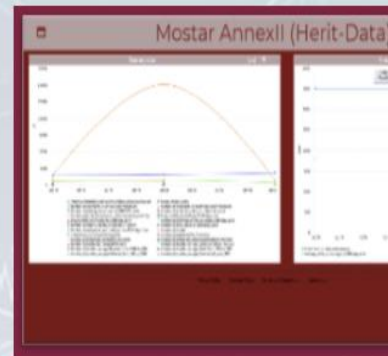
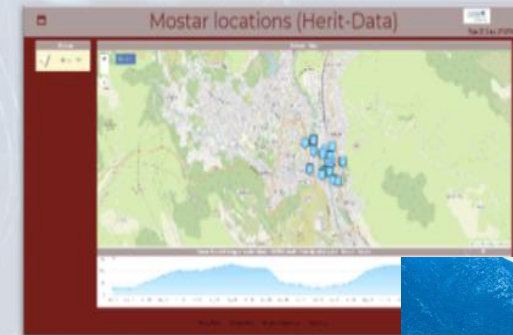
- **Historical and updated data**

- **Services Exploited on:**

- Dashboard

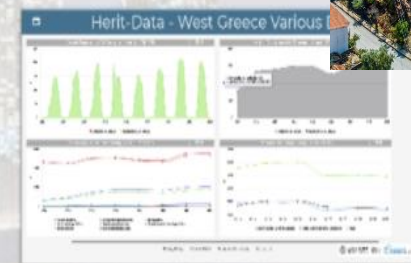
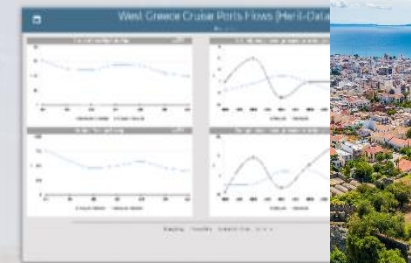
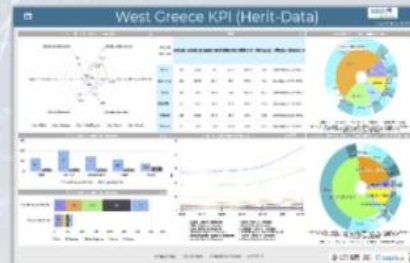
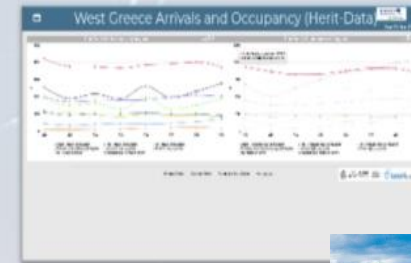
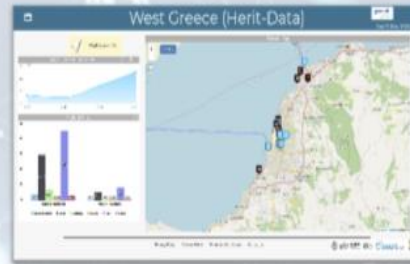
- **Since 2020**

<https://www.snap4city.org/dashboardSmartCity/view/index.php?iddasboard=MzE0OQ==>



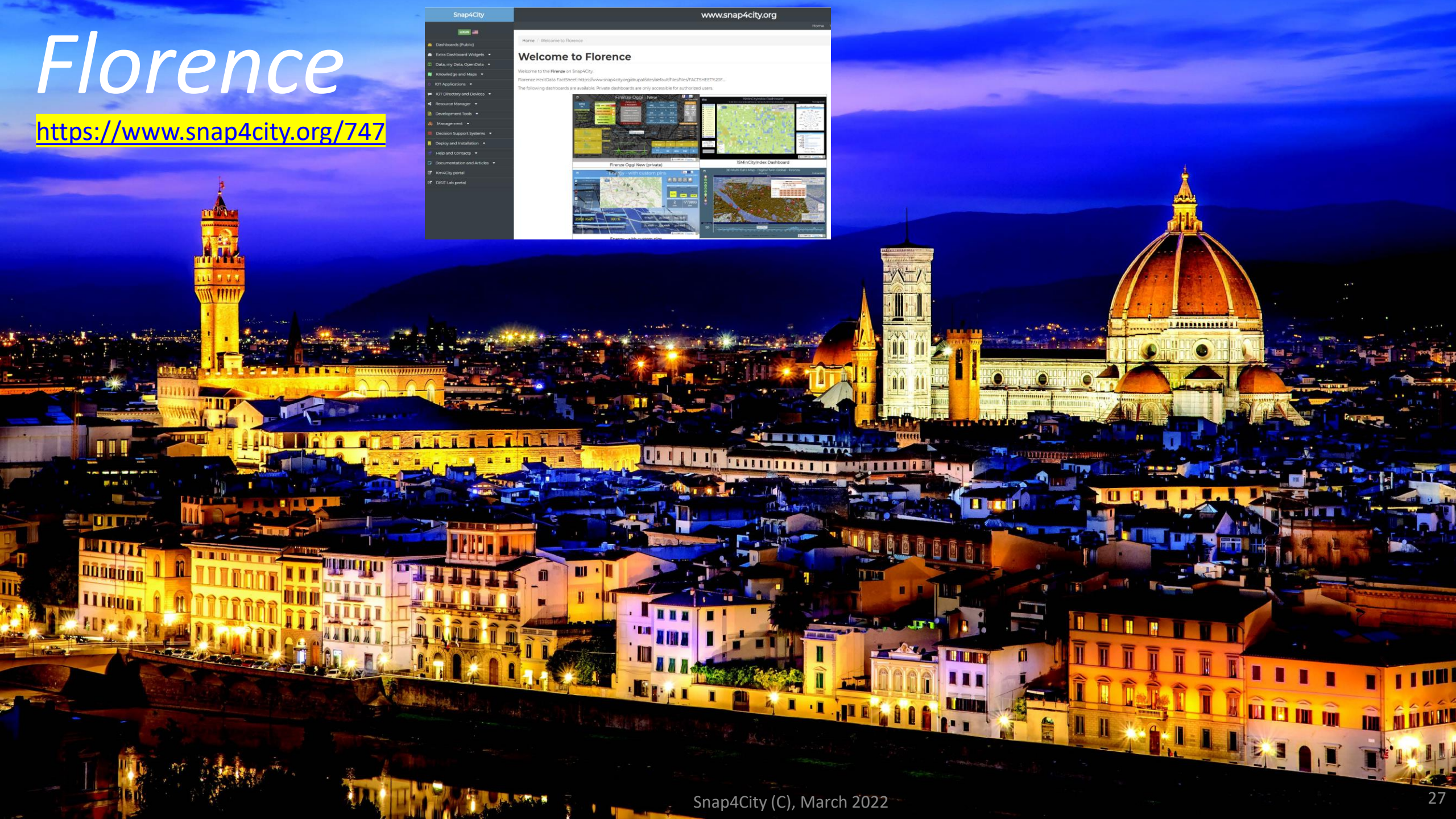
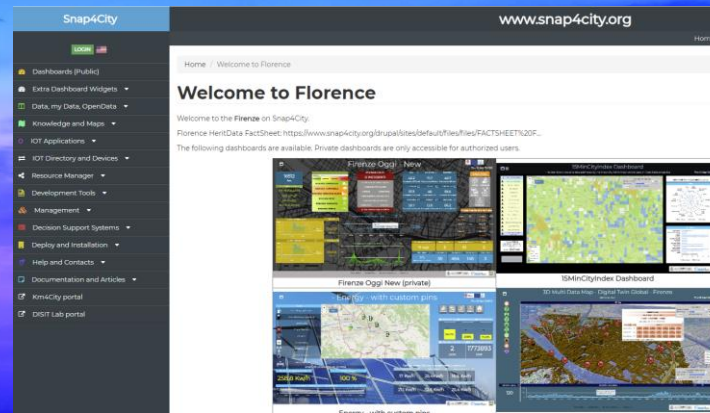
West Greece

- **Tourism Domain**
 - KPIs: ODM, Flows, ...
 - Social Media
 - People Flows
- **Dashboards**
 - Monitoring KPI
 - People flows
 - Twitter Vigilance
- **Historical and updated data**
- **Services Exploited on:**
 - Dashboard
- **Since 2020**



Florence

<https://www.snap4city.org/747>





Herit-Data - Florence Main

Tue 21 Dec 23:38:03

<https://www.snap4city.org/dashboardSmartCity/view/index.php?iddashboard=MzE0NA==>

• Multiple Domains Data

- Traffic, environment, People, parking, stock options, Twitter, tc.

• Decision Makers Multiple Locations

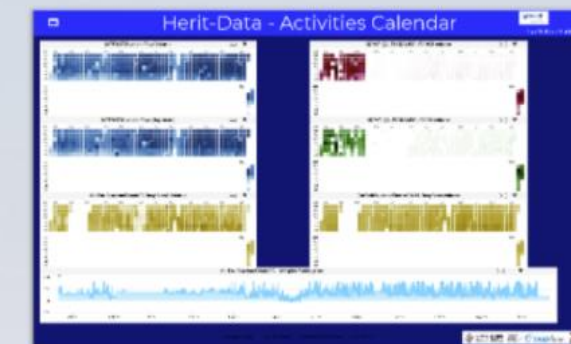
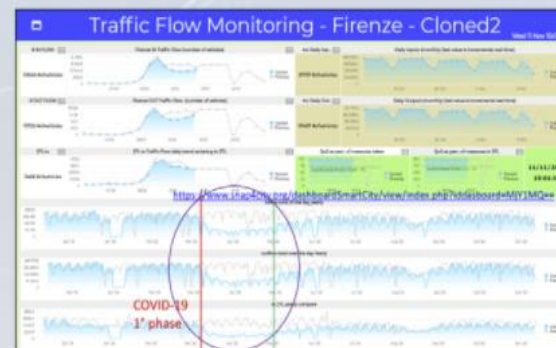
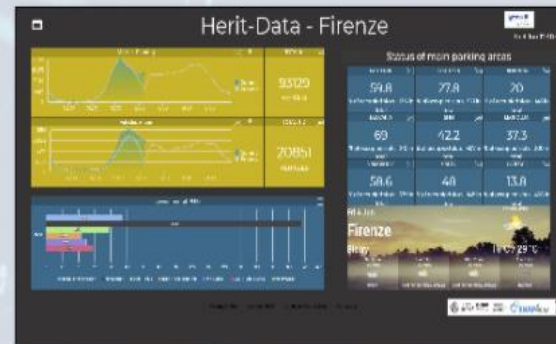
- NO2 long term predictions
- Twitter analysis

• Historical and Real Time data

• Services Exploited on:

- Dashboards
- Social media,
- Sentiment Analysis

• Since 2019, 2020



Florence Dashboard

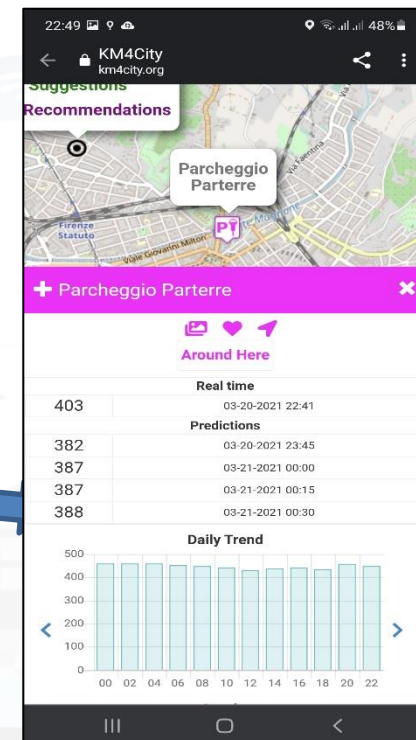
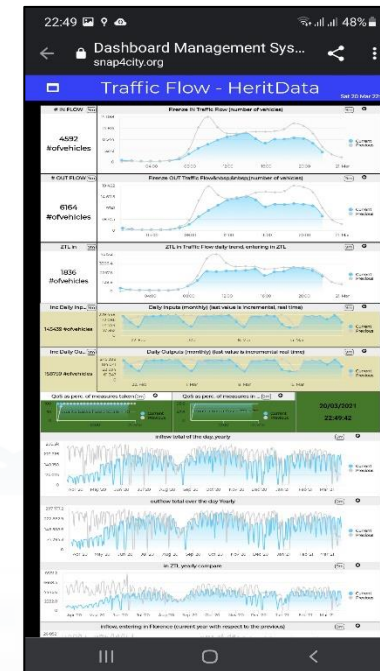
<https://www.snap4city.org/dashboardSmartCity/view/index.php?iddashboard=MzAwNA==>

22:53 47%

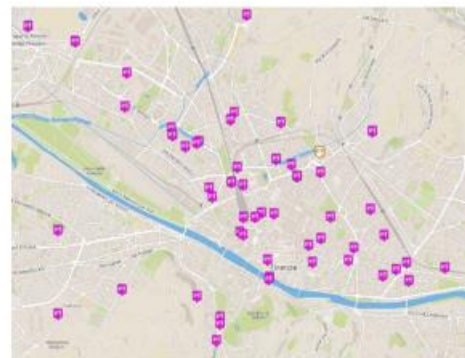
Tip

Herit - Data Project

Tourism is a major engine of **economic growth** but at the same time it has a **great impact on the conservation of cultural and natural heritage**, hence it requires a more careful and advanced management, especially in terms of flows, and is unavoidably linked to the big and open data available. **HERIT-DATA** project, following these needs, aims to a **better analysis and management of anthropic activities and impacts on cultural heritages**, by means of **ICT technologies and data**



Different Reduction of parking for Covid



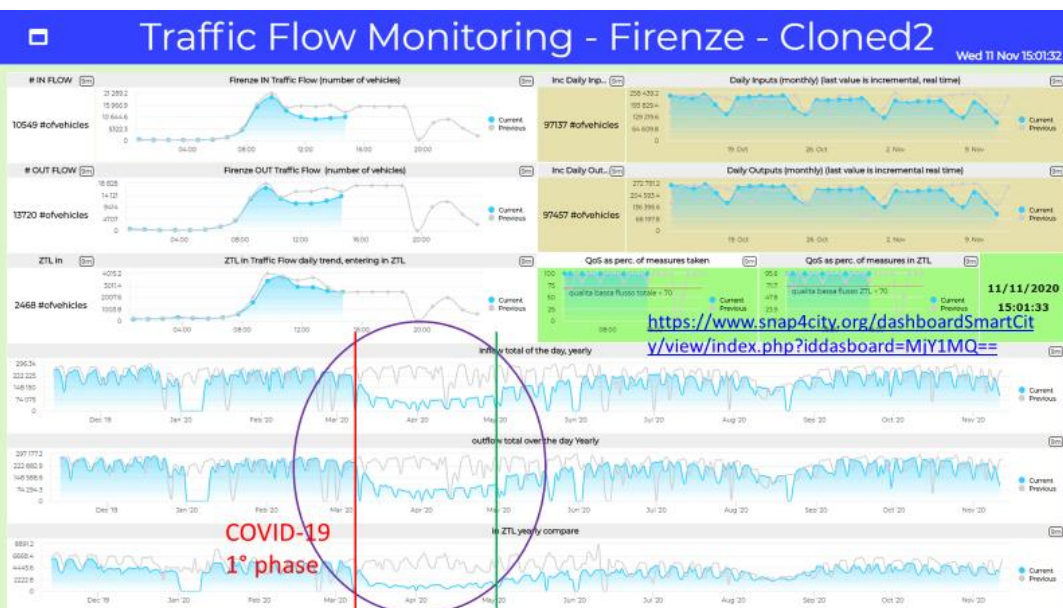
main Purpose	% of reduction in Lockdown	Recover in July 2020
Hospitals	55,9	31%
railway stations	84,2	60%
social hubs	85,8	72%
markets	45,1	25%
justice	96,1	82%

Impact on Pollutant on LockDown 2020

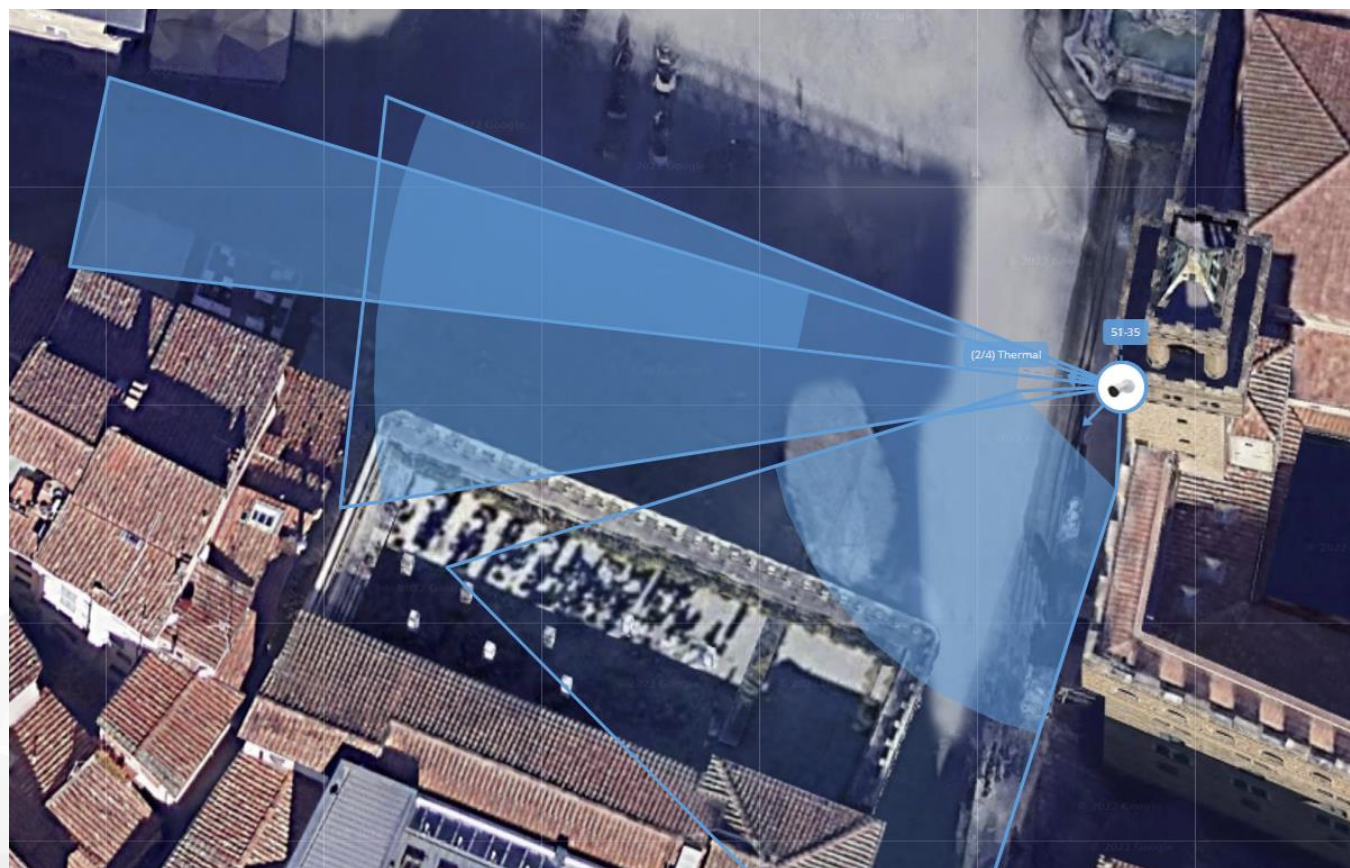
	CO2	CO	NO2	PM10
Percentage at which the average value of the pollutant has been reduced (February wrt April, 2020)	41,06	47,54	38,84	61,99
Percentage at which the MAX value of the pollutant has been reduced (February wrt April 2020)	38,89	34,62	63,02	60,21

Snap4City (C), March 2022

33



Tracking People AXIS Camera with Snap4City



3D Multi Data Map - Digital Twin Global - Firenze

demonstrator

Sun 3 Apr 16:03:52



METRO9 - vehicl... 9m

192

METRO9 - vehicleFlow

9m



Twitter Vigilance Herit-Data: *Some Numbers*

Channel Name	Total Number of Collected TW+RTW	Number of Collected Tweets	Number of Collected Retweets	Twitter Volume Processing Time Range	NLP & Sentiment Analysis Processing Time Range	NLP & Sentiment Analysis Languages
Spain	113.7 Millions	40.99 Millions	72.49 Millions	From 30-01-2020 to current datetime	From 01-02-2020 to current datetime	English, Spanish
France	50,1 Millions	16.0 Millions	34.1 Millions	From 30-01-2020 to current datetime	From 01-02-2020 to current datetime	Italian, English, French
Greece	12.3 Millions	4.2 Millions	8.1 Millions	From 30-01-2020 to current datetime	From 01-02-2020 to current datetime	English
Italy	2.97 Millions	1.0 Million	1.9 Millions	From 30-01-2020 to current datetime	From 01-02-2020 to current datetime	Italian, English
Croatia	35.8 Thousands	15.5 Thousands	19,8 Thousands	From 30-01-2020 to current datetime	From 01-02-2020 to current datetime	English

Updated: Dec. 2021

Twitter Vigilance

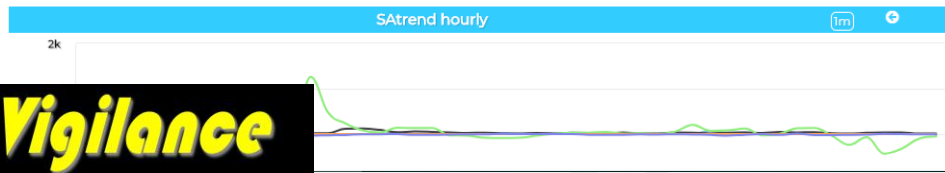
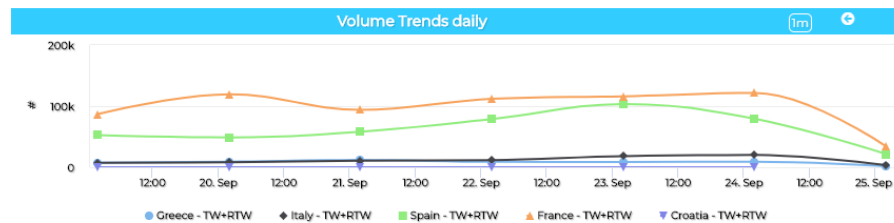
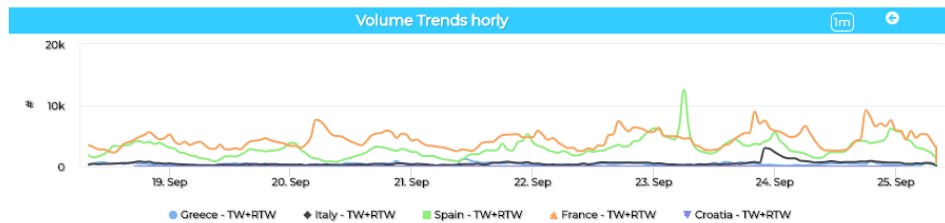
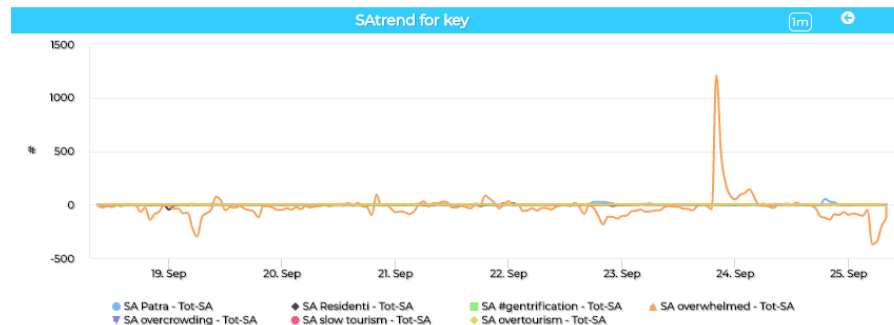
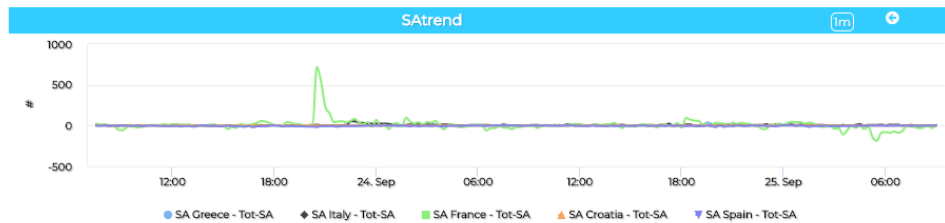
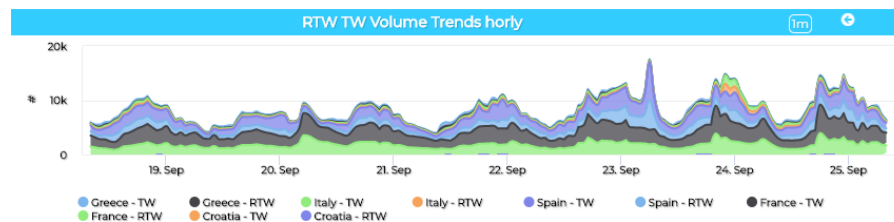
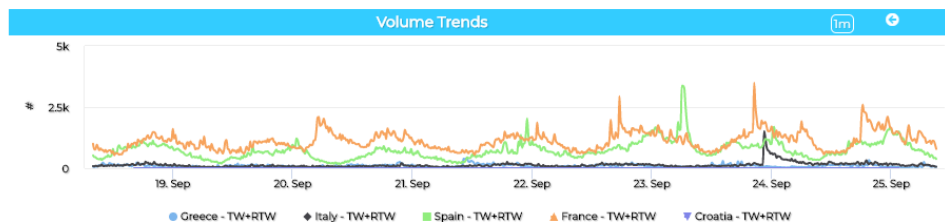
Twitter Vigilance Data on Dashboards through IoT-App

<https://www.snap4city.org/dashboardSmartCity/view/index.php?iddashboard=Mjc3NQ==>



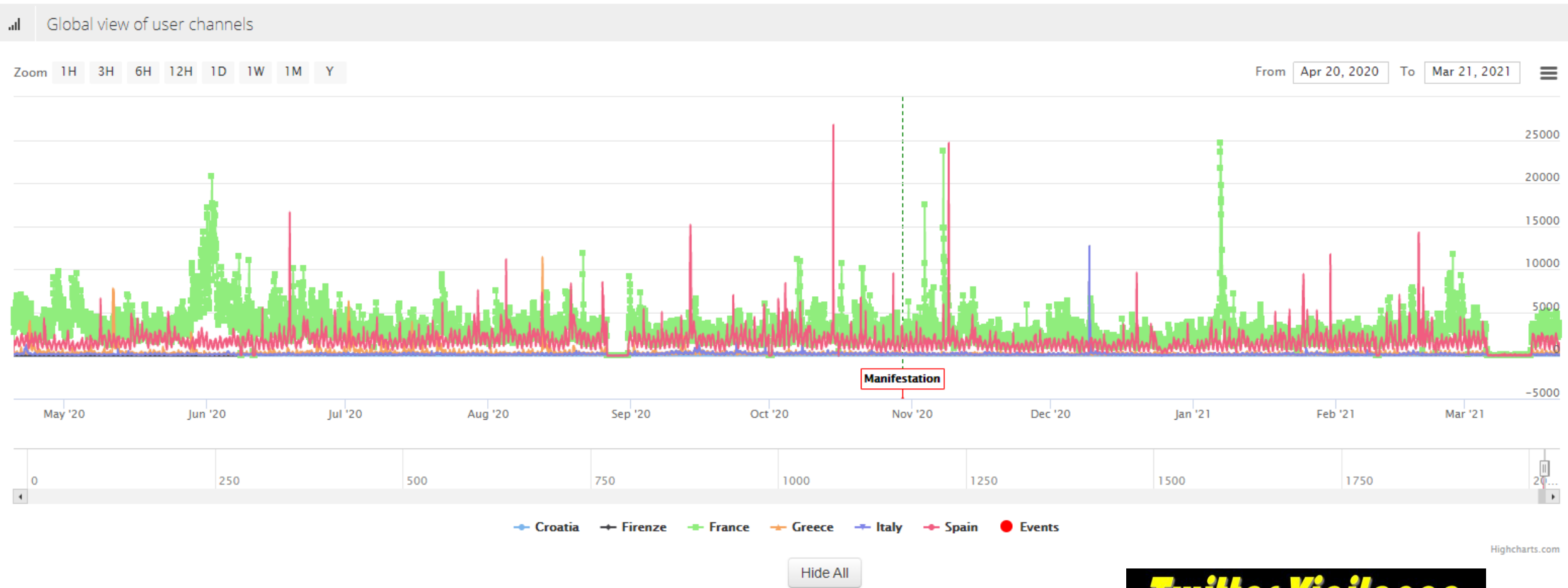
HeritData TW Demo

Fri 25 Sep 07:53:36



Twitter Vigilance

Overview on the last 12 months



Twitter Vigilance

Event: clashes between police and demonstrators in Florence, during an unauthorized demonstration against the restrictions of Covid-19 government measures (on 30th October 2020 night).

Italy: Protests flare in Florence over restrictions

31 Oct, 2020

Facebook Twitter Mi piace 655 Tweet



Florence mayor condemns violence and vandalism in historic centre in "surreal, terrible and painful night" for Tuscan city.

Protesters clashed with police in central Florence last night during an unauthorised protest over Italy's latest restrictions aimed at curbing the spread of covid-19.

Oct. 30 Protest Devastates Florence

In partnership with **la Repubblica**

FIRENZE.it

TOP NEWS STORIES

Oct. 30 Protest Devastates Florence

During the unauthorized evening demonstration against recent social lockdown pandemic measures lasting four hours in downtown Florence [...]

COVID Demonstrations Hit Florence

Unlike the U.S. protesters in Italy reserve public space for peaceful demonstrations which are organized to communicate a [...]

New Anti-Covid Regulations: Dos & Don'ts

Given the upswing in Coronavirus infections and consequent hospital admissions since the beginning of October, Italian Prime Minister [...]

New Pandemic Regulations in Italy

In the face of the rise of Coronavirus infections, the Italian government has extended the national state [...]



During the unauthorized evening demonstration against recent social lockdown pandemic measures lasting four hours in downtown Florence on the evening of October 30 saw participants throwing Molotov cocktails, smashing shop windows and caused car windshields.

LA COMPAGNIA
Original Language Movies
International Film Festivals

ORCHESTRA DELLA TOSCANA

30 October Manifestation

Channel active from 2009-02-27 to today



Data processed from 2015-05-22 to 2020-11-02

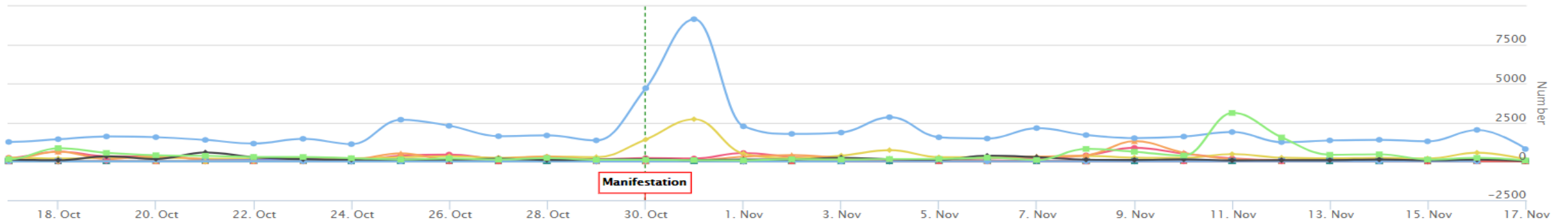
NLP

SA

Search related to channel **Firenze**

Zoom **1m** 3m 6m YTD 1y All

From Oct 16, 2020 To Nov 17, 2020



#Accademia #Aereoporto #Firenze #Aeroporto #Firenze #bargello #expo2015 #Firenze #fiorentina #firenze #Florence #smartcity #fodd #ODDIT15 #Firenze
 #opendata firenze #pontevicchio #uffizi @acffiorentina @BandieraiUffizi @Biblio_ComuneFi @bncfirenze @comunefi @DarioNardella aereoporto @DiscoverTuscany
 @emergency_fi @firenzedigitale @firenzesulweb @FirenzeTNews @museofirenze @museonovecento @Nazione_Firenze @NicolodiDaria @novedafirenze
 @opentoscana @Pitti_Immagine @PoloMusealeFi @ProtCivComuneFi @prov_Fi_PC @santacroceopera @STEEPproject @storianaturale @UNI_FIRENZE
 aereoporto firenze aeroporto firenze Firenze firenzesulweb Florence from:@UNI_FIRENZE lungarno medicea palazzopitti palazzostrozzi ProtCivComuneFi
 smartcity firenze torrigiani uffizi voragine Events

+Add Event Modifv Event Remove Event

Highcharts.com

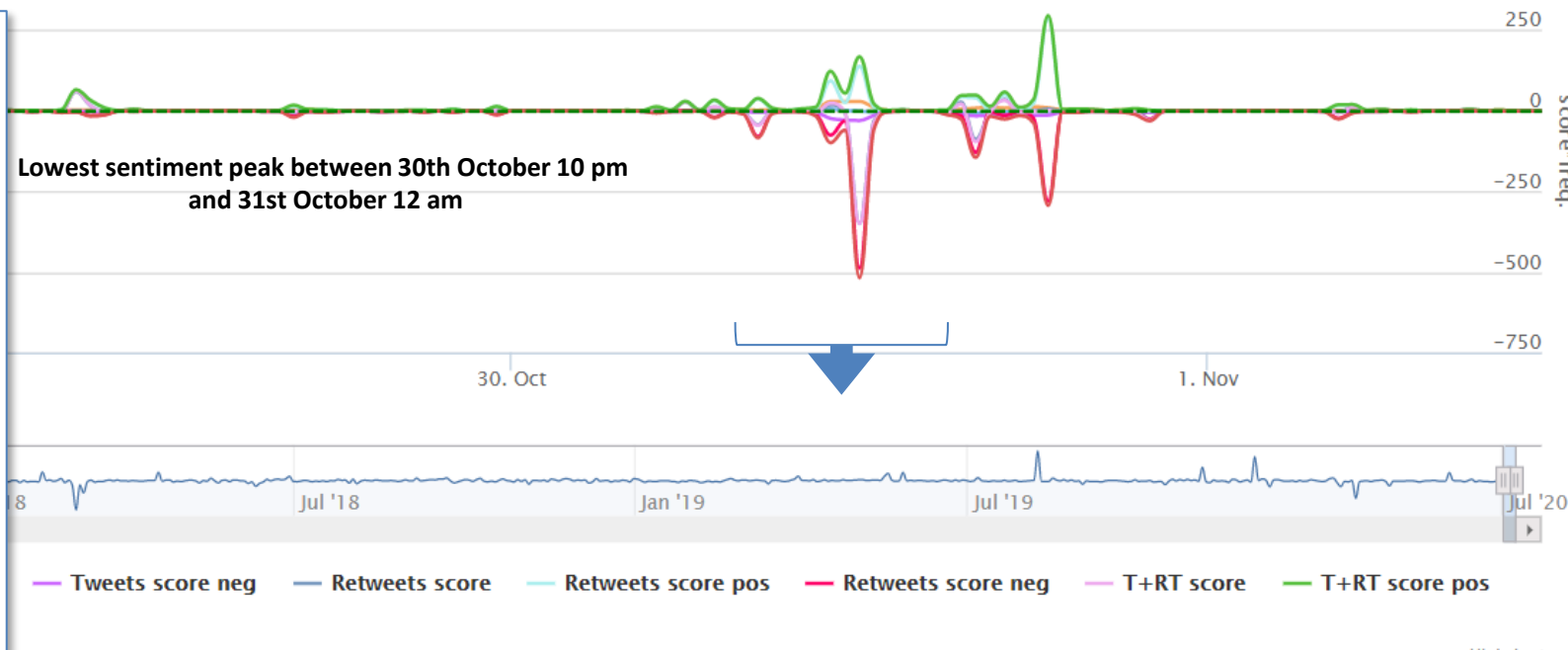
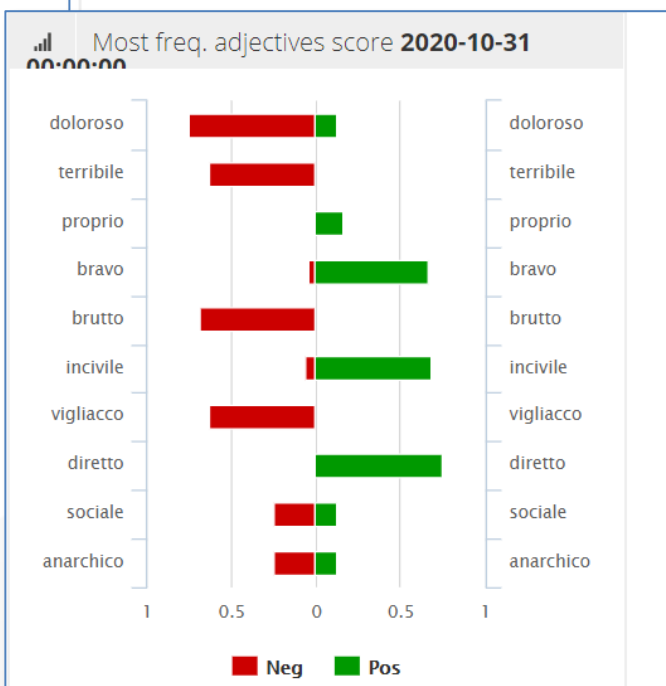
Twitter Vigilance

Sentiment Analysis for search «Firenze»

Sentiment analysis: #firenze

Zoom 1m 3m 6m YTD 1y All

From Aug 1, 2020 To Nov 1, 2020

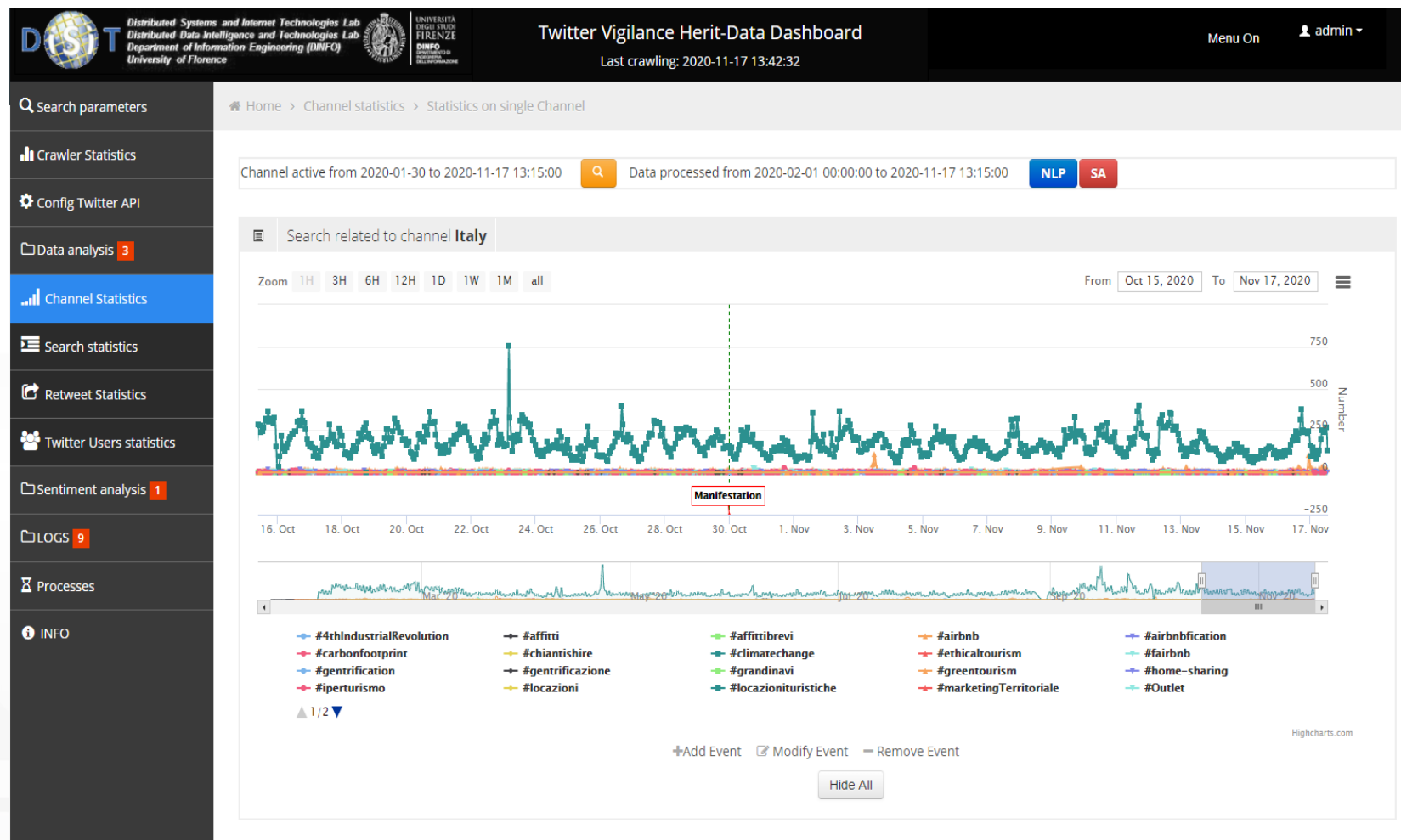


http://disit.org/tv/index.php?p=sa_ricerche&ricerca=436

Snap4City (C), March 2022

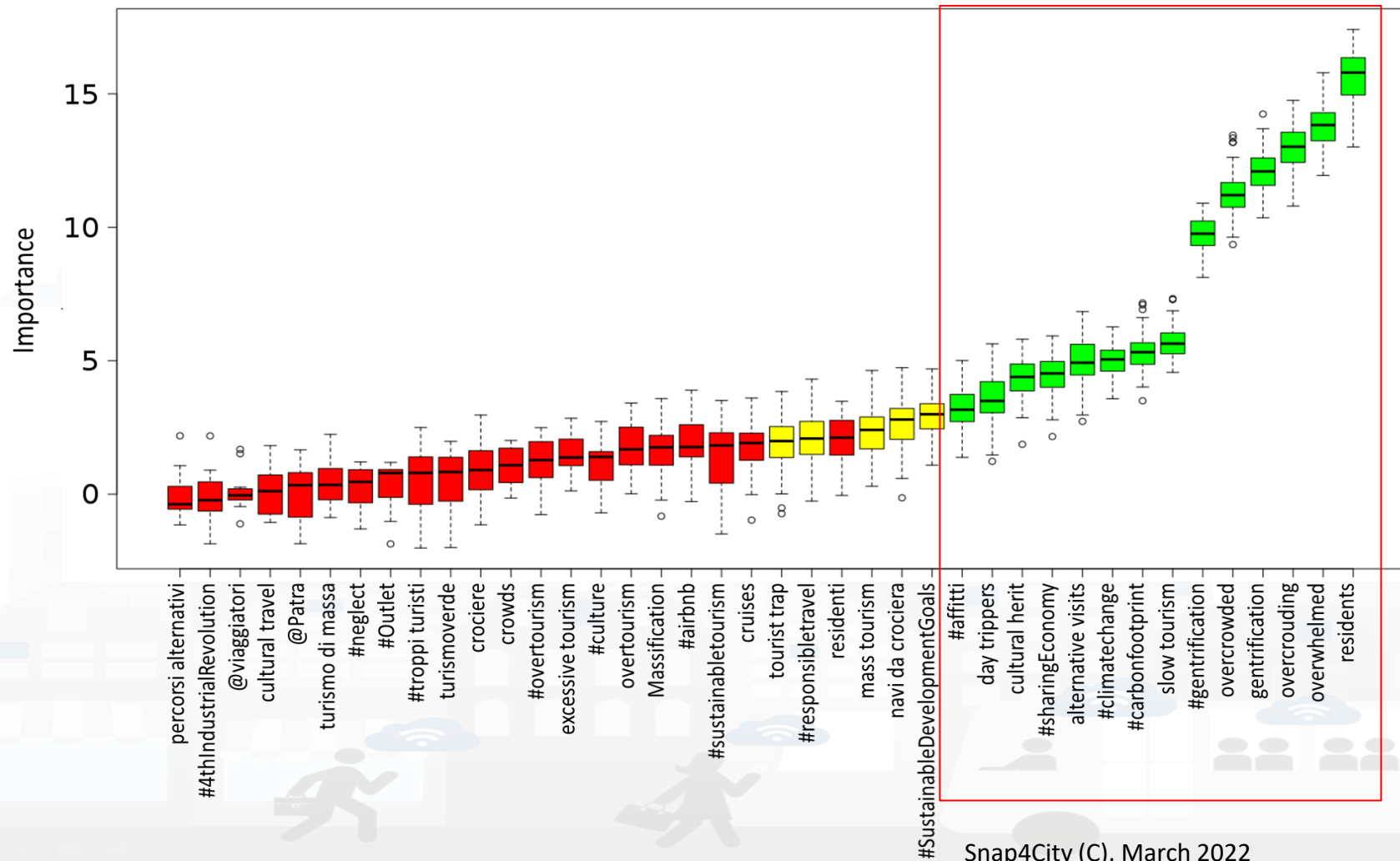
Twitter Vigilance

TV on Florence



Twitter Vigilance

Relevant Feature Selection - Italy

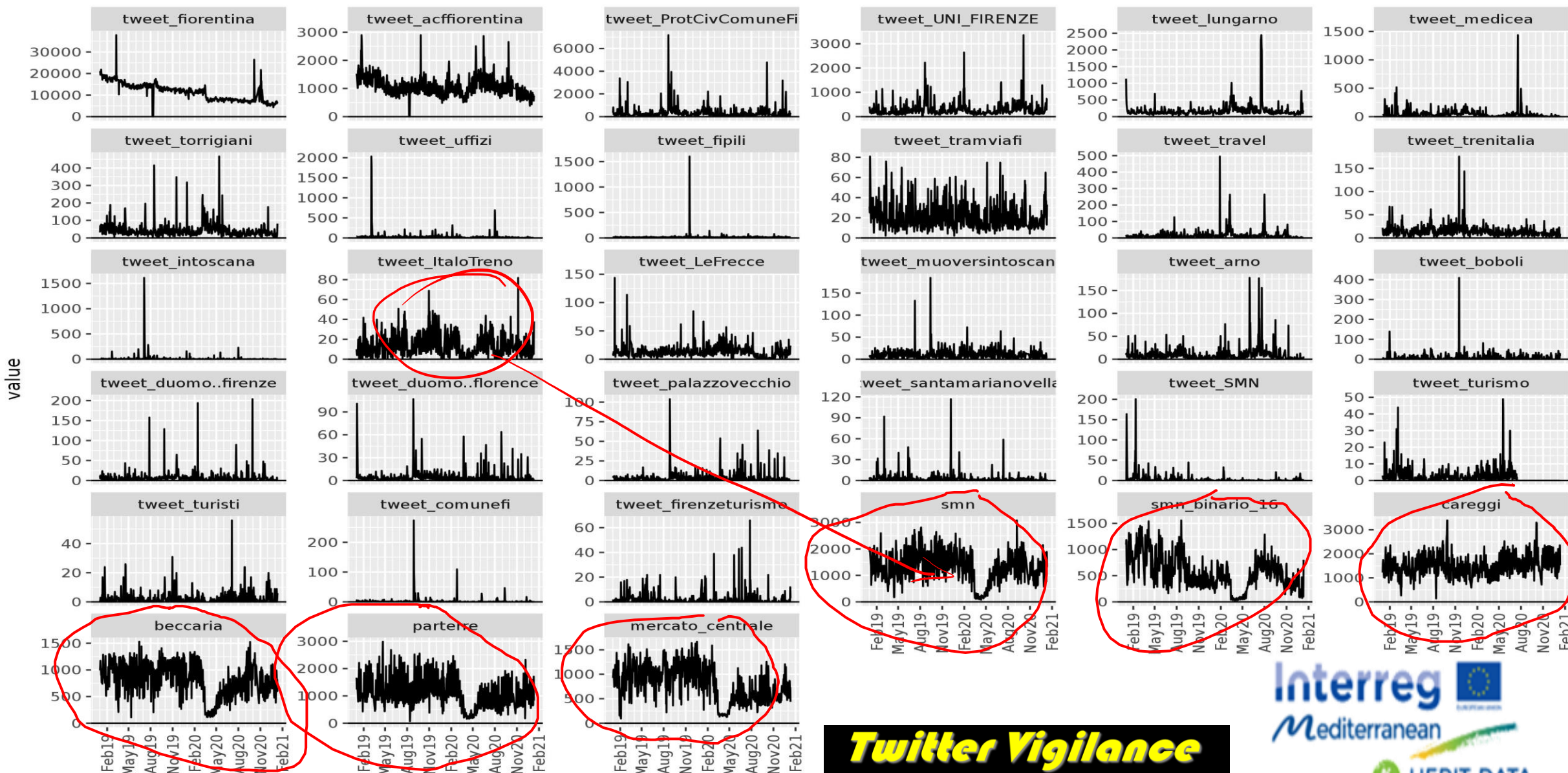


Random Forest Model
Results exploiting the
confirmed keys:

- Accuracy = 0.90
- Kappa index = 0.81

Twitter Vigilance

Twitter trends



Twitter Vigilance

TOP

Get other info.....

FROM CITY
DASHBOARD TO
APPLICATIONS

FORGING &
MANAGING OPEN
AND FLEXIBLE WEB
AND MOBILE APPS

IOT APPLICATIONS
VS IOT EDGE
DEVICES

DATA GATHER
AND CITY DATA
KNOWLEDGE
MANAGEMENT

IoT/IOE DEVICES
AND NETWORK

IOT APPLICATIONS,
THE LOGIC AND
THE SMARTNESS

ADVANCED
SMART CITY API,
MICROSERVICES,
SNAP4CITY API

SNAP4CITY
LIVING LAB FOR
COLLABORATIVE
WORK

SNAP4CITY FOR
BEGINNERS

DATA ANALYTICS,
BUSINESS
INTELLIGENCE,
WHAT-IF AND
SIMULATION

SNAP4CITY
ARCHITECTURE AND
ECOSYSTEM. OPENED
TO DEVELOPERS
AND STAKEHOLDERS

TWITTER
VIGILANCE: SOCIAL
MEDIA ANALYSIS

DECISION SUPPORT
SYSTEM AND CITY
RESILIENCE

HOW TO ADOPT
SNAP4CITY, AND
OUR ROADMAP

















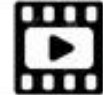





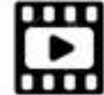









































SNAP4CITY
AND KM4CITY
PROJECTS

SNAP4CITY THE
VIEW OF THE
ADMINISTRATORS

100%
OPEN
SOURCE

 **SNAP4**
Appliances and Dockers
Installations

On Line Training Material (free of charge)

	1st part (*)	2nd part (*)	3rd part (*)	4th part (*)	5th part (*)	6th part (*)	7th part (*)
what	General	Dashboards	IOT App, IOT Network	Data Analytics	Data Ingestion processes	System and Deploy Install	Smart City API: Web & Mob. App
PDF							
Inter active							
Video1	 	 	 	 	 	 	 
Video2	 	 	 	 	 	 	 
Video3	 	 	 	 	 	 	 
Video4	 	 	 	none	 	none	none
duration	2:55	3:16	3:41	2:00	2:48	2:35	1:47

Snap4City Platform

Technical Overview

From: DINFO dept of University of Florence, with its
DISIT Lab, <https://www.disit.org> with its Snap4City solution

Snap4City:

- Web page: <https://www.snap4city.org>
- <https://twitter.com/snap4city>
- <https://www.facebook.com/snap4city>

Contact Person: Paolo Nesi, Paolo.nesi@unifi.it

- Phone: +39-335-5668674
- LinkedIn: <https://www.linkedin.com/in/paolo-nesi-849ba51/>
- Twitter: <https://twitter.com/paolonesi>
- FaceBook: <https://www.facebook.com/paolo.nesi2>

Access Level: Public.

Date: 05-04-2021

Version: 5.3

- <https://www.snap4city.org/drupal/sites/default/files/files/Snap4City-PlatformOverview.pdf>

Overview



- <https://fiware-foundation.medium.com/snap4city-fiware-powered-smart-app-builder-for-sentient-cities-acfe24df49d5>
- https://www.snap4city.org/download/sites/default/files/files/FF_ImpactStories_Snap4City.pdf



MANAGE TOURISM FLOWS IN A BETTER WAY HOW CAN DO? PILOT SITE FLORENCE

Tuesday 29 March 2022 in Florence
10:00 – 16:00 | Study Visit & Panel



Regione Toscana

AViTeM Agency
for sustainable Mediterranean
cities and territories



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DIPARTIMENTO DI
INGEGNERIA
DELL'INFORMAZIONE