

Preface

Social media has played a key role in providing insights into people's activities, opinions and day-to-day lives. These detailed user-generated information-streams offer a unique opportunity for cities to understand and engage their citizens. The research domain of smarter cities aims to monitor disruptive events (such as emergencies, the Olympics), analyze social behavior, identify citizens' sentiment and understand their interactions with services. On the other side, cities can use their understanding of the citizen to foster stronger relationships with the diverse communities in their constituencies. This understanding could be applied to mobilize people on important issues such as education, health care, political engagement, and community awareness. This workshop is interested in research that aims to progress both sides of this relationship, but particularly research that works towards closing the loop between the city and the citizens.

- *Elizabeth M. Daly, Giusy Di Lorenzo, Daniele Quercia, Michael Muller*