Ho Chi Minh City
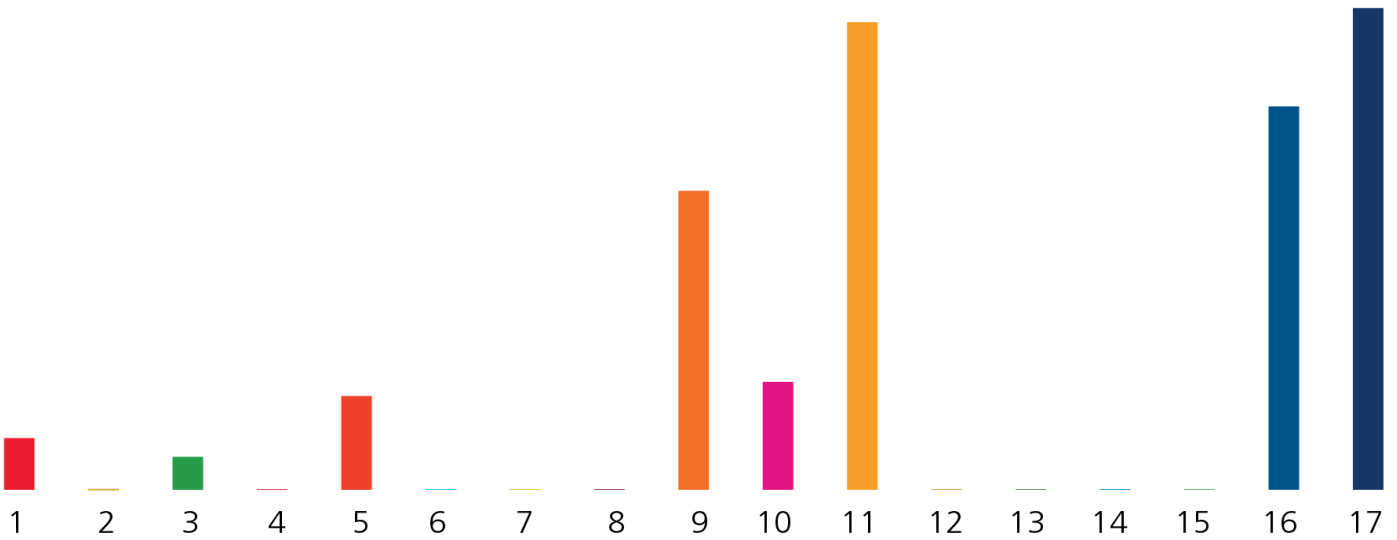Development of a Smart Ticketing System for Public Transportation Network

This tailormade sheet aims to demonstrate how the SDG Project Assessment Tool's General Framework has been tailored to the project in Ho Chi Minh City, Vietnam. It highlights how the project includes the priorities within the Sustainable Development Goals, and the different principles that were selected for this project. As this sheet has been tailored to the project's scope and needs, the performance criteria has been selected in consultation with the partners of the Programme.

Sustainable Development Goals

A) This is the SDG alignment summary

This shows how the project include the priorities stated within the SDGs.

Sustainable Development Goals

Fields of Assessment

B) These are the fields of assessment

This is a summary of the assessment in relation to 8 key drivers, split into Technical & Effectiveness aspects of the project. While the technical aspects show the technical design of the projects, effectiveness aspects focus on the long-term sustainability and impact

TECHNICAL ASPECTS

- Social Inclusion
- Spatial Planning
- Environmental Resilience
- Economic Development

Data-Driven Process and Management	████████████████████
Capacity-Building and Market Maturity	██████
Urban Governance and Legal Frameworks	████████████
Financial Strategies	████

Selected Performance Criteria

This is a list of all selected performance criteria. Note that caveats/comments/amendments have been included in the internal version of this document to some performance criteria in accordance with the nature of the project and the participatory discussions with the city authorities and delivery partners.

Ref	Sustainability Principle	Ref	Performance Criteria
Key Driver: Social Inclusion			
5	Ensuring representativeness in datasets facilitates policy making for improving the conditions of all	5.1	The project is based on stakeholder and beneficiary mapping that examines how data may be generated and used by different groups.
		5.2	The project provides access to managed, transparent and intelligible data sets, where the data is disaggregated and personalised (for example, according to age, sex, race, disability, economic status etc).
		5.3	The project allows citizens to voluntarily self-identity (for example, on the basis of gender, race, ethnicity, disability etc), protecting vulnerable or minority groups from being assigned conflicting identities by an external actor.
6	The inclusive design of urban services ensures accessibility for vulnerable groups	6.1	The project is based on a background assessment that identifies the needs of vulnerable and disadvantaged groups, including women, children, the elderly, people with disabilities, indigenous people and migrants.
		6.2	The project contains a holistic strategy for social inclusion of vulnerable groups.
		6.3	The project enhances accessibility for people with special needs, including but not limited to those who are physically, visually, and/or hearing-impaired, as well as those with temporary disabilities and the elderly.
		6.4	The project is gender-sensitive by ensuring women's access, preferences, special needs, safety and security.
		6.6	The project is sensitive to the needs and circumstances of diverse age groups, including the elderly, youth, and children.
Key Driver: Spatial Planning			
8	Supply and distribution of urban services and mobility ensures equitable distribution of benefits and easy access for all	8.1	The project is based on a background assessment of the distribution, design, quality and accessibility of urban services (e.g. basic services, mobility systems, social facilities and public space).
		8.2	The project contains a spatial assessment, mapping current and future flows and modes of transport, with particular attention to areas of lower socioeconomic status or near public services.
		8.3	The project proposes strategies for the provision of urban services.
		8.5	The project uses smart technologies to help design and deliver urban services to all residents. It considers how barriers to technology may affect how vulnerable groups can access services.
		8.6	The project plans for upgrading, maintenance and management of existing urban services, rather than duplicating such services.
9	Affordable and reliable public transport reduces cost burdens for all	9.1	The project includes a background assessment of the existing (public) transport system and its conditions, including how it serves vulnerable or marginalised groups.
		9.2	The project improves public transport accessibility through increasing affordability and reliability, including for vulnerable or marginalised groups.
		9.3	The project uses innovative technologies to improve cost efficiency and reliability of the transport systems, for example by using real-time data on use and performance.
15	Transit-oriented development increases access to residential and commercial land uses while reducing the need for private motorized travel	15.1	The project is based on a background assessment of mass transit and mobility services, including the location of residential, social and commercial land uses.
		15.2	The project considers how integrated land use planning and transport planning will reduce the use of private vehicles.
		15.3	The project improves accessibility for all, including for vulnerable and marginalised groups, and access to and from public services.
		15.4	The project contains advocacy and awareness campaigns to stimulate the use of sustainable transport modes over private, motorized transport.
17	Integrated planning and equal distribution of urban services with an adequate capacity helps to meet current	17.1	The project is based on an assessment of existing urban services capacity, taking into account current and future population needs.

	and future population demands efficiently and ensuring inclusivity	17.2	The project uses data to assess the spatial distribution, levels of access, and use of urban services by different groups, including women, youth, and vulnerable and marginalised communities.
		17.3	The project plans for adequate provision of urban services, both now and in the future, considering population growth and urban expansion.
		17.4	The project encourages integrated planning of urban services and infrastructure, factoring in land use planning and multiple forms of infrastructure and services.
		17.5	The project ensures that public facilities and infrastructure are equally distributed and accessible by, including vulnerable and marginalised groups.
18	Multi-modal mobility systems improve ease of access and efficiency of movement within urban environments	18.1	The project is based on an assessment of how different transport systems interact and connect, and identifies current and future areas and priorities for improvement.
		18.2	The project identifies ways to integrate different transport modes, including public, private, and non-motorised forms, as well as public (formal) and private (informal) modes.
		18.3	The project ensures that different modes of transport connect and complement each other to increase overall reach and quality of the network, considering factors including
		18.4	The project includes an integrated mobility strategy that aligns to the city, metropolitan, regional and national mobility networks and relevant strategies.
		18.5	The project addresses existing gaps between different transport networks and modes to improve the overall system.
		18.6	The project incorporates seamless transport and integration of fares to make services more affordable , e.g. by promoting Mobility as a Service (MaaS) and making it financially and spatially accessible to all.
		18.7	The project explicitly addresses sustainable options for first/last mile connectivity to mass transit services, in particular for vulnerable and marginalised groups.
Key Driver: Data-Driven Process and Management			
34	Incentives to promote behavioural shifts increase the use and provision of alternative, sustainable modes of transport	34.1	The project is based on a comprehensive background assessment considering the reasons for transport choices and behaviour.
		34.2	The project uses an assessment of existing transport services (including performance, availability, reliability, affordability, and quality) to understand user behaviour.
		34.3	The project incentivizes sustainable travel behaviour, through subsidies or other financial mechanisms.
		34.4	The project disincentivizes unsustainable travel behaviour through congestion fees or other financial tools.
		34.5	The projects increases the attractiveness of sustainable modes of transport through improved quality, comfort, accessibility, efficiency.
		34.7	The project uses smart technologies to create better transport systems (such as "Mobility as a Service") and, where relevant, provide opportunities to integrate formal and informal service providers.
		34.8	The project provides access to information about travel options to all, including marginalised and vulnerable groups.
		34.9	The project outlines a strategy to raise awareness among transport operators and users about the importance and benefits of sustainable behaviour (e.g. through a coordinated public relations campaign and city-wide events such as car-free days, etc.).
35	Efficient data collection based on planning needs supports efficient planning processes and resource management	35.2	The project establishes data collection strategies bases on an assessment of planning data needs.
		35.3	The project delivers tools and applications that allow for efficient data collection and management.
		35.4	The project delivers automated data collection systems and processes to enable real-time monitoring of service delivery.
		35.5	The project establishes mechanisms for requesting and accessing data, with clear response times.
36	Effective data management systems supports sustainable planning processes	36.1	The project is based on a background assessment (within the project scope) of the local government's current data framework, including omissions, redundancies, impediments and alike, as well as the institutional and internal organisational arrangements, levels of capacity and available hard-and-software.
		36.2	The project establishes detailed policies and protocols for data sharing inside government, including legal advice and safeguards for internal data disclosure, as well as actions to mitigate risk aversion.
		36.3	The project provides a detailed roadmap describing the participation process of the government and third party collaborators within the data framework, including best practices recommendations (e.g. data update routines and quality control).
		36.4	Partnerships are supported by specific publicly disclosed and detailed sets of guidelines for collecting, preparing, publishing and updating data, as well as roles & responsibilities for each partnership entity.
		36.5	The project explores the possibility for building collaborative and pluralist groups (committees that involve municipality, civil society, academia, private sector) for evaluating and validating data sources and data-related cooperation agreements.
		36.6	The project is in compliance with technological sovereignty and digital service standards, attending to principles of interoperability, agility and usability, with particular attention to prevention of dependency on suppliers (vendor lock-in).

		36.7	The project delivers a data custodianship framework, establishing policies and guidelines for promoting best practices in data management accountability.
		36.8	The project establishes indicators for assessing the quality and richness of data from each data source.
37	Efficient use of data supports evidence-based and justifiable decision-making processes	37.1	The project contains a background assessment on data flows between stakeholders, identifying gaps and barriers.
		37.3	The project builds and formalizes practices for integrating data analysis into decision-making processes, taking into account relevant data sets.
38	Monitoring and evaluation ensures long-term impact	38.1	The project includes a background assessment on data availability and requirements to conduct impact assessments, as well as monitoring and evaluation beyond the programme period.
		38.2	The project is subject to a comprehensive and unbiased social, economic, and environmental impact assessment.
		38.4	A comprehensive monitoring and evaluation strategy has been defined that responds to the impact assessment and defines contingency measures beyond the programme period.
39	Inclusive, transparent, continuous and meaningful participation ensures that the needs and aspirations of the community are addressed though the project.	39.1	The background assessment identifies public, private, academia and civil society stakeholders at city, regional and national level that are relevant to the project. The project assesses how affected groups can be included and how to ensure a gender sensitive approach.
		39.2	The project builds on existing mechanisms to ensure community participation in urban planning and management processes. If these mechanisms do not exist, capacity development and recommendations are provided.
		39.3	The participatory process includes all relevant stakeholders and ensures that the views of marginalised and vulnerable groups are represented. The participatory process ensures a gender sensitive approach. If indigenous people are affected by the project, prior informed consent is ensured.
		39.4	The participatory process is ongoing throughout the project lifecycle, starting from the formulation stage onwards.
		39.5	Stakeholders have opportunities to influence the project through a meaningful participation process. The project targets the needs of the population.
		39.6	The project clearly communicates how participatory processes will be conducted. Relevant information is provided regularly to stakeholders and affected communities on the project development and outcomes of participatory engagements. Information is made available, shared in a reasonable timeframe and channels have been provided for stakeholders to submit their concerns or request information.
		39.7	The project uses data systems and civic technologies for public engagement.

Key Driver: Capacity-Building and Market Maturity

40	Strong technical and professional capacity from all relevant stakeholders secures long-term implementation	40.1	The project conducts a needs assessment (including skills, human resources, and equipment) to understand the ability of partners to support project implementation and ongoing maintenance.
		40.2	The background assessment identifies capacity gaps in all relevant partners and stakeholders. This can include stakeholders within government at technical or leadership level, and third parties such as the private sector, civil society and academia.
		40.3	The project assesses what technological and capacity gaps can be realistically addressed through capacity development activities.
		40.4	The project proposes strategic capacity development activities that will support implementation and sustainability.
		40.5	The project develops institutional memory through support to mechanisms that document project implementation and capacity development.
41	Public relations and education campaigns gathers early support and improves the likelihood of positive impact	41.1	The project has a coordinated public relations campaign, with structured messaging in place to ensure information is reliably disseminated to the public.
		41.2	The project has an effective communication strategy to reach all stakeholders and community groups during various phases of the project.
		41.3	The project's communication methods address potentially exposed and/or threatened individuals/communities using the appropriate linguistic and technological means for disseminating knowledge effectively.
42	Building local partnerships and drawing on local resources and capacities facilitates sustainable project implementation	42.1	The project explores the opportunity to involve local partners in the execution and maintenance of the project.
		42.2	The project considers the involvement of local partners taking into account their level of professional capacity.
		42.3	The project considers sustainable practices for the building and execution of the project such as promoting locally sourced materials and resources and minimizing the carbon footprint through sustainable sourcing of materials and transportation.

Key Driver: Urban Governance and Legal Frameworks

44	Alignment and coherence with existing laws and policies at local, regional and national level enhances the viability and impact of projects	44.1	The project aligns with existing policies (at local, regional and national level).
		44.2	The project's development and implementation is enabled through the existing legal framework (at local, regional and national level) in housing, planning, transport, procurement, etc.

		44.3	The project aligns to the city's strategic goals including spatial, economic and environmental strategies as well as existing projects implemented or in the pipeline.
45	Action plans for long-term sustainability increase the impact of projects	45.1	The project includes risk assessment and built-in mitigation measures in the event of changes in leadership and lack of commitment to carry out the projects beyond the Programme. This includes but not limited to strengthening institutional ownership both at high political and technical level.
		45.2	The project establishes a strategy to continue and maintain the projects after the Programme. This includes but is not limited to establishing clear steps for implementation and defining a process to formalize the project as a legal instrument. .
		45.3	The project includes a communication and capacity development strategy to inform stakeholders about legal obligations, rights and appeal mechanisms.
46	Defined roles and responsibilities at all levels of government provides clarity in case of overlapping mandates	46.1	The project develops an assessment of the institutional setting and uses this to assign roles, responsibilities and authority to ensure success.
		46.2	Roles and responsibilities are assigned based on institutional capacities and abilities.
		46.3	Project stakeholders are given the necessary authority and capacity to carry out their responsibilities .
		46.4	Cross-sector and -government coordination mechanisms help to establish project legitimacy and buy-in, and multi-level coordination mechanisms are in place to ensure effective design and implementation.
		46.5	The project proposes third-party partnerships where appropriate to achieve better project outcomes (ie private sector, civil society, and academic).
		46.6	Proposed partnerships follow principles of good governance by being transparent, fair and promoting public benefits.
50	Ensuring privacy and confidentiality supports the protection of people's rights	50.1	The project is backed by a background assessment on local and national legal framework on data disclosure/privacy/sharing, identifying gaps, barriers and possible cultural challenges.
		50.2	The project considers actions to ensure data de-personalization and private data confidentiality, aimed at guaranteeing individuals a right to privacy.
		50.4	The project promotes capacity building on data protection, privacy and control, aimed at citizens and private and public data producers.
		50.6	The project defines processes for data protection and security for data management and storage systems, ensuring compliance on protection over the data life cycle.
		50.7	The project provides best practices for data security and privacy by means of implementing a Data Protection Impact Assessment (DPIA).
		50.8	The project provides policies for monitoring compliance with standards of confidentiality, ethical and moral conduct with regard to data use.

Key Driver: Financial Strategies

52	Realistic long-term financial strategy is essential for project implementation	52.1	The project is based on a background assessment of the financial requirements needed for the execution, maintenance, and operation of the project. It also includes an assessment of existing financial capacity , financing mechanisms, and legal regulations.
		52.2	A financial strategy is developed that is aligned with existing financial capacity. Market conditions (including supply, demand, public budgeting, etc.) as well as political, social and environmental risks are assessed in this strategy.
		52.3	Capital investment is funded through a combination of sources that includes public funds, private sector contributions, and donor grants among others.
		52.4	Long-term debt, operations, maintenance and depreciation costs have a dedicated funding stream to draw from.
53	Mechanisms for own-source revenue through the project strengthen the government's financial standing	53.1	The project is backed by a background assessment of existing and new potential revenue streams for project finance. This includes an assessment of existing revenue sources and their value, legal regulation, and the government's capacity to enforce the rule of law. It also identifies potential areas where revenues and the existing tax base can be expanded or improved.
		53.2	The proposed financial strategy proposes a mix of revenue sources that can increase budget stability. This can include income tax, property tax, user charges and fees, land-based finance tools and consumption taxes.
54	Data literacy and capacity building enhances technology development, research and innovation to support sustainable urbanization	54.2	The project provides strategies for data-driven businesses and revenue-generation based on data.
		54.4	The project provides data-oriented capacity building for improving data-driven urban management in public departments.