

**From:** Jesse Berst <chairman@smartcitiescouncil.com>  
**To:** Kester, Tonykester@aging.sc.gov  
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**Subject:** Hong Kong's smarter, safer roads / Helping utilities help customers / Tech skills for young people

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Get ideas from Hong Kong's new **smart mobility system**. Utilities can surprise people **(in a good way!)** This **living lab** aims to transform Dallas. Trust me, your city wants **new collar jobs**. And a simple shift in thinking can **boost conservation efforts**.

Now you're caught up,  
Jesse Berst

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**How Hong Kong plans to make its roads safer... and smarter.** Hong Kong is taking steps to make its congested roads – and the city itself – safer and smarter with cellular-based technologies. Read our story for ideas your city may be able to use.

**Stop the \$57,000 surprise: connect your utility.** Surprises aren't usually a good thing when they come from a utility. See how three Council partners are helping utilities surprise ratepayers with modern service rather than unexpectedly large bills.

**The Dallas "LivingLab" smart city: bringing everyone together.** A Dallas innovation organization, AT&T and other tech partners are working together on several smart city projects for the city. And they're doing it in a way that keeps citizens very much involved.

**From Africa to Austin, "new collar" jobs open digital doors for young people.** It's an often-cited dilemma – employers can't find workers with the technical skills they need at the same time millions of young people are unemployed or working low-wage jobs. IBM is out to change that; find out how.

**Why you should think of buildings as systems.** Buildings consume about 40% of the energy we produce, so they're a natural place to start conservation efforts. Learn how to make a bigger difference by thinking of them as systems.

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