

Future Frictions

Experience and reflect on future technology-mediated urban frictions

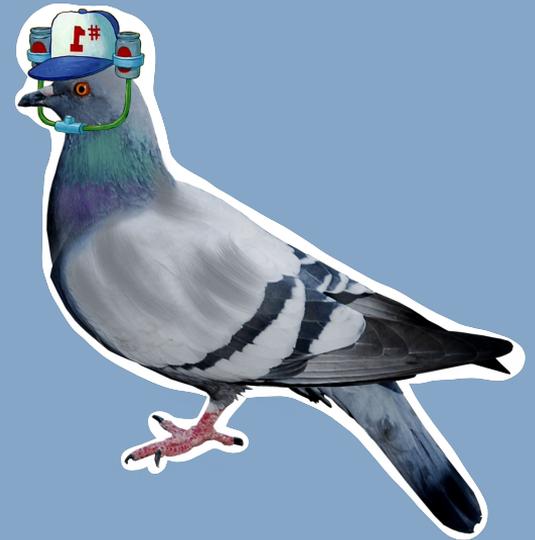
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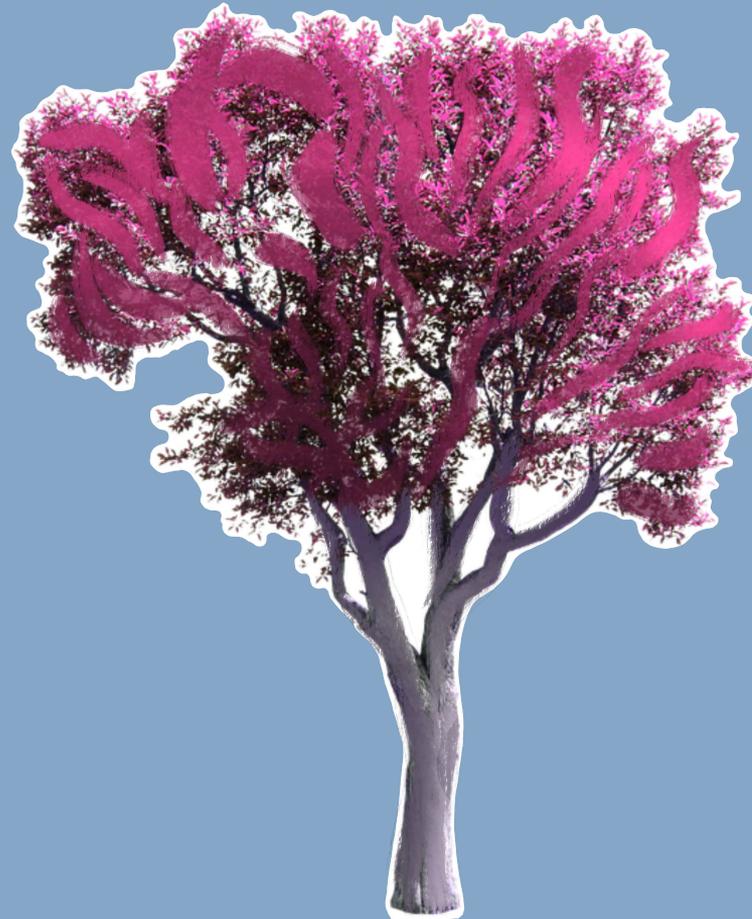
In this interactive **scenario-based tool**, you walk around a neighbourhood and interact with different people living in it.

While encountering a specific smart city technology (i.e. a drone, AI), you must **make controversial decisions** regarding its application that will have consequences in the urban environment and on residents' daily lives.

Based on your choices, the city will change as well as the interactions with and between the people living there.



**What to expect while
experiencing Future
Frictions?**



Explore a neighborhood and interact with people living in it



Can you believe it? The new drone posts pictures of everything we do, and shows it to everybody in the neighbourhood. This makes it hard to secretly meet my friends to hang out and smoke without my parents knowing our whereabouts. Just check out that old woman over there. I bet ya she'll tell my parents that I haven't done my homework!



Make decisions about how to use technology in the city

oh no!



The AI cats forget all about their visits by the next day.



The AI cats' visits are recorded in a neighbourhood database to help neighbours connect and support each other.



The AI cats' visits are stored in the city's health records. Based on the data, health workers are sent to those registered as 'lonely'.



Emotional support AI cats that can sense when someone feels lonely will become available in the city. The cats are programmed to visit all the lonely people that they sense. What powers should the AI cats have? Choose one of the three options:



Experience controversial smart city futures



Reflect on your experiences



Take a moment to think about everything that has happened. Go and sit on a bench.



What to expect while experiencing Future Frictions?



“Future Frictions enables reflection on the impacts of technology on everyday life, now and in the long term”.

Would you like to reflect on the impacts of technology on smart city futures?

YES

Do you have more than 15 minutes? Would you like to experience a more immersive experience?

YES

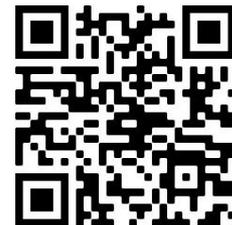
NO

NO

Really?



Scan this QR code for the 10 min experience
or go to
<https://future-frictions-app.apps.utwente.nl/>



Scan this QR code for the 20 min experience
or go to
<https://future-frictions.apps.utwente.nl/>

Reflect on and discuss the questions included in the next page





Reflect on and discuss the following:

- What is the most striking thing that Future Frictions brought up? Why?
- What type of ethical considerations does Future Frictions make you think of?
- How are these relevant in your own city?
- How could you incorporate these considerations in smart city project?
- Did FF make you think of alternative options that you would consider desirable? If so, which ones, what would be your preferred alternative option D?
- How would your desired future city look like?

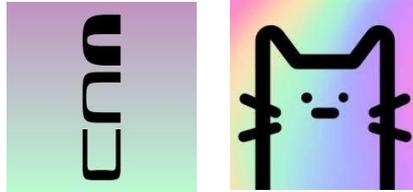
A project by:

UNIVERSITY OF TWENTE.



Universiteit Utrecht

In collaboration with:



As part of the NWO consortium formed by:



This research project is part of the research program Designing for Controversies in Responsible Smart Cities with project number CISC.CC.012, which is (partly) financed by the Dutch Research Council (NWO).

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