



BSI Standards Publication

Sustainable cities and communities — Guidance on the use of ISO 37120, ISO 37122 and ISO 37123

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National foreword

This British Standard is the UK implementation of ISO 37124:2024.

The UK participation in its preparation was entrusted to Technical Committee SDS/2, Smart and sustainable cities and communitiesSustainable Communities.

A list of organizations represented on this committee can be obtained on request to its committee manager.

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ISO 37124

**Sustainable cities and
communities — Guidance on the
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ISO 37123**

**First edition
2024-04**

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CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 268, *Sustainable cities and communities*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Cities need indicators to measure their performance in the delivery of services, to monitor quality of life, and in order to create policies for sustainable futures. Existing indicators at the local level are often not standardized, consistent, or comparable over time or across cities. This is due to different definitions and methodologies in what is measured. ISO/TC 268 has developed a series of standards for standardizing city indicators, including ISO 37120 (indicators for sustainable cities), ISO 37122 (indicators for smart cities), and ISO 37123 (indicators for resilient cities). ISO 37120, ISO 37122 and ISO 37123 focus on city services and quality of life, smart city development and resilience planning as a contribution to a city's overall sustainability. This document provides guidance for users to implement ISO 37120, ISO 37122 and ISO 37123.

ISO 37120 has quickly become the international reference for sustainable cities. With increased use of ISO 37120, ISO/TC 268 has identified the need for additional indicators for smart cities and resilient cities. This demand for additional indicators led to the development of ISO 37122 on indicators for smart cities and ISO 37123 on indicators for resilient cities.

Both ISO 37122 and ISO 37123 are intended to be used in conjunction with ISO 37120. This guidance document is intended to support cities in implementing ISO 37120, ISO 37122 and ISO 37123. ISO 37120 is the core standard for sustainable cities. Cities conforming to ISO 37122 or ISO 37123 are intended to conform to ISO 37120 first. ISO 37122 and ISO 37123 were developed to support cities in their sustainability efforts by including the critical agendas of the smart and resilient city as essential for holistic city sustainability.

ISO 37120, ISO 37122 and ISO 37123 provide a holistic and integrated approach to sustainable development, including a set of standardized indicators for a uniform approach to the collection and standardization of city data, focussing on what is measured, and how that measurement is to be undertaken. The indicators contained within ISO 37120, ISO 37122 or ISO 37123 do not provide a value judgement, threshold or numerical target value.

The definition of cities as “[an] urban community falling under a specific administrative boundary” used in ISO 37120, ISO 37122 and ISO 37123 and this document, refers to the city administrative area. Using the city's administrative boundary, comparative values worldwide are more easily standardized. Moreover, cities report indicators in accordance with service delivery boundaries. This creates an opportunity to gather a better understanding of the city services provided and a clearer measure of residents' quality of life within a city's administrative boundary.

ISO 37120, ISO 37122 and ISO 37123 have been developed with cities of all sizes in mind. The standards can be used by small and medium-sized cities, as well as large cities. ISO 37120, ISO 37122 and ISO 37123 are applicable to any city, municipality or local government that undertakes to measure its performance in a comparable and verifiable manner, irrespective of size and location.

In particular, ISO 37120, ISO 37122 and ISO 37123 and their indicators can be used for the implementation of the following standards: ISO 37101, ISO 37104, ISO 37106, ISO/TS 37107, ISO/TS 37151, ISO 37153, and, ISO 37156.

This guidance document will support users in implementing ISO 37120, ISO 37122 and ISO 37123 on city data by:

- providing an overview of the ISO 37120, ISO 37122 and ISO 37123 standards;
- helping cities understand the importance of city indicators in supporting their sustainability efforts;
- providing guidance on how to use ISO 37120, ISO 37122 and ISO 37123 together for city indicators;
- showcasing international efforts and examples of how cities have implemented ISO 37120, ISO 37122 and ISO 37123.

The structure of ISO 37120, ISO 37122 and ISO 37123 reflects the relationship between sustainable, resilient, and smart development (see [Figure 1](#)).

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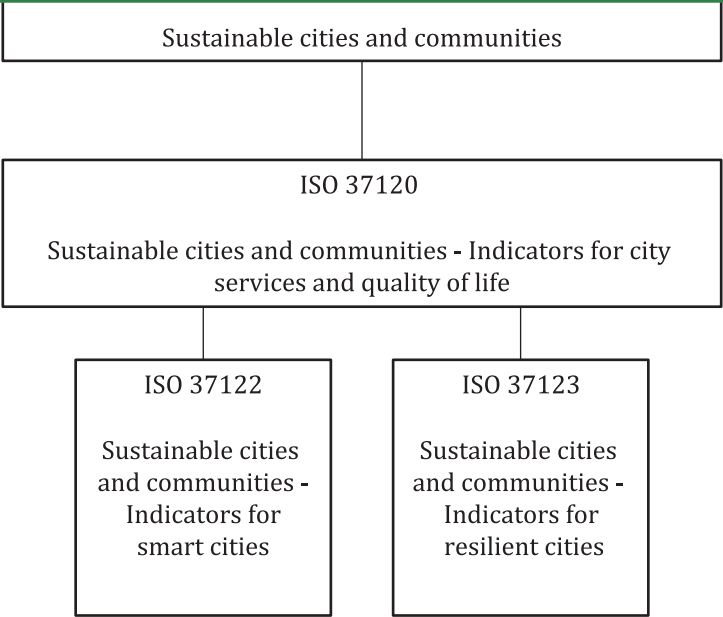


Figure 1 — Relationship between ISO 37120, ISO 37122 and ISO 37123 — Indicators for sustainable development of cities

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Sustainable cities and communities — Guidance on the use of ISO 37120, ISO 37122 and ISO 37123

1 Scope

This document provides guidance on how to use and implement ISO 37120, ISO 37122 and ISO 37123.

ISO 37120, ISO 37122 and ISO 37123 specify definitions and methodologies for a set of indicators to steer and measure the performance of city services as well as quality of life, smart city development and resilience planning. ISO 37120, ISO 37122 and ISO 37123 supports cities in achieving their goals towards sustainable development and includes indicators for measuring smart city development and risk assessments for building smart, resilient and sustainable cities.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 37120:2018, *Sustainable cities and communities — Indicators for city services and quality of life*

ISO 37122:2019, *Sustainable cities and communities — Indicators for smart cities*

ISO 37123:2019, *Sustainable cities and communities — Indicators for resilient cities*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 37120, ISO 37122 and ISO 37123 apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

4 Guidance for implementing ISO 37120, ISO 37122 and ISO 37123

4.1 General

ISO 37120 can be used on its own, while ISO 37122 and ISO 37123 are intended to be used together and in conjunction with ISO 37120 to provide the most comprehensive overview of city services and quality of life. In order to implement ISO 37122 or ISO 37123, ISO 37120 must be implemented.

ISO 37120 divides indicators into core and supporting indicators. Reporting core indicators is required by ISO 37120, while reporting supporting indicators is recommended. ISO 37122 and ISO 37123 do not contain core and supporting indicators. Users may select the indicators in ISO 37122 and ISO 37123 that are relevant and appropriate to their needs.

ISO 37120, ISO 37122 and ISO 37123 applies to cities of all sizes. Much of the data generated through the key performance indicators are normalized by 1/100 000th of the population. This approach enables cities of different sizes to benchmark and share lessons globally. In certain instances where countries have adopted ISO 37120, ISO 37122 and ISO 37123, information representing 1/1 000th of the population is collected.