the Singapore WAY

USE CASE

Smart Streets, Safe Cities

Smart Streets, Safe Cities: The Digital Turnaround of Port Louis

1. Context Snapshot – A Captivating Story

- City Name: Port Louis
- Country: Mauritius
- Population: 150,000 (urban core), 500,000 (metro)
- Year of Launch: 2022

By 2021, Port Louis was buckling under the weight of its own rhythm. Its colonial-era streets, beautiful but brittle, were congested and chaotic. Motorbikes zipped between cars, informal vendors spilled into lanes, and aging infrastructure made even basic public safety a daily gamble. Surveillance was minimal, streetlights unreliable, and traffic control was reactive at best. Petty crime rose steadily, and confidence in city governance waned.

But beneath this turbulence was potential: a compact city, a literate population, and an underutilized digital backbone.

It was not the mayor, but a coalition of planners, technologists, and civil servants—led by Senior City Planner Dinesh Ramtohul—who believed that safety and prosperity could begin not with mega-projects, but with smart streets.

2. LOCAL LEADER'S Vision Statement

“We didn’t need to raze the city to rebuild trust. We just had to listen to the street and teach it to speak back.”
— Dinesh Ramtohul, Lead City Planner

3. 10 Lessons from The Singapore Way Adapted to the City

Singapore Strategy	Local Adaptation
Smart Nation Digital Layer	Launched Smart Street Grid linking lights, sensors, and CCTV in one mesh
Long-Term Planning	Created 10-year “Urban Sensing Roadmap” with built-in adaptation points
Public Engagement	Trained local women as “neighborhood digital ambassadors” for feedback
Pragmatism: What works wins	Prioritized quick wins like smart traffic lights before bigger AI systems
Adaptability	Pivoted to solar-powered systems when grid instability hit pilot areas
Civic Trust through Transparency	Dashboards display street incident reports live in community centers
Innovation Ecosystems	Collaborated with 3 local universities to develop crowd-monitoring AI
Public Safety as Prosperity Driver	Police rerouted in real-time using heatmaps from public space sensors
Sustainability Integration	Smart poles include air-quality and rainfall sensors for climate response
Education & Upskilling	Digital apprenticeship program for youth trained 400+ smart tech assistants

4. The Local Plan

- Name of Initiative: Port Louis Smart Street Grid

- Objectives:
  - Digitally transform public infrastructure
  - Reduce street-level crime and response time
  - Create a backbone for future smart mobility and commerce

- Key Design & Policy Tools:
  - Urban Sensing Framework Act (2021)
  - Public Data & Safety Charter (co-designed with CSOs)
  - "Sensor Zones" zoning overlay in dense commercial corridors

5. Implementation Framework

Phase	Activities	Duration	Stakeholders
Phase 1	Pilot Smart Street retrofits in Central Market District	6 months	Local ICT firms, police, vendor associations
Phase 2	Expand to five commercial corridors; link with emergency services	9 months	Public Safety Bureau, Metro Transport Authority
Phase 3	Introduce AI-driven analytics, public dashboard stations	6 months	Universities, Ministry of Technology
Phase 4	Community adoption, apprenticeships, feedback refinement	Ongoing	Youth orgs, local NGOs, digital entrepreneurs

6. Outcomes & Impact (18–24 Months)

- Quantitative:
  - Street crime dropped 43% in pilot areas
  - Emergency response times improved by 28%
  - 62% of residents report feeling "safer on foot" (up from 38%)

- Qualitative:
  - A street vendor named Kareen now checks digital crime alerts before opening shop
  - A group of teens trained as "sensor scouts" published a safety heatmap of their neighbourhood
  - Elderly citizens use Smart Poles' emergency buttons and weather alerts daily

7. Challenges Faced & How They Were Overcome

Challenge	Solution or Mitigation
Resistance to surveillance	Held 13 public town halls to co-design data privacy standards
Power supply unreliability	Switched to hybrid solar-electric smart poles in key zones
Vendor fears about displacement	Provided digital stalls and heatmap tools to help vendors pick optimal spots
Tech maintenance gaps	Created a youth-led microenterprise to maintain IoT devices

8. LOCAL LEADER'S Reflections

"Singapore taught us that smart doesn't mean sterile—and digital doesn't mean distant. Our streets now whisper, shout, and glow with life, but also with order. That's how cities should feel."
— Dinesh Ramtohul