

Administration Update

March 13, 2018

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Presentation Overview:

1. Early Initiatives
2. Communications
3. Citizen Connect
4. Smart City Initiative
5. Other/Miscellaneous



Early Initiatives

1. Value Equation:

$$\frac{\text{Value} = \text{Quality Services} + \text{Citizen \& Employee Satisfaction}}{\text{Cost}}$$

2. IT Assessment

- a. Infrastructure
- b. Staff



Sandy City Citizen Centric Communication Plan



City Hall



Citizens

Administration,
Departments &
City Council

1. Social Media
2. Website
3. Email Notifications
4. Print Media (Newsletter, Post Cards, etc.)
5. Next Door
6. Citizen Connect (Survey Tool)
7. Citizen Focus Groups
8. City Sourced
9. City Works
10. Person to Person Communication

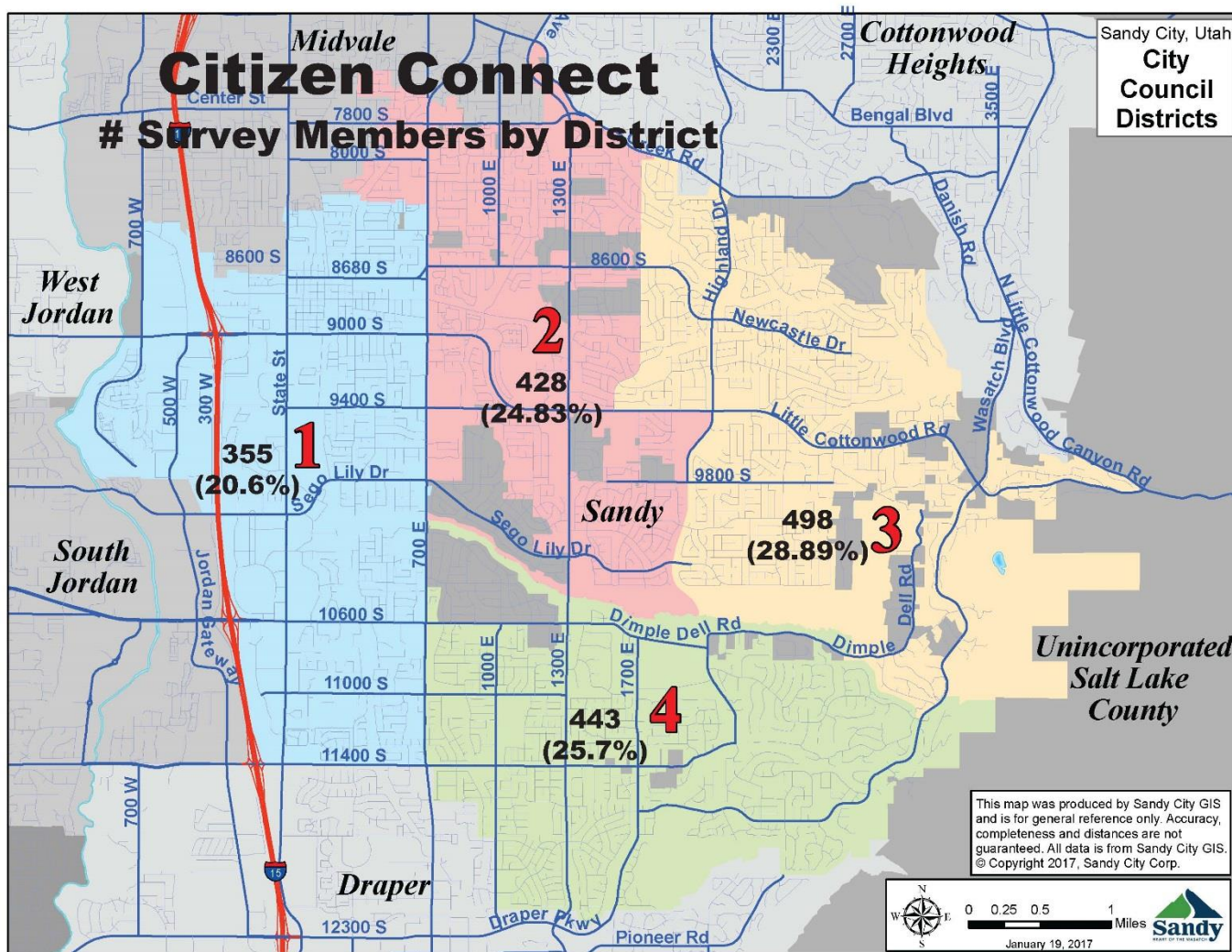


Citizen Centric Communication

1. Social Media (2-3 posts/day)
 1. Instagram, Facebook, Twitter
2. Website – updated video and content
3. Email Notifications
4. Next Door – Admin Liaison
5. Citizen Advisory Focus Groups
6. Citizen Connect Surveys



Citizen Connect – Surveys via Qualtrics



Total Current Users = 1,888



Citizen Connect Survey Schedule

Month	Topic
March	Communications
April	Community Events & Parks and Recreation
June	Public Utilities & Public Works
September	Fire, Police & Dispatch
October	City Employees & Sense of Community

Surveys include request for any personal focus group interests



Smart City Initiative

1. Technology integration can drive value

↑ Efficiency → ↓ Costs → ↑ Citizen Satisfaction = ↑ Value

2. Many cities are hiring:

1. Smart City Officer
2. Chief Innovation Officer
3. Chief Digital Officer
4. Chief Technology Officer
5. Chief Analytics/Data Officer



A Smart City leverages technology to create a productive, safe and sustainable community... a desirable place to Live, Work, and Play.



Smart Living

A Smart City is a city with a high quality of life. Competitiveness may rise the standard of living, but not necessarily the quality of life. This has to do with the enjoyment of the urban realm, where every citizen can live, work, learn, meet, play, move, and enjoy life.



Smart Economy

A Smart City is a competitive city. Innovative spirit, entrepreneurship, and city image are all hallmarks of successful cities of the 21st century, and this has to do with setting the conditions in place for its citizens to be productive (but also responsive to social needs) – for example through facilities that foster research and combine it with practice and public service.



Smart Environment

A Smart City is a resource conscious city. This starts with reducing energy consumption, but also includes the way we get, use, transform, and dispose of or reuse the resources we need in the large ecosystems of urban areas – for example through the introduction of new forms of energy sources.



Smart Mobility

A Smart City is a city with efficient mobility options. This does not mean to drive out the car, but complement it with alternative modes of transportations or creatively make its utilization more efficient and demand responsive – for example through mobility hubs that offer multi-modal transfer opportunities.



Smart Governance

A Smart City is a city with participation from its citizens. This does not only mean town hall meetings, but also participation in urban decisions through decentralized crowdsourcing – for example connecting authorities to its constituents via handheld devices.



Smart People

A Smart City is a city with valuable social and human capital. For the post-industrial, knowledge-based economy, learning is essential, which means better educational facilities that respond to society's future demands, but also new ways to learn from each other – for example through spaces that creatively combine education with research and public interaction.

community
connectivity
interaction
transformation

functionality
expansion

energy



Smart City Initiative Examples

- Municipal Software that integrates all Departments, (i.e., Cityworks, CitySourced)
- Online Permitting, Licensing, and Land Management
- Water lines with sensors to detect leaks
- Smart lighting – LED and sensors
- Public Open Data Site
- Solar Paneled Pavement Markers
- Smart Traffic Signal
- City-Wide Network



Smart City Conferences

- CES – *“The Global Stage for Innovation”* Smart City Track
- Smart Cities International Symposium and Exhibition
- Cities Summit at SXSW
- Silicon Slopes Tech Summit
- Smart Cities Summit
- Smart Mobility
- Smart Cities Connect
- Smart Cities Connect Conference & Expo



Smart City Promotional Entities

- Bloomberg's American Cities Initiative
 - Promote bold leadership and effective problem-solving
 - Innovation
 - Advance policies and legislation in areas ranging from education to climate change to opioid abuse
- U.S. Mayor's Challenge
 - An Innovation Platform for America's Mayors
- Smart Cities Council Challenge Grants
- U.S. Department of Transportation Smart City Challenge



CitySourced

1. App based program that allows citizens to report any issues within the city.
 - a. Pot holes
 - b. Lights out
 - c. Water issues
2. Information routed to the correct department via Cityworks who will then respond in a timely manner.
3. Citizen receives instant response to acknowledge receipt as well as at time of work order completion



Cityworks

1. City wide management system
2. GIS based, software program that manages, tracks, and analyzes infrastructure assets.
3. Service requests
4. Work orders
5. Cross department coordination
6. Resource and asset management
7. Reporting and analysis



Key Point: Single System for all assets and groups

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Other/Miscellaneous

1. Outlook (From GroupWise)
2. Office 365
3. Reduced and simplified budget
4. Redesign of Community Meeting structure
5. Touring facilities, staff meetings, ride-a-longs, etc.



Questions and Answers

