# digital communities

(/dc)

ARTICLES

(/dc/articles)

2016 Digital Cities: Winners Focus on Transparency, Security, Infrastructure

This year's top digital cities know data demands are only going to grow, and they want to be prepared.

BY JUSTINE BROWN (HTTP://WWW.GOVTECH.COM/AUTHORS/98568844.HTML), NOELLE KNELL
(HTTP://WWW.GOVTECH.COM/AUTHORS/NOELLE-KNELL.HTML), ELAINE PITTMAN
(HTTP://WWW.GOVTECH.COM/AUTHORS/98561634.HTML), JESSICA MULHOLLAND
(HTTP://WWW.GOVTECH.COM/AUTHORS/JESSICA-MULHOLLAND.HTML), EYRAGON EIDAM
(HTTP://WWW.GOVTECH.COM/AUTHORS/EYRAGON-EIDAM.HTML), BEN MILLER
(HTTP://WWW.GOVTECH.COM/AUTHORS/BEN-MILLER.HTML), RYAN MCCAULEY
(HTTP://WWW.GOVTECH.COM/AUTHORS/RYAN-MCCAULEY.HTML), JIM MCKAY
(HTTP://WWW.GOVTECH.COM/AUTHORS/98568784.HTML), TANYA ROSCORLA
(HTTP://WWW.GOVTECH.COM/AUTHORS/TANYA-ROSCORLA-GT.HTML) / NOVEMBER 9, 2016
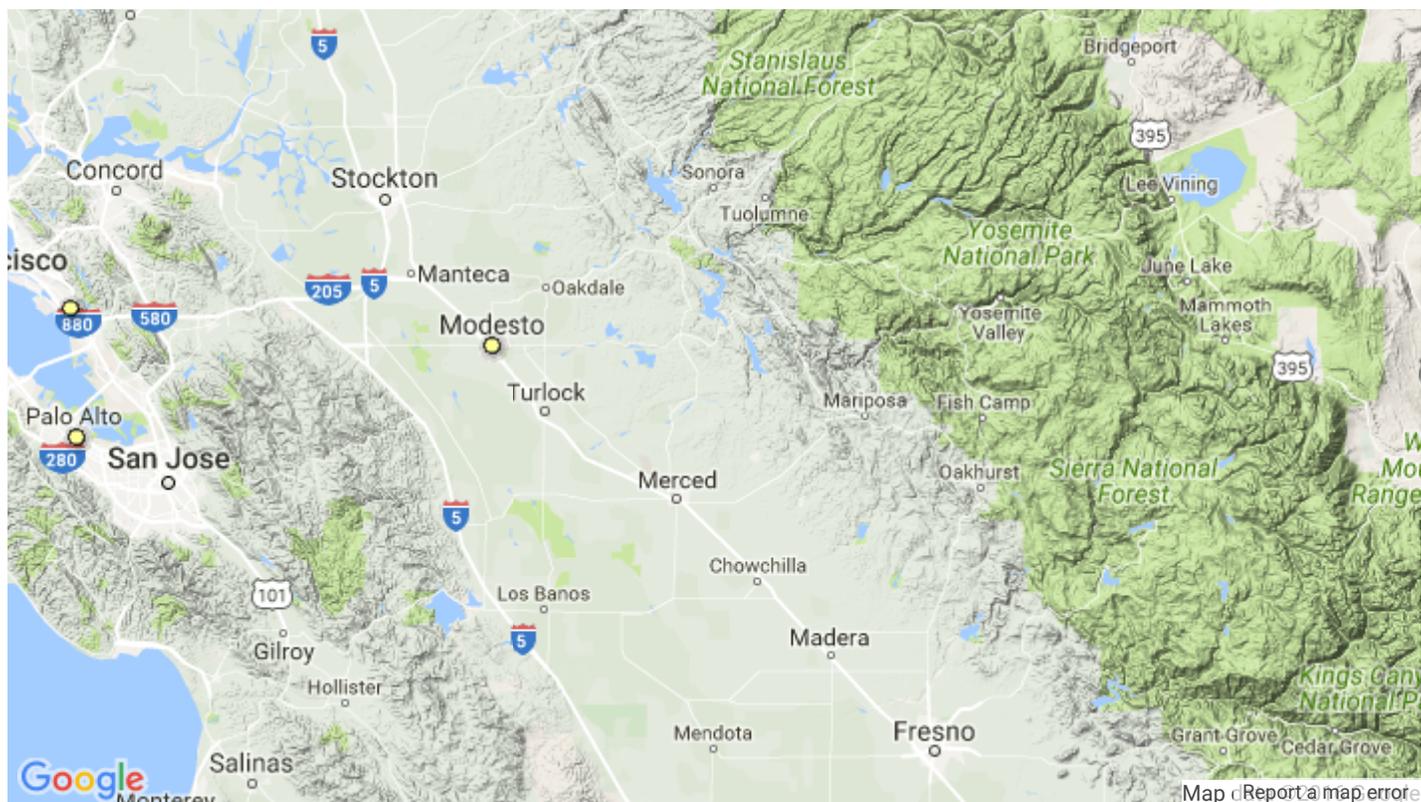
Click points on the map above to learn more about each winner. Red indicates 1st place winners, blue indicates 2nd place winners, green indicates 3rd place winners, and yellow indicates winners that placed 4th through 10th. This information is also included at the end of the story below (http://www.govtech.com/dc/articles/Digital-Cities-Survey-2016.html#analysis).

"Our plan is funded properly, implemented properly and measured properly," said Levent Sucuoglu, Tamarac's director of Information Technology. "That way we can see that we are doing the right things and meeting the needs of our user community."

Sucuoglu said he is particularly proud of the fiber infrastructure the city has built because it allows them to offer a wide variety of digital services with ease. The city originally implemented private fiber to connect facilities throughout the city in 1997. Since then, the city has consistently upgraded the network to ensure it meets citizen needs.

Looking to the future, Tamarac's focus is to provide higher levels of mobility to both its workforce and its citizens.

"We want to make all our services available through the city's website and provide a level of mobility to our workforce so they can accommodate services no matter where they are," said Sucuoglu. "Everything we do now is geared to moving toward that more mobile environment."

ANALYSIS OF 2016 DIGITAL CITIES WINNERS

500,000 or more population category:

1st Los Angeles

2nd Philadelphia

3rd Phoenix, Ariz.

4th Charlotte, N.C.

4th Seattle

5th Austin, Texas

6th Albuquerque, N.M.

7th Denver, Colo.

8th San Francisco

9th Louisville, Ky.

10th El Paso, Texas

250,000 – 499,999 population category:

1st Virginia Beach, Va.

2nd Kansas City, Mo.

3rd Pittsburgh, Pa.
4th Greensboro, N.C.
5th Riverside, Calif.
6th Long Beach, Calif.
7th Sacramento, Calif.
8th Cincinnati, Ohio
9th Henderson, Nev.
10th Omaha, Neb.

125,000 – 249,999 population category:

1st Durham, N.C.
2nd Fort Collins, Colo.
3rd Cape Coral, Fla.
4th Alexandria, Va.
4th Hampton, Va.
5th Baton Rouge, La.
6th Scottsdale, Ariz.
6th Winston-Salem, N.C.
7th Denton, Texas
7th Modesto, Calif.
8th Pasadena, Calif.
8th Rancho Cucamonga, Calif.
9th Chandler, Ariz.
9th Norfolk, Va.
10th Augusta, Ga.

75,000 – 124,999 population category:

1st Roanoke, Va.
2nd Lynchburg, Va.
3rd Boulder, Colo.
3rd Independence, Mo.
4th Richardson, Texas
4th Westminster, Colo.
5th Lakeland, Fla.
6th Columbia, Mo.

iPads, the city has now standardized on a Windows-based tablet that offers the features of a desktop computer, yet maximizes productivity when staff is away from the office. The devices can be docked at a desk, used with a mobile keyboard or operated via touchscreen as a tablet. As far as infrastructure, Scottsdale has combined what used to be separate IT facilities for the police department into a central data center managed by city IT staff.

BACK TO WINNER LIST

7th // Denton, Texas

Denton partnered with the University of North Texas, community members and Serve Denton in creating an open data dashboard for such community problems as homelessness, which has been on the rise in the city for years. The city's role in this project includes coordinating the data from other agencies, providing more than 15 data sets. Denton has seen a 30 percent increase in companies using its open data portal (http://data.dentonxgis.opendata.arcgis.com/) to assist in developing applications. The initial open data goal was to initiate conversations to glean information from stakeholders about their needs and their ability to participate in strategies and applications. Denton recently installed a security information and event management system that works on the principle that relevant data about an enterprise's security is produced in multiple locations. That allows the ability to spot trends and see patterns by viewing the data from a single point of view.

BACK TO WINNER LIST

7th // Modesto, Calif.

Within the past year Modesto has deployed several projects that attempt to engage citizens and boost the city's commitment toward effective, responsive and transparent government. Those include the website renovation project www.modesto.gov (http://www.modestogov.com/). The site, completed in June 2016, entailed a complete overhaul with more than 1,200 pages of content. It required nearly 30 employees working across departments to update all content and migrate it, review it and be on the new content management system. The result of the effort is an easy-to-navigate and visually appealing site. The GoModesto! official city app connects residents to government and allows a more responsive, agile government response to citizen needs. The city is prioritizing social media like

never before. Facebook, Twitter and LinkedIn have grown by more than 25 percent in the last year, and the city has registered accounts with Periscope, Instagram and YouTube.

BACK TO WINNER LIST

8th // Pasadena, Calif.

Pasadena is making a name for itself as an innovation hub for technology and design. Leaders across the city government, business and education communities have been working together over the last three years to draw technology and design businesses to the area through the Innovate Pasadena (http://www.innovatepasadena.org) partnership, which promotes tech entrepreneurship and collaboration through meetups and educational events. It also connects residents who want tech jobs with business leaders who need to hire employees. These efforts are helping the city become a welcoming home for tech companies while at the same time ensuring that it has a steady source of revenue. IT priorities are aligned with the City Council's goals, and an IT Governance Committee reviews project requests each year. Business intelligence and dashboards have been a recent area of focus, with the visual presentation of data leading to an increase in evidence-based decision-making for city operations. For example, an internal fire service dashboard shows five years of activity and response times and is being used to align equipment and staffing resources. And to keep updated on the dozens of projects in the works each year and more than $10 million in projects in the city's IT portfolio, a resource tracking tool helps keep the numerous initiatives on time, on budget and on scope. A mobile-first strategy helped guide the launch of a of a new city portal this year that ensures content can be viewed on any device, and numerous mobile apps have been rolled out for both internal and public-facing programs.

BACK TO WINNER LIST

8th // Rancho Cucamonga, Calif.

Last year Rancho Cucamonga's City Council authorized the formation of the Department of Innovation and Technology, led by the city's first chief innovation officer, in order to improve transparency, encourage civic engagement, and develop and enhance tech platforms. The new department combined the city's GIS and