##

## Alliance for Innovation

## TLG 2014 Case Study Application

- Case Study Title: “Fort Collins Colorado is Making Governmental Transparency a Reality”
- Case Study Category: Technology Advancements

- Fort Collins Population: 146,000
- City Manager Name: Darin Atteberry
- Would you like the application to be considered for an Innovation Award? Yes
- Would you like the application to be considered for our Rapid Fire Session? Yes
- Project Leader: Clint Andrews, IT Director, Applications
 City of Fort Collins IT Department

Contact Information

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**Intent of Project/Program/Service**

Our goal is to make it easy for Fcgov.com site visitors to find the information they’re looking for and to conduct as much City business as possible through our website. This Case Study Application highlights two solutions we’ve recently implement. The first solution is our Community Performance Measurement Dashboard and the second is a change in FCMaps our online mapping tool. Both solutions are accessible by a variety of mobile devices and operating platforms. Our customers have easy access to information they want.

In March 2013, we introduced the City of Fort Collins **Community Performance Measurement Dashboard** which provides a quarterly snapshot of our progress in attaining key outcomes, as determined by City Council with input from our community. This Dashboard reinforces the City of Fort Collins' data driven commitment to transparency, accountability, and continuous improvement.

**Innovation Characteristics**

Our Community Performance Measurement Dashboard is accessible by a variety of mobile devices and operating platforms and leverages advanced data visualization software. Interested community members can sign up to receive quarterly email updates.

We've recently implemented some changes to help ensure that our customers are able to access City provided geographic information at a time and on a device and platform that works for them. Our solution allows us to link map identification results to current development project information, subdivision images, City Council websites, and more. http://www.fcgov.com/gis/maps.php

As a result, FCMaps now integrates with the web interface of the City’s document imaging systems, as well as with our site for permitting and development. This integration creates a virtual one-stop shop for our customers.

These changes have resulted in a wonderfully dynamic mapping website. Staff has the ability to add and remove data and tools when necessary. One example is "Bike to Work Day" which occurred in late June. Getting accurate information about breakfast stops to riders had been problematic in previous years. However, this year staff was able to easily add information about the sponsored breakfast stations and a tool for riders to easily find the stations closest to their route. This information was only pertinent for a week or two before the event and then was removed. This dynamic nature makes the site much more valuable to our customers.

**Obstacles**

The City’s first mapping application was introduced in 2002 and upgraded in 2007. These websites had lots of great functionality but also had their limitations. Printing was never as good as our users wanted and the sites were slow to respond to changes in parameters, layers, etc. It was difficult to alter the website or to add new sites.