

Smart Cities of the Future



ICMA- International City/County Management Association

Mission: To create excellence in local governance by **developing and fostering professional local government management** worldwide.



ICMA: The Community You Need for the Community that Needs You





ICMA's Worldwide Reach

- ICMA is the association of professional local government leaders with a vision to build sustainable communities to improve lives worldwide.
- Regional offices in Latin America (Mexico) South Asia (India) and China
- 22 affiliate city management associations or associations of local governments in countries outside US



The Smart City Equation

**LEADERSHIP + MANAGEMENT +
TECHNOLOGY +
TRUST =
SMART CITIES**



MANAGEMENT – key to success

- Effective policies, programs and partnerships
- Performance management & analytics
- Customer/civic engagement
- Leadership and innovation

ICMA Insights





TECHNOLOGY – a driver for change

- Transportation
- Infrastructure
- Energy, electricity and water utilities
- Public safety
- Economic development
- Big data/data analytics
- Customer service



Creating a culture of innovation

Kansas City

- Plugged in reputation
- #1 info tech start ups, 1990-2010 in the U.S.
- 40 years of performance data; centralized office
- Data-driven initiatives

CASE PROFILE



Kansas City, MO

Population:
467,007

Square miles:
316

Median household income:
\$45,150

Form of government:
Council-manager



High Tech and High Touch

- Social networking sites
- Online Open Town Hall
- Citizen surveys
- 311 Call Centers
- Apps
- E-mails to solicit feedback
- Conversations (“Take Ten”)





Philadelphia's Philly311

- 2008: Newly elected Mayor Nutter and City Managing Director Camille Barnett developed plan for 311 system.
- 2009 – Philly311 website launched despite economic downturn
- System gave residents access – and made city officials more accountable

Creating a Welcoming and Connected City: The Philadelphia Experience





Hackathons and White Boarding

- ESRI, a private sector company, hosted a hackathon at the 2014 ICMA Conference in Charlotte
- Communities participating in the event agreed to be a resource for software developers and to make their data available for others
- Some communities had open data policies; others were developing them



Participant priorities for new apps

- Analyzing social media
- Matching employers with employees
- Promoting the community
- Supporting technology start ups
- Community resiliency
- Predicting impact of new housing development



Centennial – Building i-Team

Selected by Bloomberg Philanthropies

- Goal: High tech solutions for transportation and mobility
- Approach: Fast-paced interdisciplinary staff team
- Status: Framing the issues, gathering baseline data, identifying underlying problems
- Long term: An innovative culture

Innovation @ Altitude Blog



Welcome to the Centennial Innovation Team's official blog, **"Innovation @ Altitude"**! On the blog, the Centennial i-team will share their ideas, successes and solicit input on challenging issues in the community. Join the conversation and help us navigate the incredible possibilities of INNOVATION!

Networking for innovation

ICMA
Leaders at the Core of Better Communities

Join | Job Search | Annual Conference | Knowledge Network

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Knowledge Network

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TOPIC

Technology

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QUESTIONS & ANSWERS

- Customer Relationship Management
1 answer
- From the States: Advice Implementing Police Body Cam System
2 answers
- Small Cell Wireless Nodes
3 answers
- Technology Board or Commission
2 answers

More questions... Ask a question...

RECENT DOCUMENTS

- Making Apps Meaningful for Local Government
Report, Article or Plan | 2016

TOPIC LEADERS
The following individuals have been identified as leaders in this area.

- Cannon, Michael
ICMA MD

PEOPLE WITH EXPERTISE
The following individuals have identified themselves as being knowledgeable in this area.

- Rizvi, Shahrzad
Budget and Policy Analyst, City of Dallas
Dallas, TX
- Dodson, Stuart
- Bennett, Steven
Principal Consultant, Fyndera Change Management and Consulting, LLC
Belton, MN
- Davis, Danny
Assistant Town...

RELATED TOPICS

- Social Media
- GIS
- Telecommunications
- 311/CRM Systems
- Citizen Engagement
- Citizen Education

SEE ALSO

- Local Government Technology Services
- Community Technology Profiles
- The GIS Guide for Elected Officials
- Hackstock for #LocalGov
- #LocalGov Technology Alliance
- Hackathon
- Solar Powering Your Community Events and Resources

UPCOMING EVENTS

Know more. Pay less. Use government data to effortlessly and comprehensively research prices, products and vendors.

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Thank you!

Elizabeth K. Kellar
Deputy Executive Director
ICMA

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