

CML's 94th Annual Conference June 21 - 24, 2016 Vail, Colorado

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Smart Cities And Municipal Apps: A Perfect Match

Dr. Alan Shark, Executive Director, Public Technology Institute Christine Binnicker, Deputy CIO, City and County of Denver Ken Price, Information Services Director, City of Littleton Mike Whatley, Chief Technical Officer, Statewide Internet Portal Authority

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Dr. Alan Shark Executive Director Public Technology Institute and Professor of Practice, Rutgers University SPAA

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Surprising Facts.....

- 73% of American routinely use mobile devices to search or "surf" the Internet.
- 175 Million Mobile Smart Phones users in U.S.
- Tablets grew 86% from 2010 to 2013 (13.5 to 25.2 million units)
- · People create 2.5 quintillion bytes of data every day.
- Caution: 19% of Americans do not use, have, or take advantage of the Internet.

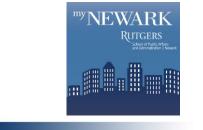


Types of 311 Issues

- Graffiti
- Dead animal
- Sewer back up
- Potholes
- Contact city agency
- Public records request
- Vacant house
- Street light outage
- · Broken equipment in park
- I need a business license
- Pay my parking ticket
- Where do I vote
- Transit questions
- Garbage
- Broken parking meter
- Dangerous condition
- Noise complaints

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First City & University Partnership with an App in the US!

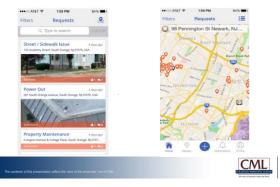


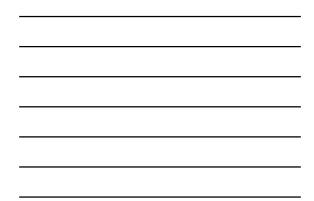
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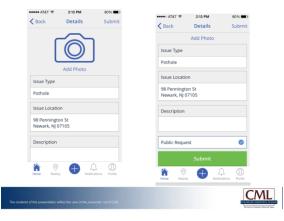
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me / Government / Departments / Police apartment / ANONYMOUS TIP	Does suspect have any gang affiliation?
nonymous Tip:	Is the suspect employed?
Suspect's Name	Does suspect have any tattoos?
What type of crime Shooting Shooting	Does suspect have any other distinguishable features?
Do you know where he suspect lives?	Where did you last see the suspect?
Does suspect have an alias or nickname?	Picture or Video Choose File n
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First, Ability to Check Nearby Requests First....









News & Information.....

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What is Next?

- · Picture sharing
- Digital democracy
- · Voice commands to fill out forms, etc.
- · Socialbots!

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Socialbot Definition - What does Socialbot mean?

A socialbot is a type of bot that controls a social media account. Like all bots, a socialbot is automated software. The exact way a socialbot replicates depends on the social network, but unlike a regular bot, a socialbot spreads by convincing other users that the socialbot is a real person.



PocketGov.com

Christine Binnicker Deputy CIO City and County of Denver

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Why PocketGov?



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Denver's App Problem

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Much Better







Agility & Automation



Statewide Municipal Apps And App Solution Providers

Ken Price Information Services Director City of Littleton

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Statewide Municipal Apps

- Click & Fix Littleton City of Littleton
- YourGov City of Golden
- A Better Montrose City of Montrose
- Visit Montrose City of Montrose

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Click & Fix Littleton



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YourGov - City of Golden

What is YourGOV? Please note that the use of YourGOV is intended for the emergency issues only 7 yourGOV is intended Police or earlight For non-emergency Police or Free please conta



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How does YourGOV Work?

When you follow the link to YourGOV, your first steps to to a using a value email address and passoon. If you're a first to user you'r lifst need to create a profile bafere being able to the application. Once auccessfully registered and logged in en select Yidd Request" and inter an address or click kim mep. Need yourmals select his loss end the date the lissue of the click to his select the total the list is and the click the list is the selected of the selected of the list is the selected of the list is the selected of the list is the selected of the selected of the list is the selected of the list is the selected of the selected of the list is the selected of the list is the selected of the list is the selected of the selected of the list is the selected of the list is the selected of the selected of the list is the selected of the list is the selected of the list is the selected of the selected of the list is the selected of the list is the selected of the selected of the list is the selected of the list is the selected of the selected of the list is the selected of the list is the selected of the list is the selected of the selected of the list the selected of the list the selected of the selected of the list the selected of the selected of the selected of the list the selected of the s



A Better Montrose

"A Better Montrose" Mobile App

A Better Montrose is a mobile app for Montrose residents, businesses and visitors interact with their City government, 24 hours a day, 7 days a week.

This smartphone app may be used to sobmit requests and make suggestions on how we can work together to make our community even better, thus the name. A Better Montroe

Residents can submit a short description and a picture with their request. The app will automatically identify the issue location and note the request to the appropriate CHy apartment. The submitter will be able to track their request all the way through to its resolution - right from their phone.

Have an idea that will improve the quality of life in Montroer? This app will allow you to submit those ideas for consideration. Some ideas are easily approved and implementer while more complex suggestions will likely index/static discussion, approval, planning and budgeting. Ether way, we would love to hear your ideas and will keep you update about the status of your suggestion.







Visit Montrose



App Solution Providers

- SeeClickFix
- Cartegraph
- PublicStuff
- Blueridge

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SeeClickFix



Cartegraph



PublicStuff



Blueridge



Citizen Engagement with Gov2Go

Mike Whatley Chief Technical Officer Statewide Internet Portal Authority

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Enabling Citizen Access to Municipal Government

Current Model:

- Siloed organizations"Paper push" to
- citizens
- Burden is on citizen

Growing Trend:

- Personal
- Timely
- Relevant
- Government is a single entity



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What if?

- Your device told you exactly what you needed to do and when?
- You could receive alerts and announcements that were only relevant to you?
- Your device could enter your information for you on government websites and forms?
- Your device could act on your behalf, i.e. renewing your car tags for you?

You had a Digital Government Assistant?



Common Citizen Touch points

- Professional licensingElections: where to vote, registration, ballot notification
- Vehicle RegistrationBusiness licensing

- Hunting and Fishing Licenses
 Alerts and Notifications (Amber, Health-related, etc)
- Automated transactions
- Opt-in to Paperless notifications









Gov2GO in Colorado

- SIPA has made mobile applications for government a priority.
- We are currently initiating a Gov2Go pilot with local government.
- If your municipality has a specific interest, please contact SIPA.

