



Alaska Smart Communities

Alaska Community Innovation Summit
June 12, 2019

- Smart Community Characteristics
- Alaska Smart Communities Forum
- Data Survey 2016
- Challenges
- Fostering Smart Community Goals

Agenda

- Integrated data available for anyone
- Automating workflow to streamline processes
- Leverage mobile devices
- More useful information in more ways
- Apps used across departments, agencies, organizations
- Partnering to share data, costs, resources

What Characterizes Smart Communities

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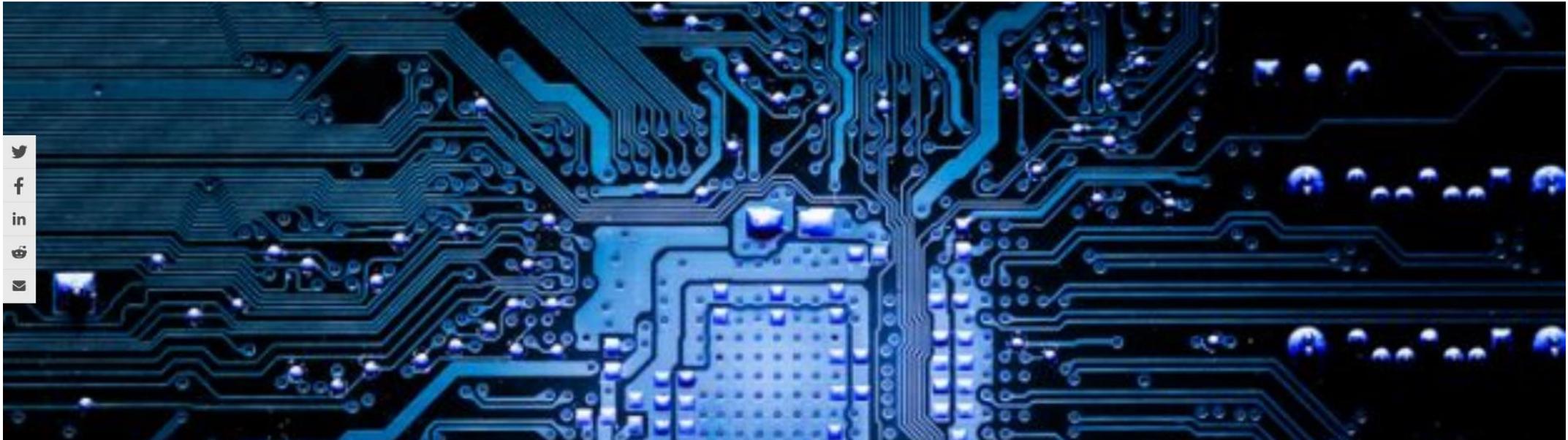
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Orlando begins quest to digitize every city service



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Washington DC
CLOUD/WEEK June 3-7, 2019 [Register now](#) PRESENTED BY **fed**scoop

North Dakota's IT department takes charge of cybersecurity for the entire state



In the News...



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DOING BUSINESS ▾
Fix, Plan + Build

LIBRARY ▾
Learn, Connect + Discover

PUBLIC SAFETY ▾
Police, Fire + Lifeguards

CITY HALL ▾
City Officials + Departments

Mayor Kevin L. Faulconer

Mayor Home

About Kevin

News Room

Priorities and Accomplishments

Neighborhood Services

Staff

Contact

Event/Meeting Request

San Diego Ranks 2nd Nationally for Innovation in Government

National Organization Recognizes City for Utilizing Technology to Improve Services and Engage Residents



CENTER FOR
DIGITAL
GOVERNMENT

News Room

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 - [2014 News Releases](#)
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 - [2015 Videos](#)
 - [2014 Videos](#)
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Smart Community Efforts

➤ Rancho Cucamonga

- Mobile apps
- Distributed authoritative sources (federated)

➤ New York**

- “AccessNYC” network of social programs
- Complete view of client across programs

➤ Boston**

- “BOS:311” for service requests & issues
- “City Worker” for faster service response



Browse Trainings & Toolkits

Browse resources that will help you get trained and meet your personal technology goals.

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Come to our next Connect Chicago Meetup

Join our dynamic community of trainers, teachers, professionals, and corporate partners.

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Tell us your story

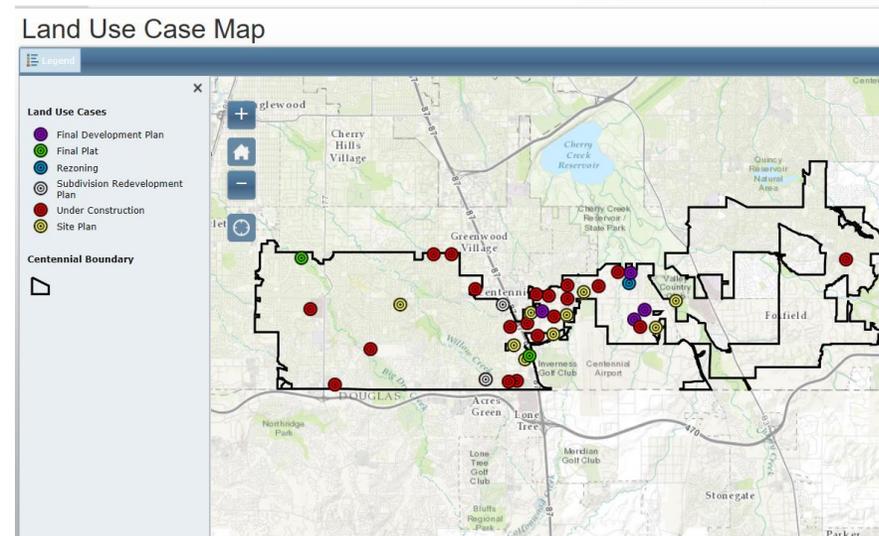
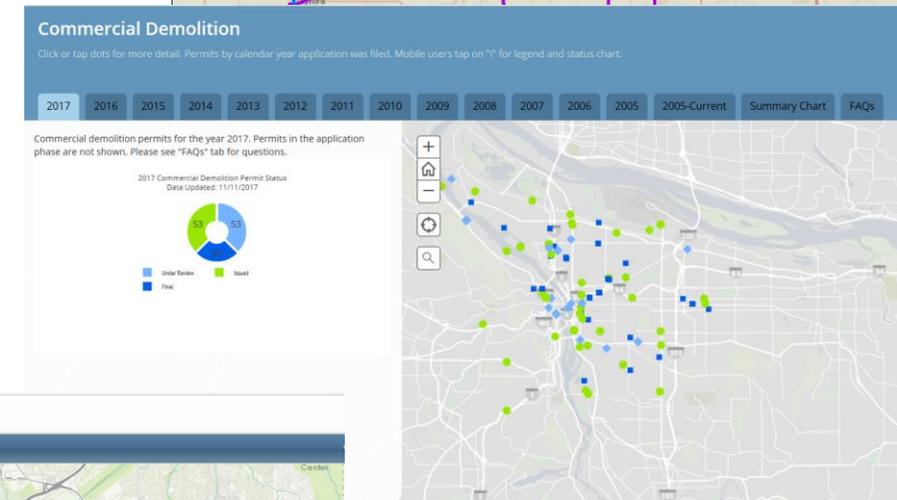
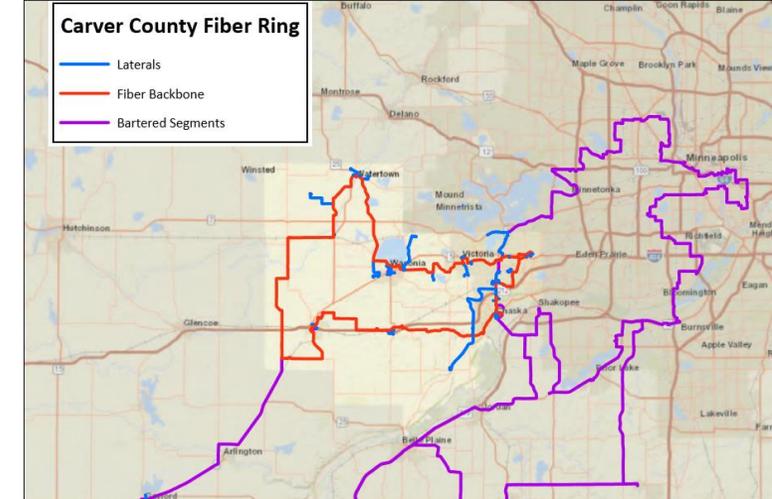
Tweet about how access to the Internet and digital training has impacted your life in Chicago. #ConnectChicago

[Read More](#)

** Source: “The Responsive City”, Stephen Goldsmith and Susan Crawford, 2014.

Smart Community Efforts

- Carver County, MN
 - Fiber network; 6 cities; one system
 - Shared resource support
- Pinellas County, FL
 - 24 cities; one system; 150+ open data apps
 - Data sharing agreements
- City of Portland, OR
 - Multi-dept platform
- State of Oregon
 - Statewide GIS platform
 - Multi-level sharing agmts



Pinellas County, FL - Field Ops Dashboard



Field EOC Operations Dashboard

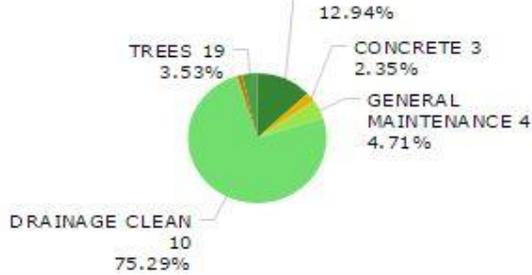
+ Add Widget

✓ Save

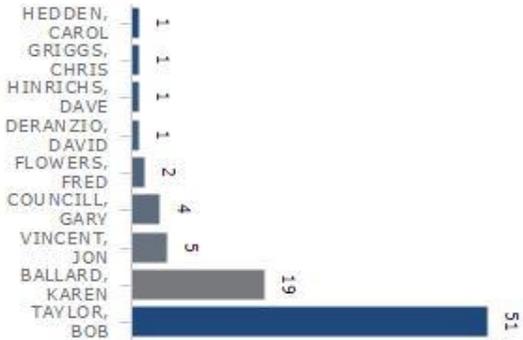
Bryan



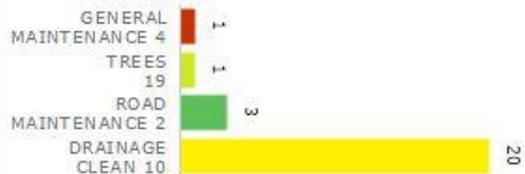
Agile Work Request Type



Work Requests by Inspector



Work Requests Completed



Latest Calls

- #1594601 ()
NEED HIGH WATER SIGNS INSTALLED (PER KAREN)
- #1594598 (RODGERS, JOHN)
CITIZEN STATED COUNTY CAME OUT TWICE AND ADVISED PIPE CORRODING UNDER YARD AND SHOULD BE RE-LINED. NOW HOLE IS GETTING BIGGER NEAR DRIVEWAY AND INTEGRITY OF DRIVEWAY IS A FACTOR. THE PIPE GOES INTO JOE'S CREEK. CITIZEN STATED EMERGENCY DUE TO DRIVEWAY IMPACTED SOON.
- #1594597 (SCF 2857840)
WATER FROM THE DRAINAGE DITCH BEHIND CALAIS IS OVERFLOWING ONTO TOWN APARTMENTS PROPERTY. WITH CONTINUED RAIN OUR DOWNSTAIRS UNITS WILL SOON FLOOD. MAYBE PRIVATE, BUT SAW DRAINAGE PIPES ON MAP.
- #1594596 (DEFABBRIO, SUSAN)
THE DRAINAGES IN THE DEAD END ARE FILLED WITH GARBAGE AND NOW THE STREET IS FLOODED!
- #1594595 (COLEMAN, TAMMY)
DRAINAGE ISSUE AS 5 STORM DRAINS ARE NOT DRAINING POSSIBLY CLOGGED & THIS IS AT BOTH THE NORTH & SOUTH ENDS OF THE ROADWAY (WATER IS KNEE DEEP)
- #1594593 (KENDALL)
TREE FELL ON VACANT HOME POSSIBLY PRIVATE & ON SUNDAY MORNING & YESTERDAY THE NEXT DOOR NEIGHBORS STARTING CUTTING IT UP & LEFT ON ROW & NOW ITS BLOWN INTO THE ROADWAY & IS BEING HIT BY VEHICLES & WORRIED ABOUT THE STORM & WANTS REMOVED
- #1594592 (GORDON)
POT HOLE IN FRONT OF PROPERTY
- #1594591 (TIFFANY)

Road Blocks

11

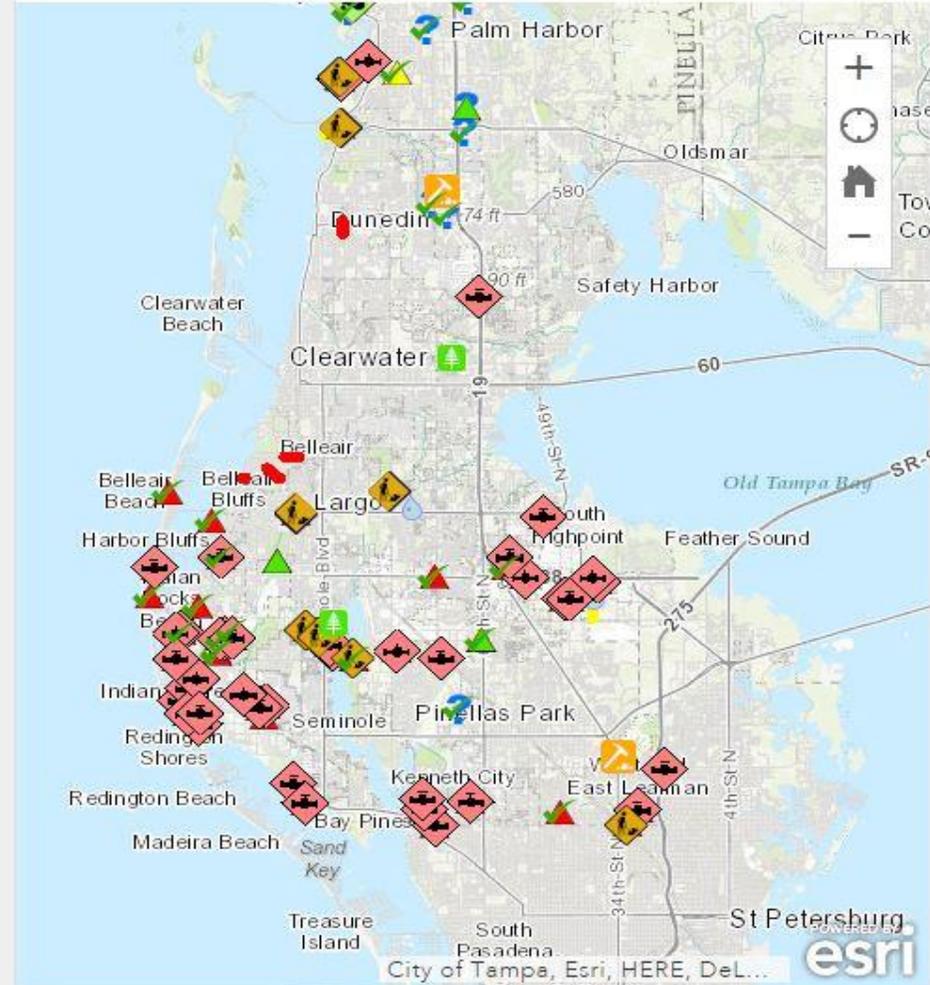
Road Closures

20

Road Detours

0

Field EOC Operations



- Alaska Geoportal (DNR)
- Mat-Su Open Data
- Muni Open Data
- Muni Geographic Data & Information Center
- Alaska DCRA Community Information Portal
- Alaska Energy Data Gateway
- Alaska DOT ROW Application
- LinkAK - Finding a Better Commute

Local Open Data Portals and Apps

DNR Open Data



Alaska Department of Natural Resources ArcGIS Online

Sign In

Explore Data Categories



Administrative



Classification



General Land Status



Reference Grid



Elevation



Geology



Infrastructure



Land Activity



Mineral Activity



Natural Resource



Ownership



Physical Feature



Recreational

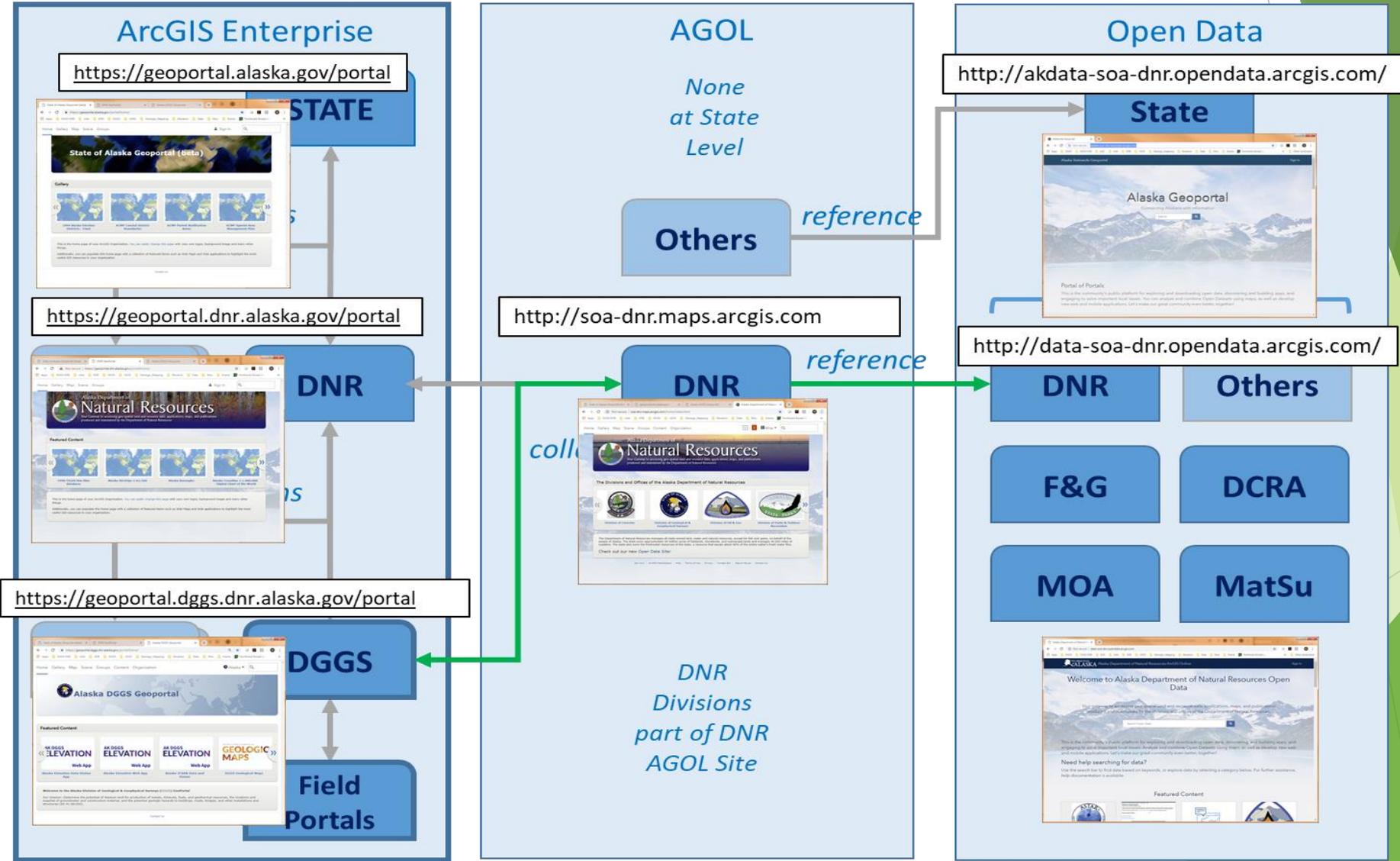


State Surveys &



Water

Possible Statewide Network of Geoportals



Mat-Su Open Data

Matanuska-Susitna Borough

Sign In

Explore Our Data

You can search, browse by category, or browse the entire catalog. This data can be used for maps, consumed by the Web or Smart Phone Apps, or just be downloaded for analysis. Use it how you want. Associated "metadata" record that describes how the data was collected, how often it is updated, known limitations, etc. This information is stored in the [MSB GIS Data Dictionary](#)



Administrative



Aerial Imagery



Cadastral



Environment



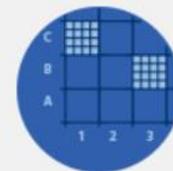
Infrastructure



Public Safety



Recreational



Reference Grids

Mat-Su Open Data “Applications”

Matanuska-Susitna Borough

Sign In

Applications

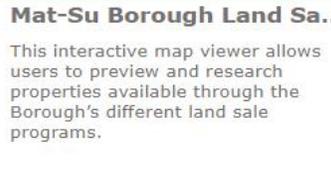
Apps provide simple access to information and tools, so that citizens can better understand their community. Click any of the links below to explore the apps.



MSB
Fire Insurance PPC
Public Protection Classificatio...



MSB
Wetlands Viewer
Mat-Su Borough Wetlands Vi...



Mat-Su Borough Land Sa...
This interactive map viewer allows users to preview and research properties available through the Borough's different land sale programs.

[View App](#)



MSB
myProperty
myProperty



MSB
Parcel Viewer
Parcel Viewer



MSB
Public Safety
The Mat-Su Borough Public S...



MSB
Parcel Shift Story
Spatial Accuracy of Our Maps



MSB
Aerial Imagery
Recurring Aerial Imagery Pro...



Mat-Su eCommerce - Buy Online

Sign In



[eCommerce](#)

[Account Info](#)

[Shopping Cart](#)

[Contacts](#)

MSB eCommerce Services

Business



Business Licenses

Bi-Annual Business License

Emergency Services



Ambulance Fees

pay MSB Ambulance Fees

▲ *convenience fee applies*



Fire Code Fees

Pay Fire Code Fees

▲ *convenience fee applies*

Personal



Parking Passes

Parking for Borough Parks and Trails.



Swimming Lessons

Register for Swimming Lessons

Taxes



Bed Tax

Pay your Quarterly Bed Tax

▲ *convenience fee applies*



Business Inventory Tax

Sometimes called Personal Property Tax

▲ *convenience fee applies*



Real Property Tax

Property Taxes, due twice a year.

▲ *convenience fee applies*

Anchorage Open Data

Welcome to Anchorage's Open Data Portal

"Making Anchorage an open data city will give Anchorage cutting edge transparency and improve engagement and access to the Municipality." – Mayor Ethan Berkowitz



Restaurant Inspection Data Lens



Homeless Data



Property Data



Childcare Inspection Data Lens



Crime Data



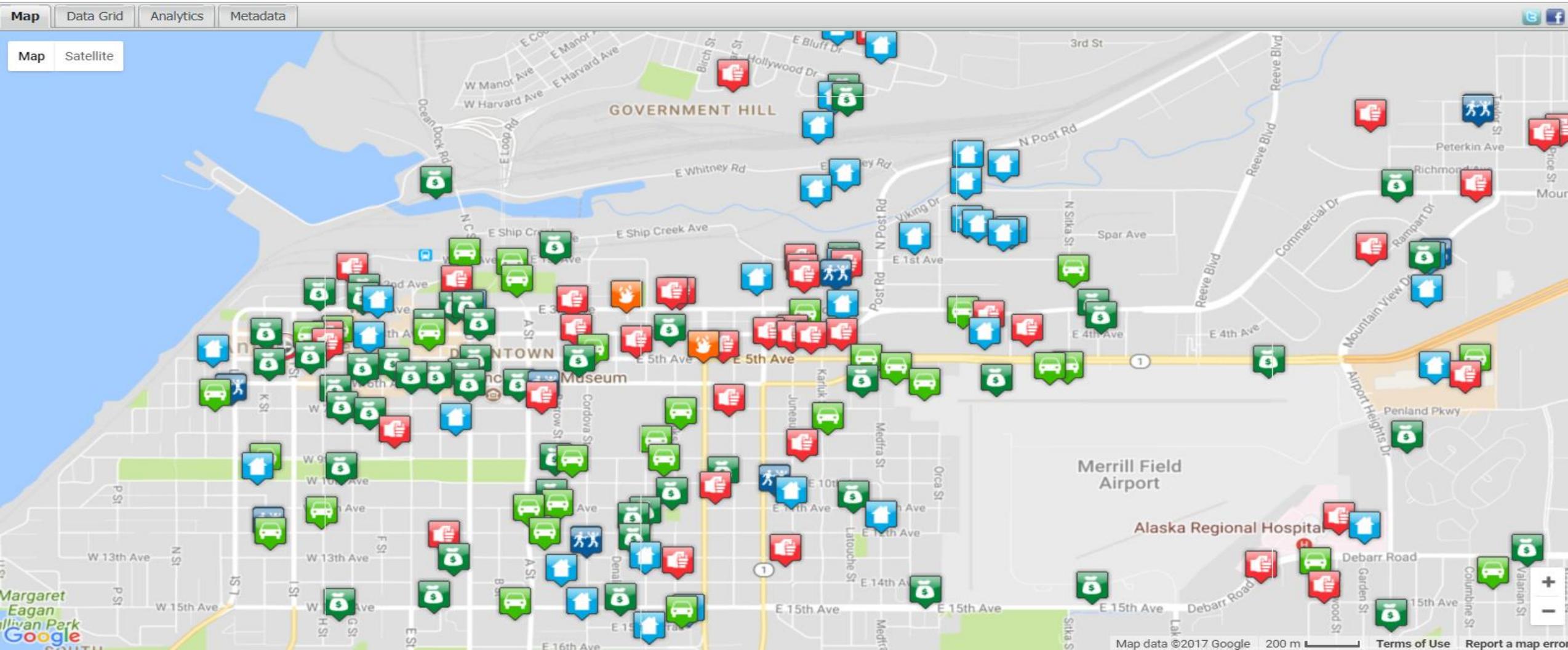
Maps

Anchorage Crime Map

Community Crime Map

Sign up for crime alerts

Clear Filters



Anchorage Web Monitoring

73

people on municipal web pages now

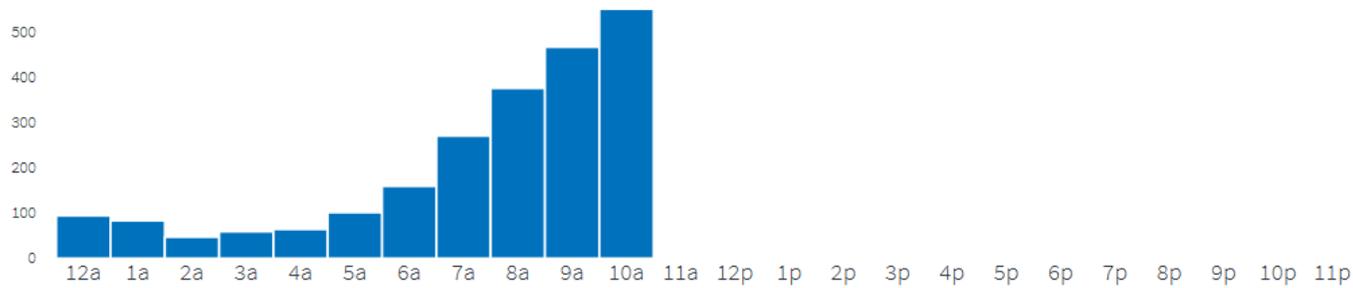
Top Pages

Now	7 Days	30 Days	90 Days	365 Days
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People on a *single, specific page* now. Download the dataset: (CSV) (JSON)

Library	13
Anchorage, Alaska: The Official Municipality of Anchorage, Alaska...	5
Property Appraisal	3
Animal Control	3
Property Information Research	2
Central Transfer Station	2
Veterans Day 2017	2
Route Maps and Bus Stop Lists	2
Property Information	2
analytics.muni.org MOA Web Stats	1
Candidates	1
Elections	1

Visits Today



Alaska Time

Visits in the Past 90 Days

There were **785,298** visits over the past 90 days.

- Cities, boroughs, state collect vast amounts of data
- People want easier ways to get information, get services, and better know their community
- Smart Communities implement solutions that integrate data
- Bring together government, business, non-profits, and the public

Why the Alaska Smart Communities Forum?

Alaska Smart Communities Forum

Started in 2016 as a catalyst for education, partnerships, data exchanges, tools, shared projects and resources to deliver more useful information and tools to citizens, customers, and businesses.



DATA:
IDENTIFYING,
USING, AND
SHARING DATA



SERVICES:
INTEGRATING,
ANALYZING AND
VISUALIZING
DATA



EDUCATION:
WHAT OTHER
CITIES AND
ORGANIZATIONS
ARE DOING



PARTNERSHIPS:
SHARING
RESOURCES,
DATA,
INVESTMENT

Forum Goals

- Provide useful, integrated information and services
- Reduce duplicate data and tools
- Enable employees to be more efficient and responsive
- Enable communities to create their own Smart Communities
- Enable citizens to...
 - be more involved in their government
 - be better informed of resources, services and economic opportunities
 - create value-added services

Forum Participants To-Date

➤ Local Gov't

- Mat-Su Borough
- Municipality of Anchorage
- Palmer, Wasilla, Valdez, Juneau
- Denali, Fairbanks-North Star

➤ State Gov't, Affiliates

- DNR, DCRA, DOT&PF, DOL&WD
- AEA, Alaska State Troopers
- Alaska Railroad

➤ Education

- Mat-Su School District
- Anchorage School District
- UAA, ISER

➤ Non-Governmental

- Radio Free Palmer
- Matsu Visitors & Convention Bureau
- Red Cross
- Real estate brokers
- Home builders

➤ Utilities, Telecom

- MEA, MTA, ACS, GCI

➤ Technology Products, Consulting

- Esri, Dell, AT&T, Cisco, Gartner
- Wostmann, RDI, Five Star, eTerra, Deep Forest Security

Forum Participant Survey 2016

Data You Have?

- Electric service area, expansions
- GIS Imagery
- Facility use, registration
- Zoning, future land use
- Transportation systems, services
- Housing availability, accessibility
- Media updates
- Utilities information
- Property data
- Emergency services data

Data You Want?

- Utility infrastructure, availability
- Real estate sales
- Subdivision and construction locations
- Roads, ped facilities, ride-share, bus
- Locations for career, tech education
- “Current” GIS imagery, lot dimensions
- Interactive guide for social, medical
- Health costs, preventive health srvc
- Tourism (trends, repeats, age)
- Real-time subdivision plats

Accomplishments

- 13 forums; 30+ organizations
- Knowledge sharing on data, technology, methods, lessons
- More data available in more ways
- Support statewide GeoPortal and data standards (“portal of portals”)
- Initial cooperative efforts:
 - Working Groups on data standards, applications, partnerships
 - Technology partnering agreements

More to do...

- Identify, prioritize data that people want and have
- Build-out, publish more data
- Grow partnerships, coordination
- Engage local groups, companies
- Support...
 - Portal of portals
 - Data standards
 - Authoritative data
 - Data classification
 - Data privacy policy

More info...



MATANUSKA -SUSITNA BOROUGH

AKSCF

Partners

Documents

Calendar

Links

Contact

[Sign In](#)

Alaska Smart Communities Forum

Sponsors

[Matanuska-Susitna Borough](#)

[Matanuska Telephone Association](#)

[ESRI](#)

[Dell](#)

Participating Organizations

[Alaska Communications](#)

[Alaska Dept of Labor and Workforce Development](#)

[Alaska Dept of Natural Resources](#)

[Alaska Dept of Transportation and Public Facilities](#)

[Alaska Division of Community and Regional Affairs](#)

[Alaska Housing Finance Corporation](#)

The Alaska Smart Communities Forum is a program to educate and build cooperation among public and private organizations to better serve citizens with information they can use through partnerships, data exchanges, tools, shared projects and resources. There are four focus areas: Data (identify new data sources, how to use, and share) App Services (integrating, analyzing and visualizing data of interest) Education (what other cities and organizations are doing); and Partnerships (sharing resources/data/investment in projects). The Forum has volunteer Working Groups to lead work in these areas.

What is a Smart Community?

A Smart Community uses data, tools and partnerships to better serve its citizens with information they can use. Cities, boroughs and businesses collect vast amounts of data to operate and deliver services, often independently. They work to improve systems and processes to operate more efficiently, reduce costs, be more responsive, and enable citizens better access to services and to be more engaged with their community. Meanwhile, citizens demand easier ways to get information, get services, and better understand resources in their communities (e.g. parks, trails, facilities, and healthcare). Smart Communities create solutions that bring together data to help meet these needs.



Events (click Calendar for more info)

[Alaska Smart Communities Forum](#) 2019-02-12

[Alaska Surveying & Mapping Conference](#) 2019-02-12

[City Launch - Smart Cities](#) 2019-03-10

[Prior Alaska Smart Communities Forum Webcasts](#)

Recent News

[What's all the hype about city crowdsourcing?](#)

[Are Privacy Concerns Halting Smart Cities Indefinitely?](#)

[Data sharing and integration: Why it's worth it](#)

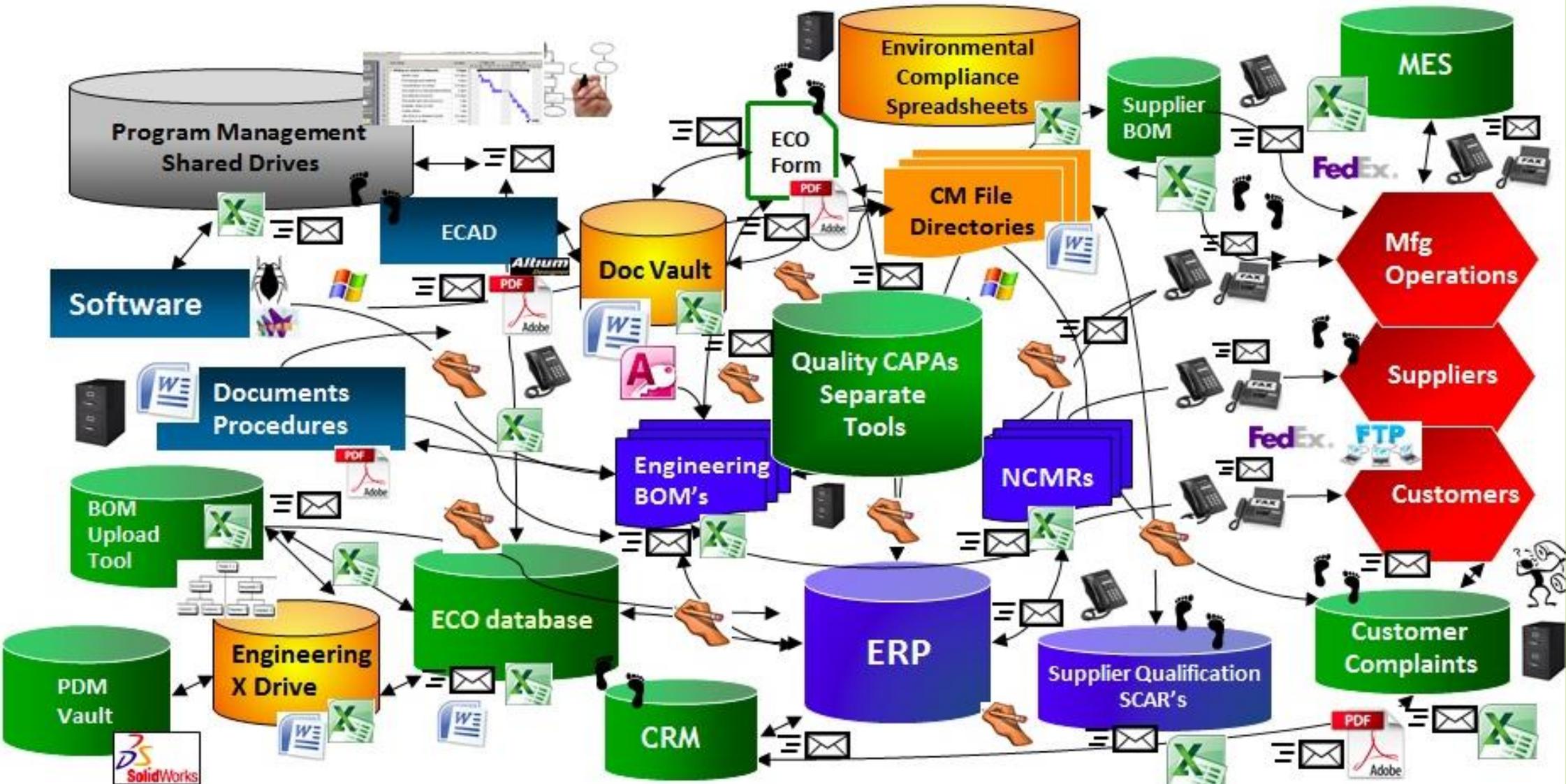
Local Data Portals

[Alaska Statewide Geoportal](#)

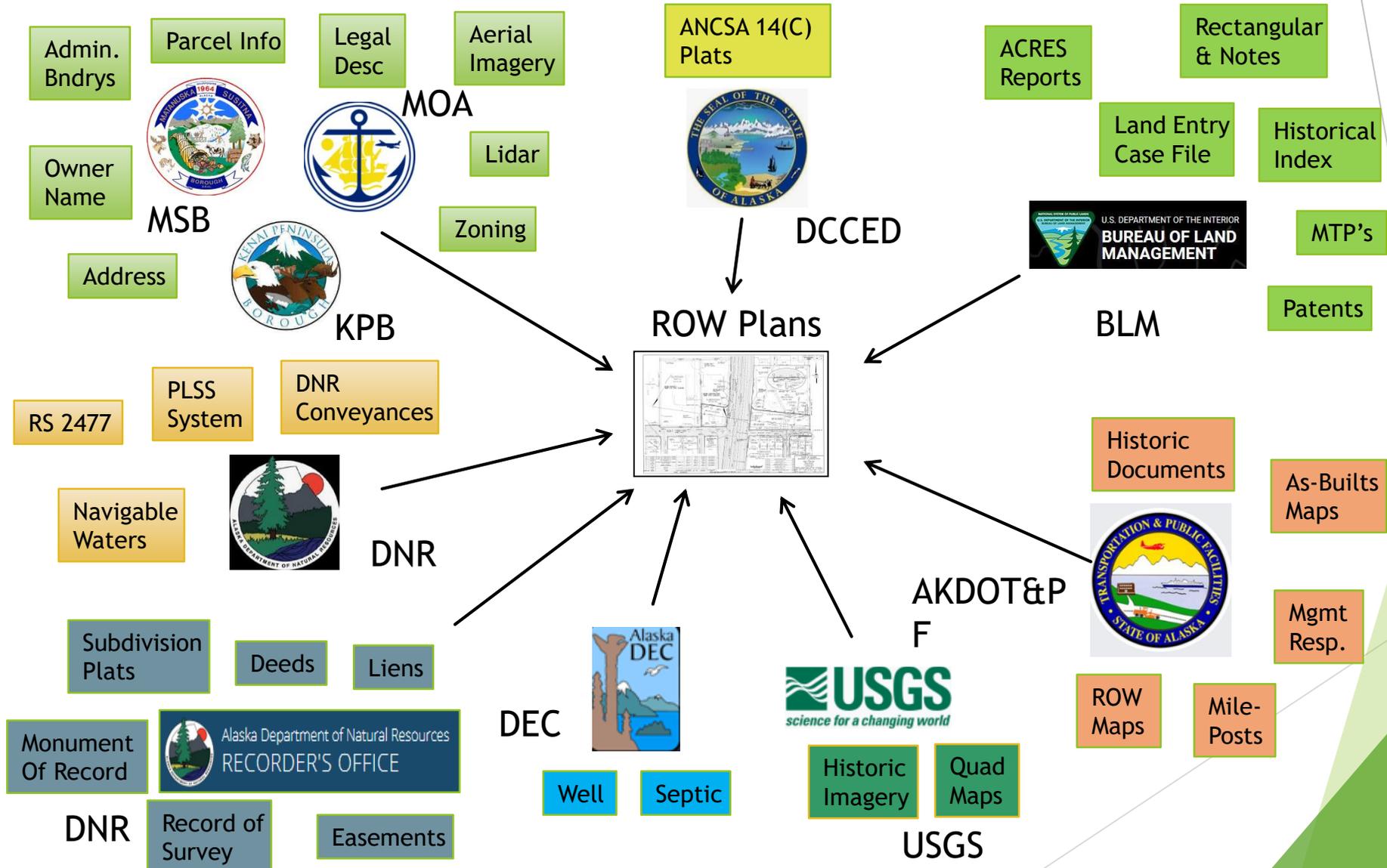
- Data silos
- No common data standards
- Incompatible technologies
- Opinions on who owns data
- Concerns about sharing data; privacy
- Lack stakeholder participation
- Keeping information relevant
- Sustaining what we build
- Decreasing budgets

Smart Community Challenges

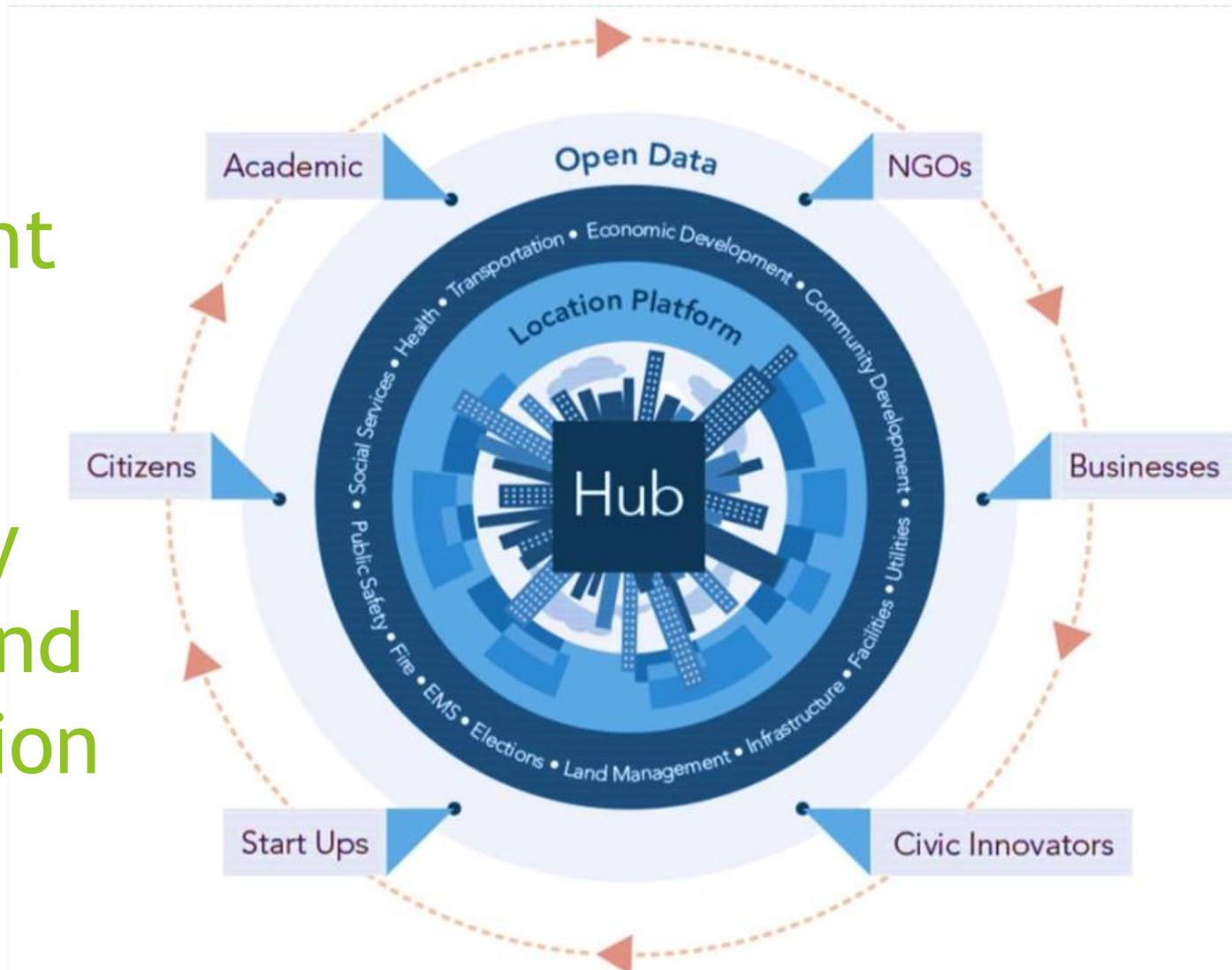
Data Silos, Incompatible Formats, Manual Updates



Alaska DOT&PF - ROW Data Project

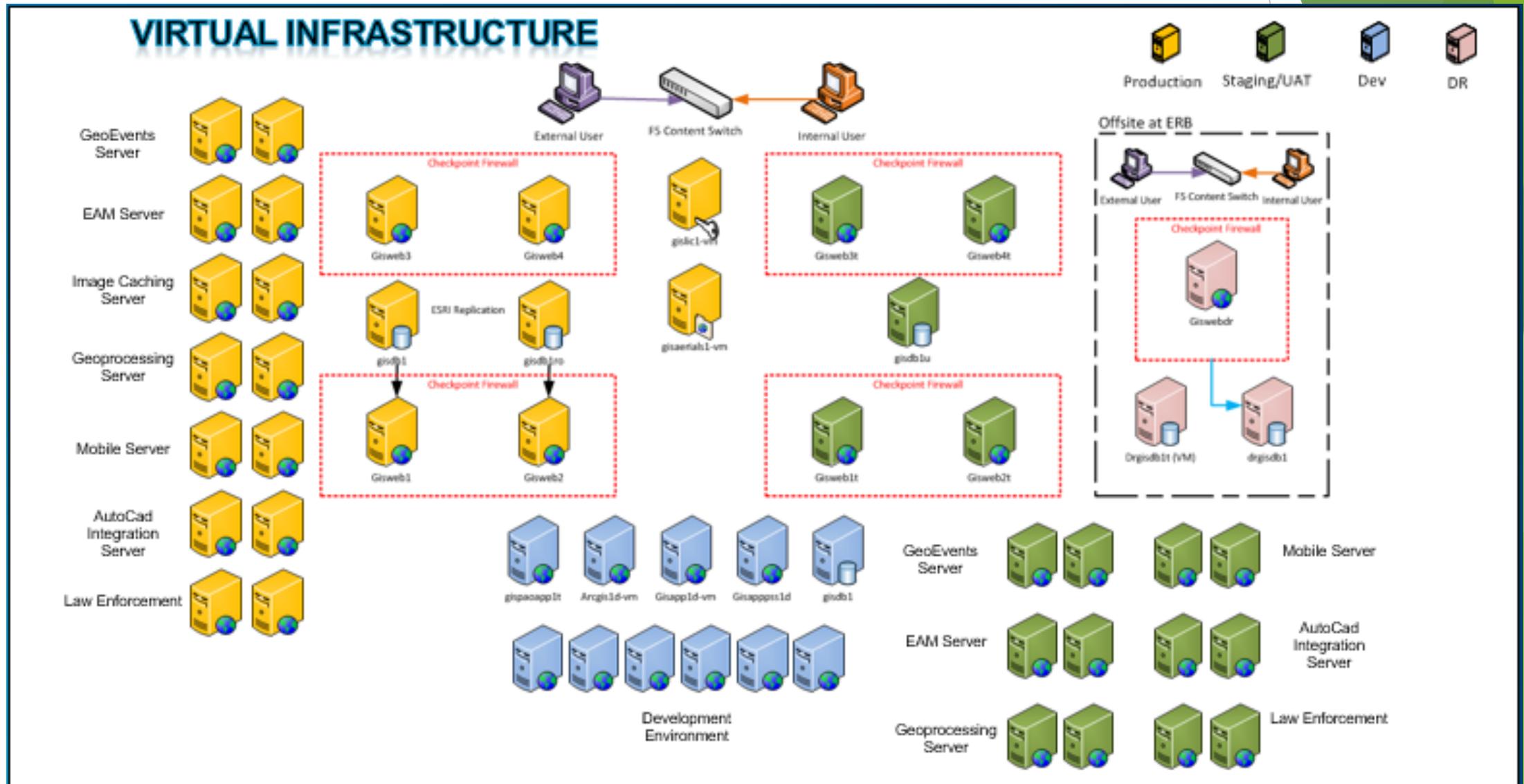


Government as hub for Smart Community Platform and Collaboration



Source: Esri

Making it Easy can be Complex



Responding to Challenges

- Define common data standards and interoperability
- Create partnerships toward common goals/objectives
- Leverage new data methods and technologies
- Support joint projects that benefit multiple cities, agencies
- Continue forums to learn, partner, address concerns

Leverage New Methods and Technologies

- Product advancements in technology and data collection
- Real-time integration
- Track and monitor anything
- Smartphones and apps everywhere
- Improvements in Cloud computing
- Share data online, visualize in 3D

Source: “What It Takes to Be a Smart Community”, Esri, June 2015

Public/Private Collaboration - Austin CityUP

Public/private consortium to collaborate and advance digital technologies, data collection, analytics, and modeling



HEALTH & WELLNESS

Which neighborhoods have the highest rate of diabetes and is there a community center or clinic available in that neighborhood?



MOBILITY

What alternative routes do people take to avoid congestion, and can they be improved with signage and lane markings? Which mode of transportation suits my needs?



SAFETY

What is the safest and most well-lit route from the restaurant to the parking garage?



AFFORDABLE HOUSING

What community programs are available for economically challenged citizens? Which neighborhoods have transportation and job resources nearby?



WORKFORCE DEVELOPMENT

What are the available training opportunities next month sponsored by businesses or technology meet-up groups?



ENVIRONMENT QUALITY

How should I prepare for an upcoming weather emergency? What is the air quality today? Is there a noise pollution issue nearby?



ENERGY & SUSTAINABILITY

How can I help my company save money by going green? How can technology integrate sustainability into my day-to-day activities?



CITY SERVICES

Which resources would most residents use in the new downtown library?

- Look at your own operations and customers
- Consider what to make easier for citizens and businesses
- Engage with citizens and businesses on what they want
- Engage exec management and departments on common goals
- Avoid more data silos/islands (use API's)

Fostering Smart Communities

Contributors to Success

- Partnerships with cities, agencies
- Understanding GIS as a Foundational Enterprise System
- Data Governance
- Executive Sponsorship
- Commitment to Best Practices
- Commitment to commercial software with oversight
- Entrepreneurial Attitude

Lessons from Smart Cities

- Imagine city as platform
- Start with issues you want to address
- Connect, not re-create data sources
- More attention to visualized data
- Engage the tech community and citizen groups
- Build-up analytic capacity, skills
- Empower employees to be responsive and effective
- Engage citizens in providing important services to the public

Source: Pinellas County, FL

Closing Thoughts

- Prioritize “using” the data
- Eat the Elephant one-bite-at-a-time
- Engage agencies w/ common needs, customers
- Engage local associations, organizations
- Seek data that is already being published
- Get insights from public records requests
- Use data repository before data warehouse

More information

- [Matsu Open Data](#)
- [Matsu eCommerce Online](#)
- [Muni Open Data](#)
- [Muni Geographic Data & Information Center](#)
- [Alaska DNR Open Data](#)
- [Alaska Smart Community Forum](#)
- [Austin CityUP](#)
- [Sunlight Foundation](#)
- [Code for America](#)
- [Bloomberg Philanthropies](#)
- [Digital Cities 2016](#)
- [Alaska Geospatial Council](#)

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Alaska Smart Communities

Alaska Community Innovation Summit
June 12, 2019