

Innovation Program

City Council Work Session
May 9, 2019



Chandler • Arizona



Background

- Chandler is known as the *Innovation and Technology Hub of the Southwest*.
- There is a strong desire to continue developing this reputation. This includes implementing innovative solutions to address City service delivery challenges.
- The City's strengths and opportunities include evolving areas of technology:



Smart City
Technology



Internet
of Things



Autonomous
Vehicle R&D

What is a Smart City?

- A city that uses information and communication technologies to:



Improve
Service Delivery



Conserve
Resources



Reduce
Overall Costs



Enhance
Quality of Life

Innovation Program Goals



Marketing



Economic
Development



Efficiency



Mobility



Infrastructure

Innovation Program Goals

- The City seeks a leadership role in each of these emerging technology areas by furthering the existing ecosystem of innovative companies and utilizing City assets to become a testing and deployment center for new solutions.
- Many key players in these areas have operations in Chandler:



Innovation Projects



Fire



Police



Community
Services



Development
Services



Human
Resources



Public Works



Citywide

Fire Department Projects

- Health Information Exchange
- Automatic Vehicle Location (AVL) Dispatch
- Battery-Powered Extrication Equipment
- Records Management System Upgrade
- Fire Prevention Bureau Inspector iPads
- Electronic Patient Care Reporting (ePCR)
- New Cardiac Monitors/Defibrillators
- Countdown Timers



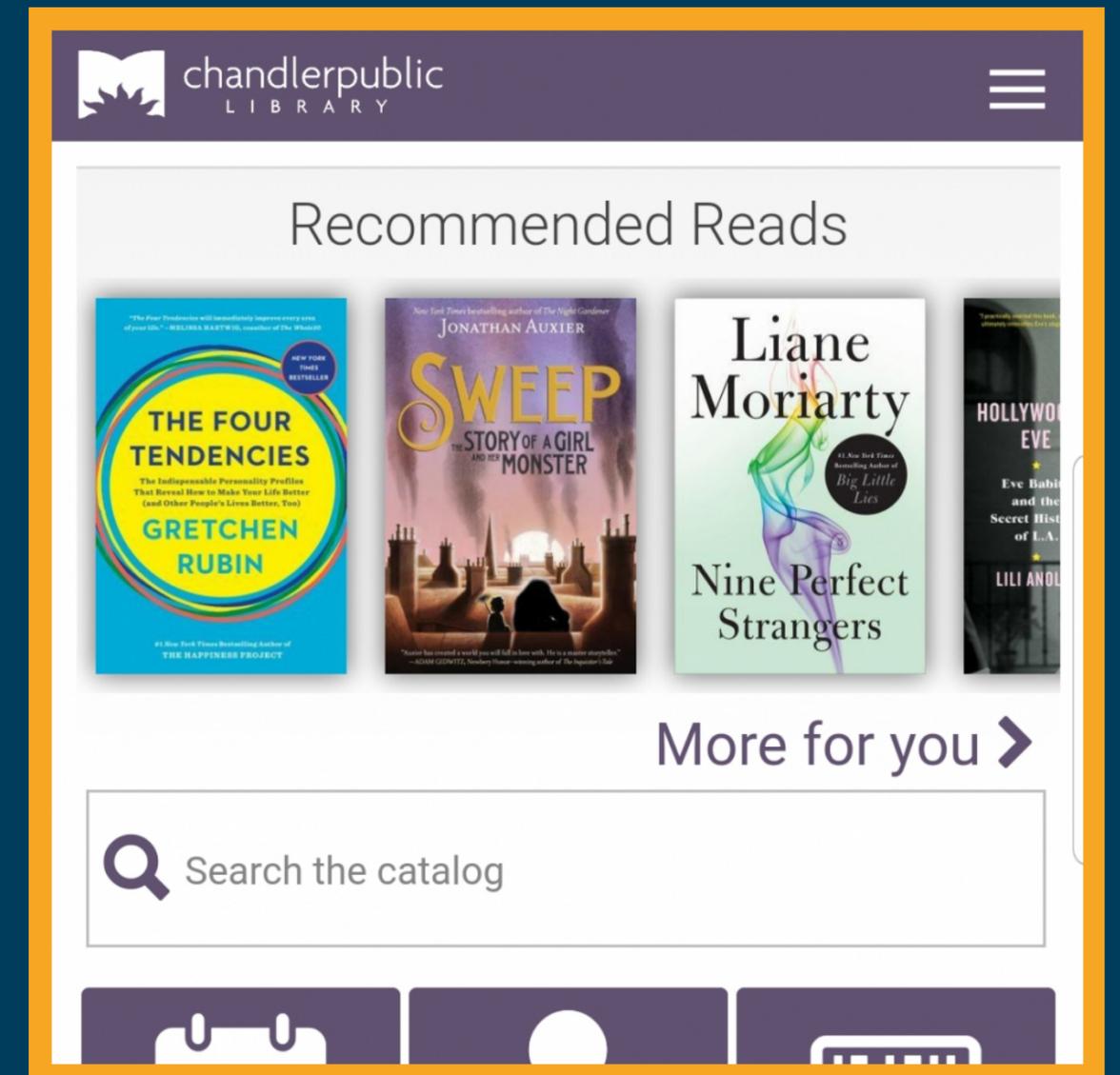
Police Department Projects

- Body Cameras
- Text to 911
- Public Safety Broadband
- Ring Neighborhood Initiative
- Patrol Mobile Office
- Online Police Incident Reporting
- Open Data Portal



Community Services Projects

- Library Mobile App
- Online Library Card Issuance
- Create-Play-Learn Spaces
- ActiveNet - Online Recreation Registration
- LED Lighting



Development Services Projects

- Electronic Plan Review
 - Submit Development Plans
 - View Staff Comments
 - Apply for Permits
 - Search Plan Review/Permits Status
 - Pay Fees
 - Issue Permits

The screenshot shows the 'Home' page of a city's development services portal. The navigation menu includes 'Home', 'Development Services', 'Planning', and 'Public Works'. Below the menu is an 'Advanced Search' dropdown. The main content area features a 'Welcome' message, a 'What would you like to do today?' section with instructions on how to apply for permits and schedule inspections, and a 'Login' section with fields for 'User Name or E-mail' and 'Password'. There are also links for 'Remember me on this device', 'I've forgotten my password', and 'New Users: Register for an account'. A sidebar on the right provides links for 'Electronic Documents' and 'Plan-Review-Submit'.

Home Development Services Planning Public Works

Advanced Search ▾

Welcome
to the Citizen Link into City Development Services. We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. For assistance please contact: Planning & Development (480) 782-3000.

What would you like to do today?
To get started, select one of the services listed below:

Look up permit application (or plan review) status,
Before making a re-submittal, make sure you have all your comments from all of the plan reviewers for your project. Depending on the type of permit, you may be waiting for comments from some or all of the following: Building Architectural, Building Structural, Site Development, Civil Engineering, and Traffic Engineering. You must wait until all comments are available, before resubmitting. If you have any questions regarding whether or not you are ready to resubmit, please call your Development Project Administrator or the Customer Service Counter at 480-782-3000.

To **Apply, Pay and Issue Permit** please register for an account by clicking in the right corner where it reads "Register for an Account". Once you register, log in, then click on Apply for a Permit under Development Services, next click the box above Applicant will auto-fill with your registration info. Once the permit is paid for; you will be able to print your permit and receipt, please post permit.

To **schedule inspection requests** click on Search Permits under Development Services. Type in your permit number and click on the search option, your permit number will be listed under the Search option. Click on the permit number for a list of inspections, next click on the word schedule listed at the far right of the inspection. A calendar will appear and you will be able to schedule inspections.

Login
User Name or E-mail:

Password:

Remember me on this device
[I've forgotten my password](#)
[New Users: Register for an account](#)

For more information visit our websites:
[Electronic Documents](#)
[Building Permits](#)
[Civil Site](#)
<https://www.chandler.gov/development-services/plan-review-submit>

Human Resources Projects

- NEOGOV HR Software
- LEAF Talent Management System
- Risk Master Software
- Wellness Portal



Public Works Projects

- LED Lighting
- Citywide Fiber Optic Network
- Supervisory Control and Data Acquisition (SCADA)
- Traffic Management Center
- Traffic Signal Controllers and Cameras



Citywide Projects

- The Wave
- Project Boxer
- Mobile App (PublicStuff)
- Waze Traffic App



Future Projects

- Smart Irrigation Controllers
- Smart HVAC Controllers
- Fleet Technology Pilot
- Verizon Parking Program
- Traffic Cameras (Next Generation)
- E-Agenda
- Fully Automated Water Meters
- Text Notifications and Mobile App
- Smart Parks
- Text Feature to Schedule Development Inspections



Program Strategy



Develop evaluation criteria



Improve employee efficiency



Build network infrastructure



Partner with Chandler companies



Tell the City's story



Provide better services

Develop Evaluation Criteria

- City Council Strategic Policy Goals
- Alignment with Program Goals
- Procurement Process
- Timeline for Implementation
- Addressing Privacy Concerns



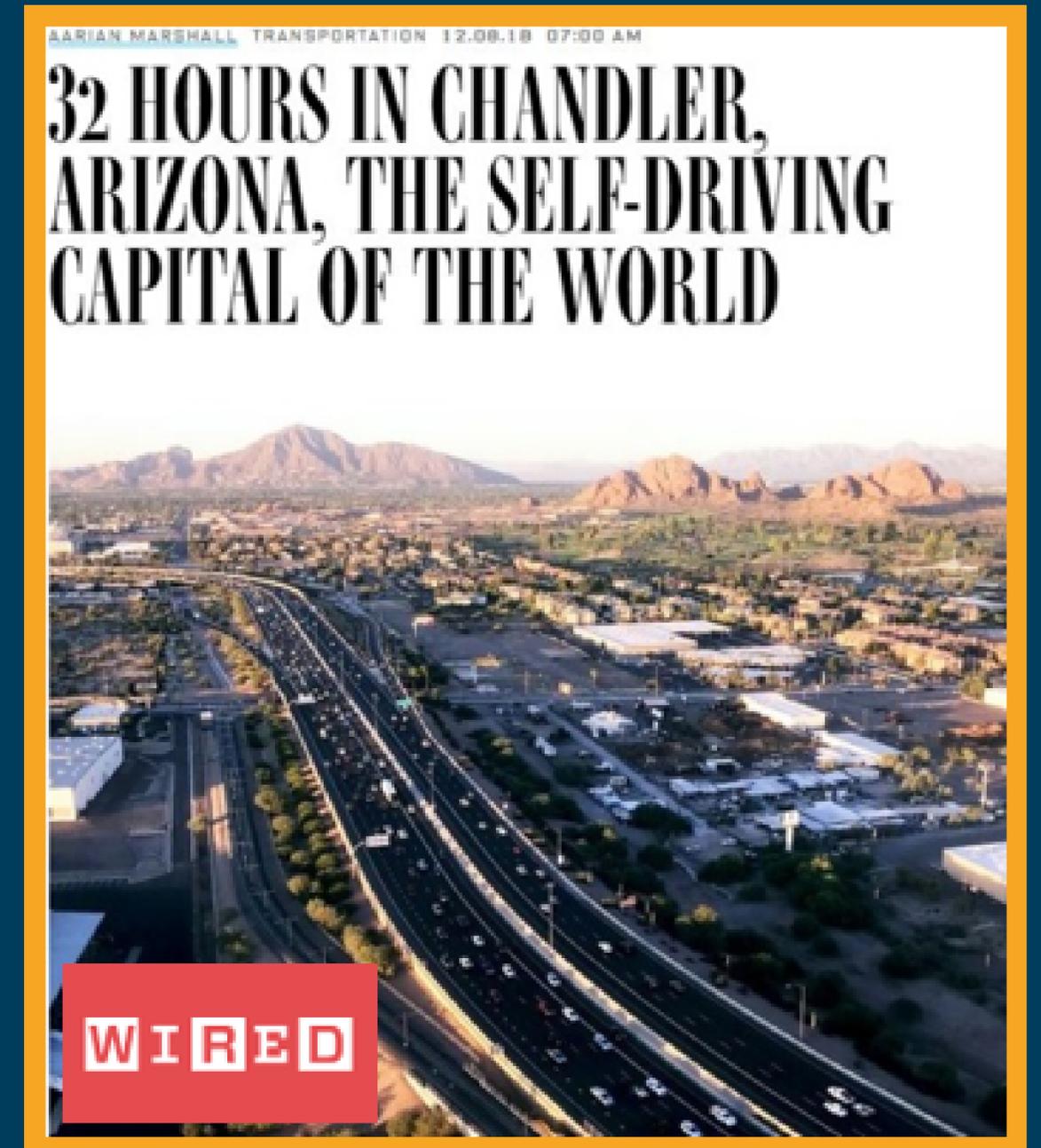
Build Network Infrastructure

- Verizon Agreement for Underground Fiber Communications System
- 5G Upgrades (Small Cells)
- Fiber Master Plan/Assessment



Tell the City's Story

- Innovation and Technology Hub of the Southwest
- Most Connected City
- Autonomous Vehicle Capital
- Business Environment for Success



Improve Employee Efficiency

- Access Information Onsite
- Productive Travel Time
- Greater Mobility



Partner with Companies

- Support Testing Activities
- Pilot Programs
- Bid Opportunities



Provide Better Services

- More Mobile Applications
- Ability to Opt in for Notifications
- Online Registration for Programs
- Access to Real-time Information



Next Steps

- Develop a focused innovation project vetting process
- Continue to identify innovative opportunities/solutions
- Continue to support the implementation of automotive/autonomous vehicle technology
- Upgrade the City's mobile applications
- Create an Innovation Program marketing plan
- Work to streamline procurement process requirements for pilot programs
- Engage employees in process

Questions?

