*Building Livable Communities: Innovative Solutions for Changing Communities*

**Innovation and Technology Department**

# Innovation – Beyond the Rhetoric

Presented by Lea Deesing, MPA, PMP

*Chief Innovation Officer, City of Riverside*

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# AGENDA

- Riverside's Innovative Ecosystem

- Virtual City Hall

- Engage Riverside

- Narrowing the digital divide through SmartRiverside

- Riverside's Local Maker Movement

# "CITY OF ARTS AND INNOVATION"

# INNOVATIVE ECOSYSTEM

- SmartRiverside Nonprofit Organization
- Science & Technology Education Partnership (STEP) Conference
- Co-working Space "Riverside.io"
- High Tech CEO Forum
- "Excite" Incubator Space
- Locally hosted TEDx talks
- Funding the BIG Idea
- Vocademy Maker Space
- Local Hackathons
- Coding programs for Kids

CITY OF
RIVERSIDE

# CITY OF RIVERSIDE'S WEB SITE

- 24 x 7 Virtual City Hall

- 17.3 million page views per year, which is more than 47,000 per day

- Large amount of content and data available on web site

  - 39%+ of all visits are from mobile devices



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# SAMPLE ONLINE AND MOBILE SERVICES

- Museum Harada House Virtual Tour
- Government TV Channel
- Community Calendar
- Online Business License Renewal
- Electronic Plan Submittal
- Parks Activities Registration
- Permits Inspection Scheduling
- Vendor Bidding
- Citation Payments
- Utility Payments
- Transparency Portal
- Economic Development tools
- …more

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# NEW! SIZEUP BUSINESS TOOL



## SizeUp Business Tool

If you are a small business owner, you need to know how your business stacks up with the competition in order to succeed. SizeUp will help you manage and grow your business by benchmarking it against others in your industry, mapping your customers, competitors and suppliers and locating the best places to advertise. These tools will provide your business with valuable industry data and research insights.
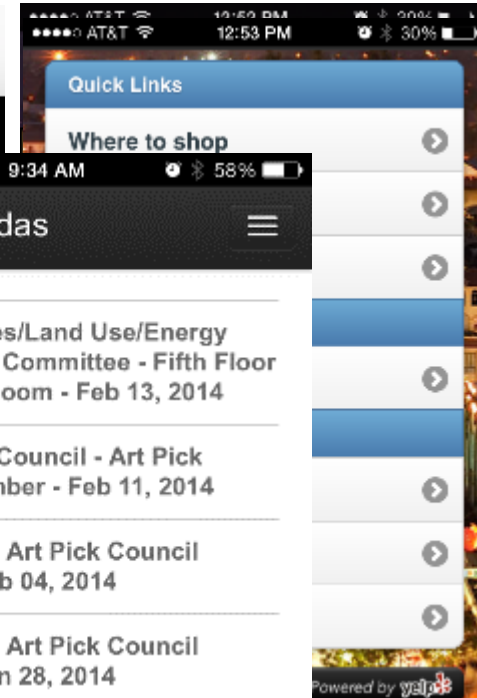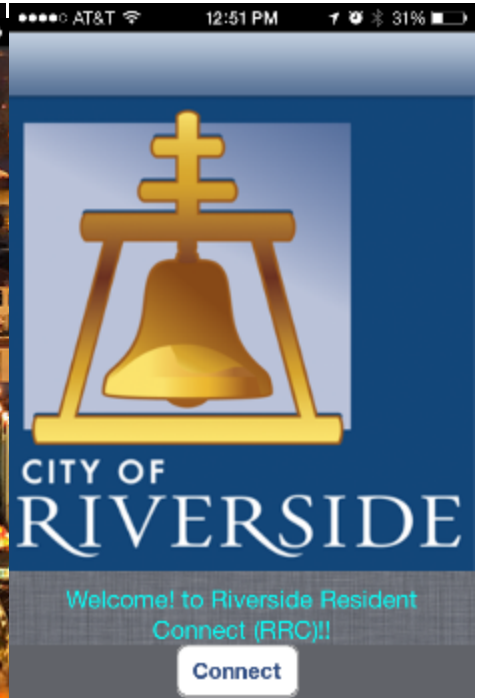
# MOBILE APPS



Riverside Tour Guide
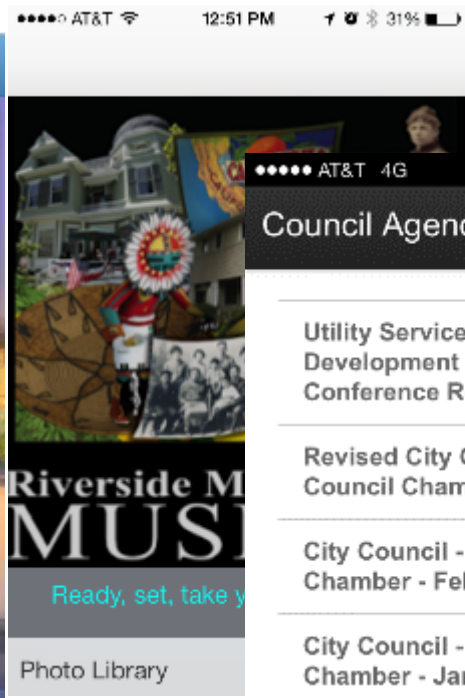
Riverside Natu[...]

Mobile Agenda

[...]rside

Riverside Resident Connect

# WE'RE SOCIAL!

- The city has 43 social media groups, channels, and feeds with more than 60,000 followers!

- Facebook (Over 15,000 likes!)

- Twitter

- YouTube

- LinkedIn

- Instagram

- Pinterest

- "Share Your Ideas Riverside"
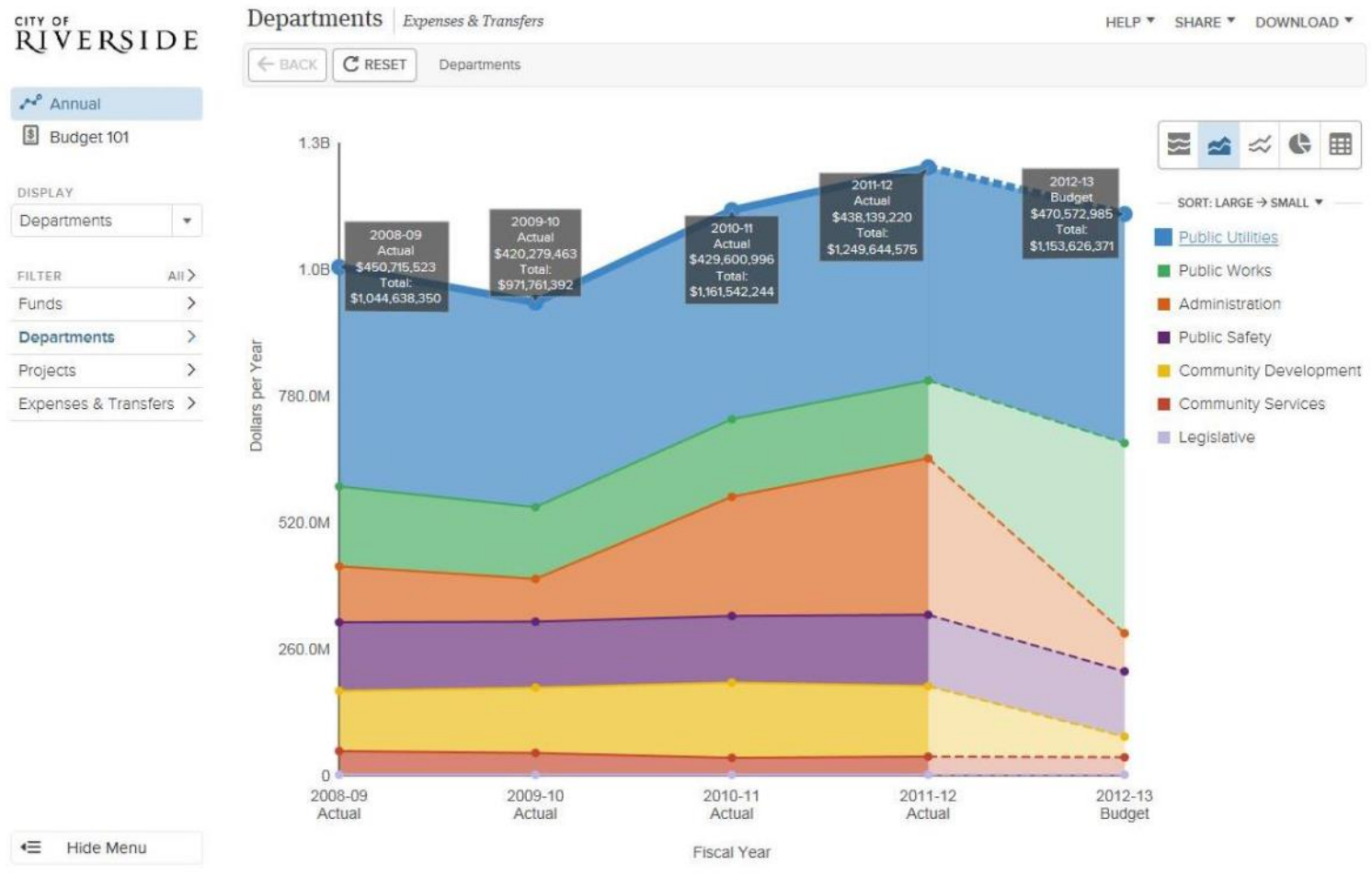  - Citizen Engagement

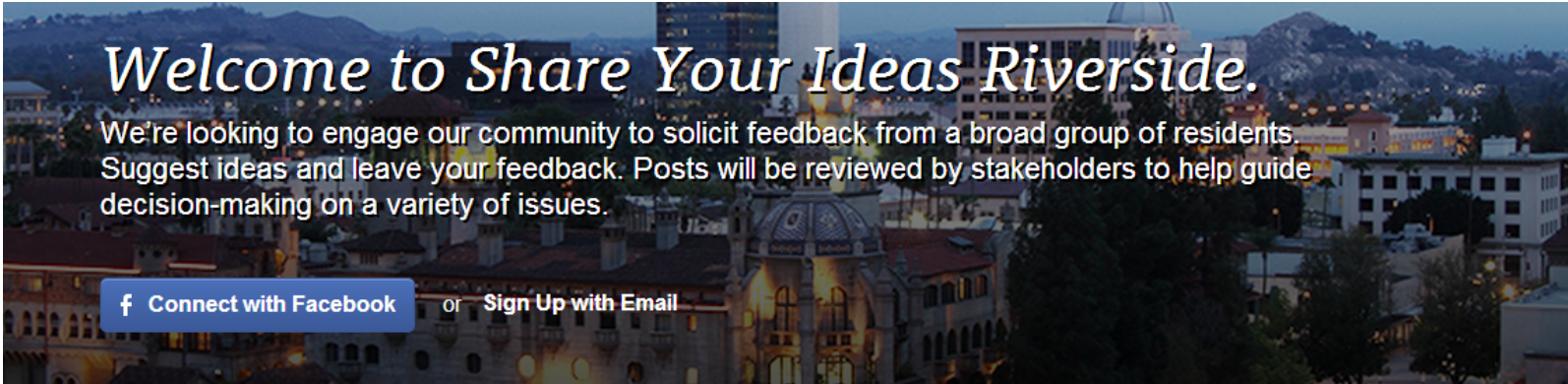RiversideCa.gov

# ENGAGERIVERSIDE.COM

# FINANCIAL TRANSPARENCY TOOL

"With OpenGov Transparency, our citizens can see how their government's finances work and where their money is going with the click of a button…"

# NEW CIVIC ENGAGEMENT TOOL

# OPEN DATA

- Data that is generally provided at no cost
- Previously needed to request via CPRA
- No licensing requirements or constraints
- Machine readable via Application Programming Interfaces (APIs) and/or Web Services
- Viewable by humans
- Some data must be redacted for privacy and security

# OPEN, REUSABLE DATA BENEFITS

– Enables outside businesses to develop new insight, services, and products

  • Sharing can be a two-way street: outside developers and vendors can share data back after adding value

– Increases data visibility inside and outside the organization

  • Can build efficiencies to staff and constituents

# OPEN DATA PORTAL

# OPEN DATA LIST & STATISTICS

## Dataset List

| Name | Description | Date Created | Last Updated |
|---|---|---|---|
| 311 Calls for Service - Top Request Types | | 05/03/2012 | 08/27/2014 |
| Fire Responses | | 05/03/2012 | 08/27/2014 |
| Crime Reports | | 06/19/2012 | 08/27/2014 |
| City Website Word Locations | | 12/04/2012 | 04/22/2013 |
| My Neighborhood Map Data | | 05/03/2012 | 04/30/2014 |
| Parks, Community Centers, and Sports Centers | | 05/03/2012 | 04/22/2013 |
| Fire Stations | | 05/03/2012 | 04/30/2014 |
| Libraries | Library locations | 05/03/2012 | 04/22/2013 |
| Police Stations | Police station locations | 05/03/2012 | 04/22/2013 |
| City Council Standing Committees | City Council Standing Committee Monthly Meetings | 05/04/2012 | 04/30/2014 |
| Financial Data Transparency Portal | You can think of a typical city budget as a flow of funds, like your own personal finances. You have income, bank accounts, and expenses. A city has revenue, funds, and expenses. | 08/06/2013 | 08/09/2013 |

**EngageRiverside Pageviews**
7/4/2014 – 8/27/2014

| Section | Pageview Count |
|---|---|
| Portal Pages + Open Data | 54,548 |
| Open Records City Clerk | 25,818 |
| Open Records Permits Online | 40,010 |
| Open Records Planning Online | 4,321 |
| Finance CAFR | 12,514 |
| Finance Budget | 36,299 |
| Finance OpenGov | 1,251 |
| **Total** | **173,510** |

CITY OF RIVERSIDE

# RECORDS/SEARCH

# BOARDS & MEETINGS

# MAPS / GIS

- Crime Maps
- Property Viewer

# RECENT AWARDS (2014/2015)

- 2014's 5th place in the Digital Cities Awards for Cities over 250,000 citizens from the Center for Digital Government

- 2014's 5th Best Web Portal in the Nation Award from the Center for Digital Government

- 2014 Award of Excellence from the Municipal Information Systems Association of California

- 2015 Harvard Innovation Award for Mobile Applications

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# What is SmartRiverside?

# MULTI-FACETED

- Digital Inclusion
- At-risk Youth Mentoring
- STEM Outreach
- Tenant Improvement Program
- Innovation Honoree
- Fiscal Agent for various similar initiatives
  - IERB
  - Hackathon

# DIGITAL INCLUSION

- Helps narrow the digital divide

- Available to low income families
  - Free Technology Training
  - Free PCs (over 7000 so far)
  - Free Microsoft Office
  - Free PC Support
  - Free Computer Labs

- Funded by grants, corporate donations & annual golf tournament



**"Raise your hand if you have <u>never</u> used a computer before."**



CITY OF RIVERSIDE

SMART**RIVERSIDE**

# AT-RISK YOUTH MENTORING

– **SmartRiverside mentors at-risk youth**

- Project BRIDGE
- Youth Opportunity Centers
- Workforce Development on the job training
- Role Models

– Jesse's story

# STEM OUTREACH

– STEM Outreach

- Reached 700+ students in region last year
- Annual speaker at the 8th Grade Girls Math and Science Conference American Association of University Women (AAUW)
- Nontraditional Employment for Woman (NEW) day at RCC
- Internship Program

SMART**RIVERSIDE**

# CODING PROGRAM FOR KIDS

- Coding programs for 4 – 8, partner with school districts
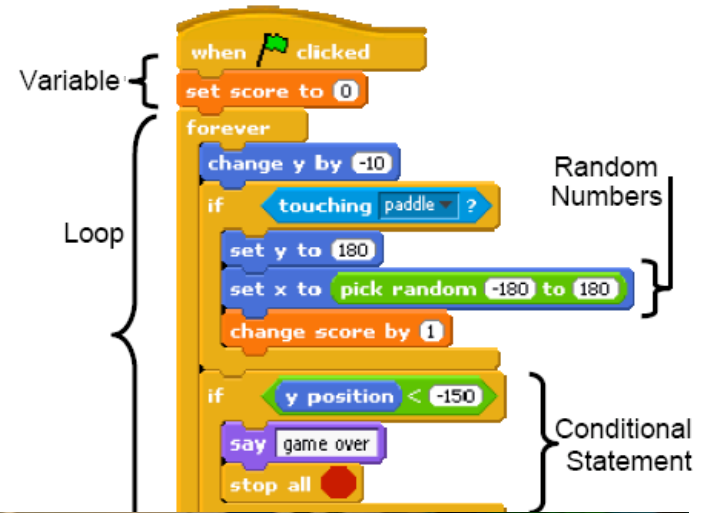  - Google CS First
  Robotics Coding for 9 – 12
  - Raspberry Pi Kits
- Internships for College Level
  - City Internships



*Google CS First Site Photo*

# FISCAL AGENT

– Fiscal Agent for Inland Empire Regional Broadband Consortium (IERB)

– Sponsor & Fiscal Agent for RivCodes

• Computer programming competition

# THE MAKER MOVEMENT



## EDUCATION-FOCUSED MAKERSPACES

# What is an "Education-Focused" Makerspace?

- *A facility full of traditional and state-of-the-art industrial art tools, equipment & instructors.*

- *A place where anyone can gain real-life, practical skills.*

- *Like a gym. Monthly membership , pick what you want to learn and come back when you like.*

- *Make "better" engineers & students! Not a replacement for school, college.*

- *Create a supply of (entry level, but skilled) people for industry and manufacturing.*

- *Helps bring ideas to market – a business incubator, a dream garage, and an R&D lab for existing businesses.*



VOCADEMY
THE MAKERSPACE

*Gene Sherman  -  Founder/CEO*
*November 2014 opened a 15,000 square foot facility*

# *Last October, Vocademy*
# *Hosted the First*
# INLAND EMPIRE MINI-MAKER FAIRE

1. *1,300 people attended*
2. *70+ exhibitors and vendors.*
3. *For families and kids of all ages.*
4. *Put Vocademy on the Maker Map.*
5. *We hosted a MFG DAY!*
6. *Inspiring people to get into making and manufacturing.*
7. *Next year will be 3-4x bigger!*

# 1ˢᵗ White House Maker Faire
## Evidence that the Movement is having an impact



June, 2014

# *Vocademy was Invited to the First White House Maker Faire*

*June 18th 2014 – proclaimed as the "National Day of making"*



➢ *Vocademy was one of 30 "Honored Maker" invitees.*

➢ *Also part of Congressman Takano's Congressional Maker Caucus.*

➢ *"Across our Nation, entrepreneurs, students and families are getting involved in the Maker Movement. My administration... organizations, businesses, public servants, and academic institutions are doing their part by investing in makerspaces and mentoring aspiring inventors." Barak Obama, June 18th 2014*

➢ *Invited because Vocademy's "education-focused" business model can help solve America's skills-gap and is such a tremendous benefit to schools, businesses & the community!*

# "Today's DIY is tomorrow's Made In America"

*President Obama.   June 18th, 2014*

# *Making things is...the foundation of knowledge.*

# Making things is…finding a passion.

# *Making things is…team building.*
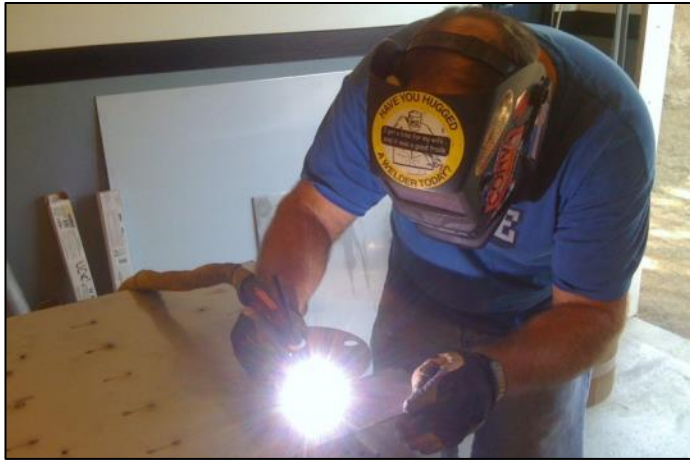


Copyright 2004, World Championship Punkin Chunkin Association

# Making things is…original.

# Making things....makes you valuable!
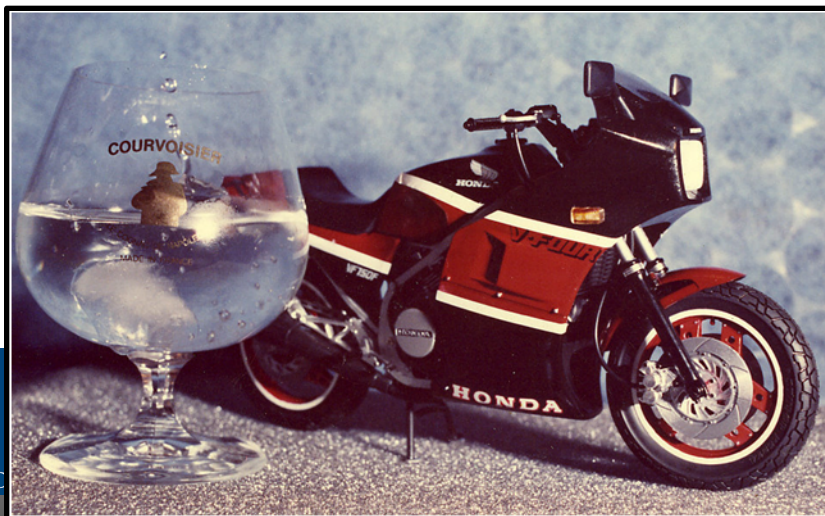


VOCADEMY
THE MAKERSPACE

# Making things....can make you famous too!

**Students need BOTH**
**EDUCATION and "EXPERIENCE"**

**Make It, Break It, Make It BETTER!**

# Thank You!

# Contact Information

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