



# ***Building Livable Communities: Innovative Solutions for Changing Communities***

**Innovation and Technology Department**

## Innovation – Beyond the Rhetoric

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*Chief Innovation Officer, City of Riverside*

**RiversideCa.gov**

# 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'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

The screenshot shows the City of Riverside website homepage. At the top, there is a navigation menu with links for Home, Government, Online Services, Residents, Business, Visitors, Media, and Jobs. Below the menu is a large banner image featuring a man and a woman sitting on a couch, with the text "STAY COOL #ILoveRiverside" and "Forbes Ranks Riverside #8 Coolest City". To the right of the banner is a "311 FOR CITY SERVICES" section with contact information. Below the banner is a "New & Noteworthy" section with a list of links, and a "Community Calendar" section with a calendar widget.



# 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



# NEW! SIZEUP BUSINESS TOOL



## SizeUp Business Tool

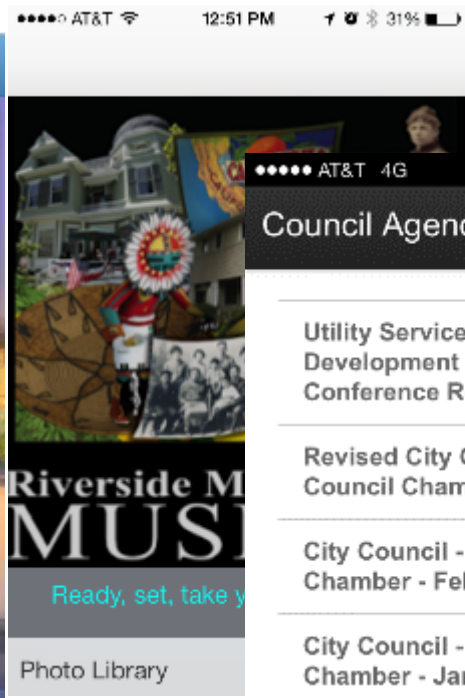
If you are a small business owner, you need to know how your business stacks up with the competition in order to succeed. SizeUp will help you manage and grow your business by benchmarking it against others in your industry, mapping your customers, competitors and suppliers and locating the best places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



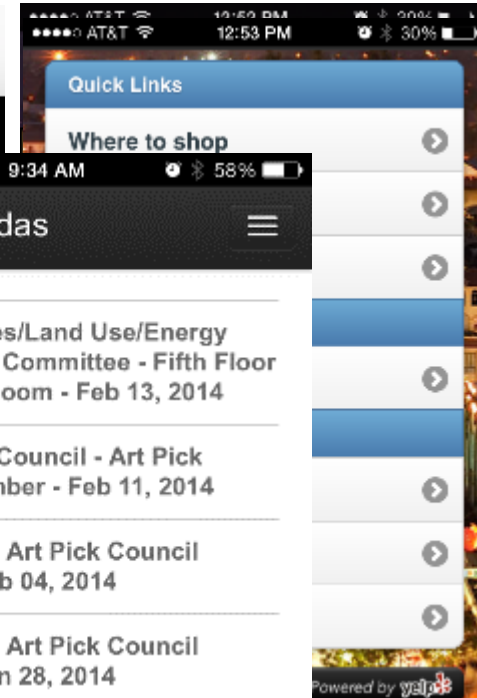
# MOBILE APPS



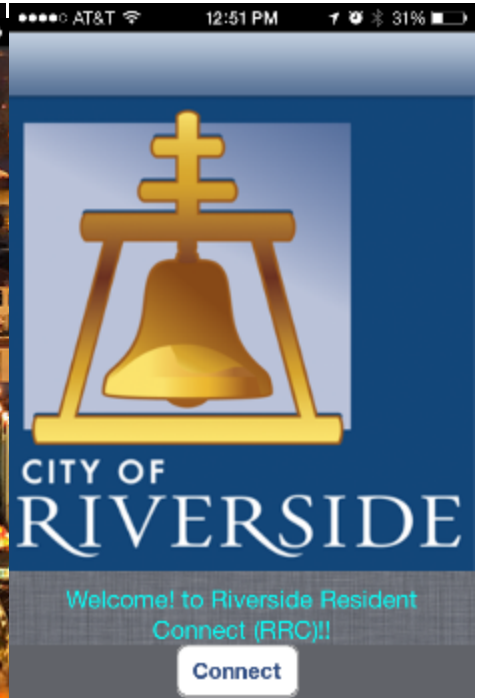
Riverside Tour Guide



Riverside National Museum



Mobile Agenda



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





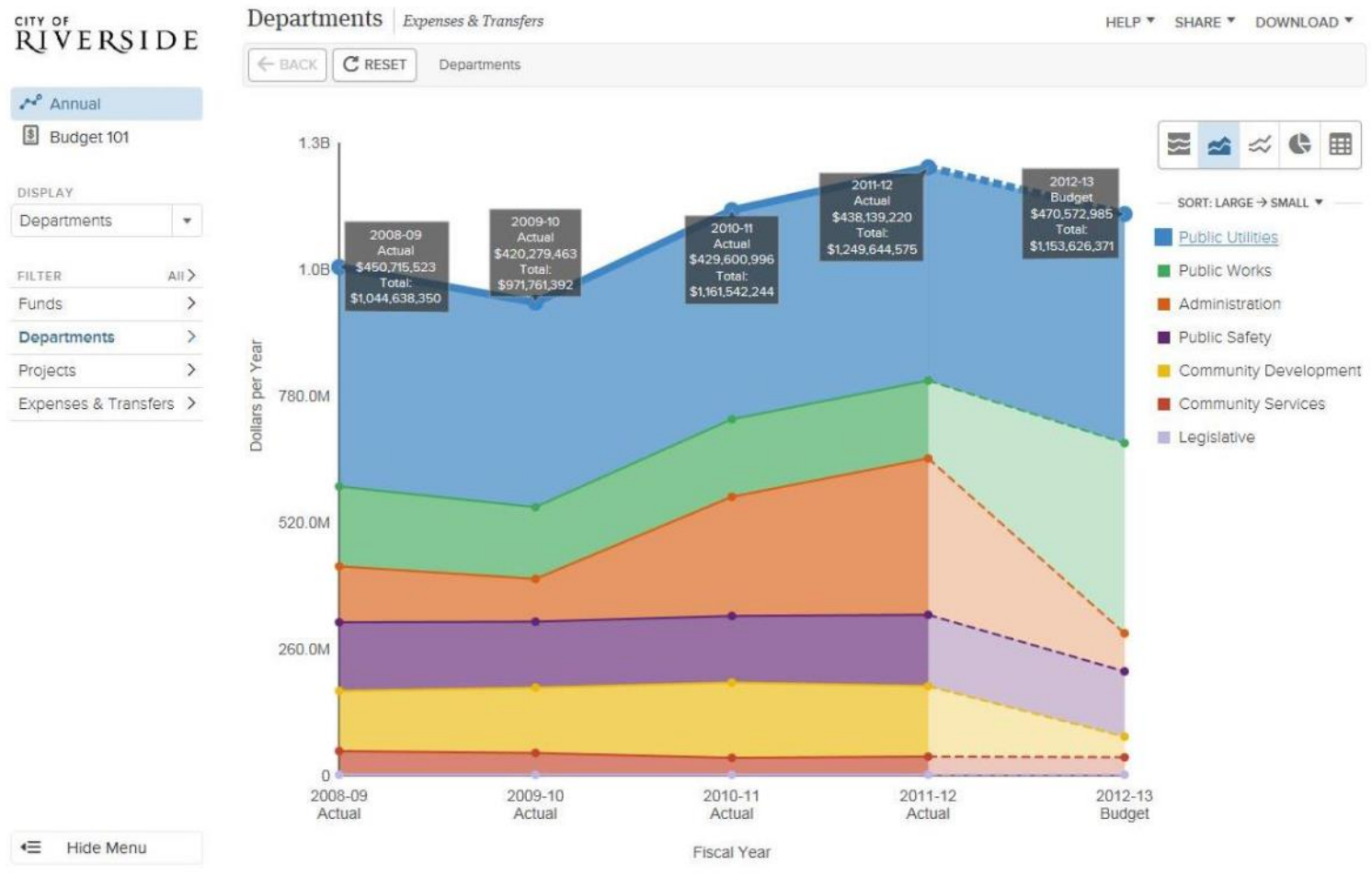
# ENGAGERIVERSIDE.COM

The screenshot shows the top navigation bar of the Engage Riverside website. It includes the City of Riverside logo, a search bar for 'RiversideCA.gov', and a menu with links for GOVERNMENT, ONLINE SERVICES, RESIDENTS, BUSINESS, VISITORS, MEDIA, and JOBS. Below the navigation is a large banner image of a city skyline at night with the text 'ENGAGE RIVERSIDE' overlaid. A row of nine icons provides quick access to various services: Home, Open Records, Budget & Finance, Open Data, Fraud HotLine, Share Your Ideas, Results, Council/Board Meetings, and Maps. The main content area features a large teal box with the text '3.4 million pages of city records total.' and three sub-sections: 'City Clerk Documents' (1.6 million), 'Permit Documents' (1.0 million), and 'Planning Documents' (0.8 million). To the right, a 'Welcome to Engage Riverside' section contains a paragraph about the city's commitment to transparency and a link to 'email us' for feedback.



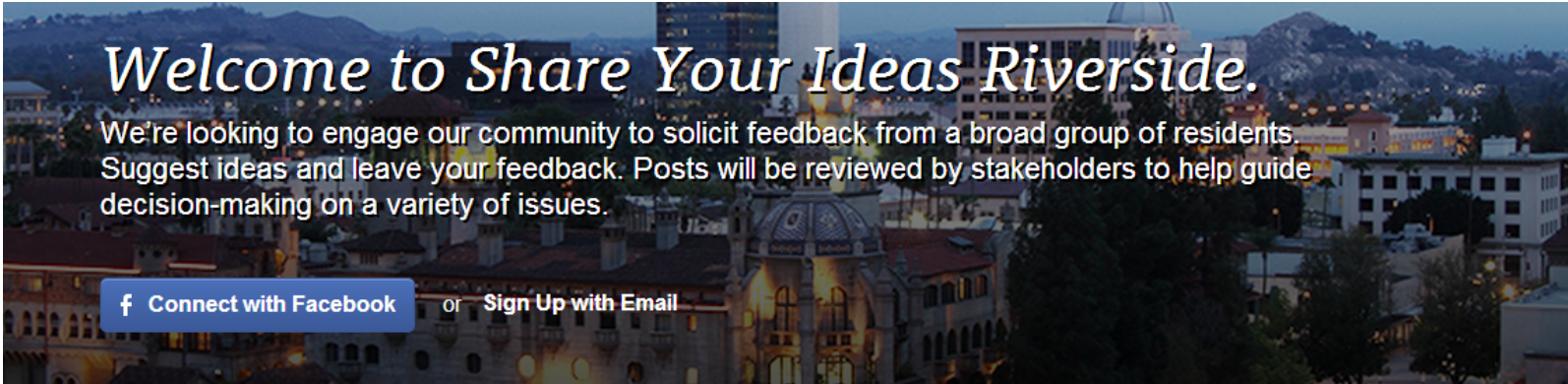
# FINANCIAL TRANSPARENCY TOOL

“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...”



Hide Menu

# NEW CIVIC ENGAGEMENT TOOL




*Welcome to Share Your Ideas Riverside.*

We're looking to engage our community to solicit feedback from a broad group of residents. Suggest ideas and leave your feedback. Posts will be reviewed by stakeholders to help guide decision-making on a variety of issues.


[f Connect with Facebook](#) or [Sign Up with Email](#)

Topics

Join the discussion and add to current topics. [View All Topics](#)

 **Living in Riverside** Posted Jul 8 17 Interactions ↔ 18 Days Remaining 📅

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### Living in Riverside

Description

Why is our home so great? What do you enjoy the most? Share your three favorite reasons for living in Riverside, then tell us why you chose them in the comments section below.

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What are your top three reasons for living in Riverside?  
Choose up to 3

Active lifestyle



# 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



Datasets / Fire Responses

## Fire Responses

Real-time Feed of Fire Department Responses (2010 - Present)

Created 05/03/2012, Updated 01/21/2014 5:23:25 PM

JSON, XML, CSV, or  
Web Service.



Export

1 2 3 4 5 ... 5146 →

Offset

Page Size 20 50 100

Address	Response Type	Incident Date	Incident Number
54xx Ivanhoe Ave	EMS call, excluding vehicle accident with injury	2014-01-21 17:14:31	1401822
28xx Hulen Pl	EMS call, excluding vehicle accident with injury	2014-01-21 17:12:30	1401821
69xx Palm Ct	EMS call, excluding vehicle accident with injury	2014-01-21 17:10:54	1401820
46xx Arlington Ave	EMS call, excluding vehicle accident with injury	2014-01-21 17:00:49	1401819
Wb 91 Eo Magnolia	Direct tie to FD, malicious/false alarm	2014-01-21 16:57:06	1401818
Wb 91 Eo Mckinley	Assist police or other governmental agency	2014-01-21 16:55:41	1401817
76xx Magnolia Ave	EMS call, excluding vehicle accident with injury	2014-01-21 16:49:11	1401816
Nb 215 No Blaine	Vehicle accident with injuries	2014-01-21 16:44:47	1401815
California Av&Shelby DR	EMS call, excluding vehicle accident with injury	2014-01-21 16:33:45	1401814
99xx Magnolia Ave	EMS call, excluding vehicle accident with injury	2014-01-21 16:26:04	1401813
60xx Mitchell Ave	EMS call, excluding vehicle accident with injury	2014-01-21 16:05:25	1401812
27xx 6th	Outside rubbish, trash or waste fire	2014-01-21 15:44:13	1401811
Magnolia Ave	Forest, woods or wildland fire	2014-01-21 15:21:27	1401810
16xx Main	EMS call, excluding vehicle accident with injury	2014-01-21 15:10:59	1401809
Main	EMS call, excluding vehicle accident with injury	2014-01-21 15:07:46	1401808
xx Round Table Dr	EMS call, excluding vehicle accident with injury	2014-01-21 14:50:42	1401807
90xx Hope Ave	Assist police or other governmental agency	2014-01-21 14:41:05	1401806
Wb 91 Wo 14th	Vehicle accident with injuries	2014-01-21 14:25:44	1401805
33xx Mono Dr	Assist police or other governmental agency	2014-01-21 14:24:46	1401804



# OPEN DATA LIST & STATISTICS

## Dataset List

Name	Description	Date Created	Last Updated
311 Calls for Service - Top Request Types	<b>EngageRiverside Pageviews</b> 7/4/2014 – 8/27/2014	05/03/2012	08/27/2014
Fire Responses	<b>Section</b>	05/03/2012	08/27/2014
Crime Reports	<b>Pageview Count</b>	06/19/2012	08/27/2014
City Website Word Locations	Portal Pages + Open Data 54,548	12/04/2012	04/22/2013
My Neighborhood Map Data	Open Records City Clerk 25,818	05/03/2012	04/30/2014
Parks, Community Centers, and Sports Centers	Open Records Permits Online 40,010	05/03/2012	04/22/2013
Fire Stations	Open Records Planning Online 4,321	05/03/2012	04/30/2014
Libraries	Finance CAFR 12,514	05/03/2012	04/22/2013
Police Stations	Finance Budget 36,299	05/03/2012	04/22/2013
City Council Standing Committees	Finance OpenGov 1,251	05/04/2012	04/30/2014
Financial Data Transparency Portal	<b>Total</b> 173,510	08/06/2013	08/09/2013



# RECORDS/SEARCH

 Entire Repository 

Home

Clerk

## Clerk

### Entry Properties

Full Path  
Clerk  
Creation Date  
3/29/2009 8:59:00 AM  
Last Modified  
12/4/2013 3:22:56 PM

### Metadata

#### Fields

General - Type  
Agendas

#### Tags

Already OCRd

## Name

- Authorities
- Boards and Commissions
- Campaign Committee filings public
- City Clerk
- Committees
- Form 802
- Form 803
- Form 806
- Oversight Board
- Records Management
- Redevelopment Agency
- Statement of Economic Interest Form 700 public
- Successor Agency to Redevelopment Agency

13 Entries



# BOARDS & MEETINGS



List View    Calendar View

Search:     This Month    All Meetings     basic info     notes

Search Calendar    Help

15 records    Group    Export

Name	Meeting Date	Meeting Time	Meeting Location	Meeting Details	Agenda	Minutes	Video	eComment
Community Police Review Commission	1/22/2014	4:00 PM	ART PICK COUNCIL CHAMBERS	<a href="#">Meeting details</a>	<a href="#">Agenda</a>	Not available	Not available	Not available
City Council Special Meeting	1/22/2014	10:00 AM	Seventh Floor Conference Room	<a href="#">Meeting details</a>	<a href="#">Agenda</a>	Not available	Not available	Not available
Board of Public Utilities	1/17/2014	8:30 AM	Public Utilities Board Room - Orange Square	<a href="#">Meeting details</a>	<a href="#">Agenda</a>	Not available	Not available	Not available
Human Relations Commission	1/16/2014	6:00 PM	City Hall- Mayor's Ceremonial Chamber					
Utility Services/Land Use/Energy Development Committee	1/16/2014	3:00 PM	City Hall - Mayor's Ceremonial Chamber					
Cultural Heritage Board	1/15/2014	Canceled	Art Pick Council Chambers <i>MEETING CANCELLED</i>					
Metropolitan Museum Board	1/14/2014	4:00 PM	MUSEUM CONFERENCE ROOM					
City Council	1/14/2014	3:00 PM	Art Pick Council Chambers <i>Successor Agency to Redevelopment Agency</i>					
Park and Recreation Commission	1/13/2014	6:30 PM	Dales Senior Center					
Planning Commission	1/9/2014	9:00 AM	Art Pick Council Chambers <i>2, 081st Meeting</i>					
Airport Commission	1/8/2014	2:30 PM	AIRPORT TERMINAL BUILDING					

10. Agreement for Conveyance of Easement with Avelina McDaniel for \$211,000 and \$10,000 for title, escrow, and closing costs from Tyler Street Widening Project Account for easements and improvements - 4487 and 4495 Tyler Street (Ward 6)

Comment

Hello Guest User

Please enter your information or [Sign In](#)

Name \*    Name  
 Email    Email  
 Address    Address  
 City    City  
 State    State  
 Postal Code    Zip Code  
 Neighborhood \*    Neighborhood

Select a Position:     Oppose     Neutral     Support

500 of 500 characters remaining

CLOSE X



# MAPS / GIS

- Crime Maps
- Property Viewer

The screenshot displays the CrimeReports website interface for Riverside, CA. At the top, there is a navigation bar with 'Home' and 'G' buttons, the 'CrimeReports™' logo, and a 'Submit a Tip' button. Below the navigation bar, a search bar contains 'Riverside CA'. To the right of the search bar are links for 'Advanced Search', 'Create Alert', and 'My Settings'. The main content area features a map of Riverside, CA, with numerous colored icons (red, blue, green, orange) representing various types of incidents. A sidebar on the left lists navigation options: 'Property Viewer', 'Address', 'APN', 'Other Crite', 'View Result', 'View Map', 'View Report', and 'Zoning Des'. The map shows major roads like Central Ave, Grand Ave, and Riverside Ave, along with parks and landmarks. At the bottom of the map, there is a 'Map data ©2014 Google' notice and links for 'Terms of Use' and 'Report a map error'.





# 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





# What is SmartRiverside?

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# 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 never used a computer before."





# 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 8<sup>th</sup> Grade Girls Math and Science Conference American Association of University Women (AAUW)
  - Nontraditional Employment for Woman (NEW) day at RCC
  - Internship Program



# CODING PROGRAM FOR KIDS



– Coding programs for 4 – 8, partner with school districts

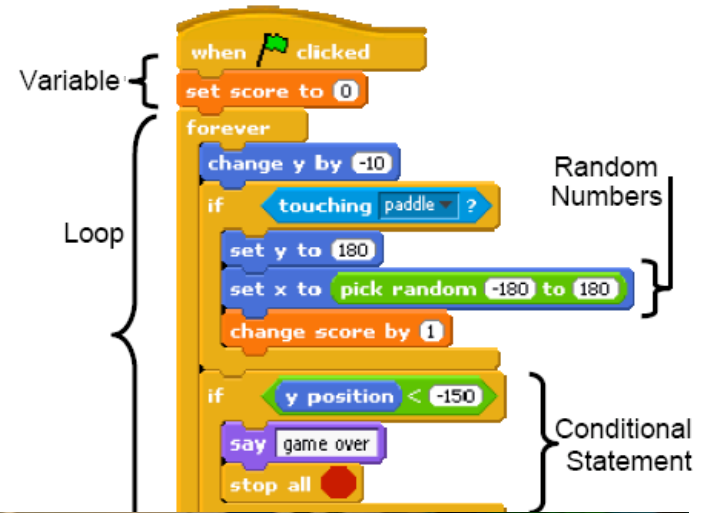
- Google CS First

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

Inland Empire  
Regional Broadband Consortium

Home Project Area Members Meetings Links Work Plan Contact Us

Home Login

IERB Consortium

[Inland Empire Broadband Infrastructure and Access Plan Adopted November 6, 2014](#)

[http://www](#)

smart city

literacy blogging digital

Click [here](#) for recent meeting details and presentations.

**BACKGROUND:**

Broadband is a prime concern for the Inland Empire region. Reliable, affordable, and available high-speed internet access is extremely important for this diverse and vast geographic region.

The IERB Consortium will be addressing broadband to business process, planning, service reliability, affordability, infrastructure, equipment, cost and security.





# 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





# VOCADEMY

## THE MAKERSPACE



**Gene Sherman - Founder/CEO**

**November 2014 opened a 15,000 square foot facility**



**VOCADEMY**  
**THE MAKERSPACE**



# 1<sup>st</sup> White House Maker Faire

Evidence that the Movement is having an  
impact



June, 2014



**VOCADEMY**  
THE MAKERSPACE



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

***June 18<sup>th</sup> 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 18<sup>th</sup> 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!***



**VOCADEMY**  
**THE MAKERSPACE**

# *“Today’s DIY is tomorrow’s Made In America”*

President Obama. June 18<sup>th</sup>, 2014





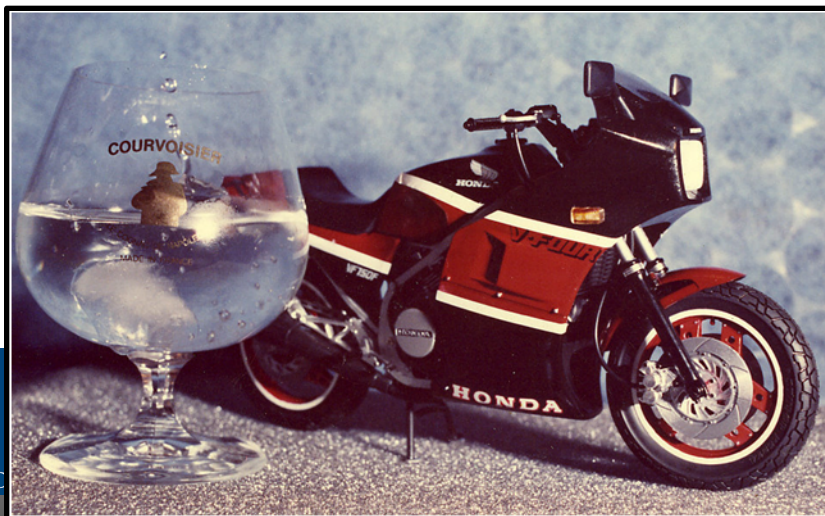
*Making things is...the foundation of knowledge.*



**VOCADEMY**  
THE MAKERSPACE



*Making things is...finding a passion.*



**VOCADEMY**  
THE MAKERSPACE



# *Making things is...team building.*



**VOCADEMY**  
**THE MAKERSPACE**

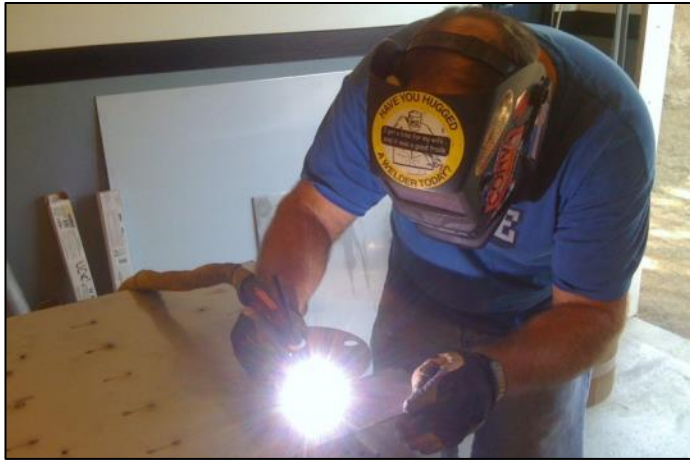
Copyright 2004, World Championship Pumpkin Chunkin Association

# *Making things is...original.*





# *Making things....makes you valuable!*





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



**VOCADEMY**  
**THE MAKERSPACE**

**Students need BOTH**  
**EDUCATION and “EXPERIENCE”**



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



# Thank You!

## Contact Information

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@Ideesing on Twitter

