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# San Diego Ranks Third Nationally for Innovation in Government

NATIONAL ORGANIZATION RECOGNIZES SAN DIEGO FOR USING TECHNOLOGY TO IMPROVE SERVICES, ENHANCE TRANSPARENCY AND BOOST CITIZEN ENGAGEMENT

SAN DIEGO – The Center of Digital Government, a national research and advisory institute for information technology (IT) policies and best practices by state and local governments, [ranked the City of San Diego](#) as the third best in the national Digital Cities Survey, which examines the overall performance of IT programs and plans.

**“By using technology, San Diego is making our streets and infrastructure better, our neighborhoods safer and government services more responsive and transparent,” said Mayor Kevin L. Faulconer. “This new ranking reflects San Diego’s ongoing commitment to using technology to make our communities better places to live.”**

The ranking reflects the City’s implementation of a variety of technology-related initiatives that have helped make work more efficient, provide innovative solutions to problems and offer public information that is easily accessed. These include:

- [Get It Done](#), a mobile application that helps residents easily report problems and request improvements for their neighborhoods;
- [Open Data Portal](#), an online catalog of openly licensed City data, available for download in a machine readable format;
- [OpenGov](#), an interactive visualization of the City’s operating and capital budgets to help provide an understanding of its operations and performance;
- [NextRequest](#), an online portal to request public documents and records and view previous requests;
- [PerformSD](#), an online dashboard that tracks how the City performs with charts, graphs and infographics;
- [Citizens' Online Police Reporting System](#), a web-based system to report certain crimes online;

- [CityVoice](#), an innovative call-in system where residents can voice how each San Diego Public Library branch can better serve San Diegans and their neighborhoods;
- [San Diego Geographic Information Source \(SanGIS\)](#), an online hub of geographical data that is stored and publicly available to download;
- [BidsOnline™](#), a fully automated web-based vendor registration and bid management system that consolidates vendor registration for suppliers, contractors, subcontractors, consultants, manufacturers, distributors and dealers interested in providing goods and services, construction services and consultant services to the City of San Diego; and
- MetroLab Network, a partnership between the City and UC San Diego that brings together university researchers with City staff to develop and implement smart solutions to improve infrastructure, services and other public sector priorities.

**“This is a great accomplishment,” said Deputy Chief Operating Officer Ron Villa. “The survey is an important benchmarking tool and reflects the hard work of the City's IT staff in coordination with our departments to better serve the evolving needs of residents.”**

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