The City *of*
SAN DIEGO

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City of San Diego Recognized as Top Digital City for Fifth Year in a Row
SAN DIEGO RANKED SECOND AMONG MAJOR U.S. CITIES IN 2021 DIGITAL CITIES SURVEY BY THE CENTER FOR DIGITAL GOVERNMENT

SAN DIEGO – Following a citywide expansion of public Wi-Fi and a successful shift to remote work amid a pandemic, the City of San Diego won the No. 2 ranking in the 2021 Digital Cities Survey that recognizes cities utilizing technology to tackle social problems, enhance services, strengthen cybersecurity and more.

This marks the fifth consecutive year the City has finished in the top three in the annual survey by the Center for Digital Government (CDG). San Diego tied with Los Angeles for second place this year, with San Jose topping the list for major U.S. cities.

"There is nothing better than being able to use innovation and technology to create more opportunities for the people we proudly serve," said Jonathan Behnke, the City's Chief Information Officer and Director of the Information Technology Department. "There are now more ways to get connected than ever before with a major expansion of public Wi-Fi and hundreds of new devices available to check out from libraries. I want to thank the many City staff and community partners for helping with these efforts to close the digital divide."

Through Mayor Gloria's SD Access 4 All initiative, the City has taken several actions to help close the digital divide that has left an estimated 53,000 San Diego households without internet access. The City has installed public Wi-Fi at over 300 locations; opened 10 outdoor computer labs at neighborhood libraries; purchased hundreds of Chromebooks and mobile hotspots that can be checked out from select libraries; and hired a community outreach organization to help San Diegans sign up for federal broadband discounts.

In addition to SD Access 4 All, the City took innovative steps to expand opportunities for residents, bolster the region's cybersecurity and improve City operations over the past year. They include:
- Developing a new San Diego Regional Cyber Lab to provide the greater San Diego region with coordinated cybersecurity awareness through collaborative access to tools, intelligence, and a trained and capable workforce. Launches in early 2022.

- Launching a Spanish language version of the popular Get It Done app actively used by more than 100,000 members of the public to report issues and make appointments for City services.
- Using a new platform to collect and analyze feedback from both employees and customers to analyze and improve the user experience.
- Appointing the City of San Diego's first Chief Innovation Officer, Kirby Brady, to lead the Performance & Analytics Department and harness the data and technology needed to provide world-class service in every neighborhood.
- Securing new contracts/services for IT to continue to modernize and digitalize city services for the next decade.
- Implementing remote work options for over 3,000 City employees during pandemic.
- Helping facilitate COVID vaccination tracking and reporting for City employees.

"Innovative cities are able to leverage data and harness new technology to enhance the services they provide," said CDG Vice President Phil Bertolini. "The Center for Digital Government congratulates this year's winners for putting technology to good use toward improving the lives of constituents and strengthening the relationships they have with their partners."

The CDG is a national research and advisory institute focused on technology policy and best practices in state and local government. It is a division of e.Republic, the nation's only media and research company focused exclusively on state and local government and education.

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