



OFFICE OF COUNCIL PRESIDENT ANTHONY YOUNG

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*FOR IMMEDIATE RELEASE*

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## **City Hall Officials Embrace Next Generation Information Technology Program**

San Diego, Calif. (June 17, 2011) -- San Diego City officials are looking for new and better ways to connect San Diegans with information and services using the latest technologies and digital communication tools.

On Monday, June 20 at 2 p.m., City staff will update the Council on the current Information Technology (IT) Program and outline next generation infrastructure and technologies – from increasing bandwidth to cloud computing – that will allow the City to engage with residents and businesses more efficiently.

Future IT improvements outlined in the report include:

- **Citizen self-service:** Creating a one-stop shop where residents could log in to fill out forms, make payments and report neighborhood issues.
- **Increased high-speed Internet access:** Working with local telecommunication companies to close the digital divide to prepare San Diego's future workforce and make it easier for more people to access the City's online services.
- **Online conferencing:** Allowing San Diegans to get their questions answered quickly and easily through online customer service representatives, limiting trips to City offices and reducing wait times on the phone.

"It is our hope that San Diego's IT program becomes a model for other cities to replicate as governments around the country find innovative ways to connect with citizens, provide information and deliver core services," said Council President Young.

The report will provide a framework for the City's evolving IT Program that President Young said will "enhance City government's engagement with San Diegans, increase their access to new technologies, continue making government information and services more transparent and promote our local tech industry."

Councilmember Sherri Lightner said it is vital for the City to continuously assess its IT Program to better streamline services and "make doing business with the city faster, easier and more convenient."

Additionally, all City forms, permit applications, license and fee payments could be automated on an interactive website that is available to users 24/7, noted Councilmember Lightner.

“We need to bring City services and information directly to the people. There is no reason anyone should have to make a special trip to a City office just to fill out a form or view a report,” she said.

Council President Young requested the IT Program update in response to last year’s findings by the Commission on Revenue Review and Economic Competitiveness.

In the commission’s final report to the Council, it noted that a skilled workforce is the single most important factor to attract, retain and grow businesses. Further, it said if the city wants to promote competitiveness, it should seek ways to help schools develop a qualified workforce by ensuring affordable broadband Internet access for the estimated 42 percent of San Diego students who now have no such access.

“Through its relationship with cable and wireless providers, the City could also encourage close cooperation with schools to ensure access for all students,” noted Council President Young.

The City Council will hear the IT Program report at 2 p.m. on Monday, June 20 on the 12<sup>th</sup> floor of the City Administration Building, 202 C Street, downtown San Diego. Agenda docket and streamline of live meetings can be viewed on the city website at: [www.sandiego.gov](http://www.sandiego.gov).

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