CITY OF
LONGBEACH

Smart City Initiative

A strategic plan for exploring and implementing emerging technology

JANUARY 2021

Prepared by the City of
Long Beach Technology
& Innovation Department

Context

Vision

Guiding Principles

Strategies & Objectives

Appendix

Beginning Fall 2019, the City of Long Beach engaged in a year-long process to develop a strategy for its Smart City Initiative (SCI).

Vision
what we aim to achieve

Guiding Principles
values that direct our work

Strategies
how we plan to achieve the vision

Objectives
actionable tactics

The strategy is the culmination of

12 Community Engagement Events & 450+ Survey Responses

9 Internal Interviews with City Staff & Commissioners

Industry Partners Workshop with 50+ Private and Public Sector Stakeholders

Review of Best Practices in 15 Peer Cities

Outreach efforts included community events, internal interviews, and a public survey with over 450+ responses.

COMMUNITY ENGAGEMENT
Whaley Park Community Resource Fair, October 26, 2019
SmartCityFest, November 7, 2019
City of Long Beach Social Media Community Outreach, Fall 2019
Gray Panthers Focus Group, March 7, 2020
819 Atlantic Avenue Downtown Long Beach Focus Group, March 14, 2020
Long Beach Rotary Club Virtual Focus Group, April 29, 2020
Leaders Long Beach Focus Group, May 21, 2020
Filipino Migrant Center Interview with Executive Director, June 24, 2020
YMCA Long Beach Focus Group, July 17, 2020
Industry Partners Workshop, July 28, 2020
Khmer Girls in Action Interview with Executive Director, July 29, 2020
Long Beach Smart City and Data Privacy Digital Survey, October 2019 through July 2020
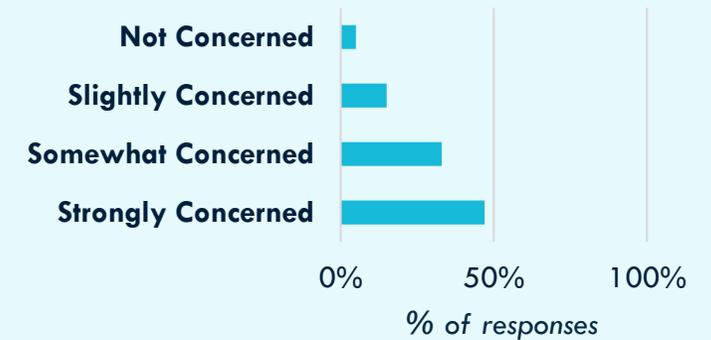Long Beach Forward Interview with Executive Director, August 2, 2020

INTERNAL INTERVIEWS
Interview with Long Beach Smart City Initiative Advisory Committee, May 11, 2020
Interview with Lea Eriksen, Director, Technology & Innovation Department, May 12, 2020
Interview with Parisa Vinzant, Commissioner, Technology & Innovation Commission, May 12, 2020
Interview with Gwen Shaffer, Chair, Technology & Innovation Commission, May 13, 2020
Interview with John Keisler, Director, Economic Development Department, June 4, 2020
Technology & Innovation Department Internal Interviews with City Departments, Summer 2020

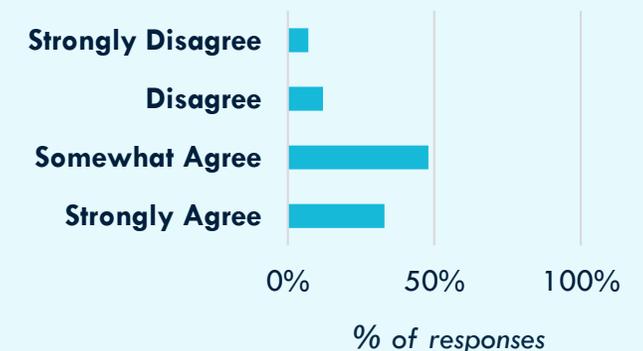## STRATEGIC CONSULTING SERVICES
HR&A Advisors, March through November 2020

SELECT SURVEY RESULTS

How concerned are you that the use of smart city technologies could mean less privacy for Long Beach residents?

Not Concerned
Slightly Concerned
Somewhat Concerned
Strongly Concerned

0%   50%   100%
% of responses

"Smart" tools and features are essential to the future of cities, including Long Beach.

Strongly Disagree
Disagree
Somewhat Agree
Strongly Agree

0%   50%   100%
% of responses

Context

Long Beach Smart City Initiative | 4
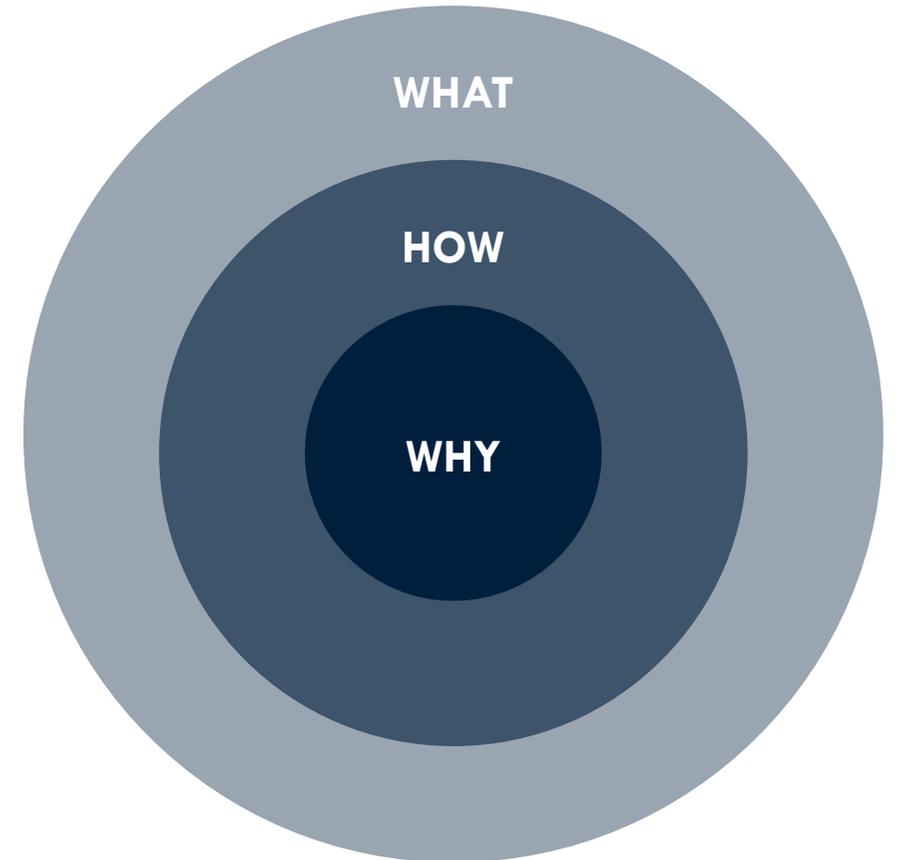
Context

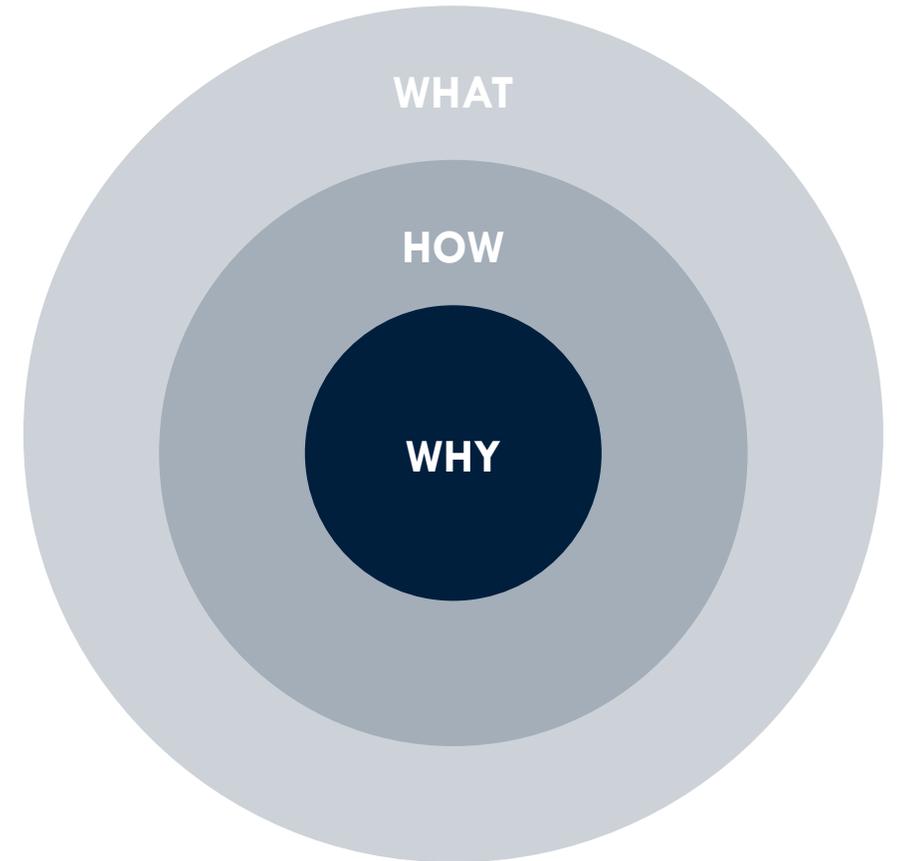# Vision

Guiding Principles

Strategies & Objectives

Appendix

The Smart City Initiative advances solutions to civic challenges by engaging the community, staff, and private sector to explore and implement emerging technology.

WHAT

HOW

WHY

The Smart City Initiative advances solutions to civic challenges

WHAT

HOW

WHY

Vision

The Smart City Initiative advances solutions to civic challenges by engaging the community, staff, and private sector
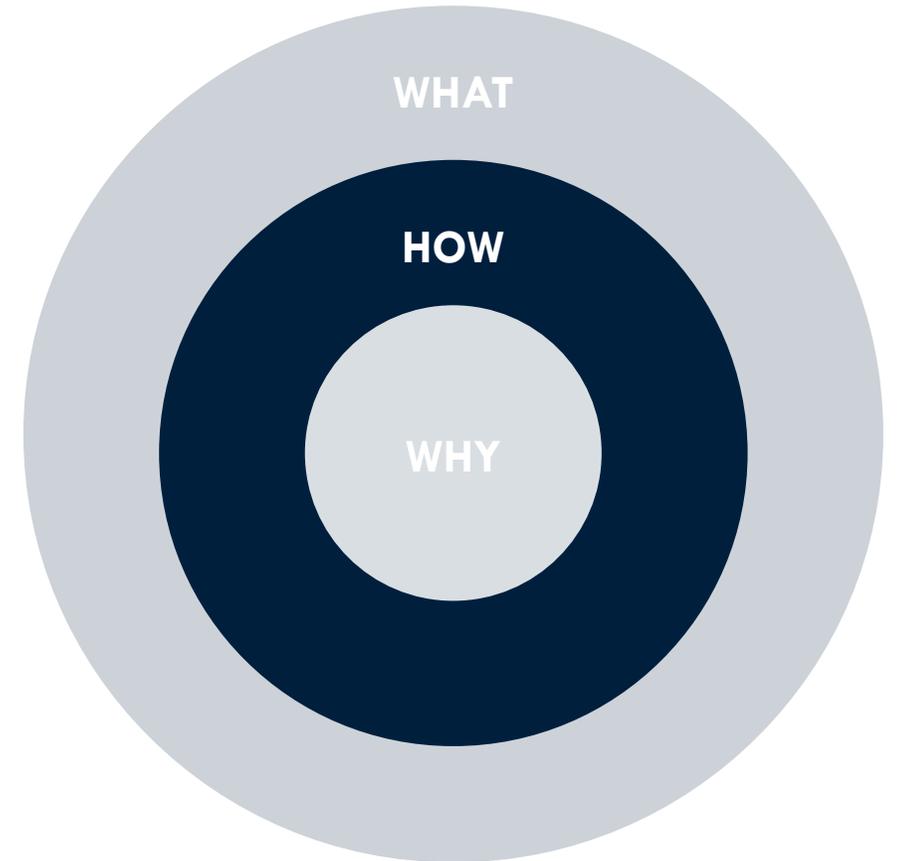
The Smart City Initiative advances solutions to civic challenges by engaging the community, staff, and private sector to explore and implement emerging technology.
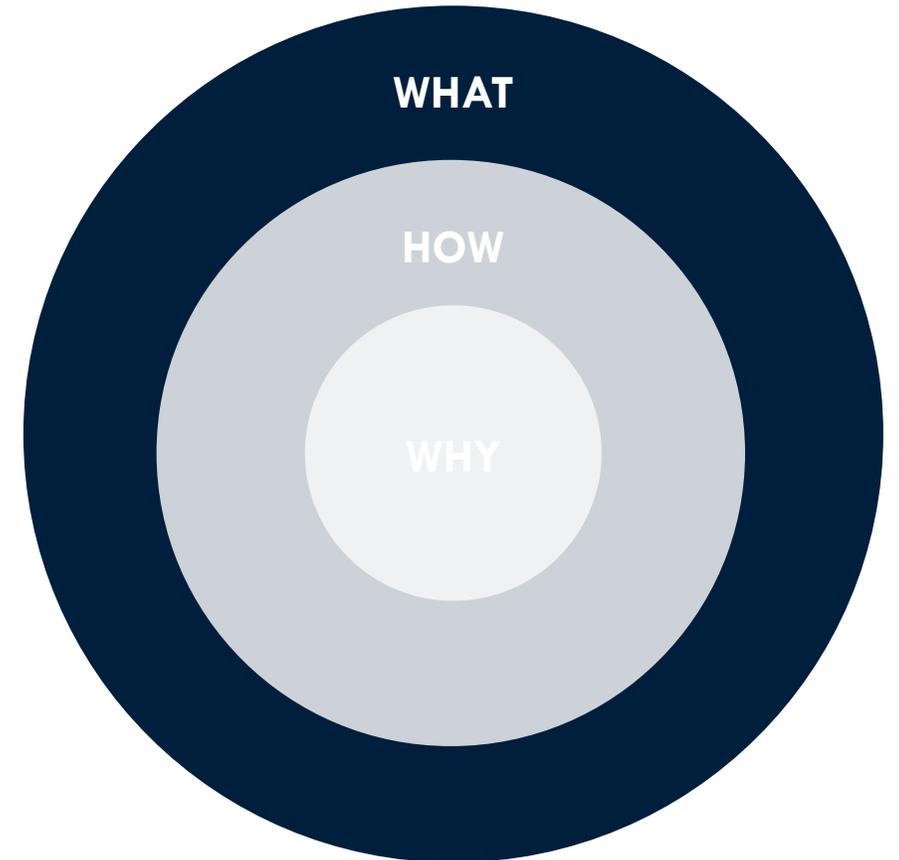
WHAT

HOW

WHY

Vision

Future Scenario: Smart City Initiative technology projects in Long Beach

WHY

Reduce inequity across Long Beach's low-income communities and communities of color

Vision

Future Scenario: Smart City Initiative technology projects in Long Beach

WHY	HOW
Reduce inequity across Long Beach's low-income communities and communities of color	1. Select a target neighborhood 2. Develop community working group 3. Community identifies challenges 4. City aligns challenges with city priorities 5. Private organizations propose solutions 6. Working group and City select winning proposals, then prototype and test interventions 7. If pilot succeeds, City provides opportunity to scale

Vision

Future Scenario: Smart City Initiative technology projects in Long Beach

WHY	HOW	WHAT
Reduce inequity across Long Beach's low-income communities and communities of color	1. Select a target neighborhood 2. Develop community working group 3. Community identifies challenges 4. City aligns challenges with city priorities 5. Private organizations propose solutions 6. Working group and City select winning proposals, then prototype and test interventions 7. If pilot succeeds, City provides opportunity to scale	***How might we get to zero waste and litter and increase recycling in West Long Beach?*** Install anerobic digester to promote composting and launch door-to-door composting collection ***How might we encourage people to enjoy, navigate, and use their neighborhood's public spaces at night?*** Install pedestrian-activated LED street lamps and 3D art installation

Vision

Future Scenario: Smart City Initiative technology projects in Long Beach

WHY	HOW	WHAT
Reduce inequity across Long Beach's low-income communities and communities of color	1. Select a target neighborhood 2. Develop community working group 3. Community identifies challenges 4. City aligns challenges with city priorities 5. Private organizations propose solutions 6. Working group and City select winning proposals, then prototype and test interventions 7. If pilot succeeds, City provides opportunity to scale	*How might we get to zero waste and litter and increase recycling in West Long Beach?* Install anerobic digester to promote composting and launch door-to-door composting collection *How might we encourage people to enjoy, navigate, and use their neighborhood's public spaces at night?* Install pedestrian-activated LED street lamps and 3D art installation

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DESIGN FOR EQUITY

reducing historic inequities and disparities by ensuring technology advancements are accessible to all and improve quality of life for communities that have been underserved

As the COVID-19 pandemic and the public demand for police reform demonstrate, Long Beach faces significant equity issues which are often compounded by the digital divide. City has initiated important steps to begin addressing racial equity, particularly through the Digital Inclusion Initiative, the Equity Toolkit, the Economic Inclusion focus in the Blueprint for Economic Development, and the ongoing Framework for Reconciliation. The Smart City Initiative will champion these efforts by ensuring technologies do not worsen existing disparities, prioritizing projects that further the City's equity goals, and adopting proactive accessibility and inclusivity practices that ensure civic technology benefits all Long Beach residents and specifically reaches those who face barriers to access including people of color, immigrants, low-income households, and older adults.

Guiding Principles

EARN PUBLIC TRUST

building public confidence through excellence in data privacy, data transparency, and community engagement

For many Long Beach residents, the phrase "smart cities" can conjure images of fictional dystopias. Community engagement reveals that residents are highly wary of their personal data being collected or stored by government agencies. The City of Long Beach recognizes that these concerns are valid. By achieving new standards of transparency and accountability, the Smart City Initiative will work to ensure that all residents, regardless of technical ability, can trust the tools that are tested and deployed by City officials. This work will include investing in digital literacy, codifying robust privacy and data security standards, and partnering with communities to develop a collaborative approach to deploying civic technology.

Guiding Principles

CULTIVATE LOCAL EXPERTISE

promoting place-based growth by supporting Long Beach entrepreneurs and businesses, improving workforce job-readiness, and building partnership networks

As a national center for shipping and logistics, Long Beach knows first-hand how technology is rapidly changing the local and global economy. Many residents fear that automation will lead to job loss and displacement. While other "smart cities" aim to attract outside talent, Long Beach will intentionally focus on strengthening its existing assets. By partnering with local businesses and community organizations, the Smart City Initiative will bolster local industry clusters, invest in workforce development for existing residents, and work to ensure that Long Beach has the infrastructure needed to thrive in the digital economy.

Guiding Principles

BUILD CIVIC RESILIENCE

improving capacity to respond to the most-pressing civic challenges using data-informed decision-making

From homelessness to climate change, local government is responsible for managing complex and often unpredictable urban challenges. As cities everywhere experience budget shortfalls, governments are asked to do more with less. The Smart City Initiative will work to improve city service delivery by deploying emerging technology solutions. Whether partnering with Departments to procure technology or training City staff to collect and analyze data, the Smart City Initiative aims to equip City staff with the tools and skills to respond effectively.

Guiding Principles

Guiding Principles

DESIGN FOR EQUITY

Reducing historic inequities and disparities by ensuring technology advancements are accessible to all and improve quality of life for communities that have been underserved.

EARN PUBLIC TRUST

Building public confidence through excellence in data privacy, data transparency, and community engagement.

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Promoting place-based growth by supporting Long Beach entrepreneurs and businesses, improving workforce job-readiness, and building partnership networks.

BUILD CIVIC RESILIENCE

Improving capacity to respond efficiently and effectively to the most-pressing civic challenges using data-informed decision-making.

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Appendix

Long Beach's Smart City Initiative is made up of four interconnected strategies.

EVALUATE
the infrastructure

Develop a Smart City implementation roadmap.

Bring stakeholders together.

MOBILIZE
the ecosystem

Secure resources for funding & management.

DEVELOP
the organization
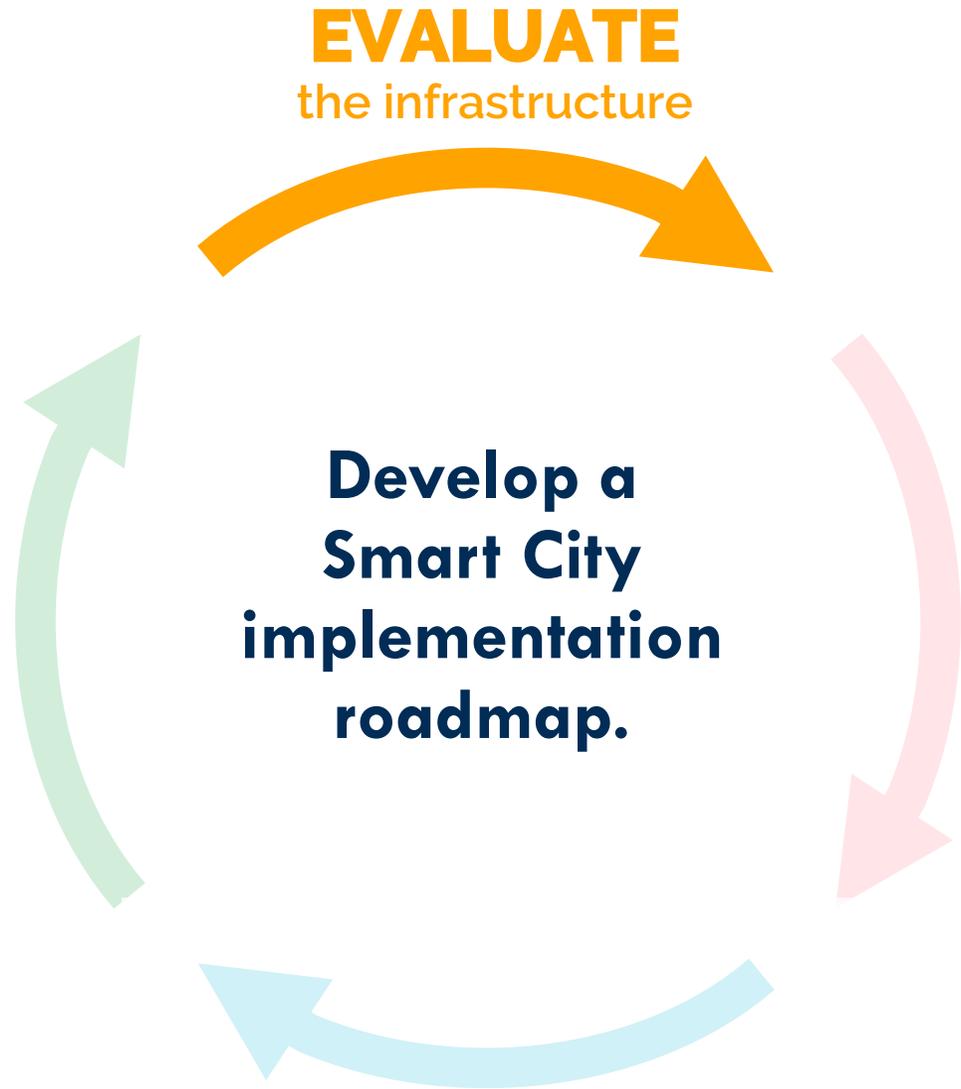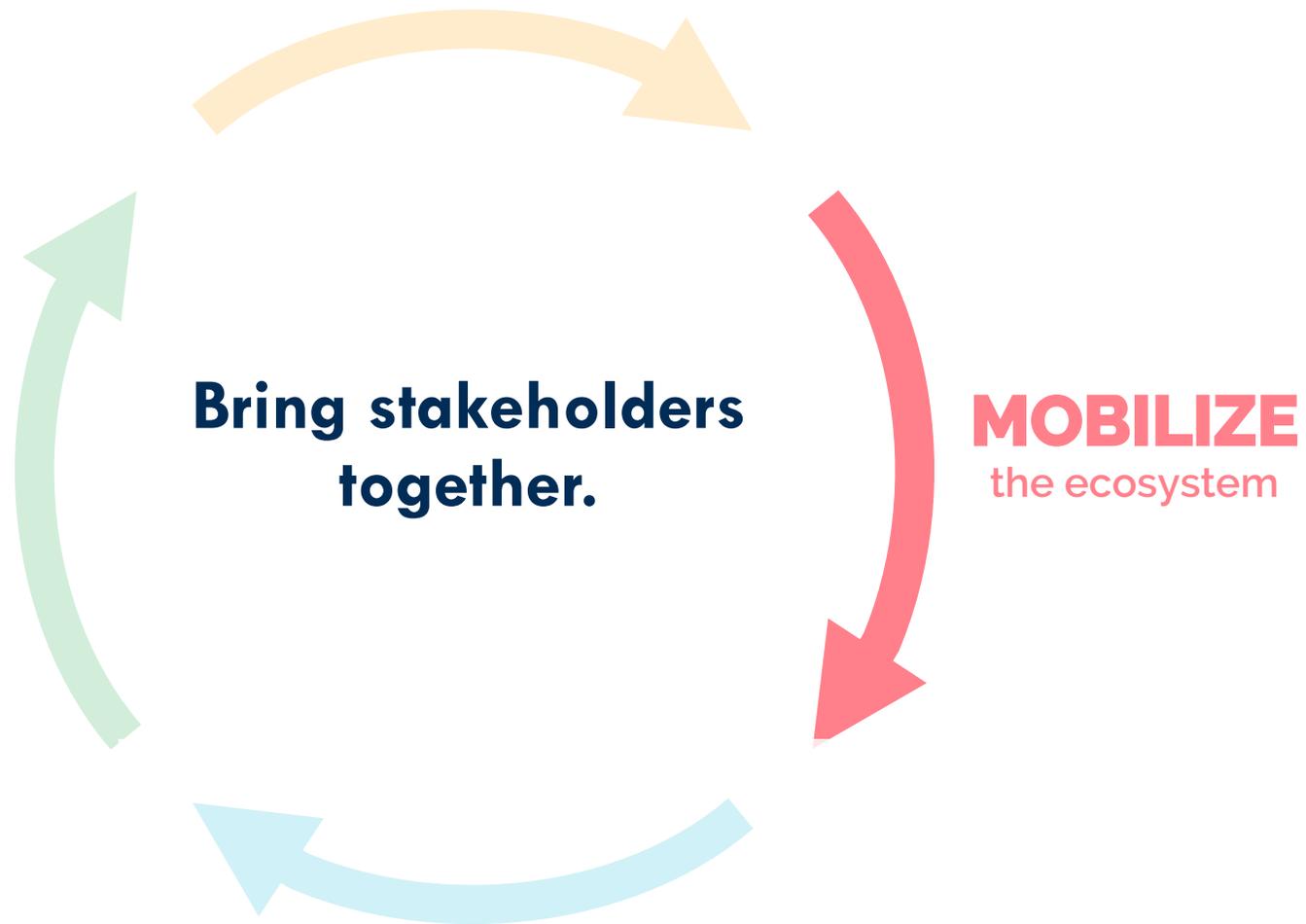
IMPLEMENT
the pilots

Deliver Smart City
pilot projects.

EVALUATE
the infrastructure

MOBILIZE
the ecosystem

DEVELOP
the organization

IMPLEMENT
the pilots

Evaluate project success & continue to iterate.

ONE.

Evaluate & Improve the Infrastructure

Description

The City of Long Beach is no stranger to the Smart City concept and to piloting new technologies. From micromobility to Startup in Residence (STIR) Challenges, the City has already implemented a variety of initiatives that integrate technology and public service. However, these efforts are often siloed, under-resourced, and difficult to scale. Internal innovators looking to test and adopt new technologies face an uphill battle navigating complex procurement and contracting processes. Recognizing that staff capacity is limited, the City aims to develop clear, replicable processes for prioritizing Smart City opportunities, identifying potential partners, and implementing projects that, if successful, can be scaled citywide.

To start, the City needs to lay a strong foundation. While Smart City projects will take many different forms, much of their underlying infrastructure must be shared across Departments. Ubiquitous, equitable connectivity, as championed by the Digital Inclusion Initiative, is a critical component of physical infrastructure. Yet success requires organizational and transactional infrastructure as well, including policies that invite innovation, ensure the Guiding Principles are achieved, and unify efforts toward shared objectives.

In this first phase, the Smart City Initiative will assess the current state of the City's efforts in order to identify the highest priorities for improvement. However, this broad evaluation is not a one-time exercise. Instead, evaluation and iteration must be core to the Smart City Initiative's ongoing work. As priorities shift and technologies evolve, the Smart City Initiative should continually assess what's working and what isn't. What new policies are needed? And which existing policies should be updated? By laying this foundation, the City can empower stakeholders to pursue new ideas and measure progress toward the most-pressing public challenges.

Key Questions

How should the current state of the City's smart city infrastructure inform priorities for new initiatives & investments?

What gaps should be prioritized? What strengths could be leveraged?

Summary of Next Steps & Anticipated Timeline

**1.1 Establish the baseline infrastructure for Long Beach's Smart City programs**

- Compile physical, digital, and transactional asset inventories

- Develop a roadmap to deliver universal broadband

1.2 Select and adopt policy changes that enable implementation of new Smart City projects

- Implement data privacy policy

- Establish data governance body

- Implement procurement tools

- Develop Smart City project intake and evaluation procedure

1.3 Develop and maintain a roadmap for the Smart City Initiative

- Select priority challenges and develop research questions to guide innovation

- Develop key performance indicators for each priority area and compile available baseline data

- Publish Smart City Initiative roadmap

	2020 Q4	2021 Q1	Q2	Q3	Q4	2022 Q1
1. EVALUATE & IMPROVE THE INFRASTRUCTURE						
1.1 Establish the baseline infrastructure for Long Beach's Smart City programs	▓	▓				
1.2 Select and adopt policy changes that enable implementation of new Smart City projects	▓	▓	▓	▓		
1.3 Develop and maintain a roadmap for the Smart City Initiative			▓	░	░	░

▓ In Process   ░ Ongoing
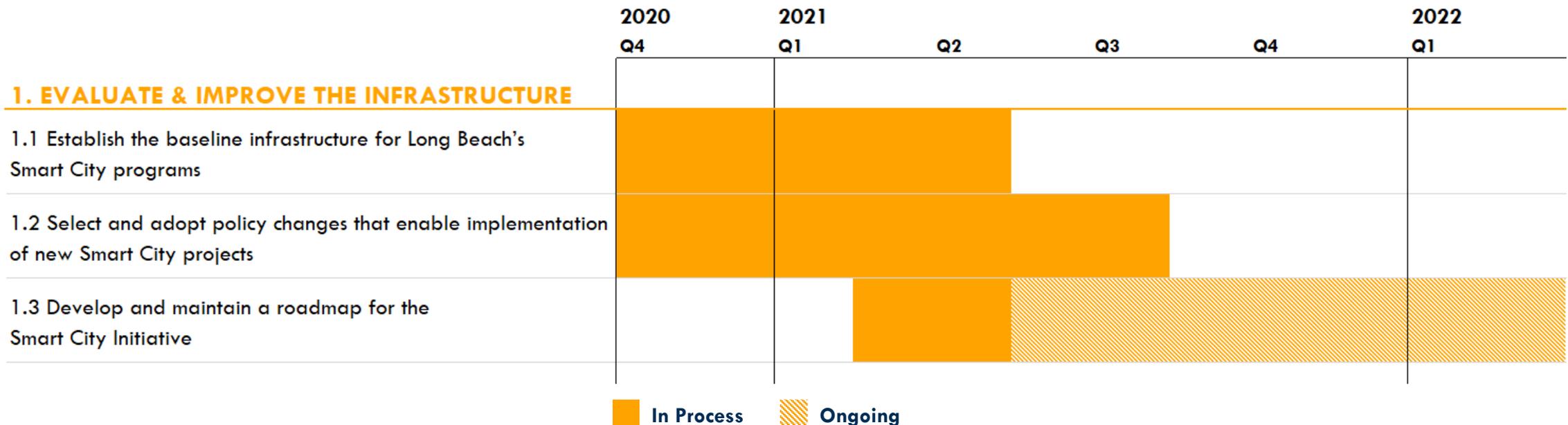
TWO.

Mobilize & Expand the Local Tech Ecosystem

Description

The Guiding Principles place people at the heart of the Smart City Initiative. To ensure the Initiative lifts diverse voices, the second strategy is to build a broad stakeholder network connecting industry experts, community members, and City staff.

Recognizing that municipal governments are not at the forefront of technology and innovation, the Initiative will invite collaboration from tech industry leaders to generate ideas and identify viable partnership opportunities. Given City staff's limited capacity, bringing in additional expertise will be critical to the Initiative's long-term success.

At the same time, the Initiative will pair the recommendations of experts with the lived-experience of Long Beach community members. Residents have expressed a need to create new paths for civic participation, particularly among low-income communities and communities of color who stand to benefit most from gains in digital literacy and participation in the smart city economy. In addition, as the digital revolution challenges old ways of doing business, there is concern that Long Beach residents will be ill-prepared for the emerging economy. The Initiative aims to address both needs by creating opportunities for residents to co-design City services. Moving beyond traditional public engagement, residents will build skills in technology design, testing, and evaluation, all while serving the public good.

Long Beach City staff make up the third pillar of the Initiative's ecosystem. Successful projects will require inter-departmental collaboration and a shared sense of purpose. Long Beach has a vibrant community of stakeholders, including universities, non-profits, community organizations, startups, and small businesses. Throughout the Initiative, each of these voices will have a role to play.

Key Questions

How might the SCI build effective partnership networks that strengthen the City's technical and local expertise?

Who are the community leaders, institutions, entrepreneurs, and business leaders that need to be a part of this work?
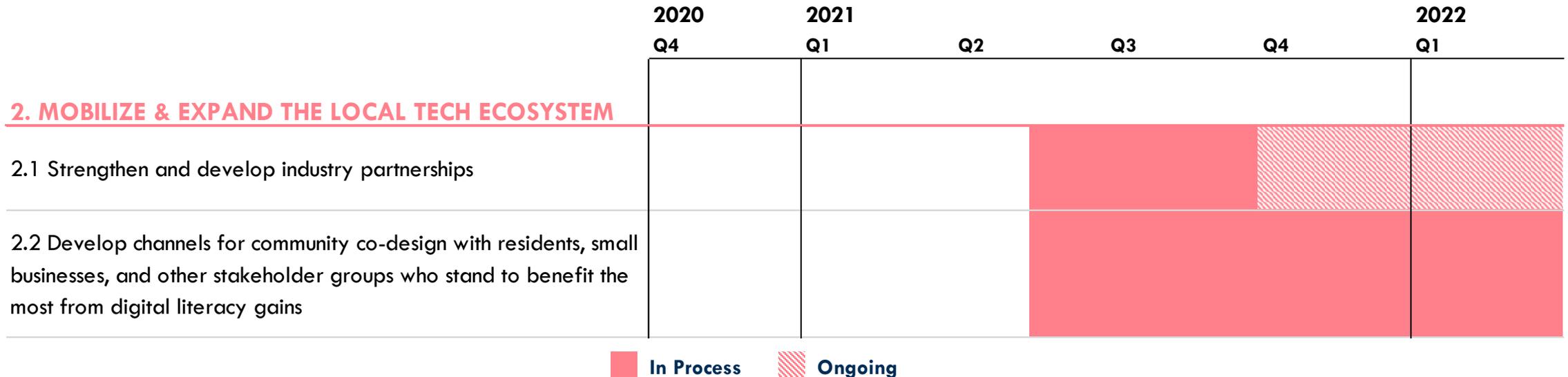
Summary of Next Steps & Anticipated Timeline

2.1 Strengthen and develop industry partnerships

- Establish a Smart City Advisory Board and recruit members

- Develop bi-annual engagement opportunities for the larger group of Industry Working Partners

- Conduct one-on-one outreach to individual Working Partners to build support and awareness

2.2 Develop channels for community co-design with residents, small businesses, and other stakeholder groups who stand to benefit the most from digital literacy gains

- Identify priority groups for engagement

- Form Community Technology Working Groups to facilitate community-led pilots (see Strategy 4.3)

- Identify opportunities for community co-design within the City's existing IT plans (e.g. longbeach.gov functionality)

	2020 Q4	**2021** Q1	Q2	Q3	Q4	**2022** Q1
2. MOBILIZE & EXPAND THE LOCAL TECH ECOSYSTEM						
2.1 Strengthen and develop industry partnerships				In Process	Ongoing	Ongoing
2.2 Develop channels for community co-design with residents, small businesses, and other stakeholder groups who stand to benefit the most from digital literacy gains				In Process	In Process	In Process

■ **In Process**   ▨ **Ongoing**

THREE.

Develop Organizational Capacity

Description

To achieve its goals, the Smart City Initiative will require dedicated staff and financial resources. Due to the COVID-19 economic and public health crisis, the City of Long Beach faces significant financial constraints. Launching a new initiative under these conditions requires resourcefulness and entrepreneurship. In order to remain sustainable, the Initiative needs a lean operating model that can succeed with limited resources in the near-term, while also setting a vision for what a more robust organization may look like in the future.

To start, the Initiative will define its organizational structure and establish the roles and responsibilities of each member. Next, the City will assign dedicated staff to managing the program full-time. The City currently has 1.5 full-time staff devoted to the Smart City Initiative; these existing job descriptions should be updated to reflect the Initiative's principles and objectives. In addition, the City should consider what part-time or temporary staff members could be re-allocated or recruited to support the Initiative. For example, many cities rely on student fellows or interns to strengthen the capacity of their Smart Cities programs without significant cost.

Finally, the Initiative must secure financing for its programs. While staff salaries may be covered by existing budgeted allocations, the program will need initial capital to fund pilot technology projects and on-going operating revenues to ensure it remains financially sustainable. We recommend pursuing a combination of government funding and philanthropic grants for the initial slate of pilot challenges, in parallel to negotiating with private partners to capture ongoing revenues, particularly as pilots are scaled for longer-term implementation.

Key Questions

What role might the SCI play and how might it leverage the resources necessary to execute that role long-term?

What is the unique value-add of the SCI to the overall municipal technology ecosystem?

Given its limited capacity, what funding sources should the SCI prioritize pursuing?

Summary of Next Steps & Anticipated Timeline

3.1 Design a viable operating model

- For FY 21, implement a Smart City Steering Committee

- For FY 22, consider merging existing staff to implement an Innovation Division or Office with 3 full-time equivalent staff members dedicated to launching Smart City pilots, including one officer to serve in a management-level role

- Identify internal financial resources such as existing grant programs or planned capital expenditures

3.2 Define roles for staff and advisors. Recruit or re-allocate new staff where needed

- Update job descriptions for staff assigned to the Smart City Initiative

- Establish fellowships or internships, with emphasis on local recruitment

- Identify remaining needs and work with Steering Committee to fill roles with existing staff

3.3 Identify and secure financial resources to sustain long-term operations

- For FY 21 and FY 22, set a goal of identifying $250,000 to fund 5 pilot challenges

- Secure external resources including philanthropic grants or corporate partnerships

- Dedicate recurring revenues to fund SCI operations

	2020 Q4	2021 Q1	Q2	Q3	Q4	2022 Q1

3. DEVELOP ORGANIZATIONAL CAPACITY

3.1 Design a viable operating model

3.2 Define roles for staff and advisors; recruit or re-allocate new staff where needed

3.3 Identify and secure financial resources to sustain long-term operations
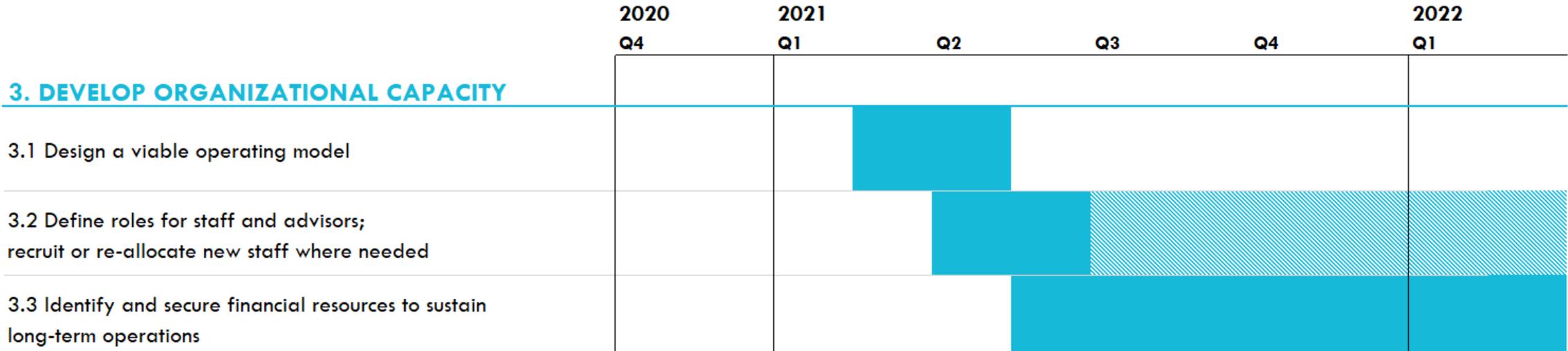
In Process   **Ongoing**

FOUR.

Implement Smart City Pilot Projects

Description

The Smart City Initiative will develop three pilot models that allow it to facilitate projects from different types of stakeholders: the private sector, internal City staff, and Long Beach residents and business owners. Each model is made up of three similar phases:

Explore. The first phase requires stakeholders to articulate priorities and needs and to solicit proposals from private, nonprofit, or academic partners. The goal of this first phase is to cast a wide net and activate the partnership network to elicit interest.

Evaluate. The second phase of each model is to evaluate proposals for alignment with the Guiding Principles and challenge goals, compliance with data governance policies, feasibility, and potential for scale. Ultimately, the initial evaluation will result in selecting pilot partners.

Implement. The final stage is to implement the pilot projects, integrating community testing and outreach wherever possible. Each pilot should define its key performance indicators from the onset so that milestones can be tracked and publicly reported. At the end of the pilot phase, the project will be evaluated for its potential for scale and handed off to the Department(s) with the most interest in funding a scaled implementation.

Key Question

How might the SCI develop flexible models to advance a variety of smart city projects?

Summary of Next Steps & Anticipated Timeline
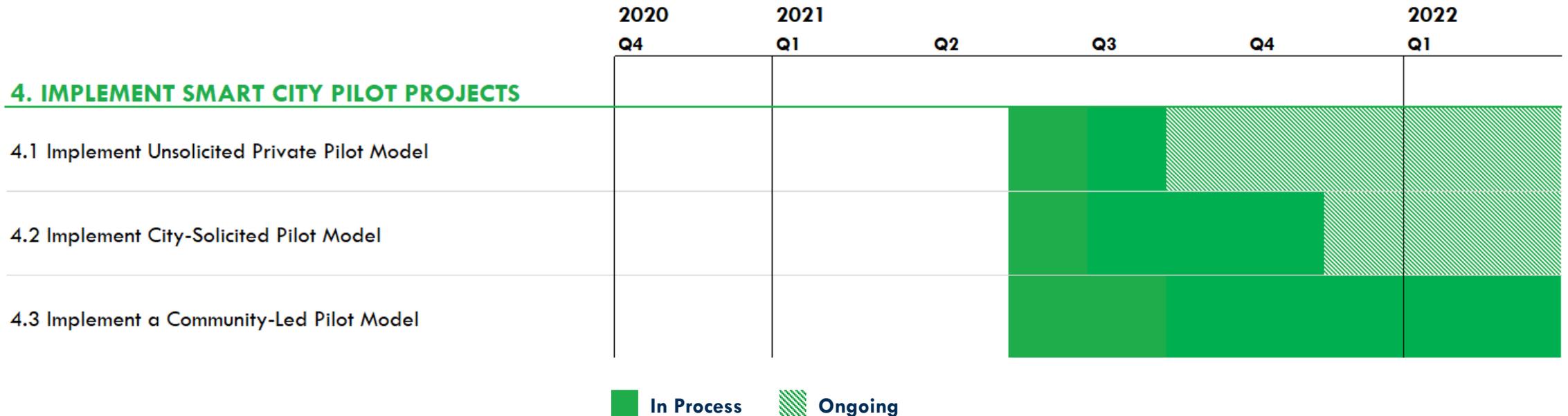
4.1 Implement Unsolicited Private Pilot Model

- Draft Unsolicited Proposals Policy and vet with Industry Working Partners
- Finalize all relevant policies and Pilot Model
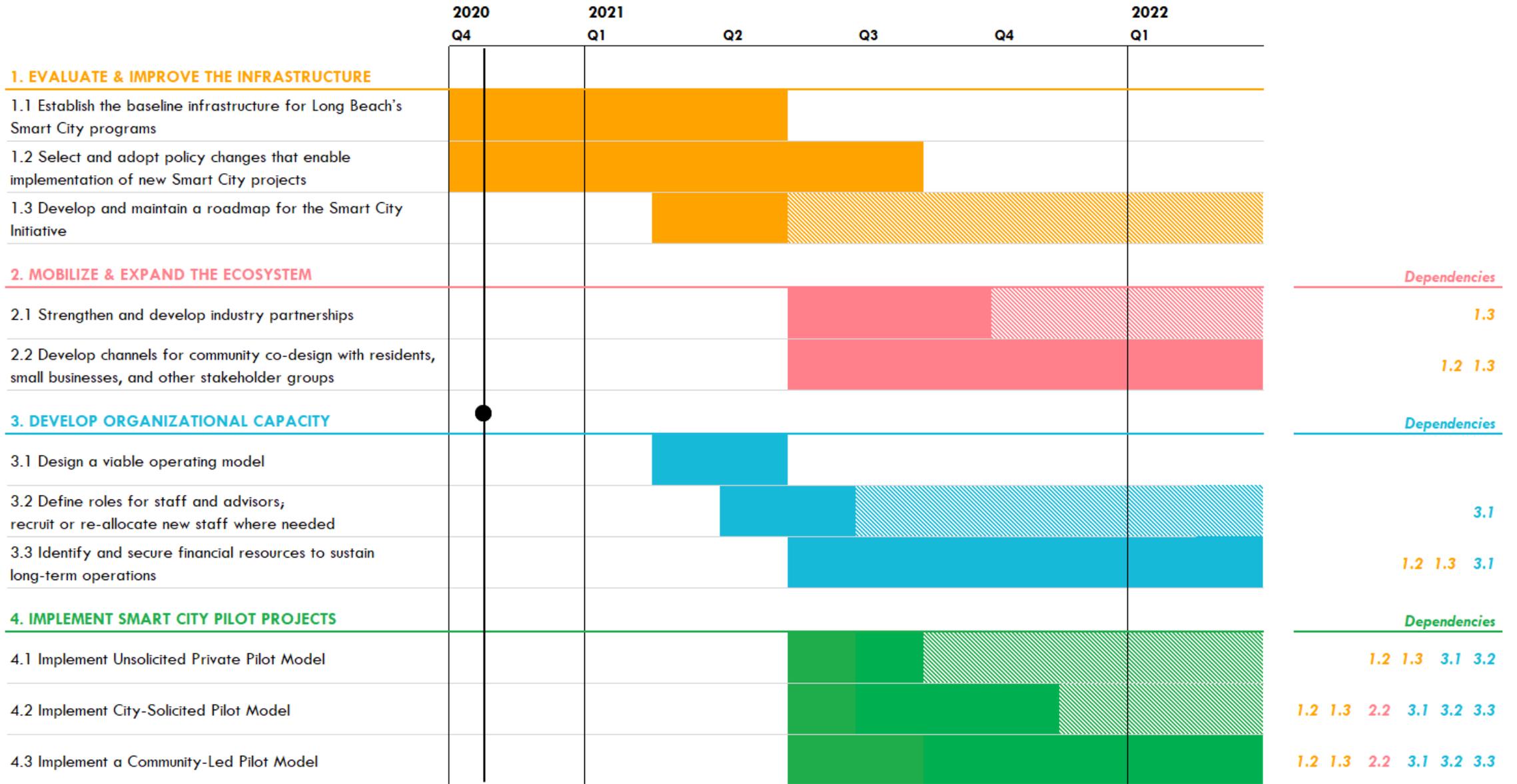- Meet with Industry Working Partners to develop interest and identify opportunities

4.2 Implement City-Solicited Pilot Model

- Develop Call for Solutions template and vet with Steering Committee
- Finalize Pilot Model
- Meet with City Departments to begin developing ideas for Steering Committee consideration

4.3 Implement Community-Led Pilot Model

- Finalize Pilot Model
- Develop Community Technology Working Group recruitment tools and workshop materials
- Identify priority population and form first Working Group

	2020 Q4	2021 Q1	Q2	Q3	Q4	2022 Q1
4. IMPLEMENT SMART CITY PILOT PROJECTS						
4.1 Implement Unsolicited Private Pilot Model				In Process	Ongoing	
4.2 Implement City-Solicited Pilot Model				In Process		Ongoing
4.3 Implement a Community-Led Pilot Model				In Process		

Legend: ■ In Process   ▨ Ongoing

4.0 | Implement Smart City Projects

Strategies & Objectives

	2020 Q4	2021 Q1	Q2	Q3	Q4	2022 Q1	Dependencies

1. EVALUATE & IMPROVE THE INFRASTRUCTURE

1.1 Establish the baseline infrastructure for Long Beach's Smart City programs

1.2 Select and adopt policy changes that enable implementation of new Smart City projects

1.3 Develop and maintain a roadmap for the Smart City Initiative

2. MOBILIZE & EXPAND THE ECOSYSTEM — *Dependencies*

2.1 Strengthen and develop industry partnerships — *1.3*

2.2 Develop channels for community co-design with residents, small businesses, and other stakeholder groups — *1.2 1.3*

3. DEVELOP ORGANIZATIONAL CAPACITY — *Dependencies*

3.1 Design a viable operating model

3.2 Define roles for staff and advisors; recruit or re-allocate new staff where needed — *3.1*

3.3 Identify and secure financial resources to sustain long-term operations — *1.2 1.3 3.1*

4. IMPLEMENT SMART CITY PILOT PROJECTS — *Dependencies*

4.1 Implement Unsolicited Private Pilot Model — *1.2 1.3 3.1 3.2*

4.2 Implement City-Solicited Pilot Model — *1.2 1.3 2.2 3.1 3.2 3.3*

4.3 Implement a Community-Led Pilot Model — *1.2 1.3 2.2 3.1 3.2 3.3*

Summary Of Strategies & Objectives

1. EVALUATE & IMPROVE THE INFRASTRUCTURE

1.1 Establish the baseline infrastructure for Long Beach's Smart City programs

1.2 Select and adopt policy changes that enable implementation of new Smart City projects

1.3 Develop and maintain a roadmap for the Smart City Initiative

2. MOBILIZE & EXPAND THE ECOSYSTEM

2.1 Strengthen and develop industry partnerships

2.2 Develop channels for community co-design with residents, small businesses, and other stakeholder groups

3. DEVELOP ORGANIZATIONAL CAPACITY

3.1 Design a viable operating model

3.2 Define roles for staff and advisors; recruit or re-allocate staff where needed

3.3 Identify and secure financial resources to sustain long-term operations

4. IMPLEMENT SMART CITY PILOT PROJECTS

4.1 Implement Unsolicited Private Pilot Model

4.2 Implement City-Solicited Pilot Model

4.3 Implement Community-Led Pilot Model

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Appendix

Appendix: Stakeholder Input on Guiding Principles

DESIGN FOR EQUITY

reducing historic inequities and disparities by ensuring technology advancements are accessible to all and improve quality of life for communities that have been underserved

As the COVID-19 pandemic and the public demand for police reform demonstrate, Long Beach faces significant equity issues which are often compounded by the digital divide. City has initiated important steps to begin addressing racial equity, particularly through the Digital Inclusion Initiative, the Equity Toolkit, the Economic Inclusion focus in the Blueprint for Economic Development, and the ongoing Framework for Reconciliation. The Smart City Initiative will champion these efforts by ensuring technologies do not worsen existing disparities, prioritizing projects that further the City's equity goals, and adopting proactive accessibility and inclusivity practices that ensure civic technology benefits all Long Beach residents and specifically reaches those who face barriers to access including people of color, immigrants, low-income households, and older adults.

"Advance digital equity, shift the power dynamic, and uplift underserved communities left behind by tech."

"Cut across department lines and reinf[...] connections with other organizations"

"Enable an equitable post COVID-19 future"

[...]echnology, data, and user-centered [...]prove resident quality of life"

"Data privacy and digital right center"

"Engaging residents and stakeholders of all ages"

[...]rnal organizations that Long Beach [...]ner"

"Create a coordinated, focused approach to propose, design, and pilot smart city solutions"

"The digital divide is increasing; being a smart city means providing the infrastructure for a smart economy for all households regardless of age, type, size."

"The wealth gap is one of the greatest challenges and the pandemic has exposed how big the gaps are"

[...]y's overall goals and support [...]riorities – especially as those [...]er time"

"U[...]

"C[...] furthering economic growth, all without compromising resident data privacy"

"People often equate "smart city" initiatives to requiring smart phones."

"If people don't feel safe using technology, we won't be able to maximize the opportunity"

"COVID will continue to play a long-term role."

"Given the City's financial realities, how much will we really be able to accomplish?"

"When it comes to transportation, how do we create a cultural shift that shows people there is another way to live outside of your car."

"Public feedback needs to be really clearly incorporated, engagement can't just be lip service"

"Fiscal realities will be very severe; many revenue sources will be hit"

"Residents feel like their voices aren't heard and they want to be more engaged in the conversation"

[...]d more [...]hom?"

"Because we have a whole separate effort focused on Digital Inclusion, this effort should build on top of that foundation, but remain separate from it"

"There will be limited staff capacity to manage these efforts; thus, pilots have to be aligned with existing priorities"

"People are concerned about automation replacing jobs and receiving training for tech-related jobs"

"We've had a handful of successful pilots, but challenged to scale them"

"How do we improve awareness and utilization of data that already exists?"

"Smart City work needs to be flexible enough to accommodate limited attention spans"

"Air pollution is very problematic"

"Staff time is a big constraint"

"We need to think about the user exp[...] residents and businesses rather than employees"

"Economic outcomes are shaped by historical, structural racism."

"Lack of access compounds other social challenges"

"Protect resident privacy and advance digital rights"

"Large concerns about digital privacy and digital rights; and the tradeoffs that come along with them"

"High tech infrastructure is essential for city to be engaged with solution providers because individual businesses can't do it themselves"

"Businesses that did not have connectivity to transact online are falling behind and will likely fail"

"\[...]

"Marginalized populations are often only consulted late in the process, moving equitable community engagement forward requires creativity."

"This general distrust of agencies makes it hard… If technology will help make the world cleaner, safer, better, more efficient, we should move forward with it. But none of us trust our leaders."

"Smart cities eliminate good paying benefited jobs. If we want a vibrant city, then citizens need good jobs to make Long Beach a better city."

"I understand that Long Beach wants to be on the cutting edge of the "smart" technology. H the city should be very, very careful abo they collect and share the personal infor of its residents."

"What if you don't have a smart phone? It just further divides us."

"I do believe automating some city infrastructure/maintenance functions of LB coul be improved using smart apps. However, I am VERY leery of my personal data/behaviors bein used and stored by any sort of government. Th may intend to use it for good purposes, but it is the unforeseen and perhaps questionable tactic of utilizing the data that concerns me."

"Is this actually going to come to the Westside? Or the North side? Or will we only see the benefits years later?"

"I prefer to live in a city where people have jobs, rather than being displaced by "smart" technology. Also, if any of the "smart" tech changes are actually being planned, I hope they are done slowly and in neighborhoods that most need them first. So many tech innovations claim to work much better than they actually do… Spend the money on employing people.

"There should be a component where we keep some of this virtual meeting together [for] issues like parking and traffic. I've tried to park many times at City Hall and have had to drive around many times to find a spot. And then wait at a clerk's counter for information. It is so much easier to get into a cue virtually and do it from home. And even city council meetings. Rather than trying to cram everybody into a city hall chamber…I think you would get more participation and a wider variety of participants if we continue to have large Zoom groups that can listen in and leave a comment."

"As a community activist and person of color who often contradicts the positions of our increasingly authoritarian government, I would be afraid."

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"Technology is a necessary evil in today's world. Let's find ways to use the good, while maintaining privacy and not distributing private information for other and corporate gains."

"We are gonna have to train a new workforce. I've worked with youth for 30 years now, and I see the trend. We are going to have to be ready. Youth are training seniors to get them up to speed with technology. "

"Although smart cities are important, do not forget about the basics that make a city function. Our streets and sewer systems are old and need repairs too."

"Displacement of workers is a big problem… example with the port and loss of jobs and disruption"

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"Seniors need this information the most, but don't have access to the information because they lack access."

"For me, a smart city is where you have IoT, where you have sensors and collect data, and integrate that in a way that helps provide public services to residents. I also see it as an integration of both information technology and communications technology, what is called the ICT. I see all that coming together to help provide public and private services."

"I'm over 80 and visually impaired, so I can't use these things. Don't think we need them. It is a burden. We get older and we have to keep up with the technology – can't keep up with passwords. Once you go online, that's it. They hit you hard. I don't go online anymore. Seniors don't need to go online. Leave that to the young folks. We're too old for this stuff."

"When data is being gathered, what is it use... for? And that doorbell device perpetuates the whole next door attitude of watch out, so and so is in your neighborhood. Also, it prevents people from interacting because now you don't have to come to the door. You can just look at your monitor and talk to someone. It is just another way for us to distance ourselves instead of interacting with one another. And I think that has long-term consequences."

"We produce this tech. If we don't learn to use it responsibly and trust the community, it will get out of hand. We need to hold people accountable and encourage responsible sharing policies. Its not going away."

"The City needs to solve the Wi-Fi access issue for everyone."

"Privacy is a major concern of mine but I don't think it is a major concern for people who are 20 years old. They who grew up with the internet, they grew up with being exposed with all their info so it might be a generational thing for the privacy issue."

"When I hear smart cities I think of live directories and live time things at bus stops."

"Will the city train people for high tech jobs?"

"Any work around workforce should prioritize and be created for communities who experience the greatest barriers to employment and economic security."

"This initiative needs to uplift the economic conditions of those who need it the most and who have the greatest barriers to employment and economic security."

"Part of trust is being transparent and open. It is also not all about what the city does, but also about the second and third parties sharing the data. That is the knottiest problem with privacy. People need all the information and then they can make a choice about whether to opt in."

"[Technology can improve quality of life] by increasing access to accurate information and resources and allowing folks to more fully participate in civic life."

"In communities like North Long Beach, where there is a lack of technology, you have to build trust and demonstrate that your plans really will help the community."

"Many departments us are underfunded and stretched thin which results in tokenized public engagement strategies which check off a box for the grant that funds this work, but realistically does not involve much public input."

"If accessibility, inclusion, and equity are considered in every single stage of the decision-making process around this, let end users have the say in how data is used, transmitted, stored, accessed."

"My main concern is if the programs from this initiative did not have equity as a foundation because it would exacerbate current inequities."

"The definition is changing ver

"How do we use technology to shift power away from traditional centers to distribute power in a way that gives a voice to those who don't currently have power to design public policy that reflects their experiences."

"All of that data should be disaggregated by race, by gender, by zip code, etc. so that we can easily identify disparities."

"Start small and say, 'imagine what you can do to make this better?' There is a lot of technology that can make data fun, cool, attention-grabbing, and interactive."

"Many Departn providing services online, though in a scattered way and on the fly; next they need to really think strategically about it.

People will retreat to their old ways if HD doesn't keep pushing and building on momentum."

"Follow up with users after rolling out new technology or service. Get users to have ownership over new technology systems. Listen to users, don't throw them canned out of the box technology… Find early adopters and have them champion technology."

"What will you offer for individuals and families with disabilities that cannot navigate a laptop, Chromebook, or cellphone?"

"Any changes to make Long Beach "smarter" need to fully analyze the cost-benefit by unbiased independent subject matter experts with no financial or political interest in the outcome."

"Concern with unwanted advertisements."

"Living in a smart city should increase efficiency in public spaces, making the transition between home and work life seamless."

"I would expect that the City implementing these technologies would properly notify and include citizens' input in ways that are accessible to those end users."

"Hopefully, in the aggregate, [technolog help mitigate the damage we all inflict o environment. I believe this is an import priority."

"All I want is citywide Wi-Fi and more equitable decision-making."

EARN PUBLIC TRUST

building public confidence through excellence in data privacy, data transparency, and community engagement

For many Long Beach residents, the phrase "smart cities" can conjure images of fictional dystopias. Community engagement reveals that residents are highly wary of their personal data being collected or stored by government agencies. The City of Long Beach recognizes that these concerns are valid. By achieving new standards of transparency and accountability, the Smart City Initiative will work to ensure that all residents, regardless of technical ability, can trust the tools that are tested and deployed by City officials. This work will include investing in digital literacy, codifying robust privacy and data security standards, and partnering with communities to develop a collaborative approach to deploying civic technology.

"Advance digital equity, shift the power dynamic, and uplift underserved communities left behind by tech."

"Cut across department lines and reinforce connections with other organizations"

"Enable an equitable post COVID-19 future"

"Leverage technology, data, and user-centered design to improve resident quality of life"

"Data privacy and digital rights will be front and center."

"Signal to external organizations that Long Beach is ready to partner"

"Create a coordinated, focused approach to propose, design, and pilot smart city solutions"

"Unlock improvements in City service delivery"

"The digital divide is increasing; being a smart city means providing the infrastructure for a smart economy for all households regardless of ages"

"The wealth gap is one of the greatest challenges and the pandemic has exposed how big the gaps are"

"Must align with City's overall goals and support existing plans and priorities — especially as those priorities change over time"

"Creating a more equitable and sustainable city, furthering economic growth, all without compromising resident data privacy."

"If people don't feel safe using technology, we won't be able to maximize the opportunity."

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"...continue to play a long-term role."

"Given the City's financial realities, how much will we really be able to accomplish?"

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"Public feedback needs to be clearly incorporated; engagement can't just be lip service."

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"Residents feel like their voices aren't heard and they want to be more engaged in the conversation"

"Smart" comes at the cost of privacy and more importantly, one must ask, smart for whom?"

"Because we have a whole separate effort focused on Digital Inclusion, this effort should build on top of that foundation, but remain separate from it"

"There will be limited staff capacity to manage these efforts; thus, pilots have to be aligned with existing priorities"

"People are concerned about automation replacing jobs and receiving training for tech-related jobs"

"We've had a handful of successful pilots, but challenged to scale them"

"How do we improve awareness and utilization of data that already exists?"

"Smart City work needs to be flexible enough to accommodate limited attention spans"

"Air pollution is very problematic"

"Staff time is a big constraint"

"We need to think about the user experience for residents and businesses rather than only for city employees."

"Economic outcomes are shaped by historical, structural racism"

"Digital literacy is a huge issue, needs to be at the center."

"Protect resident privacy and advance digital"

"Large concerns about digital privacy and digital rights; and the tradeoffs that come along with them"

"High tech infrastructure is essential for city to be engaged with solution providers because individual businesses can't do it themselves"

"Lack of access compounds other social challenges"

"Businesses that did not have connectivity to transact online are falling behind and will likely fail"

"Why do things take so long?"

"Marginalized populations are often only consulted late in the process, moving equitable community engagement forward requires creativity"

"This general distrust of agencies makes it hard… If technology will help make the world cleaner, safer, better, more efficient, we should move forward with it. But none of us trust our leaders."

"The City should be very, very careful about how they collect and share the personal information of its residents."

"We have big concerns and mistrust about sharing data with law enforcement or with ICE…"

"As we move towards the planning and executing becoming a smart city, it's very important that the city leadership has transparency and communicates clearly and openly with the residents of Long Beach."

"All data should be aggregated and anonymous. I don't see the justification for keeping data on any individual."

"Who will have access to the data collected? Who will be the owners of the data collected? There is a lot of apprehension and mistrust of local government."

"I understand that Long Beach wants to be on the cutting edge of the "smart" technology. However…

"There should be a component where we keep some of this virtual meeting together [for] issues like parking and traffic. I've tried to park many times at City Hall and have had to drive around many times to find a spot. And then wait at a clerk's counter for information. It is so much easier to get into a cue virtually and do it from home. And even city council meetings. Rather than trying to cram everybody into a city hall chamber…I think you would get more participation and a wider variety of participants if we continue to have large Zoom groups that can listen in and leave a comment."

"I do believe automating some city infrastructure/maintenance function be improved using smart apps. How VERY leery of my personal data/be used and stored by any sort of gov may intend to use it for good purposes, but it is the unforeseen and perhaps questionable tactics of utilizing the data that concerns me."

"We have big concerns and mistrust about ... Westside? Or the North side? Or will we only see the benefits years later?"

"I prefer to live in a city where people have jobs, ... replaced by "smart" ... any of the "smart" tech ... being planned, I hope they are done slowly and in neighborhoods that most need them first. So many tech innovations claim to work much better than they actually do… Spend the money on employing people.

"I just think creating opportunity for s abuses and to create classifications a strata is somewhat concerning."

"Smart city technologies need to be accessible to everyone."

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"I would love to see smart technologies used to reduce the number of cars on the road--to make buses and trains more efficient, so more people use mass transit. Ideally, smart technology will help conserve energy and reduce pollution."

"With schools going into home learning across economic segments, the differential is of course tools like Chromebooks and broadband infrastructure being different in different zip codes. How can we ensure distance learning is equitable?"

"I want to remind you of the older adult generation or migrant families who may not be familiar with the use of this type of technology. I do hope they are not ignored or pushed away."

"In the city there might be data that is important for various community groups to use for determining needs. But if aggregate data from the community is shared rather than individual data, [...] [...] around the [...] with people's [...] to do so could [...] money from [...] lawsuits."

"We still have an access-to-information problem as many elderly don't have smart phones, use the internet etc. there is still a huge inequity here. If decisions are data driven, how is data collected from this segment of the population? More importantly...will it be collected? Is there sufficient outreach? How do we make these systems all-inclusive?"

"We can't land on saying there's this one thing we need to implement in our community because those one things are still developing. To think broader is to that having a smart city or the capacity for smart city means there are certain elements that are addressed like robust network, infrastructure, access across all demographics."

"I would like to see a committee or commission comprised of tech savvy folks who can protect the data/privacy of residents while creating a robust, technologically smart city."

"As a boomer, I question why do they need to access my photos or any other media on my phone if I am just parking my car? That's where people go off the edge."

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"I think the takeaway is we don't actually trust our officials to work in our best interest. They work in their own best interest and that's a problem. We should be able to trust the police."

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"I'm over 80 and visually impaired, so I can't use these things. Don't think we need them. It is a burden. We get older and we have to keep up with the technology – can't keep up with passwords. Once you go online, that's it. They hit you hard. I don't go online anymore. Seniors don't need to go online. Leave that to the young folks. We're too old for this stuff."

"When data is being gathered, what is it used for? And that doorbell device perpetuates the whole next door attitude of watch out [...] is in your neighborhood. Also, it preve[...] from interacting because now you do[...] come to the door. You can just look at [...] monitor and talk to someone. It is just [...] way for us to distance ourselves inste[...] interacting with one another. And I thi[...] long-term consequences."

"We produce this tech. If we don't learn to use it responsibly and trust the community, it will get out of hand. We need to hold people accountable and encourage responsible sharing policies. Its not going away."

"The city needs to solve the Wi-Fi access issue for everyone. My building doesn't have access and much of the park access doesn't work effectively much of the time. All the technology available is not useful if people can't access it."

"Privacy is a major concern of mine but I don't think it is a major concern for people who are 20 years old. They who grew up with the internet, they grew up with being exposed with all their info so it might be a generational thing for the privacy issue."

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"[Technology can improve quality of life] by increasing access to accurate information and resources and allowing folks to more fully participate in civic life."

"This initiative needs to uplift the economic conditions of those who need it the most and who have the greatest barriers to employment and economic security."

"Part of trust is being transparent and open. It is also not all about what the city does, but also about the second and third parties sharing the data. That is the knottiest problem with privacy. People need all the information and then they can make a choice about whether to opt in."

"In communities like North Long Beach, where there is a lack of technology, you have to build trust and demonstrate that your plans really will help the community."

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"All of that data should be disaggregated by race, by gender, by zipcode, etc. so that we can easily identify disparities."

"Start small and say, 'imagine what you can do to make this better?' There is a lot of technology that can make data fun, cool, attention-grabbing, and interactive."

"People will retreat to their old ways if TID doesn't keep pushing and building on momentum."

"Smart city ideas may seem great in abstract ways but ask 'How will this help me today? How will this improve my workload?'"

"Follow up with users after rolling out new technology or service. Get users to have ownership over new technology systems. Listen to users, don't throw them canned out of the box technology… Find early adopters and champion technology."

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"Any changes to make Long Beach "smarter" need to fully analyze the cost-benefit by unbiased independent subject matter experts

"Concern with unwanted advertisements."

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"Living in a smart city should increase efficiency in public spaces, making the transition between home and work life seamless."

"I would expect that the City implementing these technologies would properly notify and include citizens' input in ways that are accessible to those end users."

"Hopefully, in the aggregate, [technology] would help mitigate the damage we all inflict on the environment. I believe this is an important priority."

"All I want is citywide Wi-Fi and more equitable decision-making."

CULTIVATE LOCAL EXPERTISE

promoting place-based growth by supporting Long Beach entrepreneurs and businesses, improving workforce job-readiness, and building partnership networks

As a national center for shipping and logistics, Long Beach knows first-hand how technology is rapidly changing the local and global economy. Many residents fear that automation will lead to job loss and displacement. While other "smart cities" aim to attract outside talent, Long Beach will intentionally focus on strengthening its existing assets. By partnering with local businesses and community organizations, the Smart City Initiative will bolster local industry clusters, invest in workforce development for existing residents, and work to ensure that Long Beach has the infrastructure needed to thrive in the digital economy.

"Advance digital eq[...] dynamic, and uplift [...] behind by tech."

"Cut across department lines and reinforce connections with other organizations."

"Enable an equitable post COVID-19 future"

"Leverage technology, data, and user-centered design to improve resident quality of life"

"Data privacy and d[...] center"

"Signal to external organizations that Long Beach is ready to partner."

[...]oordinated, focused approach to [...]esign, and pilot smart city solutions"

[...]ages"

"The digital divide is increasing; being a smart city means providing the infrastructure for a smart economy for all households regardless of age, type, size."

"The wealth gap is one of the greatest challenges and the pandemic has exposed how big the gaps are"

"Must align with City's overall goals and support existing plans and priorities – especially as those priorities change over time"

"Unlock improvements in City service delivery"

"Creating a more equitable and sustainable city, furthering economic growth, all without compromising resident data privacy"

"People often equate "smart city" initiatives to requiring smart phones."

"If people don't feel safe using technology, we won't be able to maximize the opportunity."

"COVID will continue to play a long-term role."

"Given the City's financial realities, how much will we really be able to accomplish?"

"When it comes to transportation, how do we create a cultural shift that shows people there is another way to live outside of your car."

"Public feedback needs to be really clearly incorporated, engagement can't just be lip service."

"Fiscal realities will be very severe; many revenue sources will be hit"

"Residents feel like their voices aren't heard and they want to be more engaged in the conversation"

"Smart" comes at the cost of privacy and more importantly, one must ask, smart for whom?"

"Because we have a whole separate effort focused on Digital Inclusion, this effort should build on top of that foundation, but remain separate from it"

"There will be limited staff capacity to manage these efforts; thus, pilots have to be aligned with existing priorities"

"People are concerned about automation replacing jobs and receiving training for tech-related jobs"

"We've had a handful of successful pilots, but challenged to scale them"

"How do we improve awareness and utilization of data that already exists?"

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"Lack of access compounds ot[...] challenges"

"This general distrust of agencies makes it hard… If technol[ogy]... cleaner, safer, be[tter]... move forward w[ith]... leaders."

"Smart cities eliminate good paying benefited jobs. If we want a vibrant city, then citizens need good jobs to make Long Beach a better city."

"I understand that Long Beach wants to be on the cutting edge of the "smart" technology. However, the city should be very, very careful about how they collect and share the personal information of its residents."

"What if you don't have a smart phone? It just further divides us."

"I do believe automating some city infrastructure/maintenance functions of LB could be improved using smart apps. However, I am VERY leery of my personal data/behaviors being used and stored by any sort of government. They may intend to use it for good purposes, but it is the unforeseen and perhaps questionable tactics of utilizing the data that concerns me."

"We have big concerns and mistrust about sharing data with law enforcement or with ICE. Will there be long term jobs out of t[his]... community members be hired to bu[ild]... city? Is this actually going to come [to]... Westside? Or the North side? Or wi[ll]... the benefits years later?"

"I prefer to live in a city where people have jobs, rather than being displaced by "smart" technology."

"There should be a component where we keep some of this virtual meeting together [for] issues like parking and traffic. I've tried to park many times at City Hall and have had to drive around [t]imes to find a spot. And then wait at a counter for information. It is so much [easier] to get into a cue virtually and do it from [home]. And even city council meetings. Rather [than tr]ying to cram everybody into a city hall chamber…I think you would get more participation and a wider variety of participants if we continue to have large Zoom groups that can listen in and leave a comment."

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"As a community activist and person of color who often contradicts the positions of our increasingly authoritarian government, I would be afraid."

"Are we hiring people from outside the city, and what are we doing with workers who don't have a needed skills set?"

"Internet access and how to use technology effectively is vital, especially for older adults. Many don't know how to text or access information even if they have a computer or android phone."

"I just think creating opportunity for systemic abuses and to create classifications among every strata is somewhat concerning."

"Who will have access to the data collected? Who will be the owners of the data collected? There is a lot of apprehension and mistrust of local government."

"Part of the issue is we don't have the time, energy or interest to be involved. How many of us go to City Council meetings or watched the press conferences live this week? No one."

"We need to solve real problems for real people. We don't want the private sector to come in with flashy toys. At the same time, we have real fiscal challenges, lots of pressure to prioritize what we are working on to ensure that it aligns with city priorities."

[...lo]ve to see smart technologies used to [reduce the] number of cars on the road—to make [...] trains more efficient, so more people [use] transit. Ideally, smart technology will [conse]rve energy and reduce pollution."

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"In the city there might be data that is important for various community groups to use for determining needs. But if aggregate data from the community is shared rather than individual data, that might be a way of getting around the privacy issue."

"We still have an access-to-information problem as many elderly don't have smart phones, use the internet etc. there is still a huge inequity here. If decisions are data driven, how is data collected from this segment of the population? More importantly...will it be collected? Is there sufficient outreach? How do we make these systems all-inclusive?"

"We can't land on saying there's this one thing we need to implement in our community because those one things are still developing. To think broader is to that having a smart city or the capacity for smart city means there are certain elements that are addressed like robust network, infrastructure, access across all demographics."

"I would like to see a committee or commission comprised of tech savvy folks who can protect the data/privacy of residents while creating a robust, technologically smart city."

"Smart Cities must be balanced with people's expectations of privacy. Failure to do so could cause lawsuits and cost the city money from lawsuits."

"We are gonna have to train a new workforce. I've worked with youth for 30 years now, and I see the trend. We are going to have to be ready. Youth are training seniors to get them up to speed with technology. "

"As a boomer, I question why do they need to access my photos or any other media on my phone if I am just parking my car? That's where people go off the edge."

"Technology is a necessary evil in today's world. Let's find ways to use the good, while maintaining privacy and not distributing private information for other and corporate gains."

"Displacement of workers is a big problem... example with the port and loss of jobs and disruption"

"I think the takeaway is we don't actually trust our officials to work in our best interest. They work in their own best interest and that's a problem. We should be able to trust the police."

"Tech can help with access to information – Corona Virus mask and information in Korea example. Seniors need this information the most, but don't have access to the information because they lack access."

"For me, a smart city is where you have IoT, where you have sensors and collect data, and integrate that in a way that helps provide public services to residents. I also see it as an integration of both information technology and communications technology, what is called the ICT. I see all that coming together to help provide public and private services."

"I'm over 80 and visually impaired, so I can't use these things. Don't think we need them. It is a burden. We get older and we have to keep up with the technology – can't keep up with passwords. Once you go online, that's it. They hit you hard. I don't go online anymore. Seniors don't need to go online. Leave that to the young folks. We're too old for this stuff."

"When data is being gathered, what is it used for? And that doorbell device perpetuates the whole next door attitude of watch out, so and so is in your neighborhood. Also, it prevents people from interacting because now you don't have to come to the door. You can just look at your monitor and talk to someone. It is just another way for us to distance ourselves instead of interacting with one another. And I think that has long-term consequences."

"We produce this tech. If we don't learn to use it responsibly and trust the community, it will get out of hand. We need to hold people accountable and encourage responsible sharing policies. Its not going away."

"The city needs to solve the Wi-Fi access issue for everyone. My building doesn't have access and much of the park access doesn't work effectively much of the time. All the technology available is not useful if people can't access it."

"Privacy is a major concern of mine but I don't think it is a major concern for people who are 20 years old. They who grew up with the internet, they grew up with being exposed with all their info so it might be a generational thing for the privacy issue."

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"Will the city train people for high tech jobs?"

"Any work around workforce should prioritize and be created for communities who experience the greatest barriers to employment and economic security."

"Major issues for our communities are housing, food insecurity, and high unemployment. I don't think technology can solve the housing issues; I do think technology could be used to disseminate resources related to these issues."

"Part of trust is being transparent and open. It is also not all about what the city does, but also about the second and third parties sharing the data. That is the knottiest problem with privacy. People need all the information and then they can make a choice about whether to opt in."

"[Technology can improve quality of life] by increasing access to accurate information and resources and allowing folks to more fully participate in civic life."

"In communities like North Long Beach, where there is a lack of technology, you have to build trust and demonstrate that your plans really will help the community."

"Many departments us are underfunded and stretched thin which results in tokenized public engagement strategies which check off a box for the grant that funds this work, but realistically does not involve much public input."

"If accessibility, inclusion, and equity are considered in every single stage of the decision-making process around this, let end users have the say in how data is used, transmitted, stored, accessed."

"My main concern is if the programs from this initiative did not have equity as a foundation because it would exacerbate current inequities."

"The number one reason tech projects fail to live up to expectations is not because of poor technology. But because human factors are insufficiently addressed."

"The definition of what is necessary technology is changing very rapidly"

"How do we use technology to shift power away from traditional centers to distribute power in a way that gives a voice to those who don't currently have power to design public policy that reflects their experiences."

"All of that data should be disaggregated by race, by gender, by zipcode, etc. so that we can easily identify disparities."

"Start small and say, 'imagine what you can do to make this better?' There is a lot of technology that can make data fun, cool, attention-grabbing, and interactive."

"Many Departments have had to adapt to providing services online, though in a scattered way and on the fly; next they need to really think strategically about it.

"People will retreat to their old ways if TID doesn't keep pushing and building on momentum."

"Smart city ideas may seem great in abstract ways but ask 'How will this help me today? How will this improve my workload?"

"Follow up with users after rolling out new technology or service. Get users to have ownership over new technology systems. Listen to users, don't throw them canned out of the box technology… Find early adopters and have them champion technology."

"Any changes to make Long Beach "smarter" need to fully analyze the cost-benefit by unbiased independent subject matter experts with no financial or political interest in the outcome."

"Concern with unwanted advertisements."

"Living in a smart city should increase efficiency in public spaces, making the transition between home and work life seamless."

"I would expect that the City implementing these technologies would properly notify and include citizens' input in ways that are accessible to those end users."

"Hopefully, in the aggregate, [technology] would help mitigate the damage we all inflict on the environment. I believe this is an important priority."

"All I want is citywide Wi-Fi and more equitable decision-making."

BUILD CIVIC RESILIENCE

improving capacity to respond to the most-pressing civic challenges using data-informed decision-making

From homelessness to climate change, local government is responsible for managing complex and often unpredictable urban challenges. As cities everywhere experience budget shortfalls, governments are asked to do more with less. The Smart City Initiative will work to improve city service delivery by deploying emerging technology solutions. Whether partnering with Departments to procure technology or training City staff to collect and analyze data, the Smart City Initiative aims to equip City staff with the tools and skills to respond effectively.

"Advance digital equity, shift the power dynamic, and uplift underserved communities left behind by tech."

"Cut across department lines and reinforce connections with other organizations"

"Enable an equitable post COVID-19 future"

"Leverage technology, data, and user-centered design to improve resident quality of life"

"Data privacy and digital rights will be front and center"

"Engaging residents and stakeholders of all ages"

"Signal to external organizations that Long Beach is ready to part

"Create a coordinated, focused approach to

"Must align with City's overall goals and support existing plans and priorities – especially as those priorities change over time"

"Unlock improvements in City service delivery"

"The digital divide is increasing; being a smart ucture for a ls regardless of age, type, size."

"The wealth ga and the pander are"

"Creating a more equitable and sustainable city, furthering economic growth, all without compromising resident data privacy"

"People often equate "smart city" initiatives to requiring smart phones."

"If people don't fee won't be able to mo

"COVID will continue to play a long-term role."

"Given the City's financial realities, how much will we really be able to accomplish?"

tion, how do we ws people there is f your car."

"Public feedback needs to be really clearly incorporated, engagement can't just be lip service."

"Fiscal realities will be very severe; many revenue sources will be hit"

"Residents feel like their voices aren't heard and they want to be more engaged in the conversation"

"Smart" comes at the cost of privacy and more importantly, one must ask, smart for whom?"

"Because we have a whole focused on Digital Inclusion, build on top of that foundati separate from it"

"There will be limited staff capacity to manage these efforts; thus, pilots have to be aligned with existing priorities."

"People are concerned about replacing jobs and receiving related jobs"

"We've had a handful of successful pilots but challenged to scale them."

nprove awareness and u eady exists?"

"Smart City work needs to be flexible enough to accommodate limited attention spans."

"Air pollution is very problematic"

"Staff time is a big constraint"

"We need to think about the user exper residents and businesses rather than or employees."

"Digital literacy is a huge issue, needs to be at the center"

"Protect resident privacy and advance digital rights"

"Large concerns about digital privacy and digital rights; and the tradeoffs that come along with them"

"High tech infrastructure is essential for city to be engaged with solution providers because individual businesses can't do it themselves"

"Lack of access compounds other social challenges"

"Businesses that did not have connectivity to transact online are falling behind and will like fail"

"Why do things take so long?"

"Marginalized populations are often only consulted late in the process, moving equitable community engagement forward requires creativity"

"This general distrust of agencies makes it hard… If technology will help make the world cleaner, safer, better, more efficient, we should move forward with it. But none of us trust our leaders."

"Smart cities eliminate good paying benefited jobs. If we want a vibrant city, then citizens need good jobs to make Long Beach a better city."

"I understand that Long Beach wants to be on the cutting edge of the "smart" technology. However, the city should be very, very careful about how they collect and share the personal information

"What if you don't have a smart phone? It just further divides us."

"There should be a component where we keep some of this virtual meeting together [for] issues like parking and traffic. I've tried to park many times at City Hall and have had to drive around many times to find a spot and then wait at a clerk's counter for information.

It is so much easier to get into a cue virtually and do it from home. And even city council meetings. Rather than trying to cram everybody into a city hall chamber…I think you would get more participation and a wider variety of participants if we continue to have large Zoom groups that can listen in and leave a comment."

"I do believe automating some city infrastructure/maintenance functions of LB could be improved using smart apps. However, I am VERY leery of my personal data/behaviors being used and stored by any sort of government. They may intend to use it for good purposes, but it is the unforeseen and perhaps questionable tactics of utilizing the data that concerns me."

"We have big concerns and mistrust about sharing data with law enforcement or with ICE. Will there be long term jobs out of this? Will local community members be hired to build the smart city? Is this actually going to come to the Westside? Or the North side? Or will we only see the benefits years later?"

"As we move towards the planning and executing becoming a smart city, it's very important that the city leadership has transparency and communicates clearly and openly with the residents of Long Beach."

"As a community activist and person of color who often contradicts the positions of our increasingly authoritarian government, I would be afraid."

I don't see the justification for keeping data on any individual."

a needed skills set?"

"I just think creating opportunity for systemic abuses and to create classifications among every strata is somewhat concerning."

"Who will have access to the data collected? Who will be the owners of the data collected? There is a lot of apprehension and mistrust of local government."

"Part of the issue is we don't have the time, energy or interest to be involved. How many of us go to City Council meetings or watched the press conferences live this week? No one."

"Internet access and how to use technology effectively is vital, especially for older adults. Many don't know how to text or access information even if they have a computer or android phone."

"We need to solve real problems for real people. We don't want the private sector to come in with flashy toys. At the same time, we have real fiscal challenges, lots of pressure to prioritize what we are working on to ensure that it aligns with city priorities."

"Smart city technolog… everyone."

"I would love to see smart technologies used to reduce the number of cars on the road—to make buses and trains more efficient, so more people use mass transit. Ideally, smart technology will help conserve energy and reduce pollution."

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"I want to remind you of the older adult generation or migrant families who may not be familiar with the use of this type of technology. I do hope they are not ignored or pushed away."

"In the city there might be data that is important for various community groups to use for determining needs. But if aggregate data from the community is shared rather than individual data, that might be a way of getting around the privacy issue."

"We can't land on saying there's this one thing we need to implement in our community because those one things are still developing. To think broader is to that having a smart city or the capacity for smart city means there are certain elements that are addressed like robust network, infrastructure, access across all demographics."

"I would like to see a committee or commission comprised of tech savvy folks who can protect the data/privacy of residents while creating a robust, technologically smart city."

"Smart Cities must be balanced with people's expectations of privacy. Failure to do so could cause lawsuits and cost the city money from lawsuits."

"As a boomer, I question why do they need to access my photos or any other media on my phone if I am just parking my car? That's where people go off the edge."

"Technology is a necessary evil in today's world. Let's find ways to use the good, while maintaining privacy and not distributing private information for other and corporate gains."

"We are gonna have to train ... I've worked with youth for 3 ... see the trend. We are going t ... Youth are training seniors to ... speed with technology. "

"Although smart cities are important, do not forget about the basics that make a city function. Our streets and sewer systems are old and need repairs too."

"Displacement of workers is a big problem... example with the port and loss of jobs and disruption"

"Many seniors can't afford computers and don't know how to use them."

"I think the takeaway is we don't actually trust our officials to work in our best interest. They work in their own best interest and that's a problem. We should be able to trust the police."

"Tech can help with access to information — Corona Virus mask and information in Korea example. Seniors need this information the most, but don't have access to the information because they lack access."

"For me, a smart city is where you have IoT, where you have sensors and collect data, and integrate that in a way that helps provide public services to residents. I also see it as an integration of both information technology and communications technology, what is called the ICT. I see all that coming together to help provide public and private services."

"... data is being gathered, what is it used ... d that doorbell device perpetuates the ... ext door attitude of watch out, so and so ... ur neighborhood. Also, it prevents people ... eracting because now you don't have to ... the door. You can just look at your ... and talk to someone. It is just another ... us to distance ourselves instead of ... ng with one another. And I think that has ... m consequences."

"We produce this tech. If we don't learn to use it responsibly and trust the community, it will get out of hand. We need to hold people accountable and encourage responsible sharing policies. Its not going away."

"The city needs to solve the Wi-Fi access issue for everyone. My building doesn't have access and much of the park access doesn't work effectively much of the time. All the technology available is not useful if people can't access it."

"Privacy is a major concern of mine but I don't think it is a major concern for people who are 20 years old. They who grew up with the internet, they grew up with being exposed with all their info so it might be a generational thing for the privacy issue."

"When I hear smart cities I think of live directories and live time things at bus stops."

"Will the city train people for high tech jobs?"

"Any work around workforce should prioritize and be created for communities who experience the greatest barriers to employment and economic security."

"This initiative needs to uplift the economic conditions of those who need it the most and who have the greatest barriers to employment and economic security."

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"I can see how this information can be useful, but on the flip side I can see how it is an intrusion to one's private life."

"What will you offer for individuals and families with disabilities that cannot navigate a laptop/chromebook or cellphone?"

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