



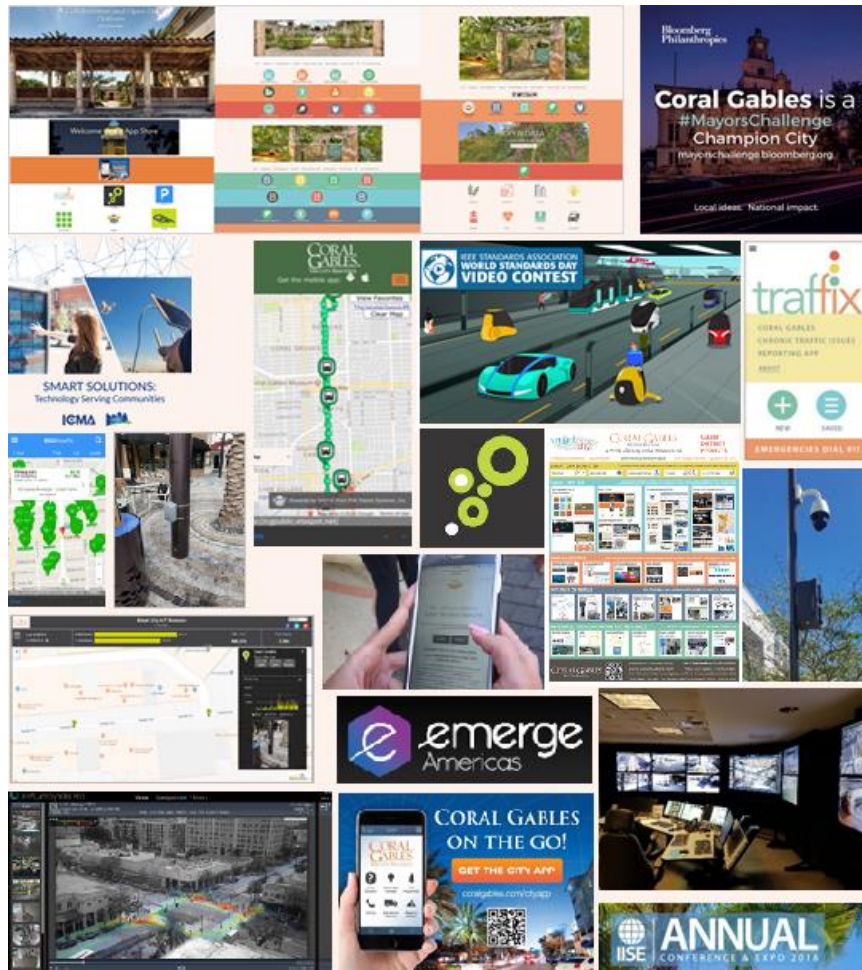
**City of Coral Gables  
Information Technology  
Department**

**SMART CITY SUCCESS STORIES AND EVENTS**

**Last Update: 4/20/2018**

The City of Coral Gables promotes the development of a smart city ecosystem that fosters innovation by bringing together through technology People; Businesses, Organizations; Things, and Systems. By leveraging strategic planning and innovation, the City's digital transformation and smart initiatives benefit the citizens with continuous improvement of customer service and quality of life. Our smart city roadmap is defined by the components of transparency, value creation; open data and analytics; actionable information, efficiencies; citizen engagement, mobility, accessibility; crowdsourcing; inclusion and collaboration. The success stories and events below are part of our continuous and exciting journey to become a smarter city.

**Raimundo Rodulfo**  
P.E., MSEM, SMIEEE, PMP, ITIL, CSSBB  
Director of Information Technology



**Events and Launches Coming Soon:**

**April 23-24, 2018 - City of Coral Gables at eMerge Americas 2018**

For third year in a row, the Coral Gables Information Technology Department will represent the City Beautiful at the eMerge Americas 2018 Technology and Innovation Expo as an exhibitor. We will present our smart city and innovation initiatives, including the new Smart City Hub public platform. Visit us at booth # 1137. More: [Event Site](#)



**May 19-22 2018 - City of Coral Gables at the IISE 2018 Annual Conference**

I.T. Director Raimundo Rodulfo will be a presenter at the 2018 annual conference of the Institute of Industrial and Systems Engineers (IISE). He will present the content of a paper he coauthored with Dr. Karen Schmahl from Florida International University (FIU), titled “Continuous Improvement in Municipal Information Technology Department” and based on six sigma black belt projects completed at the City’s I.T. Department. More: [Event Site](#)



**Soon in 2018 - Smart Lights, IoT sensors expansion, IoT platform enhancements, New City Website, New City app**

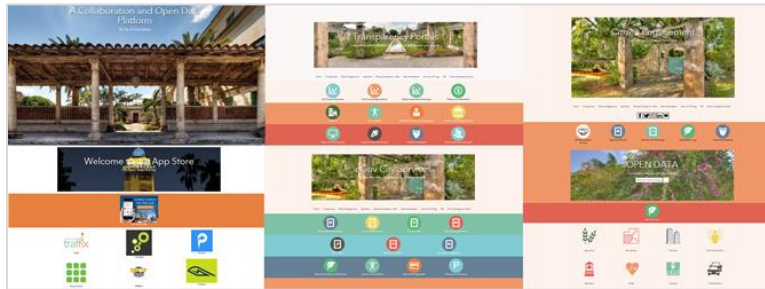
More Internet of Things (IoT) sensors and smart lights are being installed on Miracle Mile and other areas of the City. Sensor data currently reports pedestrian counts, and will soon provide real-time vehicle traffic, parking, and environmental data. The City’s IoT platform will also be expanded with new components and integrated features. Additionally, the City will launch new redesigned and improved versions of its website and mobile app.



**2018**

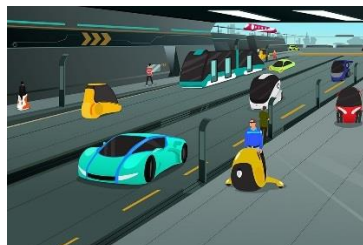
**4/18/2018 - Launch of the Coral Gables Smart City Hub Public Platform**

This is a collaboration and open data platform for a beautiful and smart city. It aggregates in one place many interconnected and interoperable elements that include a Data Marketplace, an Application Store, Transparency Portals, Citizen Engagement tools, Enterprise Systems and eGov City Services, Internet of Things sensor data and dashboards, a Crime Intelligence Center; Data Platforms, GIS applications and open data, APIs and developer tools, and many more features and functionalities that foster transparency, value creation; open data and analytics; actionable information, efficiencies; citizen engagement, mobility, accessibility; crowdsourcing; inclusion and collaboration. More: [www.coralgables.com/smartcity](http://www.coralgables.com/smartcity)



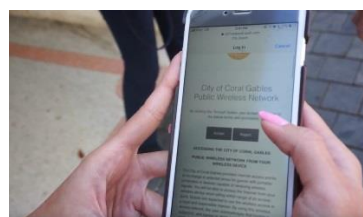
**4/17/2018 - IEEE Publishes a Smart City Case Study about Coral Gables**

The Institute of Electrical and Electronics Engineers (IEEE) published a smart city case study about Coral Gables, as a follow up to our winning of their world standards contest prize earlier this year. Their article is titled “Connected through a Disaster” and talks about how the City of Coral Gables developed a robust network and system infrastructure based on engineering standards and best practices that enables residents and first responders to stay connected even when Mother Nature strikes at her hardest. More: [Article](#)



**4/6/2018 - Free Wi-Fi Available at Giralda Plaza**

Pedestrians shopping or sitting down for a meal on Giralda Plaza and Miracle Mile can now connect to the City of Coral Gables public Wi-Fi network to access the internet, free of charge. A “CG\_Guest” prompt will show up on all mobile devices. This new public Wi-Fi network in Downtown Gables also provides usage statistics through sensor data, which provide pedestrian counts. Free Wi-Fi is already available at the following frequently visited City facilities: City Hall, War Memorial Youth Center, Venetian Pool, Salvadore Tennis Center, Riviera Park, Adult Activity Center, Passport Office, Public Safety Building, 427 Biltmore Way and 72<sup>nd</sup> Avenue. Other locations coming soon (Phillips Park, Ingraham Park, Cartagena Circle). More: [Video](#)



**4/5/2018 - City of Coral Gables Exhibition at the University of Miami's Smart Cities Conference**

City of Coral Gables was at University of Miami's Smart Cities Miami Conference, presenting our own Coral Gables' smart city and innovation initiatives and plans, including the new Smart City Hub public platform. More: [News Post](#) / [Event Page](#)



**4/6/2018 - Best Concept Design Award at University of Miami's Smart City Conference Workshop**

Coral Gables IT Systems Analyst I Benjamin Thomas won the prize for “Best Concept Design” at the University of Miami Smart City Conference, during the workshop “Hacking Main Street: How can technology enhance public space?” Ben’s idea of leveraging Internet of Things sensors and analytics to enhance visitor experience at the County’s Underline Project park spaces received the “Best Concept Design” from the UM faculty and event organizers, and was also praised for being the most actionable idea. More: [Event Page](#)



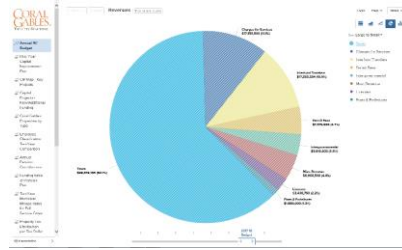
**4/6/2018 - City of Coral Gables Presentation at Florida International University’s GIS Day Conference**

The City’s IT Customer Support and GIS Manager, Mark Hebert, was a guest speaker at GIS Day Conference, hosted by FIU, showcasing our own geographic information system's work and the new Smart City Hub public platform. Thank you to all professors, researchers and students for their involved participation. More: [News Post](#)



**4/6/2018 - Launch of the City’s new Transparency Portal: Increasing Public Trust with Financial Transparency**

The City of Coral Gables is committed to increasing public trust by promoting a more accountable and open government. A Financial Transparency Portal is now available, transforming complex financial information into simple-to-understand charts that answer common questions about tax dollars spending. The City of Coral Gables has partnered with OpenGov, a platform that allows users to manipulate data in a number of ways using filters and drill down options for easy reading. If you're interested in knowing what the City spends money on, how much money is spent on Public Safety, or where the general fund revenues come from. More: [Video](#) / [eNews](#)



**3/22/2018 - Coral Gables Champion City Core Team at Bloomberg Philanthropies Ideas Camp**

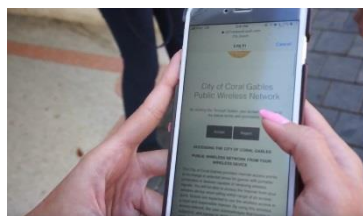
Our Coral Gables Core Team (Commission Liaison Chelsea Granell, Dr. Nurcin Celik (University of Miami), Information Technology Director Raimundo Rodulfo, and Sr. Sustainability Specialist Matthew Anderson) were in New York City to participate in the Bloomberg Philanthropies Mayors Challenge Ideas Camp. They are representing Coral Gables as one of 35 finalist champion cities in this nationwide competition, brainstorming on how to build a smart energy micro-grids prototype. This idea will prioritize power distribution during emergencies to ensure public safety operations in Coral Gables can continue after a hurricane. The Bloomberg Challenge’s goal was to encourage city leaders to uncover bold, inventive ideas that confront the toughest problems cities currently face. More:

[News Post 1](#) / [News Post 2](#) / [Article](#)



**3/6/2018 - Free Wi-Fi Available at Miracle Mile**

Pedestrians shopping or sitting down for a meal on Miracle Mile can now connect to the City of Coral Gables public Wi-Fi network to access the internet, free of charge. A “CG\_Guest” prompt will show up on all mobile devices. This new public Wi-Fi network in Downtown Gables also provides usage statistics through sensor data, which include pedestrian counts. Free Wi-Fi is already available at the following frequently visited City facilities: City Hall, War Memorial Youth Center, Venetian Pool, Salvadore Tennis Center, Riviera Park, Adult Activity Center, Passport Office, Public Safety Building, 427 Biltmore Way and 72<sup>nd</sup> Avenue Facilities. More: [Video](#)



### 3/1/2018 - City of Coral Gables Submitted Proposal for Smart City Traffic Technology Infrastructure Expansion

The City submitted a proposal to the TPO UPWP Municipal Participation SMART Moves Program for an expansion of Smart City Traffic Technology Infrastructure; and Personal Commute Connection, to streamline the City of Coral Gables downtown transportation matrix; and improve mobility, traffic and safety with smart city technologies. More: [Site](#)



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### 2/21/2018 - Coral Gables is one of 35 Champion Cities selected today as finalists in the 2018 U.S. Mayors Challenge

Coral Gables is one of 35 Champion Cities selected today as finalists in the 2018 U.S. Mayors Challenge, a nationwide competition that encourages city leaders to uncover bold, inventive ideas that confront the toughest problems cities face. The City of Coral Gables generated an idea to make its existing critical infrastructure more resilient to natural disasters and other events that may impair emergency response services by integrating smart energy micro-grids. These 35 urban innovations rose to the top of a competitive pool of more than 320 applications. Coral Gables now advances to the six-month “Test, Learn, and Adapt” phase of the competition. Cities will refine their ideas during this process with up to \$100,000, as well as personalized support from innovation experts, to test and begin building support for their urban innovations and submit a new application in August 2018. In October, four cities will receive \$1 million awards and one will receive a grand prize of \$5 million to bring their ideas to life. More: [News Post](#) / [Press Release](#) / [Site](#)



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### 1/25/2018 - Launch of the Coral Gables Traffix App: A Homegrown App that Helps Report Traffic Issues

The City of Coral Gables is introducing a new app designed by the IT Department in-house to enhance citizen engagement and improve public safety. Coral Gables Traffix is the official reporting app to let officials know about chronic traffic issues within our city boundaries. It is available for free downloading on Apple or Android (Google) App Stores by searching "Coral Gables Traffix." Users can take photographs and report recurring traffic issues such as blocking the box, speeding, illegal parking, speeding in a school zone, pedestrian issues, running a red light or a stop sign. More: [App](#) / [Presentation](#) / [Story](#) / [Video](#)



**2/21/2018 - City Partners with University of Miami for GIS Civic Engagement Program**

The City of Coral Gables and the University of Miami are collaborating on a new program that puts the lessons learned in the classroom into public practice. The City's Information Technology Department is collaborating this Spring semester with UM's Director of Geospatial Technology Program Professor Diana Ter- Ghazaryan in a GIS course to guide students on geospatial technology projects, offering practical internships in local government. In turn, the City will have access to the ideas of more than 20 engaged students who will work in teams to identify opportunities and create new City projects. More: [eNews](#)



Rayza Collazo and Mark Hebert from City's IT Department

**1/25/2018 - City Wins IEEE 2017 World Standard Day Smart City Video Contest Prize**

In celebration of World Standards Day, the Institute of Electrical and Electronics Engineers (IEEE) Standards Association held a contest exploring the 2017 theme of “standards make cities smarter.” Contestants submitted videos exploring how standards are helping to create the smart city of today and tomorrow. Each winner’s video included references to Smart Cities standards and how they address a problem. Entries were judged on their relevance to Smart Cities, creativity, originality, and quality of production. The City of Coral Gables winning submission was about how the City developed a robust network and system infrastructure based on engineering standards and best practices that enables residents and first responders to stay connected even when Mother Nature strikes at her hardest. The IEEE, originated in 1884, is the world’s largest technical professional organization dedicated to advancing technology for the benefit of humanity.

More: [Announcement](#) / [Presentation](#) / [Video](#)



**1/25/2018: Energy and Sustainability Collaboration Program with Miami-Dade College**

The City of Coral Gables started a collaboration program with Miami Dade College for mentorships and development support of energy efficiency and sustainability plans. More: [Site](#)



2017

**12/15/2017 - Launch of the New Parks and Recreation Enterprise System**

The new PlayGables system is designed and developed specifically for municipal and county government recreation and parks departments, golf courses, park districts, and park maintenance operations. The applications contain complete financial accounting and point-of-sale capabilities, as well as integration with a full range of point-of-sale hardware products and complementary software products. Provides staff and customers with real-time internet access to the application for self-service inquiries and transaction processing, such as online registrations, online membership, online membership renewals, and online facility registrations. It offers customers easy and convenient Internet access to our Parks and Recreations services - 24 hours per day, 7 days per week. More: [www.PlayGables.com](http://www.PlayGables.com)



**12/15/2017 - New Conference Paper: “Continuous Improvement in Municipal Information Technology Department”**

The I.T. Director Raimundo Rodulfo coauthored a paper with Dr. Karen Schmahl, quality engineering professor at FIU, based on six sigma black belt projects at the City’s I.T. Department (improving citywide I.T. infrastructure, processes, performance, customer services, cost-efficiency, and innovation). An abstract of their paper “Continuous Improvement in Municipal Information Technology Department” was submitted to the Institute of Industrial and Systems Engineers (IISE), to be presented at their Annual Conference in Orlando in May 2018. The IISE, founded in 1948, is a professional society dedicated to the support of the industrial and systems engineering profession and individuals involved with improving quality and productivity. More: [Conference](#)



**12/10/2017 - New Internet of Things (IoT) Portal Went Live.**

The new IoT portal was launched on the City’s website. It started showing the IoT pedestrian eco-counter sensors implemented on Giralda Plaza. The data and analytics from these pedestrian counters is visible and accessible to the public via the City’s new smart city IoT platform. This sensor data is very useful to City departments, businesses, researchers, academia, and the public in general. An open data platform with visibility and analytics from live IoT sensors is one of the milestones in our smart city roadmap. The IT Department will continue enhancing the City’s smart city platforms with data from more IoT sensors to come in the next months, including smart lights and sensors in Miracle Mile (vehicle/bikes/pedestrian traffic, parking spaces, environmental, air quality, and acoustic sensors). These smart city platforms continue improving and adding value and insight to the City’s strategies in technology, economic development, public safety, traffic/transportation, sustainability, citizen engagement and other key areas. More: [IoT Portal](#)





**12/10/2017 - The City Submitted a proposal for Smart City Telecommunications Infrastructure Expansion**

The City submitted a proposal and grant application to Enterprise Florida and the Department of Economic Opportunity to expand the fiber-optics network buildout in Downtown Gables for smart city, public safety, and economic development projects. The proposal includes technical analysis and design, and economic impact studies of smart city and smart safety infrastructure. More: [Site](#)



**11/15/2017 - City of Coral Gables Presentation at University of Miami GIS Day Conference 2017**

IT Crime Data Analyst Christopher Cowen and IT GIS Analyst I Rayza Collazo did a presentation at University of Miami's GIS Day Conference. Their presentation was on smart city and public safety GIS methodologies, projects and initiatives, including GIS applications for emergency operations, used by City workers during Hurricane Irma. More: [News Post](#) / [Event Site](#)



**11/1/2017 - City of Coral Gables Joined University of Miami in Support of Proposal to the National Science Foundation**

The City of Coral Gables joined University of Miami in support of their proposal to the National Science Foundation for funding of an innovative research project by Dr. Nurcin Celik on smart energy microgrids.



**10/10/2017 - New IoT Pedestrian Counter Sensors on Giralda Plaza**

New Internet of Things IoT Pedestrian Counter sensors went live on Giralda Plaza before its opening. They started providing valuable data for city planners, public safety, event coordinators, businesses, researchers and public in general, with real-time actionable data and analytics.



**10/1/2017 – Beginning Phase III of the CCTV/ALPR Project**

In this phase, the City is implementing 6 smart lights with CCTV cameras and sensors at 8<sup>th</sup> Street and Craft Neighborhood / Douglas Road proximity area, plus 8 CCTV cameras at Waterways and Parks, plus 4 CCTV/ALPR/Speed trailers.

More: [Press Release](#) / [City Beautiful Magazine](#)



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**9/1/2017 - Launch of Parking Permit Online Renewal System**

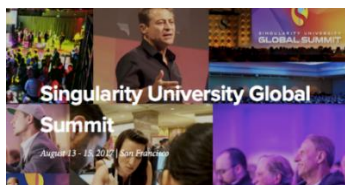
The City now offers the service to renew parking permits online. Customers can manage their account information by editing name, address, phone number and adding vehicle information and assigning a vehicle(s) to each permit before proceeding to checkout. More: [Parking Permit Renewal Portal](#)



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**8/13/2017 - CGIT at Singularity University Global Summit 2017**

At the SU Global Summit, the I.T. Director Raimundo Rodulfo met with leaders in smart cities and exponential organizations; and later refined strategies with IT staff to accelerate innovation and action plans, add more value, advanced technology, and quicker results for the City and its constituents, with an open mind for change and innovative approaches. More: [Event Site](#).



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**8/1/2017 - ICMA Published Book with Smart City Case Study about Coral Gables**

ICMA published their “Smart Solutions: Technology Serving Communities” book with a smart city case study about Coral Gables, featuring interviews to staff from the Information Technology Department and the Public Works Sustainability Division. Formed in 1914, ICMA is the leading association of local government professionals dedicated to creating and sustaining thriving communities throughout the world. With over 10000 members, the organization advances professional local government through leadership, management, innovation, and ethics. More: [Book and smart city case study](#)



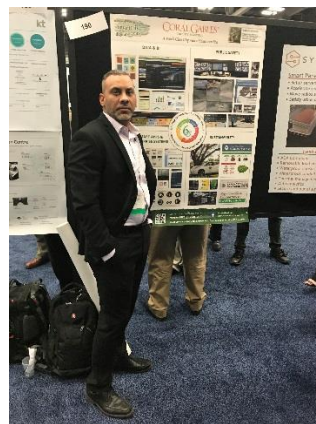
**7/11/2017 - City Commission Passed a Resolution to Create an Innovation Council**

The City’s Innovation Council is an informal think-tank with qualified members appointed by the Mayor, with input from Commissioners, Academia, City Manager’s Office, Economic Development and Information Technology directors. Its mission is to partner with innovative technology organizations to make the City of Coral Gables a smarter and more advanced community and the Innovation Center of the Americas.



**6/11/2017 - City of Coral Gables Presentation at Smart Cities Connect 2017 Conference**

IT Systems Manager Ayanes Apolinar presented the Coral Gables smart city initiatives at the Smart Cities Connect 2017 Conference in Houston. More: [Event Site](#)



**6/12/2017 - eMerge Americas 2017 CGIT Smart City Initiatives Exhibition**

For second year in a row, the Coral Gables Information Technology Department represented the City Beautiful at the eMerge Americas 2017 Technology and Innovation Expo as an exhibitor. CGIT presented our smart city and innovation initiatives. More: [News Post](#)



**April 2017 - New Trolley App went Live**

The City launched its new Trolley Mobile App which provides real-time tracking of the city trolleys on an interactive map with trolley routes and stops, providing value and convenience for Coral Gables residents, workers and visitors. This app is integrated with the City's mobile app. More: [App](#) - [Web](#)



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**6/21/2017 - Launch of FreeBee Service and Mobile App**

Freebee Offers Free Rides in Downtown Coral Gables. You can get a quick drive around Downtown Coral Gables thanks to a new partnership between the City of Coral Gables and Freebee, a green transportation service that will offer free door-to-door rides around your favorite destinations. It's a fun and convenient way to get around the Streetscape construction and get Downtown customers to where they need to go – fast and stress-free. Friendly drivers in sleek electric vehicles will be on the street from 11 a.m. to 11 p.m. seven days a week. All you need to do is request this service on your smart phone through the Ride Freebee app. More: [Webpage](#) / [Video](#)



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**6/28/2017 - Launch of In-telligent Mobile App**

The City of Coral Gables partnered with In-Telligent to provide real-time community alerts to inform citizens and keep them safe in times of emergencies. If you download the free In-telligent app you'll get life safety alerts on your mobile device, informing you immediately of what's going on around you. The In-telligent app is free to anyone. More: [News Release](#) / [Video](#)



2016

**11/16/2016 - City of Coral Gables Presentation at University of Miami GIS Day Conference 2016**

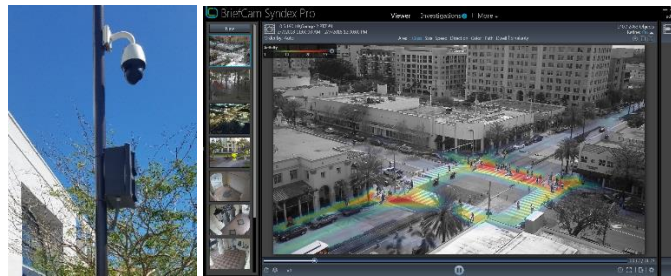
The University of Miami hosted a series of seminars at the Richter Library to celebrate the GIS Day, and members of the City's Information Technology Department, including Mark Hebert, Rayza Collazo, and Lourdes Ginart, were invited to explain how GIS plays an important role in our daily operations. Mark Hebert made a presentation explaining the City's various GIS projects and initiatives that they are working on, as well as industry trends. More: [News Story](#)



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**10/1/2016 – Beginning Phase II of the CCTV/ALPR Project**

In this phase, the City implemented 26 CCTV cameras at the City's Downtown Streetscape area (Miracle Mile, City Hall, Giralda Plaza, Douglas and Coral Way), Old Cutler Road and Journey's End/Matheson Hammock entrance, and Parking Garages (PG 2 and 6.) Also, implemented BriefCam at the Crime Intelligence Center, and 15 emergency call boxes at street public areas and garages in Downtown Gables. More: [Press Release](#)



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**4/18/2016 - eMerge Americas 2016 CGIT Smart City Initiatives Exhibition**

The Coral Gables Information Technology Department represented the City Beautiful at the eMerge Americas 2016 Technology and Innovation Expo as an exhibitor. CGIT presented our smart city and innovation initiatives. More: [Event Site](#)



## 2014 - 2015

### 10/1/2015 – Beginning Phase I of the CCTV/ALPR Project

In this phase, the City implemented a Crime Intelligence Center with video walls and workstations with public safety applications, a CrimeView crime data analysis system, a wireless backbone, 19 License Plate Readers and 3 CCTV cameras at 11 locations, including sites at the City’s geofence and public safety sensitive locations such as: US-1, Riviera, Country Club Prado at Coral Way and 8<sup>th</sup> Street, Granada and Bird Rd., Douglas and Coral Way, Coral Way and Red Rd., Ingraham/Cocoplum Park, and Old Cutler Rd.; and 1 CCTV portable trailer “Sky Eye” unit. CCTV Cameras are placed in strategically selected locations of high traffic and pedestrian areas to provide a geo-fence around the City of Coral Gables. Crime Intelligence Center is a new state-of-the art command center in Police headquarters that receives video feeds from all City-owned cameras and private cameras where owners have given permission for their use. License Plate Readers are located at key intersections throughout Coral Gables to identify persons or vehicles whose license plates are connected to criminal activity or infractions. New Crime Analysis Technology: Introduction of Crime View software technology to enhance situational awareness and crime analysis capabilities. More: [Press Release](#)



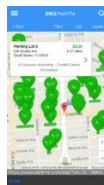
### 12/2/2014 - Launch of Coral Gables Mobile App

City of Coral Gables launched a new mobile app that provides anytime, anywhere access to the City's programs and services. Make a service request and track it, report a pothole or light outage - and include a photo and location. The app also makes it convenient to find the nearest parking spot, or search one of the hundreds of places in the City to dine, shop or catch a show - plus much more: [Video](#)



### 10/1/2014 - Launch of ParkMe Smart Parking App

The City of Coral Gables started a partnership with ParkMe, a free app that helps you find and reserve the closest and cheapest parking around, saving money and time. ParkMe shows how much you should expect to pay for parking before you arrive. With prices laid out on the interactive map, you can easily compare parking options. In City of Coral Gables, ParkMe also shows you real-time available parking. That way you can avoid circling the block for hours, and get on with your day faster. The City in partnership with Inrix/ParkMe, a provider of smart parking systems, has built integration between this app and the City’s parking garage systems, to provide real-time hourly rates, occupancy/availability, and GPS navigation. More: [Site](#)



More information at: [www.coralgables.com/it](http://www.coralgables.com/it) and [www.coralgables.com/smartcity](http://www.coralgables.com/smartcity)