



2023 Smart 50 Award - Smart Cities Connect and Smart Cities Connect Foundation IT project “Coral Gables Smart City Digital Twin Horizontal Integration Platform” Selected as **one of three overall global award winners** from 50 awarded projects from eight countries and 1,100+ project applications worldwide.

“Smart 50 Awards - in partnership with Smart Cities Connect and Smart Cities Connect Foundation - annually recognize global smart cities projects, honoring the most innovative and influential work.”

This is our team’s second Smart 50 award. We received it in 2020 for our urban infrastructure project “Coral Gables Smart Districts Expansion.”



2023 Smart21 Communities of the Year - Intelligent Community Forum (ICF)

The ICF co-hosted by Economic Development Australia (EDA) and the Economic Developers Association of Canada (EDAC), named City of Coral Gables one of the world’s Smart21 Communities of 2023 and a semifinalist for the 2023 Intelligent Community of the Year, with other communities from eight nations over five continents.

The Smart21 Communities have applied six principles evaluated by ICF: i. Broadband Connectivity, ii. Sustainability, iii. Knowledge Work, iv. Digital Inclusion, v. Innovation, vi. Community Engagement.

The Intelligent Community of the Year will be announced in October based on the Community Accelerator Strategy of building inclusive economic prosperity, social health and cultural richness, which together create strength and resilience.



2022 IEEE Smart Cities Jury Award - Institute of Electrical and Electronics Engineers (IEEE) IT project “Coral Gables Smart District Expansion”

“IEEE recognizes city/municipalities projects around that have successfully leveraged smart city technologies and innovation.”

The CGIT team participated remotely in the IEEE Smart Cities Award ceremony transmitted live from Paphos, Cyprus, and received the Jury Award on behalf of our City.

- **24 Free Public Wi-Fi Sites** (parks, community centers and facilities, public areas, streets, pedestrian areas), **120+ Wi-Fi Hotspots**
- **22 city-owned underground fiber optic corridor segments** (private/secure/high-speed network) + **25 additional fiber segments under construction** (connectivity for 20+ city facilities, street corridors - public safety, citizen services, mobility/transportation, emergency response, digital literacy, economic growth)
- **30+ network sites/hubs** (connectivity, resilience and fault-tolerance). Fiber optic, Gigabit Wireless point-to-point, Metropolitan Ethernet, Cellular, Satellite.
- **2,800+ network devices citywide** (outside plant, connected buildings and districts, datacenters, servers, customer-facing client devices, vehicle mobile fleet)
- **60+ smart lighting controllers citywide** (energy and operational efficiencies)
- **700+ Safety, Traffic and Environmental Sensors** (CCTV cameras, ALPR, multimodal traffic counters, environmental sensors) – help with crime and accidents reduction & prevention, sustainability, emergency operations, economic growth, situational awareness and data-driven actionable insights at EOC, CIC, hub and digital twin
- **70+ Smart City Poles** (CCTV, ALPR, Safety, Smart Lighting, Modular AI-powered) **5 Technology Trailers, and 10 Public Smart City Kiosks**
- **200+ high performance physical, virtualized and hyperconverged servers and storage devices**, resilient datacenter infrastructure - High-capacity distributed private and public secure cloud environments



- **200+ software applications** (enterprise systems, cloud-based and on-premises, citywide and departmental applications, citizen-facing apps & portals), and **80+ homegrown applications developed by IT staff** (digital efficiencies, paperless processes, customer service, actionable insight, data-driven decision making)
- **2,000+ open datasets & 100+ enterprise apps, digital services and free tools shared with the citizens** on public platforms: Smart City Hub, Urban Analytics, Digital Twin, City Website (transparency portals, real-time traffic & environmental sensor dashboards, situational awareness dashboards, GIS maps & geospatial data layers, AI digital assistants, citizen engagement tools, horizontal integration and systems interoperability)
- **99.99% Uptime** on City IT systems, digital services, and technology infrastructure (reliability and resilience of city services)
- **4,000+ IT service request tickets** completed and closed every year. **4.6/5 Customer satisfaction** on IT service request tickets.
- **50+% below national average on IT spending:** As a Percent of City Operating Expense, Per Employee, IT FTEs as a Percent of Total Employees (2022 local gov't benchmark metrics from Gartner, Inc. and Gartner's Coral Gables IT performance case study.)
- **70+ large/medium IT projects** completed every year.
10+ Cutting-Edge Research Projects with academia, industry, STEM labs/orgs: UM, FIU, MIT, UC Berkeley, DOE, NIST, PNNL, NASA
- **40+ papers published by CGIT staff** on scientific journals and professional media. **Smart City Digital Library** (coralgables.com/ITdocs).
- **Citywide Process Improvement** (40+ lean six sigma certified professionals trained in all departments, 50+ LSS process improvement projects completed)
- **22 Smart City Innovation & Technology Awards** received over the past 6 years - Smart City **livability, resilience, sustainability, workability, quality of life KPIs**

