



City of Coral Gables

Information Technology Department

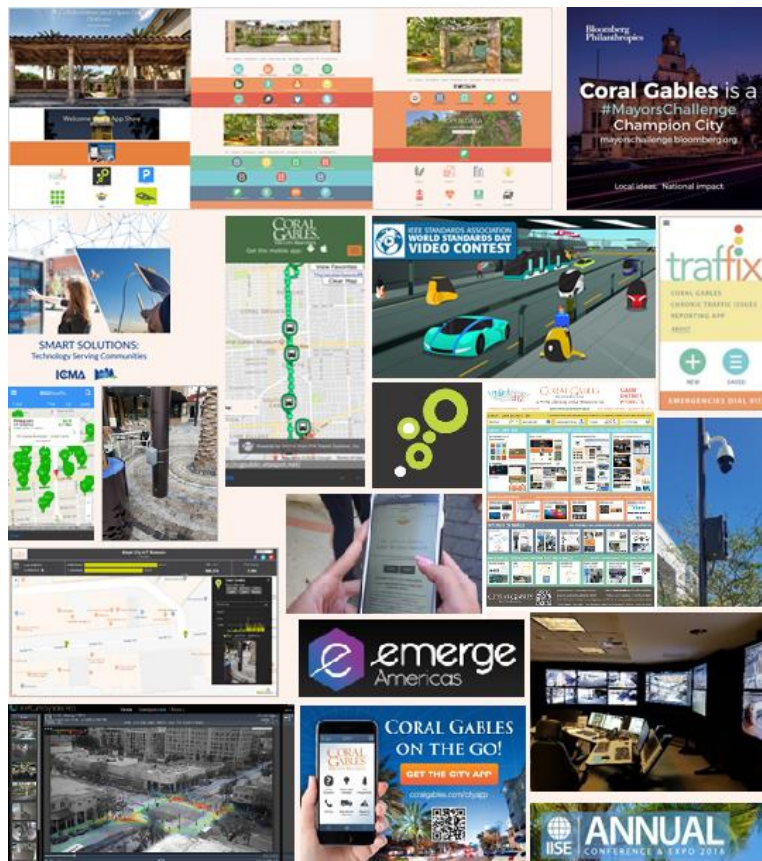
SMART CITY SUCCESS STORIES AND EVENTS

This Update: 06/07/2019 - See Latest Version at: www.CoralGables.com/TechStories



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., PMP
MSEM, SMIEEE, ITIL, PCIP, CSSBB
Director of Information Technology**



Events and Launches Coming Soon:

Soon in 2019 - Smart Lights, IoT sensors and platform expansion, CCTV/ALPR Phases III/IV, Digital Kiosks, e-Permitting, etc.

- Additional Internet of Things (IoT) sensors and smart lights are being installed on Miracle Mile and other areas of the City. Sensor data currently reports real-time pedestrian counts, vehicle traffic, waterway and environmental data. The City’s IoT platform will also be enhanced with new components and integrated features for parking.
- In phases III and IV of the CCTV/ALPR project, the City is implementing smart lights with CCTV cameras and sensors at 8th Street and Craft Neighborhood / Douglas Road proximity area, plus CCTV cameras at Waterways and Parks, CCTV/ALPR/Speed trailers, software integration features and infrastructure upgrades.
- Digital signage kiosks in Downtown Gables - installation work started.
- New Electronic Permitting and Electronic Plan Review system implementation started.
- More information: [IT Strategic Projects Update](#).



Jul 10-12, 2019 - City of Coral Gables at the 2019 NIST GCTC Smart City Conference in Washington D.C. - The National Institute of Standards and Technology (NIST) invited the City of Coral Gables to present its smart city initiatives and accomplishments at the 2019 Smart and Secure Cities and Communities Challenge Expo & Conference in July 10-12, 2019. The City will have an exhibit booth at the expo; and, Assistant City Manager Ed Santamaria and I.T. Director Raimundo Rodulfo will be speakers at the conference. In 2019, Global City Teams Challenge brings the Smart and Secure Cities and Communities Challenge (GCTC-SC3) Expo, co-hosted by NIST and U.S. Department of Homeland Security Science and Technology Directorate (DHS S&T). GCTC-SC3 will bring together hundreds of municipal governments and technology innovators around the world who have established teams to address shared issues faced by cities and communities. Participating teams in 2019 have a focus on cybersecurity and privacy in addition to existing GCTC goals such as replicability, scalability and sustainability. [Event - Post](#)



Jun 9-13, 2019 - City of Coral Gables at the 2019 Cisco Live Conference in San Diego - Assistant I.T. Director Nelson Gonzalez will be a panelist at the Cisco Live technology conference in San Diego, CA, presenting our Coral Gables smart city network projects. It will be a great opportunity to collaborate with and learn from industry experts with cutting-edge knowledge and skills on the technologies of the present and the ones researched and developed for the near future. More: [Event site](#).



2019

June 2019 – City of Coral Gables I.T. Team Featured by Quality Progress Magazine

Quality Progress Magazine, the official publication of the American Society for Quality, included our City Information Technology Team in their latest issue (June 2019), as part of a group of ten top-performing ITEA teams from around the world that participated in the International Team Excellence Award. We are excited and grateful to be included in their “Feats of Strength” story, and having the opportunity to share tips and ideas with their readers. We are proud of our City and our Team! More: [QP Magazine June 2019](#)



May 20-22, 2019 - City of Coral Gables I.T. Department Recognized by the American Society for Quality

The City of Coral Gables Information Technology Department won 3rd place in the ASQ 2019 World Conference’s ITEA case study storyboard competition in Fort Worth, TX. The City’s case study was about the six sigma black belt project our team submitted to the American Society for Quality (ASQ)’s International Team Excellence Award (ITEA).

CGIT was invited by ASQ to present our quality engineering project “I.T. Department Productivity and Response Times Improvement” at the 2019 World Conference on Quality and Improvement (WCQI) as part of the ITEA case studies exhibition. The project case study poster below shows how our team applied quality engineering methodologies such as Lean Six Sigma, operations research and morphological analysis in the Coral Gables I.T. Department to improve balanced scorecard metrics (productivity, financial, customer service, innovation).

We are proud of our Team, the quality improvements achieved by this project, and this recognition from the American Society for Quality.

More: [ASQ Certificate of Achievement](#) - [ITEA Case Study Poster](#) - [2019 ITEA Case Studies](#) - [CGIT ITEA Case Study](#) - [WCQI](#) - [ITEA](#)



May 8, 2019 – Coral Gables Smart City Technology Initiatives Featured by NIST in their list of “Amazing Smart City Projects” in Global City Teams Challenge (GCTC)/Smart and Secure Cities and Communities.

Our Team is thrilled and grateful to be recognized by the National Institute of Standards and Technology (NIST) for our smart city technology projects! We are excited to be part of NIST’s Global City Teams Challenge (GCTC) with our action cluster “Coral Gables Smart City Hub Public Platform.” We will present our GCTC action cluster and smart city technology projects at the NIST GCTC Expo in Washington D.C. on July 10-12. Thank you to Dr. Sokwoo Rhee and his team at NIST for inviting us to be part of this great program! More: NIST GCTC “[Amazing Smart City Projects](#)” Post



.....
May 2019 – Citywide Cyberinfrastructure Service Upgrades (Public Wi-Fi, GIS, PCI, etc.)

Several upgrades to the City’s cyberinfrastructure services completed: i. Wi-Fi networks, including public Wi-Fi locations*; ii. New Software-defined networks (SDN) and hyper-converged systems (HCIS) servers, storage and disaster recovery; iii. Improved and enhanced the City’s cybersecurity, network and telecommunication infrastructure; iv. Geographic Information Systems (GIS) enterprise upgrade; v. Payment Card Industry (PCI) compliance program. More: [IT Projects](#)

*The public Wi-Fi project provides complementary wireless Internet access to citizens and visitors at specific city facilities and local venues such as parks, tennis centers, Coral Gables Museum, Youth Center, Miracle Mile, Giralda Plaza and other areas of Gables Downtown. This network also allows foreign travelers and visitors with Wi-Fi devices and no data coverage to access online services such as special events, restaurants, parking, trolley, shopping, public safety alerts and online payments. Additionally, it enhances network connectivity for city employees and smart systems.

Completed Public Wi-Fi Locations: Downtown Gables (Miracle Mile, Giralda Plaza, Andalusia), City Hall, Planning & Zoning, Passport Office, Youth Center, Venetian Pool, Adult Activity Center, Public Safety Building, Parking Office, Facilities, Economic Development, Riviera Park, Salvador Tennis Center, Balboa Plaza, Ingraham Park, Merrick Park, Cartagena Circle.

Public Wi-Fi Locations in Progress: Museum, Art Cinema, Phillips Park, Fire Station 2, Biltmore Tennis Center.

Planned Future Public Wi-Fi Locations: Financial District (Alhambra Circle, LeJeune to Douglas), Fire Station 3, Ponce Circle.



.....
May 2019 – New Reports: Coral Gables Innovation, Coral Gables among Top U.S. Cities to Start a Small Business, and more.

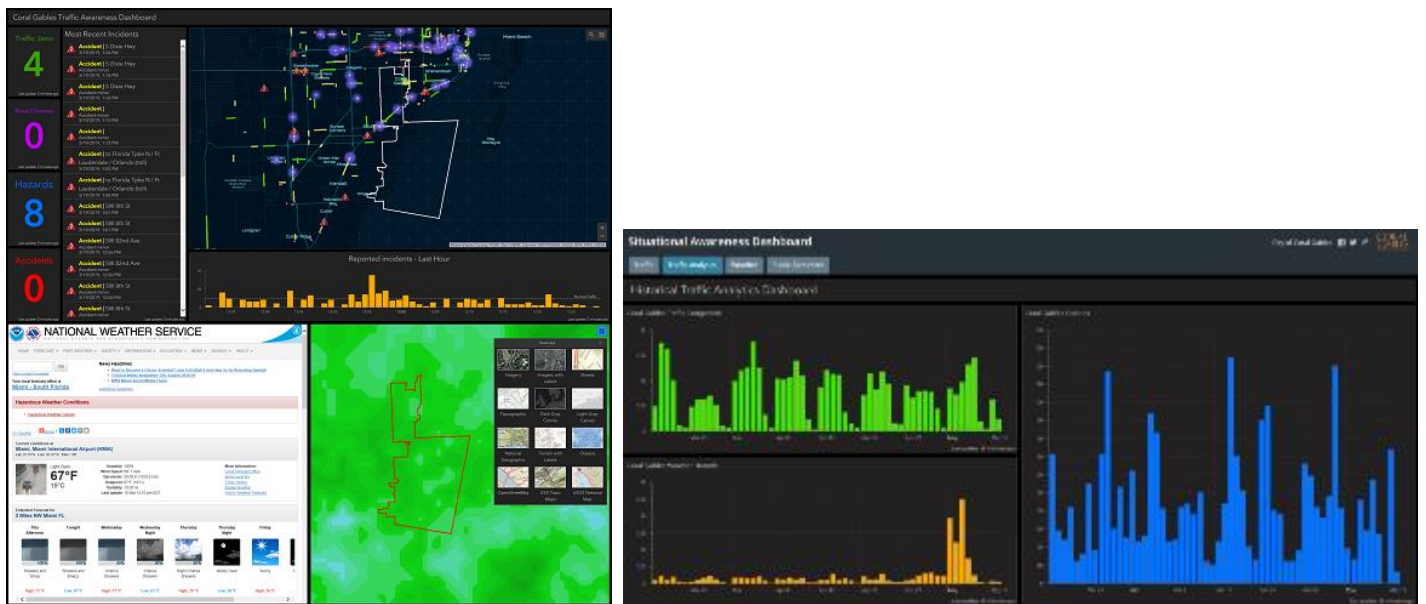
1. Coral Gables Magazine dedicated its latest issue to the theme of Innovation, with a very detailed and comprehensive report covering innovation in Government, Education, Business, Entertainment and Healthcare in the City Beautiful. More: [Report](#)

2. A new report confirms the City of Coral Gables is committed to empowering and expanding its entrepreneur community, with infrastructure and technology plans that foster economic growth. Verizon just released its 2019 Best Small Cities to Start a Small Business report which ranked Coral Gables the third top small city in the country to start a small business. Through Coral Gables’ Smart City open data platform, the city is sharing valuable data with entrepreneurs that help them understand the market and consumer behavior, improve customer service, citizen engagement, public safety and more. More: [Article](#)

3. eMerge, FIU & Knight Foundation 2018 Insight report shows very promising numbers for our region, which surpassed all other U.S. Southeast markets in tech entrepreneurship and investment, totaling \$1.4B in VC deals. More: [Report](#)

.....

May 2019 - Coral Gables Situational Awareness Dashboard - The City's IT Department launched the Coral Gables Waze Data Dashboard, a homegrown traffic data analysis and GIS application that leverages the data sharing partnership the City started with Waze as part of the Connected Citizens Program (CCP). The new dashboard visualizes live data and statistics from the Waze community/crowdsourcing platform, and provides valuable and actionable information for public safety staff, first responders, mobile workforce, field inspectors, traffic engineers, urban planners, technologists, researchers, businesses, and the public in general. The IT team continues working on adding more historical data analysis and predictive trend analytics to this application. You can access the new dashboard on the Smart City Hub public platform: www.coralgables.com/smartcity. It can be accessed both under “Citizen Engagement” by clicking on the “Coral Gables Waze Dashboard” button, or under “Community Intelligence Center” by clicking on the “Situational Awareness Dashboard” tile. More: [Live Dashboard](#)



May 14, 2019 – CGIT at the 2019 NAF Mega Student Industry Conference in Miami - IT Customer Support & GIS Manager Mark Hebert spoke at the NAF Student Industry Conference, presenting the Coral Gables smart city projects to students and providing advice to those interested in a career in technology and public service. More: [NAF Page](#) - [Presentation Agenda](#)

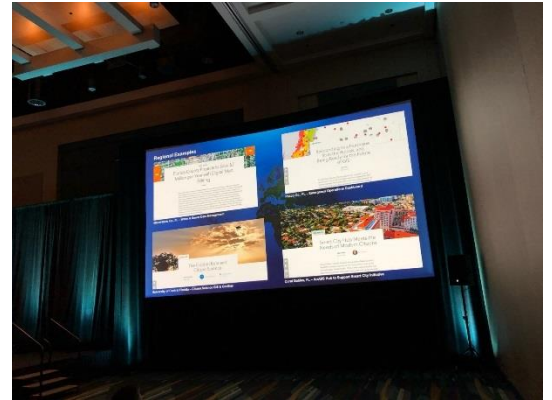


May 8, 2019 – CGIT at a Data Analytics and AI Panel in the Intrigue Digital Marketing Summit Miami - IT Data Analyst Christopher Cowen spoke at a panel on data and Artificial Intelligence at the Intrigue Digital Marketing Summit Miami, with experts from Industry and Academia. More: [Summit Page](#)



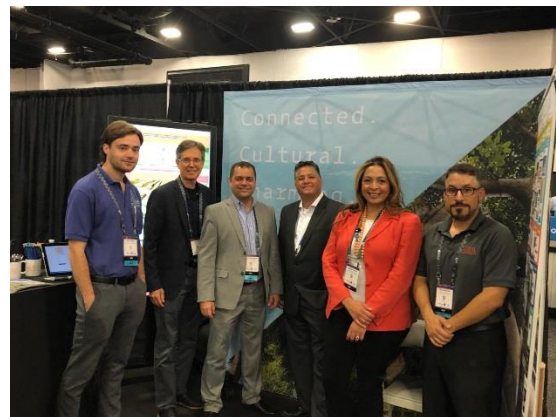
May 1, 2019 - City of Coral Gables at the GIS Solutions Expo

City of Coral Gables was present at the GIS Solutions Expo & ESRI Southeast Conference in West Palm Beach, as a case study during the opening event and with presenters at two different sessions. The City’s IT Customer Support & GIS Manager Mark Hebert, MGIS spoke in the afternoon at the conference about the use of GIS Data Platforms and Citizen Hubs to enhance our community initiatives with digital tools and communication. IT Director Raimundo Rodulfo was also a speaker at the Senior Executive session, where he had a great conversation with colleagues from Government (Miami-Dade County, City of Johns Creek GA) and industry (ESRI, NEMAC). The panel discussed among other topics the smart city applications of geospatial data and GIS in our organizations and how these technologies make an impact in urban resilience, sustainability and livability. Thank you to Panel Facilitator Mike Dyer and our fellow panel members for this great exchange of ideas! More: [Senior Executive Breakfast](#) - [City Presentation](#) - [Video featuring City of Coral Gables](#) - [City of Coral Gables ArcNews Article](#)



April 29-30, 2019 - City of Coral Gables at eMerge Americas 2019

For fourth year in a row, the City of Coral Gables was present and active at the eMerge Americas Technology and Innovation Expo as an exhibitor. At the City’s booth, our City team presented the Coral Gables <Connected, Charming, Cultural> smart city attractions, economic development, technology and innovation programs and initiatives. Our team received good and valuable feedback about the City’s smart initiatives, attractions and technology platforms from visitors, technology organizations, entrepreneurs, and members of academia attending the event. More: [News Post](#) / [Video](#) / [Event Site](#)



L-R: Francesca Valdes, Belkys Perez, Gisela Rodriguez, Rayza Collazo, Chris Cowen, Mark Hebert, Raimundo Rodulfo, Nelson Gonzalez, Pamela Fuentes, Alex Gamundi



April 29, 2019 - Coral Gables Smart City Solutions Competition Judging and Awarding Ceremony - University of Miami and City of Coral Gables held today at eMerge Americas the final presentations, judging and awarding ceremony of the Coral Gables Smart City Solutions Competition “Design Your Coral Gables”. The event was a great success!

Congratulations to Team “The Laboratory of Everyday Things” for winning 1st place, and to Team “SmartDay Coral Gables” (2nd Place) and Team “Kayros” (3rd Place)!

Thank you to all teams that participated in the competition and worked hard for several months developing and presenting their ideas to address challenges in traffic, safety and transportation. Thanks to the judges, and to our partners at University of Miami for allowing us to be part of this wonderful and impactful experience!

These solutions and ideas have already added value and started thoughtful conversations and follow-ups toward potential prototypes. More: [Video](#) - [News Post, City Commission](#) - [News Post, University of Miami](#) - [Competition Page](#)



April 2019 – New Articles about Coral Gables Smart City Case Studies

These are some of the new articles from several technology sites and organizations that have recently covered the Coral Gables smart city technology initiatives:

SmartCity.AI, NIST GCTC-SC3 Data Supercluster use cases: [Link1](#) / [Link2](#) - Shared Mobility: [Link](#)

SmartMyCity: [Link1](#) / [Link2](#) - Wyncode, Smart Moves in South Florida: [Link](#)

NIST GCTC DATA SUPERCLUSTER
ACCELERATING INNOVATION IN GLOBAL CITIES/COMMUNITIES



 **smartmycity** WYNCODE
THE ART OF CODE

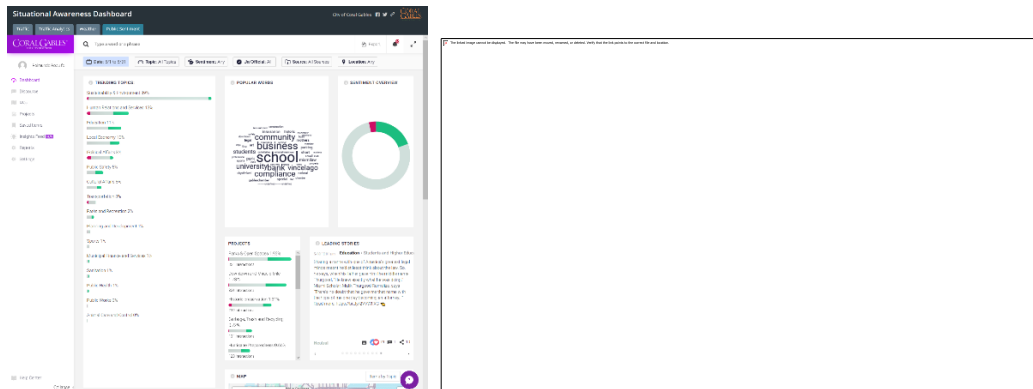
April 2019 - City of Coral Gables at the IEEE Spectrum Magazine and The Institute Newsletter

The Institute of Electrical and Electronics Engineers (IEEE) published an article on their Spectrum Magazine and The Institute newsletter about the Coral Gables’ smart city strategy. Thank you to IEEE for sharing our story! More: [Article](#)



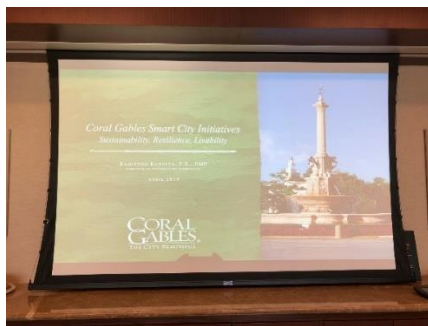
April 2019 – New Coral Gables AI Analytics Platform

Working with the Public Affairs Manager and the City’s leadership, our CGIT team launched a new data analytics platform that leverages artificial intelligence and machine learning capabilities to generate actionable analytics about citizen engagement, public sentiment, marketing, public safety, incidents/anomalies, and important City topics to improve customer service, communications, situational awareness and response. More: [AI Platform Site](#)



Apr 17, 2019 - Coral Gables Smart City Presentation at MIT Club of South Florida

The City’s IT Director Raimundo Rodulfo presented the Coral Gables smart city initiatives to the Massachusetts Institute of Technology (MIT) Club of South Florida at an event in Downtown Miami. Thank you to Mr. Bob Howard and MIT Club of South Florida for inviting us to speak at your event and share our story! More: [Event Link](#)



April 2019 – I.T. Strategic Plan 2019 Update

Our CGIT team presented the 2019 update of our 5-year I.T. strategic plan. An actionable plan that leverages teamwork, technology and innovation to improve customer service and quality of life. More: [IT Strategic Plan 2019 Update](#)



- INDEX**
- 1 – Department Overview – pg. 3
 - 2 – Strategic Plan – pg. 8
 - 3 – Short Term Goals – pg. 15
 - 4 – Long Term Goals – pg. 25
 - 5 – SWOT Analysis – pg. 28
 - 6 – I.T. Organization – pg. 29

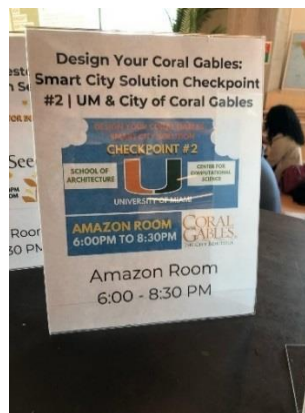


SUSTAINABILITY
RESILIENCE
LIVABILITY

Mar 26, 2019 – Coral Gables IT Department Case Study in Gartner’s Smart Cities Research Paper - Global IT research and advisory firm Gartner Inc. featured the City of Coral Gables IT Department in their research paper: “Smart City Funding Models: It’s Time to Be Creative.” The paper highlights Coral Gables’ citywide continuous improvement program developed to improve effectiveness and optimize spending, and its results impacting the city with greater customer satisfaction, improved services and low costs for operating IT. More: [Gartner’s Research Paper Abstract](#)



Mar 21, 2019 - Second Checkpoint of the Coral Gables Smart City Solutions Competition - The second checkpoint of the Coral Gables Smart City Solutions Competition was as successful and exciting as the first one. It was a great experience seeing how the teams of contestants have developed and evolved their ideas with more data and research since the first checkpoint, and how the proposed solutions can potentially improve mobility and safety for our citizens. Congratulations to all the teams participating in this exciting challenge and thank you to the University of Miami and Venture Café for your partnership! Next stop: final awards ceremony at eMerge Americas in April. More: [Competition Page](#)



March 2019 – Asset Management System Expansion - Working with Public Works in their Right-of-Way Inventory project, our CGIT team supported with technical analysis and acquiring licenses and professional services to conduct a city-wide inventory of right-of-way assets using advanced LiDAR and CycloMedia 360 technology. Our team also started the expansion of the City’s Asset Management enterprise system to include several additional modules for Right of Way, Waterways, Trees, Landscaping, Sanitation, and other functions on top of the Facility Management module implemented in 2016. More: [Video](#)



Feb 21, 2019 - First Checkpoint of the Coral Gables Smart City Solutions Competition - The first checkpoint of the Coral Gables Smart City Solutions Competition was a big success! The contestants presented their teams' solution ideas for the first time, and we all engaged in a productive and thoughtful conversation. The presentations were very exciting and all the ideas have a big potential to make a difference in our communities, by addressing real problems in the areas of traffic and transportation. Thank you to the University of Miami for your partnership, to Venture Café for your hospitality, and to all the participating teams for your great ideas and enthusiasm! More: [Competition Page](#)



Feb 9, 2019 - City of Coral Gables at the 2019 Secure Miami Conference - The Florida International University (FIU) invited CGIT to participate at the 2019 Secure Miami conference in February 9, 2019. The City’s IT Director Raimundo Rodulfo was a speaker in a smart city panel at the conference, with experts from Industry and Academia. It was an interesting conversation at the panel “Building a Smart(er) City”, with topics covering CPS, IoT, cybersecurity, and other smart city challenges and opportunities. Thank you to Dr. Selcuk Uluagac from FIU department of electrical and computer engineering for inviting us to participate in this great event! More: [Event site](#).



January 2019 - Coral Gables Joins Waze Connected Citizens Program - The City of Coral Gables is pleased to announce a data-sharing partnership with Waze, the everyday driving platform bringing together drivers to outsmart traffic. Designed as a free, two-way data share of publicly available traffic information, the Connected Citizens Program promotes greater efficiency, deeper insights and safer roads for citizens of Coral Gables along with more than 850 other partners around the world. With this program, drivers will know what’s happening on Coral Gables roads in real time, allowing them to avoid traffic jams. The Waze Connected Citizens Program provides an unprecedented look at real-time road activity, empowering partners to harness real-time driver insights to improve congestion and make better informed planning decisions. Established as a two-way data share, Waze provides partners with real-time, anonymous, Waze-generated incident and slow-down information directly from the source: drivers themselves. In exchange, the City of Coral Gables provides real-time government-reported construction, crash and road closure data to Waze to return one of the most succinct, thorough overviews of current road conditions today. “As a Smart City leader, Coral Gables is thrilled to partner with Waze to gain a deeper understanding of real-time traffic conditions that will be used by drivers commuting within our boundaries, thus making their travels a smoother experience,” said Raimundo Rodulfo, the City’s Information Technology Director. The Waze map evolves with every driver and data point it receives, promoting safer roads and sharing more knowledge with Wazers about potential delays to their commutes. The Connected Citizens program yields even more data, giving local citizens a greater ability to circumvent road closures and traffic jams within the app. The City of Coral Gables can also provide Wazers with advanced notice of major traffic events (such as parades) that will affect their daily routes. More: [News Post](#) - [CCP Site](#)



Jan 30, 2019 - City of Coral Gables at the Women in Technology International Summit - We are proud of our City team that represented the City of Coral Gables at the Women in Technology conference! Thank you to Dr. Sara Rushinek from the University of Miami for joining our team at the City booth, and for the partnership and inspiration! More: [Site](#)



L-R: IT Analysts Adriana Mendoza, Rayza Collazo and Monica Conde; Dr. Sara Rushinek (UM); Asst. Director of Parks & Rec Carolina Vester, IT Network Manager Gisela Rodriguez / Rayza, Adriana, Monica, Dr. Rushinek, Gisela; IT Analysts Chris Cowen and Ben Thomas

Jan 30, 2019 - City of Coral Gables at the Connected Cities Tour Summit - I.T. Director Raimundo Rodulfo joined leaders from Technology, Government, Academia, and Enterprise as a speaker at the Connected Cities Tour summit in Miami Beach. They had thoughtful conversations and insightful exchanges with experts from various sectors. Topics included how 5G and small cells will impact our cities, from IoT to real estate to smart/connected/autonomous vehicles; smart city technologies, and resilient networks. We learned from others and shared our own experience at a panel. More: [Site](#)



January 2019 - Academic Research Paper Publication - Coral Gables I.T. Data Analyst Christopher Cowen published a paper with researchers from the University of Miami, analyzing the relationship between land use, walkability and crime in Miami-Dade County. This study is relevant to Coral Gables not only as geographically part of the County but also for its characteristics of walkability and land use as a planned community. The findings of this study are useful to our City from an economic development, public safety and urban planning standpoint. Link to the paper: <https://rdcu.be/bdXaH/>
A previous paper co-authored by Chris and UM researchers studied spatial patters of focus crime in the County: [Link](#)



I.T. Data Analyst Christopher Cowen

Jan 2019 - City of Coral Gables IT Strategic Plan on the CIO Applications Magazine - CIO Applications highlighted the City of Coral Gables Information Technology strategic plan in their article "IoT as the Game Changer in Smart Cities". More: [Article](#).



January 2019 - Coral Gables in the Bloomberg Challenge Creative Cities Report - The Creative City report highlights what each of the 35 Champion Cities learned during the Bloomberg Challenge competition's 6-month "Test & Learn" phase - which may have been the largest public-sector prototyping experiment in history. Coral Gables was one of 35 Champion Cities finalists in the Country, partnering with University of Miami to build a Resilient Energy System prototype. More: [Report](#).



January 2019 - City of Coral Gables and University of Miami “Design your Coral Gables” Smart City Solutions Competition

The City of Coral Gables and the University of Miami have partnered organizing and launching the “Design Your Coral Gables” Smart City Solutions Competition, which invites participants to bring their ideas to life by prototyping technology solutions on one of five transportation and traffic challenges. On January 25, 2019, we launched with our UM partners the Coral Gables Smart City Solutions Competition, with good participation from the attendees. During the launch event our City team presented the Coral Gables smart city initiatives and some of the top traffic and transportation challenges. It was a successful event and a big learning experience for all of us. Thank you to the University of Miami for the partnership, to our City leaders who attended and supported the event, and to all who participated and registered for the competition!

Do you have ideas on how to improve the quality of life for those who live, visit, study, or work in the City of Coral Gables? Please click here to learn more about how to participate: [Register here](#)



L-R: IT Director Raimundo Rodulfo, Sr. Multimodal Transportation Engineer Mark Brown, IT GIS Manager Mark Hebert

Jan 25, 2019 - City of Coral Gables at the University of Miami 2019 Smart Cities Conference

The City of Coral Gables was exhibitor and presenter at the University of Miami 2019 Smart Cities Conference. I.T. Department staff was at the City’s booth in the exhibit hall showcasing the Coral Gables smart city initiatives and the Coral Gables Smart City Hub public platform. More: [Event Link](#)



L-R: IT Analysts Chris Cowen, Rayza Collazo, Ben Thomas, and Paulson Jean; IT Director Raimundo Rodulfo, Visitors, IT GIS Manager Mark Hebert

Jan 2019 - City of Coral Gables in the ArcNews GIS Winter Publication - The ArcNews GIS journal published an article by our I.T. GIS Manager Mark Hebert, titled “Smart City Hub Meets the Needs of Modern Citizens”. More: [Article](#) - [Publication](#).



I.T. GIS Manager Mark Hebert

Jan 19, 2019 - Future Cities Competition - I.T. Director Raimundo Rodulfo was invited to be a judge at the Future Cities Competition at Florida International University. The competition featured bright young minds in action with impressive ideas on how to make future cities smarter, more resilient and sustainable. The prototypes, the innovative and creative solutions and the school student team presentations were thought-provoking and inspiring. Thank you to the Florida Engineering Society and IEEE for the invitation to be part of this great event, and thanks to FIU for the hospitality. More: [Site](#)



January 2019 - City of Coral Gables I.T. at CES 2019 - I.T. Systems Analyst Alex Gamundi attended the CES 2019 technology expo and its smart city sessions to research urban and consumer electronics technology trends, and to meet with experts from industry and academia. More: [CES Site](#).



L-R: IT Systems Analyst Alex Gamundi, Dr. Sara Rushinek and Dr. Avi Rushinek (University of Miami); Alex Gamundi.

2018

Nov-December, 2018 - City of Coral Gables Wins First Place in the 2018 Digital Cities Award, Up to 75K Population Category

City of Coral Gables won first place nationally in the Digital Cities 2018 awards, in the category of Up to 75K population. This is an annual recognition of city performance and innovation in "using technology to align with city goals; promote citizen inclusion in important government processes and share government data with the public; proactively address citizen expectations; and boost cybersecurity and increase efficiency." Thank you to the Center for Digital Government and e-Republic/Govtech for this recognition! Our information technology team is happy and highly motivated to continue moving forward; working together with City leaders, all departments and our partners; improving citizen services, and advancing smart city technologies and innovation. IT Director Raimundo Rodulfo received the award on behalf of the City at the National League of Cities annual conference on November 8th, 2018. More: [Award Site](#) - [News Post](#) - [Article](#) - [Article](#)



December 2018 - GovTech Magazine 2018 Year in Review Special Issue Features City of Coral Gables

The GovTech Magazine 2018 Year in Review issue features City of Coral Gables as the winner of the first place nationwide in our population category in the Digital Cities Awards: Page 14: "Winning Cities"; and Page 46: "They're No. 1". This special issue features great articles with 2018's biggest trends, analysis and news in government technology. More: [Magazine Issue](#)



December 6, 2018 - City of Coral Gables at the University of Miami Big Data Conference

I.T. Director Raimundo Rodulfo was a speaker at the UM Big Data Conference on December 6th, 2018. More: [Event Site](#).



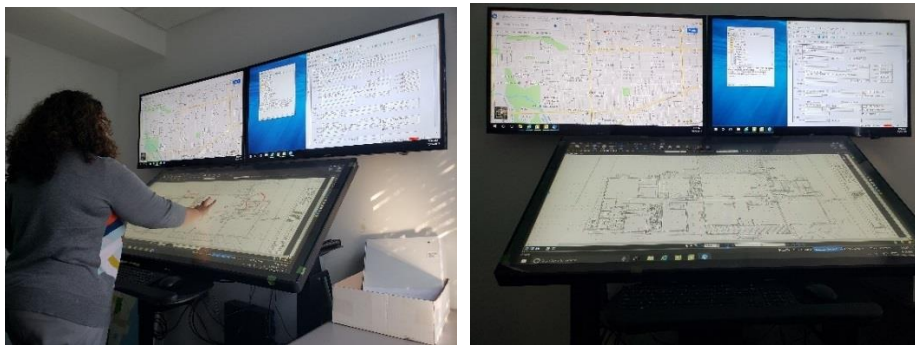
December 2018 - Kick-off Sessions of the New e-Permitting, Land Management & Licensing Enterprise System

The City started the implementation of the new electronic permitting enterprise system. This system provides a comprehensive civic services solution for planning, permitting, and licensing to asset management and citizen requests, with a platform that uses GIS to automate and connect critical processes, horizontally integrate city functions, streamline workflows, improve communication, and increase productivity from desk to field.



November 2018 - Electronic Plan Review Stations

As part of the implementation of the new Electronic Permitting Enterprise System, several electronic plan review stations are being installed in different City departments. The stations have large format digital tables and engineering software to allow paperless plan review process, collaboration and workflow efficiency, and digital annotation with markup tools.



November 8, 2018 – City of Coral Gables at the Miami Tech Summit.

The City of Coral Gables was an exhibitor at the Miami Tech Summit. More: [Event site](#)



L-R: IT Data Analyst Chris Cowen, IT Network Manager Gisela Rodriguez, Chris Cowen, IT Network Analyst Efrain Fleites

November 2018 - GovTech Features the CGIT Strategic Plan in Article

The CGIT Strategic Plan document has been featured by GovTech in this article, in which the City has been highlighted for its use of IoT. GovTech featured the article in their GovTech 100 and their Biz Data Visualization newsletter. More: [Article](#)



November 8, 2018 – City of Coral Gables at the Government Innovation Awards.

The City of Coral Gables was invited to present its smart city and innovation initiatives at the Government Innovation Awards, an annual celebration of government IT’s disruptors, innovators and emerging leaders. Assistant IT Director Nelson Gonzalez presented the Coral Gables smart city initiatives at the Innovation Arcade area of the event. More: [Event site](#)



October 30-31 2018 - City of Coral Gables at Unbound Miami Innovation and Entrepreneurship Conference

The City team was at the Unbound Miami innovation and entrepreneurship event. We were at the City’s booth with Economic Development Director Pamela Fuertes and IT Applications Manager Lemay Ramos, showcasing the Coral Gables smart city innovation and economic growth initiatives. Director Pamela Fuertes was part of a great panel with regional leaders discussing the topic of breaking innovation barriers in South Florida. More: [Event Site](#)



L to R: IT Applications Manager Lemay Ramos, Economic Development Director Pamela Fuertes, IT Director Raimundo Rodolfo

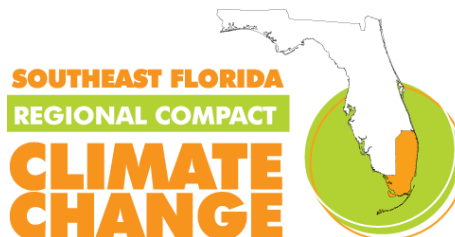
October 25, 2018 - City of Coral Gables Presentation at the Smart Cities Connect and Defense TechConnect Conferences

The City of Coral Gables I.T. Director participated in two panels at Smart Cities Connect and Defense TechConnect conferences in Tampa, with NIST SC3 supercluster on data and DITAC innovation challenge. The panel discussions and presentations covered topics such as data-driven smart city initiatives and strategic mobility solutions. More: [Agenda 1](#) - [Agenda 2](#)



October 24-25, 2018 - City of Coral Gables in the Southeast Florida Regional Climate Summit

Coral Gables Employees participated in the Southeast Florida Regional Climate Summit. More: [Site](#)



L to R: IT Customer Support & GIS Manager Mark Hebert and Public Works Senior Sustainability Analyst Matt Anderson

October 2018 - Forbes Magazine Published an Article about City of Coral Gables Smart Initiatives and Network Resiliency

Click here to read the article: [Article](#)



October 2018 - Smart Cities Dive Published an Article about City of Coral Gables Smart Initiatives and Network Resiliency

Click here to read the case study, titled “How Coral Gables, FL, Uses Smart Tech to Prepare for Hurricane Season”: [Article](#)



October 18, 2018 - City of Coral Gables at the Miami-Dade County League of Cities Best Practices Conference

Our City team showcased the Coral Gables smart city initiatives at the Miami Dade County League of Cities annual best practices conference. Coral Gables city officials and staff participated and spoke at various sessions on important topics such as resilience, sustainability and hurricane response operations. More: [MDCLC BPC Site](#)



L to R: IT Network Analyst II Paulson Jean, IT Director Raimundo Rodulfo, Assistant IT Director Nelson Gonzalez

October 3, 2018 - CGIT participated in a Roundtable at FIU Office in Washington D.C.

During Smart Cities Week in Washington, D.C., last week, FIU hosted an intimate roundtable discussion with local, congressional and federal officials in conjunction with the university’s leading researchers in Washington, D.C. The luncheon focused on immediate opportunities to advance successful deployment of technologies. More: [FIU in D.C. Site](#) - [Video](#)



L-R: 1. CGIT Director Raimundo Rodulfo, Dr. A. Selcuk Uluagac (FIU) / 2. Federal, Congressional, City of Coral Gables and FIU representatives

October 3, 2018 - City of Coral Gables at the Smart Cities Week Conference in Washington D.C.

The City of Coral Gables I.T. Director was invited to be a speaker at the Smart Cities Week conference in Washington D.C. in October 2018. His presentation was on 8/3 at the session “The Secure Smart City of Tomorrow (and why you need it today).” This annual conference was organized by the Smart Cities Council, and brought together those who are actively deploying smart technologies in cities around the globe, leading-edge organizations and cutting-edge solutions. Coral Gables also had an exhibition booth at the event. More: [Event Site](#) - [Article](#) - [Presentation](#)

Smart Cities Week®
SHAPE YOUR CITY'S FUTURE

SmartCitiesCouncil® Livability
Workability
Sustainability



FEATURED SPEAKERS Smart Cities Week®
OCTOBER 2-4, 2018 - WASHINGTON, D.C.

| | | | |
|---|--|--|--|
|  Bob Bennett Chief Innovation Officer, City of Kansas City, MO |  Kelly M. Schulz Secretary, Maryland Department of Labor, Licensing and Regulation |  Kevin Bush Chief Resilience Officer, District of Columbia |  Raimundo Rodulfo Information Technology Director, City of Coral Gables, FL |
|---|--|--|--|

#SMARTCITIESWEEK

10/1/2018 – Beginning Phase IV of the CCTV/ALPR Project

In this phase, the City is implementing smart lights with CCTV cameras and sensors at 8th Street, Granada, Craft Neighborhood / Douglas Road proximity area, LPR at Bird Road and Red Road, CCTV cameras at Waterways and Parks, CCTV/ALPR/Speed trailers, software integration features, and related network infrastructure upgrades.

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



September 2018 - IISE ISE Magazine Published a Case Study about Coral Gables Smart City Initiatives

The Industrial and Systems Engineering (ISE) magazine published a case study article titled “Smart City, USA” about Coral Gables smart city initiatives and quality engineering efforts in the IT Department to continuously improve processes citywide with methodologies such as Lean Six Sigma. More: [Article](#) - [Website](#)

ISE ISE Magazine
Industrial and Systems Engineering at Work
September 2018 | Volume: 50 | Number: 9
The member magazine of the Institute of Industrial and Systems Engineers

September 2018 - State Tech Magazine Published a Case Study about Coral Gables Smart City Initiatives

Click here to read the case study article, titled “Successful Smart City Projects Emphasize Citizen Rewards Now, Growth for Future”: [Case Study](#)



August 2018 - City of Coral Gables Smart City Article on the American Planning Association Technology Newsletter

The City of Coral Gables I.T. Director contributed with an article for the Summer 2018 issue of the American Planning Association (APA) Technology Newsletter. More: [Article](#) - [Website](#)



American Planning Association

Making Great Communities Happen

August 2018 - Assistant IT Director Participates in the Global Security and Public Policy (GSPP) Executive Program

Assistant IT Director Nelson Gonzalez, CISSP, Participated in the Jack D. Gordon Institute’s Global Security and Public Policy (GSPP) Executive Certificate Program. This executive program engages participants by placing them in direct contact with public policy and security experts as they discuss, debate, and develop strategic solutions to global security threats in the 21st century; and brings together an international cohort of policy and security professionals dedicated to advancing their expertise in threat analysis, policy innovation, and decision-making practices. More: [Site](#)



August 2018 - City of Coral Gables in the National Institute of Science and Technology (NIST) Smart City Program

The National Institute of Science and Technology (NIST) included the Coral Gables smart city initiatives into the NIST’s Global City Teams Challenge “Smart and Secure Cities and Communities Challenge” (GCTC). The Global City Teams Challenge (GCTC) program is a collaborative platform for the development of smart cities and communities, led by National Institute of Standards and Technology, a bureau of U.S. Department of Commerce, in partnership with other U.S. federal agencies including U.S. Department of Homeland Security Science and Technology Directorate (DHS S&T), National Science Foundation, International Trade Administration, and National Telecommunications and Information Administration. It enables local governments, nonprofit organizations, academic institutions, technologists, and corporations from all over the world to form project teams, or “action clusters,” and “SuperClusters,” to work on groundbreaking Internet of Things (IoT) and Cyber-Physical Systems (CPS) applications within the city and community environment. The National Institute of Standards and Technology (NIST) launched the Global City Teams Challenge (GCTC) to encourage collaboration and the development of standards. GCTC’s long-term goal is “to establish and demonstrate replicable, scalable, and sustainable models for incubation and deployment of interoperable, standard-based solutions using advanced technologies such as IoT and CPS, and demonstrate their measurable benefits in communities and cities.”

More: Visit the [City’s GCTC page at NIST](#), and the complete list of action cluster projects [here](#).



August 23-24 2018 - City of Coral Gables at the South Florida GIS Expo

I.T. GIS Manager Mark Hebert was a presenter at the upcoming South Florida GIS Expo in West Palm Beach on August 23-24. He presented on our Smart City Hub public platform and related GIS projects and initiatives. Mark and IT Analysts Chris Cowen and Rayza Collazo also met with Dr. Jack Dangermond and other GIS industry experts at the event to discuss new technologies.

More: [Event Agenda](#)



L to R: IT Customer Support & GIS Manager Mark Hebert, Dr. Jack Dandermond, IT Analysts Rayza Collazo and Chris Cowen; Mark Hebert

August 16 2018 - IEEE Webinar about Coral Gables Smart City Initiatives

The Institute of Electrical and Electronics Engineers (IEEE) held a webinar titled: “Coral Gables Smart City Success Story” on August 16, 2018 at 2 pm ET. More: [Webinar Site](#)



July 2018 - New City Website – Beta Launch and Go-Live

The official City of Coral Gables website has a fresh, new look! Test out the beta version today and tell us what you think at feedback@coralgables.com! This new site is built on a new technology platform with improved functionalities, design, and mobile features. Update: The new website www.coralgables.com went live in September 2018. More: [Video](#) – [Beta Site](#)



IT Customer Support & GIS Team (L to R): GIS Manager Mark Hebert, Analyst Rayza Collazo, IT Technicians Neil Rodriguez, Mike Lopez

July 2018 - New Mobile App – Beta Launch and Go-Live

The official City of Coral Gables mobile app has also been revamped with a fresh, new look! The new version has been redesigned to make it easier to use, more responsive, and enhanced with better access to other City services. More: [App](#)



7/30/2018 - City of Coral Gables Presentation at the FLGISA 2018 Annual Conference

The City’s IT Director Raimundo Rodulfo presented the City’s smart city technology and innovation initiatives at the Florida Local Government Information Systems Association (FLGISA) 2018 Annual Conference in Boca Raton, FL. More: [Event Site](#)



July 2018 - The IEEE Standards University Magazine Published an Article about City of Coral Gables

The IEEE Standards Magazine published an article about Coral Gables in their July edition, dedicated to Disaster Recovery. “As we deploy technology-based infrastructure to assist us in all three phases of a disaster, it is important to recognize the role technical standards play in such infrastructure... ‘Connected Through a Disaster’ tells us the role IEEE 802 standards played in creating a resistant, reliable communications network to safeguard the City of Coral Gables’ infrastructure and ensure uptime of critical services.” More: [Coral Gables Article](#) – [Magazine site](#) – [Magazine Issue](#)



7/25/2018 - City of Coral Gables at Beacon Council’s “One Community One Goal” Economic Development Event

The City of Coral Gables was at Beacon Council’s “One Community One Goal” event in Marlins Park, promoting the City Beautiful to businesses and entrepreneurs, and showcasing our smart city technology and innovation that benefits residents, visitors and businesses. Our presence says loud and clear that we’re a team player in helping shape the future of Miami-Dade County Government, side-by-side with other local organizations. More: [News Post](#)



L to R: IT Systems Analyst II Alex Gamundi, IT Director Raimundo Rodulfo

.....
June 2018 - Smart & Resilient Published a Case Study about the Coral Gables Smart City Hub Public Platform

“Smart City Hub Unveiled by Coral Gables, Florida. One of the nation’s first fully-planned communities, Coral Gables, Florida is making news by making good on its founders’ mission. When George Merrick created the south Florida city in 1925, he envisioned a city that would offer every amenity to its residents, while at the same time would become a center for international business. In every respect, Merrick’s dream has come true. A Smart City Hub was launched on the City’s website in May, allowing Coral Gables to share the success of its artificial intelligence and open data with students, engineers, developers and others who see a benefit in collaborating. Considering its historical appreciation of architecture, culture and connectivity among its people, it’s hardly surprising the city would find new ways to connect people with information. The Hub is a public platform for exploring and downloading open data; for discovering and building apps; and for engaging to solve important local issues. Collaborators and the public can access convenient city services, analyze and combine Open Datasets using maps and graphs, as well as develop new web and mobile applications. History meet hi-tech.” More: [Case Study](#)



.....
June 2018 - National League of Cities features Coral Gables Smart City Initiatives

Throughout June, National League of Cities are celebrating the innovation and forward-thinking attitude that keeps America's small cities and towns ready for the future. Their first #smallcityoftheday is Coral Gables, Florida: “Their recently-launched Smart City Hub is a public collaboration and open data platform that supports a beautiful and smart city. It aggregates in one place many elements... Together these interconnected and interoperable elements foster transparency, value creation, open data and analytics, actionable information, efficiencies, citizen engagement, mobility, accessibility, crowdsourcing, inclusion, and collaboration. Visit the Coral Gables Smart City Hub public platform at www.coralgables.com/smartcity”. More: [NLC Post](#)



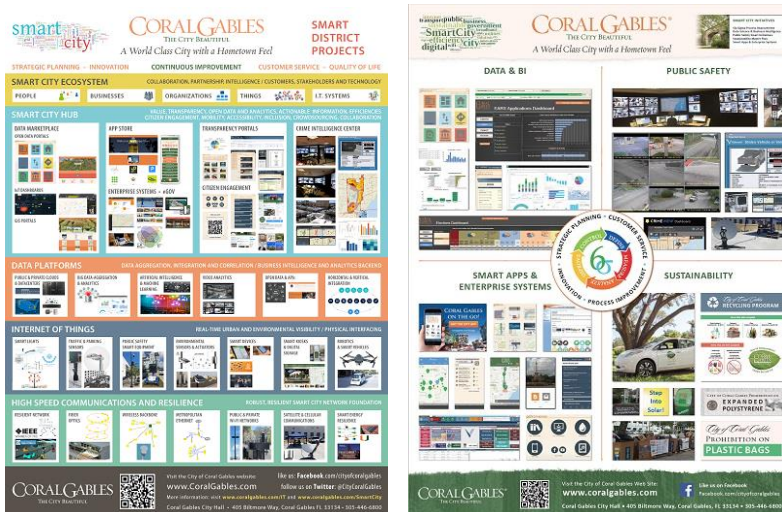
May 19-22 2018 - City of Coral Gables at the IISE 2018 Annual Conference

I.T. Director Raimundo Rodulfo was a presenter at the 2018 annual conference of the Institute of Industrial and Systems Engineers (IISE). He presented 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](#)



April 2018 - Information Technology Strategic Plan Update 2018

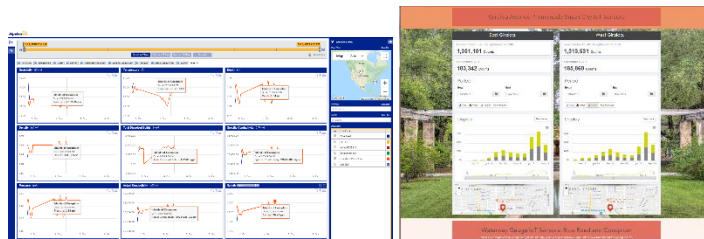
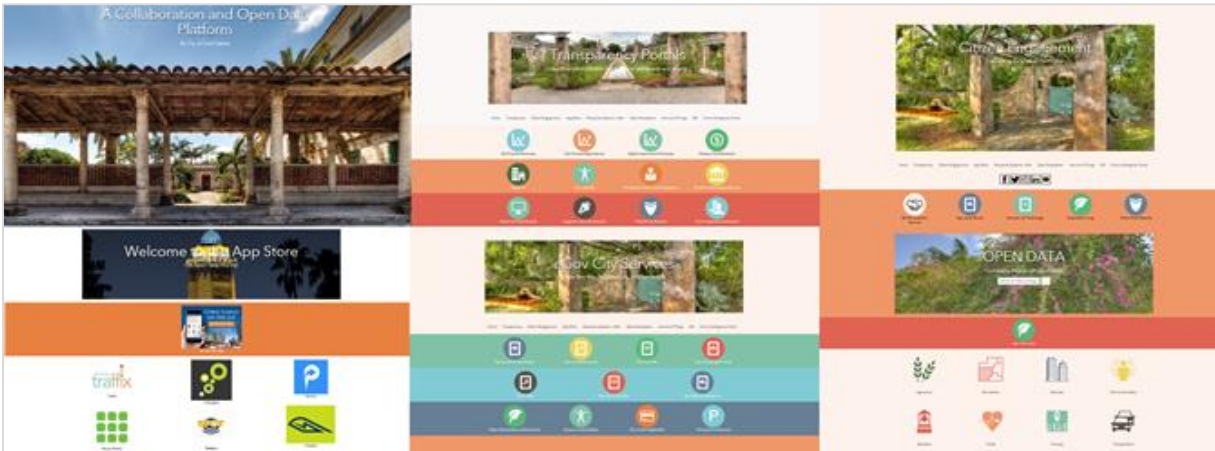
The I.T. Department presented its strategic plan 2018 update document, with accomplishments and updates on enterprise projects and initiatives previously documented on the 2017 plan. This plan includes our new posters that visualize our smart city vision, roadmap and engineering conceptual design. Through these strategies, 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. This roadmap implements several interconnected and interoperable elements that include a Smart City Hub public platform, a Data Marketplace, an Application Store, Transparency Portals, a Crime Intelligence Center; Data Platforms, Internet of Things, and a robust and resilient technology infrastructure with high-speed communications. More: [IT Strategic Plan 2018 Update](#)



L to R: Assistant IT Director Nelson Gonzalez, IT Customer Support & GIS Manager Mark Hebert, IT Network Manager Gisela Rodriguez, IT Director Raimundo Rodulfo, IT Applications Manager Lemay Ramos, IT Systems Manager Ayanes Apolinar

April 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, collaboration. More: www.coralgables.com/smartcity/ / [News Post](#) / [Video](#)



L to R: Applications Manager Lemay Ramos, Network Manager Gisela Rodriguez, Systems Analyst Rayza Collazo, IT Director Raimundo Rodulfo, IT Assistant Director Nelson Gonzalez, Customer Support & GIS Manager Mark Hebert, Systems Manager Ayanes Apolinar

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

For third year in a row, the Coral Gables Information Technology Department represented the City Beautiful at the eMerge Americas 2018 Technology and Innovation Expo as an exhibitor. At exhibitor booth 1137, we presented our smart city and innovation initiatives, including the new Smart City Hub public platform. Our team received good feedback about the City’s smart initiatives and new platforms from visitors, technology organizations, and members of academia attending the event.

More: [News Post](#) / [Event Site](#)



L-R: Chris Cowen, Rayza Collazo, Alex Gamundi, Monica Conde, Paulson Jean, Alex G., Nelson Gonzalez, Ayanes Apolinar, Mark Hebert

4/17/2018 - IEEE Published 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 and visitor 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 72nd Avenue. Other locations coming soon (Phillips Park, Ingraham Park, Cartagena Circle).

More: [Video](#) / [eNews](#)



IT Network Team (L to R): Analyst Paulson Jean, Network Manager Gisela Rodriguez, Analysts Roger Rodriguez, Jose Bellas, Efrain Fleites

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](#)



L to R: IT Analyst Ben Thomas, IT Director Raimundo Rodulfo, IT Analysts Rayza Collazo and Chris Cowen

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](#)



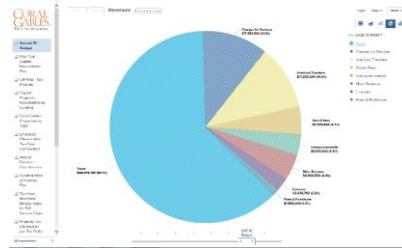
4/6/2018 - City of Coral Gables Presentation at Florida International University’s GIS Day Conference

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:

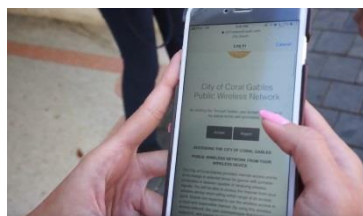
[News Post 1](#) / [News Post 2](#) / [Article](#)



1. L to R: Matt Anderson, Dr. Nurcin Celik (UM), Chelsea Granell, Raimundo Rodulfo - 2. Bloomberg Mayors Challenge group photo

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 72nd Avenue Facilities. More: [Video](#) / [eNews](#)



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](#)



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](#) / [Video](#)



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](#)



IT Applications Team (L to R): Analysts Sean Meadows, Chris Cowen, Monica Conde, Adriana Mendoza, Applications Manager Lemay Ramos

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](#)



IT GIS Analyst Rayza Collazo and IT GIS Manager Mark Hebert

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



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](#)



L to R: IT GIS Analyst Rayza Collazo, IT Crime Data Analyst Chris Cowen

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.



IT Systems Team (L to R): Anna Vall, Systems Analysts Brenda Delgado, Ben Thomas, Alex Gamundi, Systems Manager Ayanes Apolinar

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 8th 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](#) / [eNews](#) / [City Beautiful Magazine](#)



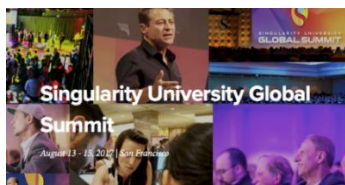
9/1/2017 - Launch of Parking Permit Online Renewal System

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](#)



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](#).



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](#) / [eNews](#)



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

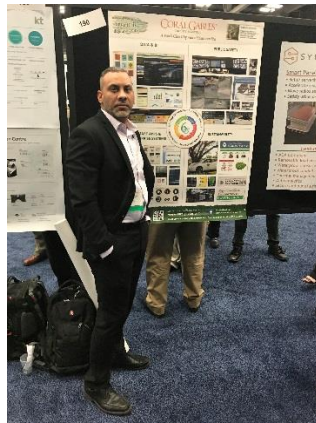
The City’s Innovation Council is an informal think-tank with qualified members appointed by the Mayor, with input from Commissioners, Academia, City Manager’s Office, Economic Development and Information Technology directors. Its mission is to partner with innovative technology organizations to make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



Members of the City’s Innovation Council

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

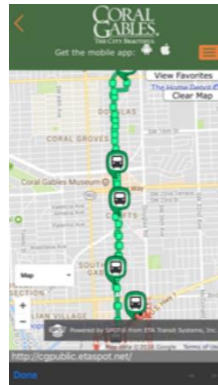
For second year in a row, the Coral Gables Information Technology Department represented the City Beautiful at the eMerge Americas 2017 Technology and Innovation Expo as an exhibitor. CGIT presented our smart city and innovation initiatives. More: [News Post](#) / [Video](#)



IT Network Analyst Paulson Jean, IT Director Raimundo Rodulfo, IT Analysts Chris Cowen and Eric Machado

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](#)



.....

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](#)



.....

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

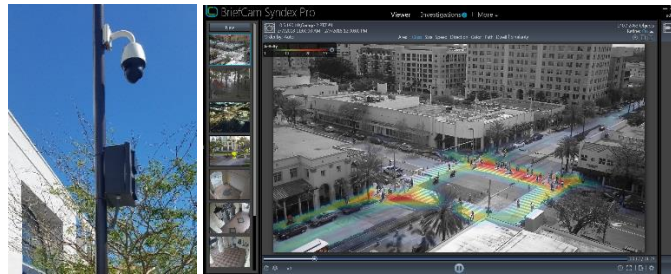
The University of Miami hosted a series of seminars at the Richter Library to celebrate the GIS Day, and members of the City’s Information Technology Department, including Mark Hebert, Rayza Collazo, and Lourdes Ginart, were invited to explain how GIS plays an important role in our daily operations. 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](#)



L to R: 1. IT Technician Lourdes Ginard, IT Analyst Rayza Collazo, IT GIS Manager Mark Hebert - 2. Mark Hebert

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](#)



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](#)



L to R: IT Analyst Lucas Christopher, IT Director Raimundo Rodulfo, IT GIS Manager Mark Hebert, IT Analyst Alex Gamundi

2015

10/31/2015 – 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, geospatial data analysis systems, a wireless backbone, 24 License Plate Readers and 3 CCTV cameras at 12 locations, including sites at the City’s geofence and public safety sensitive locations such as: US-1, Riviera, Country Club Prado at Red Rd. and 8th 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](#)



10/23/2015 – City of Coral Gables I.T. Department at the FIU Cybersecurity Conference

Asst. CIO Raimundo Rodulfo participated as a panelist at the Florida International University Cybersecurity Conference “Trends in Cybersecurity - Security of Smart Things: From cards to wearables”, during the session “Panel 3: Smart City”. More: [Conference Program](#) - [Site](#)



1/15/2015 – CGIT Published the Document “Glossary of Smart Cities and Urban Computing Terms”

The Coral Gables I.T. Department published the document “Glossary of Smart Cities and Urban Computing Terms”, compiling terms and definitions extracted from several science and technology papers, essays and articles. More: [Document](#)



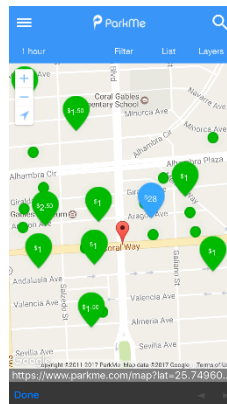
2014

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](#) - [Download App](#)

**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:**

- I.T. Department: www.coralgables.com/IT
- Smart City Hub: www.coralgables.com/smartcity
- Information Technology Strategic Plan: <http://www.coralgables.com/ITStrategicPlan>
- Engineering Poster: http://cggisw.coralgables.com/images/gisweb/CGIT_SmartCityPoster_2018_mid_resized.png
- Smart City Plan Poster: http://cggisw.coralgables.com/images/gisweb/cgit_smartcityposter_2017.png
- Coral Gables NIST GCTC site: https://gctc.opencommons.org/Coral_Gables_Smart_City_Hub_Public_Platform

Electronic Version: www.CoralGables.com/TechStories