

CITY OF CORAL GABLES AI
SUMMIT AND THE NEW
CORAL GABLES CENTER
OF EXCELLENCE (CGCOE)



City of Coral Gables
City Commission Meeting
Tuesday, May 5, 2026



CITY OF CORAL GABLES AI SUMMIT

- One of the first cities to provide a citywide AI seminar for all people leaders in the organization
- Attended by over 130 city employees
- Embrace innovation to stay ahead of disruption and to ensure the organization is ready for how AI will reshape work across all departments
- **Goals and Benefits:**
 - Build organizational understanding of AI
 - Guide responsible and strategic adoption
 - Strengthen service delivery to the community

Harnessing AI for Public Service Seminar

Shaping Smarter Government with AI Innovation

Coral Gables Golf & Country Club | April 22, 2026 | 8 a.m. – 2 p.m.

Event Facilitator: Professor Jonathan Reichental, award-winning technology leader, professor and author

AGENDA

8 - 8:45 a.m.

BREAKFAST

8:45 - 9 a.m.

WELCOME MESSAGES

- Mayor Vince Lago
- City Manager Peter J. Iglesias
- Director of Innovation and Technology Raimundo Rodulfo

9 - 10:15 a.m.

THE EMERGING ROLE OF AI IN GOVERNMENT

- AI Refresher: Key Concepts and Trends
- How AI is Transforming Public Services
- Benefits and Challenges of Adoption of AI in Government

10:15 - 10:30 a.m.

COFFEE BREAK

10:30 - 11 a.m.

FIRESIDE CHAT WITH RICCARDO DI BLASIO, SVP/GM @NETAPP

Best Practices, Emerging Opportunities, Pilots, and Measuring Impact

11 a.m. - 12 p.m.

PARTICIPANT WORKSHOP

- Each Table Addresses An Area of AI, e.g., Opportunities, Limitations (Guided)
- Participants Report Out Through Facilitated Discussion

12 - 12:30 p.m.

THE FUTURE OF AI

A Glimpse of the Shape of Things to Come

12:30 - 1:30 p.m.

LUNCH

1:30 - 2 p.m.

**CORAL GABLES CENTER OF EXCELLENCE (CGCOE)
LAUNCH & CLOSING REMARKS**

- Assistant City Manager Carolina Vester
- Director of Innovation and Technology Raimundo Rodulfo



Learn about our event facilitator, Professor Jonathan Reichental, PhD: reichental.com/bio
Explore AI further on My Learning Portal when connected to the Coral Gables City Network

HARNESSING AI FOR PUBLIC SERVICE SEMINAR SPEAKERS

Dr. Jonathan Reichental, PhD - Facilitator

- Former CIO for the City of Palo Alto and O'Reilly Media
- Global expert in AI, smart cities, and digital transformation
- Recognized top CIO and published author/thought leader



Riccardo Di Blasio – Coral Gables Resident

- SVP & GM, Americas at NetApp with 25+ years in advanced technology
- Leader and advisor in AI infrastructure, data systems, emerging tech, and quantum computing innovation





CORAL GABLES
CENTER OF EXCELLENCE

CGCOE

**LAUNCHING THE
CORAL GABLES
CENTER OF
EXCELLENCE
(CGCOE)**

*Harnessing AI, Innovation &
Continuous Improvement*



A citywide approach to innovation and continuous improvement

We are at a defining moment in public service as we enter a new era of artificial intelligence, automation, and data-driven government that will reshape how we operate.

The question is not, **is change coming?**

The question is:

Will we lead it—or react to it?

This will allow us to reduce repetitive work, improve decision making, increase responsiveness and allow us to focus on higher value service.





CORAL GABLES
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CGCOE

What is the CGCOE?

A centralized, citywide program sponsored by the City Manager's Office and facilitated by the Innovation and Technology Department that drives:

- Innovation
- AI readiness
- Process excellence
- Cross-department collaboration
- Workforce development
- Operational efficiency



Let's Break Down our Department Silos

- Standardize how we improve processes
- Scale successful innovations citywide
- Build internal expertise instead of outsourcing knowledge
- Align all departments under a shared performance framework



Three Strategic Pillars



1

AI & Technology Innovation

*Automation, analytics,
smarter workflows*



2

Process Improvement

*Lean government,
simplification,
service redesign*



3

Workforce Excellence

*Training, certifications,
leadership readiness*

Governance Model:

Sponsored by:

City Manager's Office

Guided by:

The Innovation and Technology Department and a Cross-Department Steering Committee

Three Working Groups:

- Administration
- Infrastructure & Services
- Public Safety



How will it work:

Monthly Working Groups

Identify issues, opportunities, innovations

Quarterly CGCOE Check-In Sessions

Citywide reporting, collaboration, accountability

Continuous Implementation

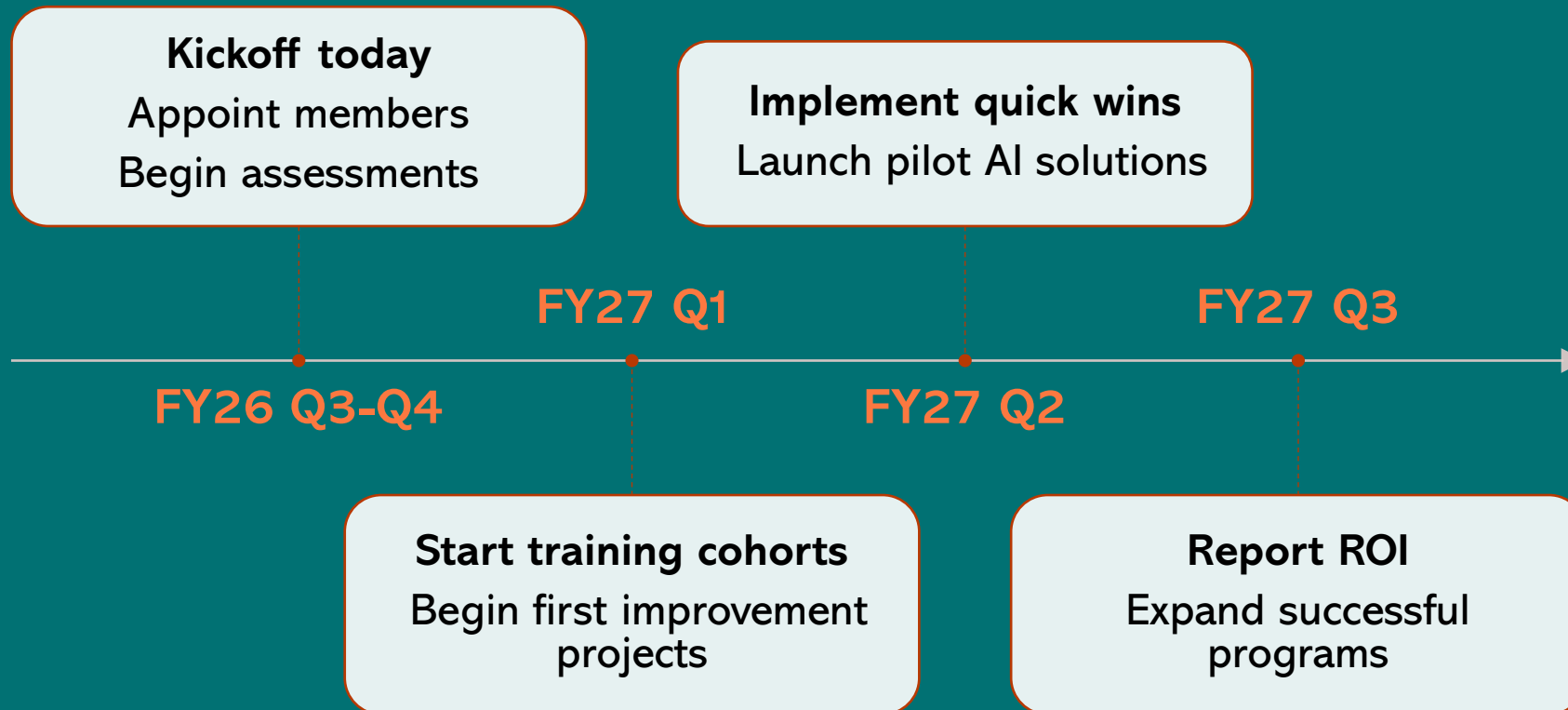
Projects, pilots, training, metrics

Workforce Upskilling Plan

- **Lean Six Sigma - Yellow Belt / Lean Fundamentals**
 - Citywide staff cohorts
- **Leadership Green Belt Program**
 - Managers / Division Leaders
- **Annual Innovation Summit**
 - Technology Training Program

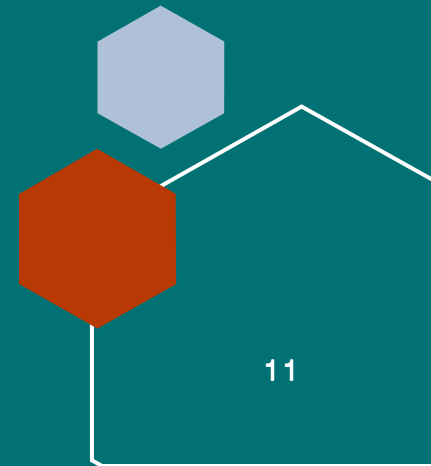


CGCOE Roadmap & Milestones



Immediate Focus Areas:

- **Operational Efficiency** - Reduce bottlenecks, manual steps, delays
- **Customer Experience** - Faster service, clearer communication
- **AI Readiness** - Identify responsible use cases
- **Staff Development** - Train and certify leaders and teams



What we need from you:

We need leaders who will:

- Champion innovation
- Encourage experimentation
- Develop people
- Remove barriers
- Lead through change

What we need from your team:

- Pain points
- Ideas
- Willingness to improve

The best innovations and ideas often come from the front line





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**"Change before
you have to."
— Jack Welch**

*The future of Coral Gables
will not happen to us, we
will build it together.*

