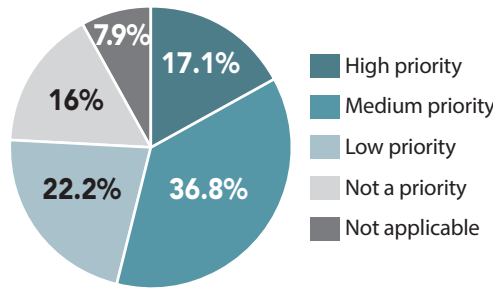## INTRODUCTION

The International City/County Management Association (ICMA) conducted a survey in partnership with the Smart Cities Council to learn more about the priorities and activities of U.S. local governments related to smart-city technologies. The Smart Cities Council defines smart cities as communities that use information and communication technology to enhance livability, workability, and sustainability. Launched in the spring of 2016, the survey was sent to 3,423 U.S. local governments with populations of 25,000 or greater. Responses were received from 493 jurisdictions yielding a response rate of 14.4%.
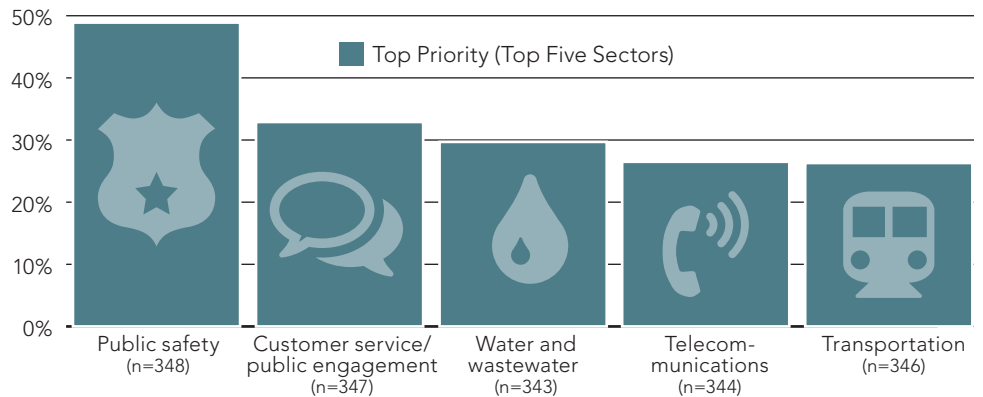
SURVEY HIGHLIGHTS

- **Smart City Activities are a Higher Priority for Larger Communities than Smaller Communities.** There is a positive correlation between jurisdictions' population size and the prioritization of smart city activities. Overall, survey respondents most frequently identified smart city activities as a medium priority.

- **Smart City Technologies Represents the Highest Priority for Public Safety.** Public safety is indicated as the sector that smart city technologies represent top priority by the 48.9% of the respondents, which is followed by customer service/public engagement and telecommunications.

- **Communities are More Active with Smart City Technologies on Smart Payments and Finance. 59.5%** of the respondents identified that they are actively deploying smart payments and finance technologies. Civic engagement and energy are the other technology areas that respondents are active. Communities are not active in public safety area much even though it was selected as the top priority for smart city technologies.
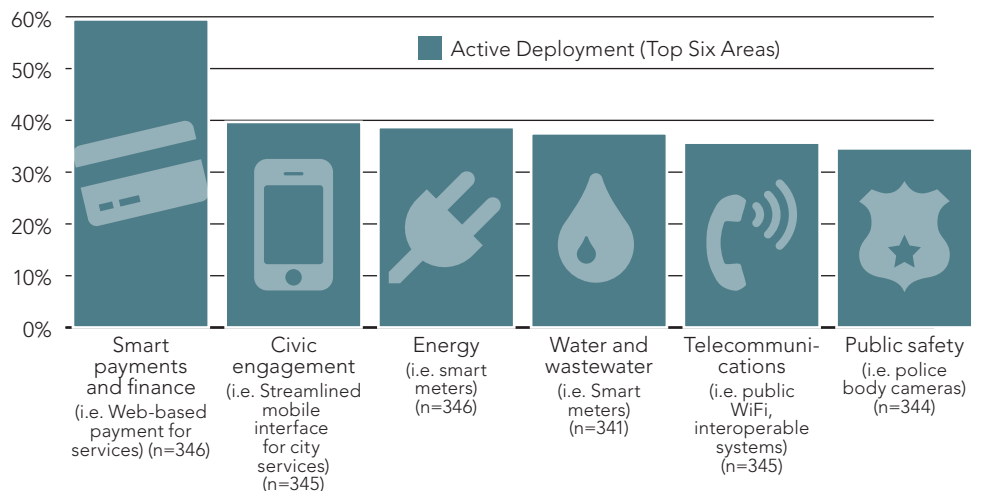
How would you characterize your community's overall commitment to smart cities?) (n=468)

- 17.1% High priority
- 36.8% Medium priority
- 22.2% Low priority
- 16% Not a priority
- 7.9% Not applicable

For each of the following sectors, what level of priority do smart city technologies represent for your community?

Top Priority (Top Five Sectors)
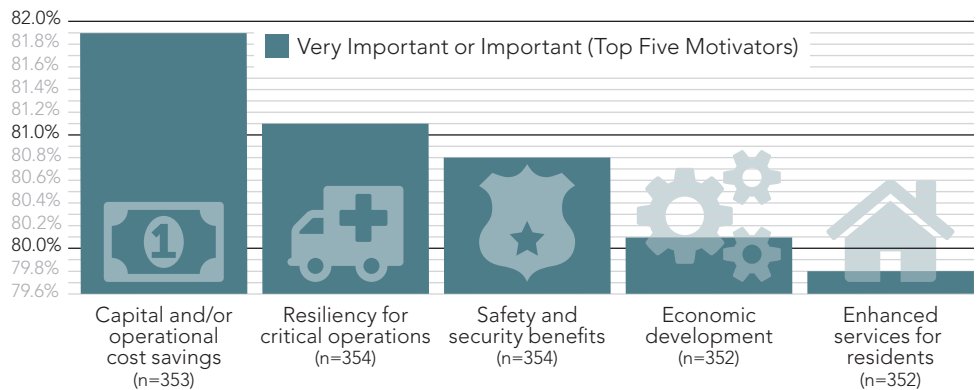
- Public safety (n=348)
- Customer service/ public engagement (n=347)
- Water and wastewater (n=343)
- Telecommunications (n=344)
- Transportation (n=346)

What is your community's current level of engagement with smart city technologies?

Active Deployment (Top Six Areas)

- Smart payments and finance (i.e. Web-based payment for services) (n=346)
- Civic engagement (i.e. Streamlined mobile interface for city services) (n=345)
- Energy (i.e. smart meters) (n=346)
- Water and wastewater (i.e. Smart meters) (n=341)
- Telecommunications (i.e. public WiFi, interoperable systems) (n=345)
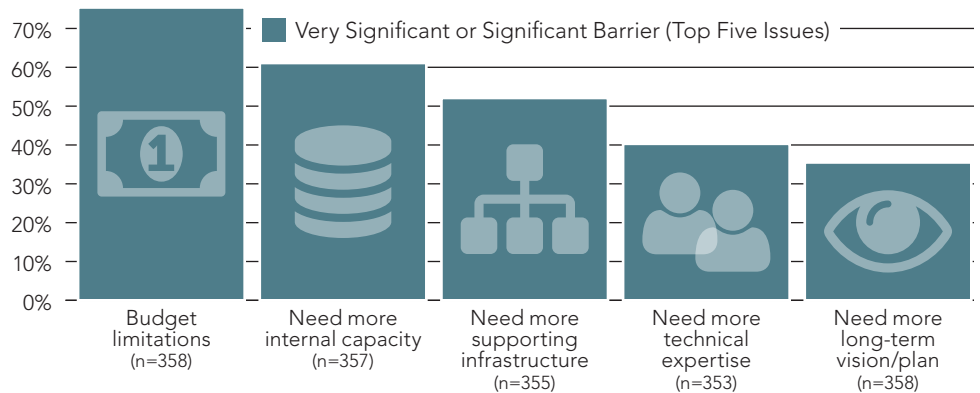- Public safety (i.e. police body cameras) (n=344)

- **Capital and/or Operational Cost Savings is Identified as the Most Important Motivator for Implementing Smart City Technologies.** Cost savings is indicated as either very important or important motivator by 81.9% of the respondents. Resiliency for critical operations and safety/security benefits are the other top two motivators with high percentages.

- **Budget Limitations Represent a Significant Barrier to Implement Smart City Technologies.** **75.4%** of the respondents indicated budget limitations as a very significant or significant barrier for their community to implement smart city technologies. It's followed by the need for more internal capacity and need for more supporting infrastructure.

- **Peer-to-Peer Information Exchange is the Most Common Smart City Collaborative Effort among Responding Communities.** **70.8%** of the respondents indicated peer-to-peer information exchange as the smart city collaborative effort that their communities participate in.

How important are each of the following benefits in motivating your local government to implement or expand the use of smart city technologies?
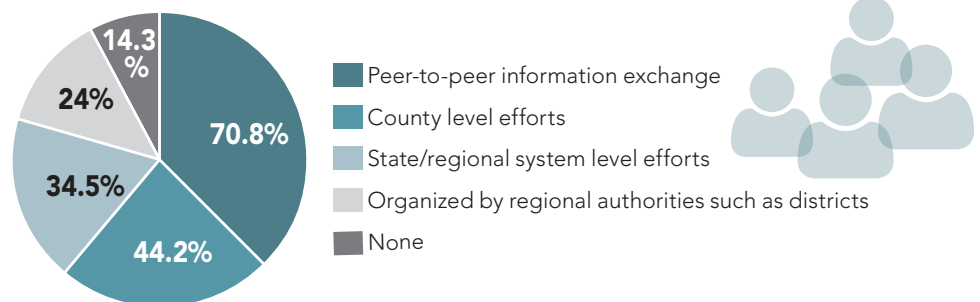

Very Important or Important (Top Five Motivators)

Capital and/or operational cost savings (n=353) | Resiliency for critical operations (n=354) | Safety and security benefits (n=354) | Economic development (n=352) | Enhanced services for residents (n=352)

To what extent do each of the following issues represent barriers for your community to implement smart city technologies?

Very Significant or Significant Barrier (Top Five Issues)

Budget limitations (n=358) | Need more internal capacity (n=357) | Need more supporting infrastructure (n=355) | Need more technical expertise (n=353) | Need more long-term vision/plan (n=358)

What collaborative smart city efforts does your community participate in?(n=342)

- Peer-to-peer information exchange — 70.8%
- County level efforts — 44.2%
- State/regional system level efforts — 34.5%
- Organized by regional authorities such as districts — 24%
- None — 14.3%

FOR MORE INFORMATION

Visit ICMA's website for more information on the 2016 Smart Cities Survey and other smart city technology information resources
- 2016 Smart Cities Survey Report available on http://www.icma.org/survey_results in October, 2016

Other information resources on Smart Cities:
- Smart Cities Council (www.smartcitiescouncil.com)
- International City/County Management Association (www.icma.org)
- Envision America (envisionamerica.org)
- Global City Teams Challenge (www.us-ignite.org/globalcityteams/)
- MetroLab Network (metrolab.heinz.cmu.edu)