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Mayor and City Auditor Release Report of Long Beach E–Government Capabilities

*Best Practices Report Illustrates the City Has Done Well but Has Challenges to Keep Up with Current Trends
City Auditor Announces MyAuditor Mobile App*

Long Beach, CA – Long Beach City Auditor Laura Doud today released her Office’s Digital and E-Government Best Practices Report. Included in the report is an assessment of innovation and technology trends in both the public and private sectors that could help the City enhance its services, communications, and interaction with the public.

Long Beach Mayor Robert Garcia participated in releasing the report which is intended to provide information to assist the Technology and Innovation Commission to help the City meet the technology challenges of the future.

The report acknowledges that for many years Long Beach has embraced E-Government efforts, providing online services to the public, such as the ability to make utility, fines, and fee payments; accessing library accounts; program registrations, and a number of other conveniences. These online services, that were once regarded as ambitious for many jurisdictions are no longer considered innovative or forward-thinking, but rather as standard practice.

“We are making Long Beach one of the nation’s most cutting-edge cities by linking government with the public through digital technology,” said Mayor Garcia. “The City Auditor’s Best Practices Report is an exemplary guide that enhances the City’s two-way communications with residents, and also provides examples of innovative technology programs being used successfully in cities around the country.”

The report describes the new drivers of innovation -- with the acronym **SMAC**:

- **S**ocial, media and communication platforms such as Facebook, Twitter, YouTube;
- **M**obile, which recognizes how smartphones and tablets have transformed how digital content is accessed;
- **A**nalytics, to focus on better utilizing the vast amounts of digital data that are being constantly generated;
- **C**loud, computing systems that move data storage from personal computers to remote servers, thereby creating a more mobile workforce.

“I am very excited about issuing this report today and the opportunities available for our City to expand into the next phase of technology, said City Auditor Doud, “I believe that as the recommendations in this report are implemented, we can become an even more responsive City with increased collaboration and improved services.”

In addition to releasing the Digital and E- Government Best Practices Report, City Auditor Doud also announced the development of a new mobile app that provides quick access to the City Auditor’s Office from both Apple and Android smartphones and tablets. The mobile app, which is named “MyAuditor,” is the first of its kind among California government audit offices. It provides the public with the ability to quickly and confidentially report suspected fraud against the City, access audit information, make suggestions to the City Auditor, and provide feedback on matters within the City. “MyAuditor” is now available via a free download.

The complete Digital and E-Government Best Practices Report and a link to download the MyAuditor mobile app can be found at www.CityAuditorLauraDoud.com.

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