



Independence you can rely on

Digital & E-Government Best Practices

Presented by Laura L. Doud, Long Beach City Auditor

Thursday, May 12, 2016



Objective of Digital & E-Government Best Practices Report



Perform an assessment of technology trends to help the City of Long Beach enhance its services, communications and interaction with the public.

What We Found

Features of Long Beach's online services such as payment, account access and program registration that were once innovative e-government initiatives have become standard practice.

The screenshot displays the 'Utility Services' page of the City of Long Beach website. At the top, there is a navigation bar with 'HOME' and 'Utility Services' links, and language options for 'Khmer', 'Spanish', and 'Tagalog'. Below this is a header section with the 'CITY OF LONG BEACH UTILITY SERVICES' logo and three icons representing home, recycling, and water. The main content area features a 'PAY YOUR BILL ONLINE' section with a description and 'SIGN IN' and 'REGISTER' buttons. Below this is a '+ Other Payment Options' link. The page also includes a 'contact' sidebar with address, phone number, and email, and a 'more info' sidebar with links for 'LONG BEACH GAS & OIL', 'LONG BEACH WATER', and 'ENVIRONMENTAL SERVICES'. Two featured articles are visible: 'UNDERSTANDING YOUR BILL' and 'ENERGY SAVING TIPS', both with language options.

HOME » Utility Services

Khmer Spanish Tagalog

CITY OF LONG BEACH UTILITY SERVICES

PAY YOUR BILL ONLINE

The fastest and easiest way to securely pay your City of Long Beach utilities bill. Sign in or register now. You will need your current billing statement handy when completing the registration process.

[+ Other Payment Options](#)

SIGN IN

REGISTER

contact

UTILITY SERVICES
333 W Ocean Blvd, Lobby Level
Hours 7:30am to 4:30pm
(562) 570-5700
GO-UtilityBilling@longbeach.gov

more info

LONG BEACH GAS & OIL

LONG BEACH WATER

ENVIRONMENTAL SERVICES

UNDERSTANDING YOUR BILL

ENERGY SAVING TIPS

Khmer Spanish Tagalog

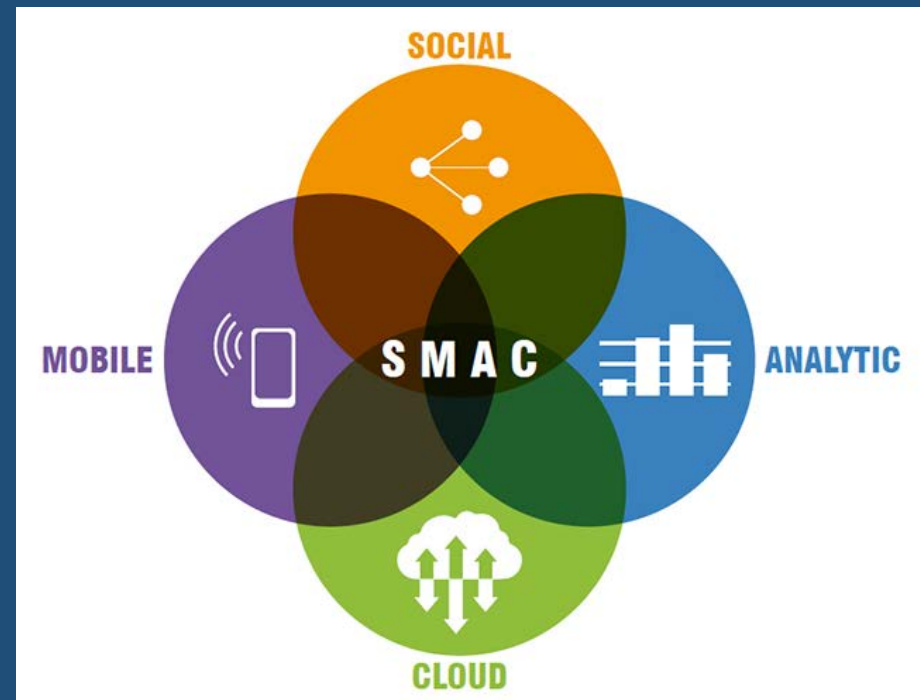
A guide to understanding your City of Long Beach Utilities bill.

Khmer Spanish Tagalog

Conserve energy and save money with these energy efficient tips.

How to Be A Cutting-Edge City

The new drivers of innovation replacing basic messaging and communication services: **SMAC**



The convergence of **SMAC** technologies positively impacts government efficiency, services and capabilities, ultimately improving quality of life for constituents.

What Long Beach Has Accomplished

Using technology to enhance services to constituents:

- Go Long Beach mobile apps
- Replaced utility billing system
- Migrated to cloud-based Microsoft Office 365
- Provided Wi-Fi access at City parks and facilities



Where Long Beach Is Going

The City is further implementing a **SMAC** oriented approach:

- Created Technology & Innovation Department and Commission
- Completed data analytics project for better emergency service response
- Installed smart parking meters
- Awarded 2015-2018 Bloomberg Philanthropies Innovation Team Grant
 - i-Team working on data-driven projects with focus on economic development
 - Developing a new web portal for small business startup and includes growth resources
 - Creating “The Outdoor Office”



Innovation Movement

Measuring Innovation Success

Report includes seven critical success factors:

1. Commit to resources
2. Choose leaders carefully and invest in those leaders
3. Create a specific mission tied to specific impacts
4. Communicate effectively with partners throughout the innovation lifecycle
5. Find allies within government and committed partners outside government
6. Establish an innovation process
7. Seize opportunities to share lessons and information

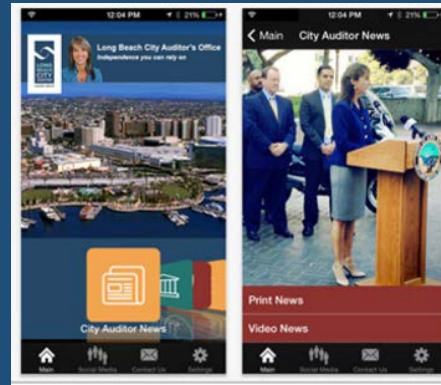


What the Office Is Doing

New digital communication modes to enhance transparency by allowing two-way communication:
CityAuditorLauraDoud.com



MyAuditor App



facebook.com/LongBeachCityAuditor



@LBCityAuditor

What the Office Is Doing

Improved report design to help constituents understand important information and data:

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LAURA DOUD

CITY AUDITOR'S REPORT ON RESULTS

DEPARTMENTS IMPLEMENTED

71% OF OUR RECOMMENDATIONS

RESULTING IN

\$80 MILLION OF CITY REVENUE BEING MORE SECURE

THE MISSION OF THE CITY AUDITOR'S OFFICE IS TO CREATE REAL, POSITIVE CHANGE WITHIN OUR CITY government by making reasonable, useful and worthwhile recommendations while continuously focusing on increasing and protecting the City's revenues, safeguarding the City's assets and reducing the potential for fraud.

From 2010-2014, the City Auditor's Office issued 53 reports containing 256 active recommendations to 16 City departments. This report summarizes the status of the 256 active recommendations provided by departments. Due to the extensive number of recommendations, information provided by departments was not verified, but is subject to follow-up audit procedures in the future.

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2016 ANNUAL WORK PLAN & ACCOMPLISHMENTS REPORT

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LAURA DOUD

REPORT ON *the City Auditor's* **FRAUD HOTLINE**
a tool to initiate positive change

The majority of City employees, vendors, and business owners are hardworking individuals dedicated to making Long Beach great. Yet even in the best of times, there will be instances of fraud, waste, and abuse. Working together we can make our City better and stronger. You can do your part to stop fraud by anonymously reporting tips to the City Auditor's Fraud Hotline.

REPORT IT. 1-888-FRAUD-07

Your tip can lead to change. *Find out how* →



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Thank You!

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