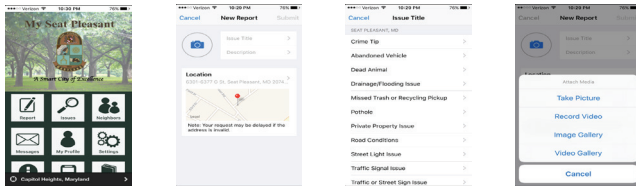## Smart Public Engagement

- The 'My Seat Pleasant' App facilitates open, transparent communication with citizens
- The 'My Seat Pleasant' App provides better, faster, and personalized services while saving taxpayers money

Smart Public Safety

- Driving Police Action with Data (Data Driven Policing)
- Hot spot analysis and heat mapping

Theft from Auto   *Breaking and Entering*   *Auto Thefts*

- Predictive Policing using weather data, type location, and time of crime and social network analysis
- Video analysis and IoT

Smart Economic Development

- IOC allows Seat Pleasant to analyze information across departments, revealing hidden insights to spur economic development
- We use vacant housing data + tax assessment data + hotspot analysis to quantify the negative impacts of vacant homes, including:
  – Lost tax revenue
  – Loss of home equity
- We use real estate data + vacant housing data + crime data + hotspot analysis to justify solutions to the vacant housing crisis:
  – Acquiring, rehabbing and selling vacant homes vs. demolition and conversion of vacant homes into parks

Smart Public Works

- The IOC provides the Department of Public Works (DPW) a Common Operating Picture of all activities
- DPW can leverage the data captured by the IOC to help schedule upkeep, spot trends, and optimize the department's response to problems as well as more accurately allocate resources and plan budgets.
- The SOPs programmed into IOC allow notifications and alerting of appropriate personnel

Seat Pleasant's Shared Services Hub

Why shouldn't small cities have access to state of the art tools and technologies?

- Price has always been the barrier, however, Seat Pleasant's shared services hub offers these technologies to Cities at an affordable rate

Low Capital Investment, Proven Solutions

- Shared services models allow small municipalities to share in the benefits with very low, upfront costs on proven solutions rather than the risk of each of us building our own

"The whole is greater than the sum of its parts"

- Collectively, small cities can also afford what major metropolitan cities' such as NYC and LA can afford
- Together, we can collaborate to find solutions to address our cities most troubling challenges

For more information
on what you can do to access the IOC for greater municipality at a fraction of the cost.

Contact Seat Pleasant

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Seat Pleasant
A Smart City of Excellence

Intelligent Operations Center (IOC)

A Shared Services Hub Enabling Smarter Cities

Smarter Cities

Overview

- Learn How cities are under pressure to reinvent and transform
- Learn How solutions such as IBM's Intelligent Operations Center (IOC) enable smart city transformations
- Learn Why we have integrated an Intelligent Operations Center in Seat Pleasant
- Learn How an IOC can benefit your community
- Understand What you can do to access the IOC for your municipality at a fraction of the cost

How are Cities Under Pressure to Transform

Worldwide every day – 180,000 people are moving into cities.[1]

Cities generate 80% of global Gross Domestic Product (GDP).[2]

"With more than 80% of Americans living in cities, and with cities producing more than 75% of our nation's economic output, it is imperative that we find solutions."[3]

60% of Americans live in Small Cities[4]

Cities are Facing Great Pressure to Transform

Citizens demand and expect security, convenience, opportunity and prosperity – empowered citizens

Increasing pressure is caused by declining budgets, aging infrastructure, increased threats and growth of complexity

Leaders are expected to deliver safety, water, transit systems, energy, education, lifestyle, health and economic vitality

A Fast-paced and constantly changing technology landscape that includes open data, big data and analytics, mobile, cloud and social

1 World Bank, Urbanization

2 World Bank, Urban Development

3 U.S. National League of Cities, "The 10 Critical Imperatives Facing Cities in 2014, December 2011

4 U.S. National League of Cities
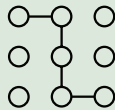
All amounts are in US dollars.

How can We Address These Challenges

Data is the Key

KNOW
Collect and Consolidate Data

UNDERSTAND
Monitor, Visualize, and Analyze Data

ACT
Automate, Notify, and Coordinate

IBM's Intelligent Operations Center Enables Smart City Transformations

Common Operating Picture
- Bring information from existing systems into one common, operational picture, leveraging existing investments and providing a collaborative decision-making system
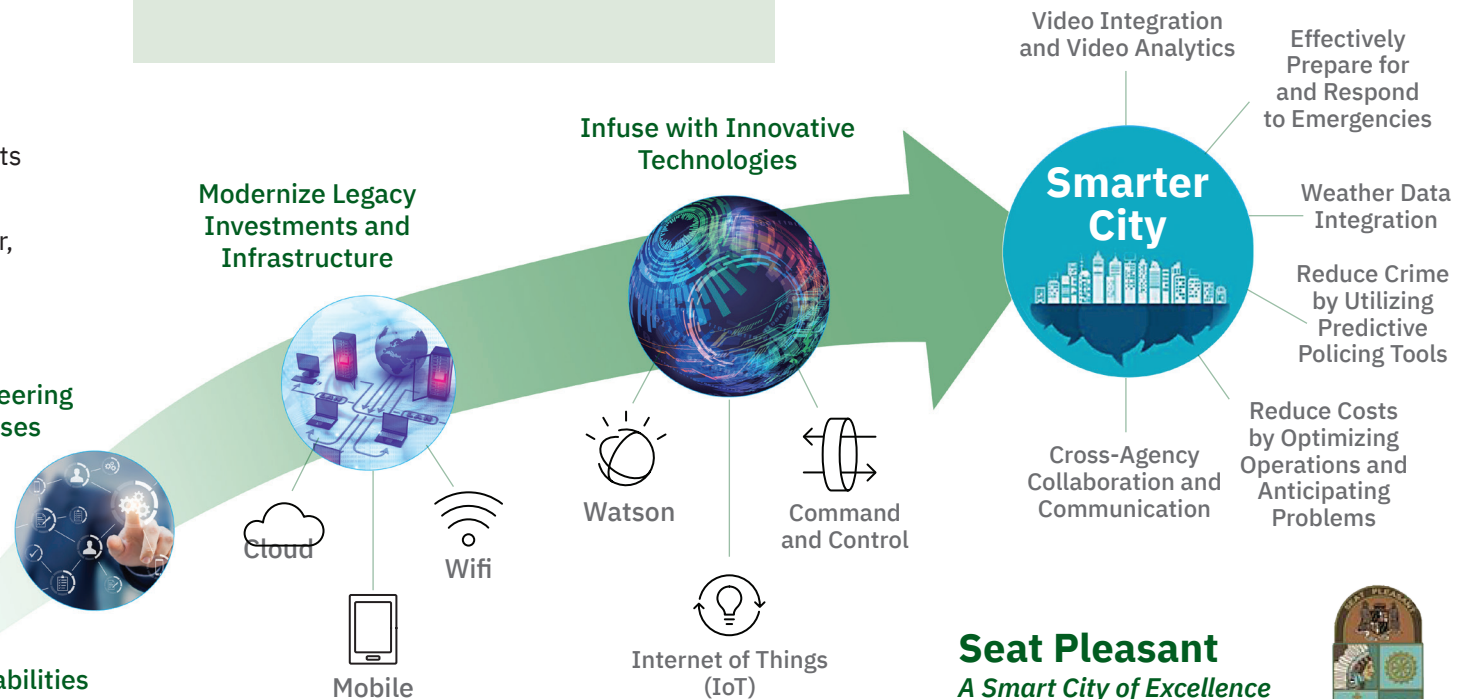
Streamline and Standardize Processes
- Standardize operational procedures and help guide operators through workflows with full governance and escalation procedures

Data Driven Decision Making
- Provide advanced analytics, allowing your staff to turn massive amounts of data into insights and operational efficiencies, common, operational picture, leveraging existing investments and providing a collaborative decision-making system

Coordinate Resources and Processes to Run a Smart City from Anywhere

Video Integration and Video Analytics

Effectively Prepare for and Respond to Emergencies

Weather Data Integration

Reduce Crime by Utilizing Predictive Policing Tools

Reduce Costs by Optimizing Operations and Anticipating Problems

Cross-Agency Collaboration and Communication

Smarter City

Infuse with Innovative Technologies

Modernize Legacy Investments and Infrastructure

Re-Engineering Processes

Existing Capabilities are the Cornerstone for Progress

Cloud

Wifi

Mobile

Watson

Command and Control

Internet of Things (IoT)

Seat Pleasant
A Smart City of Excellence

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