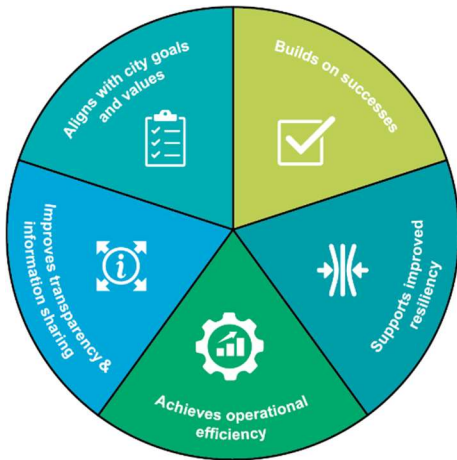




What is a Smart City?

A smart city uses technology to increase operational efficiency, share information with the public, deliver enhanced key services to the community, and manage resources effectively to improve quality of life.

A smart city plan is built on city goals and priorities, as illustrated below.



Why is Kirkland creating a Smart City Master Plan?

The Smart City Master Plan is primarily about using technology to make Kirkland more livable. While Kirkland has made city operations more efficient, transparent, and intelligent in recent years, the City seeks to leverage existing technologies and launch new projects, when needed, to create a more livable, sustainable, and equitable community.

This Plan represents a continuation of the strong service-needs driven model the City already uses to identify potential projects (i.e., we don't adopt technology for its own sake!). Our new Smart City Program is less about justifying new projects and more about strengthening coordination around ongoing and future efforts.

The Plan will also adhere to the City's Equity Impact Assessment process to ensure that the projects delivered to the community are delivered equitably by being inclusive of all and supportive of the City's values to be a welcoming place to live.

Vision Statement

The City of Kirkland uses technology and information to improve people's lives.

Mission Statement

Continually improve the City by implementing smart, innovative solutions that support operational efficiency and connect people.

Governing Principles

1. Enhance coordination across departments creating more opportunities for collaboration and knowledge sharing;
2. Support city operations and ongoing efforts by working within the existing organizational structure and processes; and
3. Drive change that is service needs-based and that directly address community and operational needs.

Desired Outcomes

The plan will be organized around the following desired outcomes:



Expand Mobility to improve how people, goods, and emergency services move through and navigate the City.



Increase Operational Efficiencies to streamline city efforts and support distribution of human and financial resources, improving coordination and maximizing the benefit of existing and planned innovation efforts.



Enhance Community Resources (both digital and physical) to improve transparency and allow for the community to be connected and engaged with city processes and city life

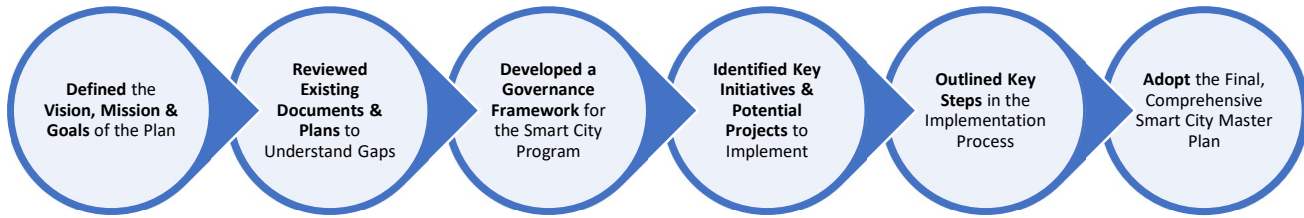


Improve City Infrastructure that enables the deployment of technology and can support future, smart features employed to improve city services



Enable a Safe, Secure, and Equitable Community that uses technology and smart systems to create a more livable, inclusive community

This figure illustrates the key steps undertaken in the development of the Smart City Master Plan.



Plan Development and Tools

The Plan was developed in partnership with all city departments and incorporates community input from city-wide surveys. It takes into consideration community concerns around data privacy and growing mobility challenges in and around the City.

Managing and Protecting Data Is a Key Element of the Plan

The City understands that collecting and using City-wide data requires special attention to protect privacy. That is why a near-term next step will be reviewing existing data management and privacy plans to strengthen and, where necessary, expand them. You will see this reflected in the Plan.

Recommended Initiatives and Projects

Recommended projects are grouped within these five overarching initiatives:



Smart City Program Operations

consists of standing up the governance framework for the Smart City Program, including identifying a smart city lead.



Data Collection, Management, and Sharing

focuses on review and refinement of existing data governance plans and policies and the development of a city performance dashboard to track the City's progress in addressing the community's key issues of concern (e.g., traffic, parks access, etc.) and help the City make data-driven decisions around how resources should be prioritized.



Technology Expansion and Streamlining

focuses first on a city fiber expansion assessment to evaluate potential partnerships with fiber-to-the-home providers that will be part of a broader telecommunications master plan.



City Operations & Community Engagement

includes a near-term effort to enhance City services through the use of Artificial Intelligence and other emerging technologies (e.g., implementing natural language processing tools that allow computers to comprehend and generate human language for phone, chat, and search functions) with a goal to improve customer service with faster and more accurate responses. They also offer the opportunity to streamline administrative tasks through automation.



Mobility Management

includes ongoing support for the City's downtown parking management project, as well as system that manages and prepares for special events within the City and minimizes traffic during these special events. This may include identifying and providing alternatives to auto use along with new technologies to support trip planning.

Plan Status

The Final Smart City Master Plan has been approved by the City departments. The final Plan will be published in early Fall 2023.

How can I learn more?

Website: under development.