News Release

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Riverside Ranked Highly Among U.S. Cities in 2016 Digital Cities Survey

Winners Recognized for Using Technology to Improve Service, Engagement and Transparency

RIVERSIDE, Calif. – The City of Riverside has been recognized for its success in using technology to improve citizen services, enhance transparency and encourage citizen engagement.

The Center for Digital Government (CDG) ranked Riverside fifth in its 2016 Digital Cities Survey among governments with at least 250,000, but less than 500,000 residents. The ranking put Riverside ahead of larger cities, such as Long Beach and Sacramento in the same category.

"Riverside's top-five ranking reflects the commitment our city has demonstrated in making technology work for our residents," said Lea Deesing, Riverside's Chief Innovation Officer. "Residents and business owners are using technology more than ever in their daily lives, and the City of Riverside is committed to providing them with tools they need."

Elsewhere around California, Los Angeles finished first and San Francisco eighth among the largest cities. In various categories of governments smaller than Riverside, Pasadena and Rancho Cucamonga finished eighth, while Palo Alto was fifth and Newport Beach was sixth.

"From our 311 app to the EngageRiverside.com website, Riverside is meeting residents and business owners where they spend much of their time – online," Mayor Pro Tem Andy Melendrez said. "It's exciting to see government being opened up to the community with these innovative tools."

The rankings were produced by the Center for Digital Government, a national research and advisory institute on information technology best practices and policies for state and local government. Cities that were recognized completed a comprehensive survey and review of their information technology strategy, priorities, in-place accomplishments, and accomplishments completed in the last year.

Some of the criteria used by the Center for Digital Government include: open government, transparency and open data; mobility and mobile applications; social media, portal, citizen engagement; cybersecurity measures; broadband and wireless infrastructure; and innovative and best practice programs.

"This year's top digital cities are using technology to ensure citizens can meaningfully interact with city government more easily than any other time in history," said Todd Sander, executive director of the Center for Digital Government.

The company also noted several initiatives that are likely to have an increased focus in 2017, including cyber security; open government, transparency and open data; and citizen engagement.

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