



CITY OF ANN ARBOR, MICHIGAN

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PRESS RELEASE
FOR IMMEDIATE RELEASE

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ANN ARBOR RANKED AS A TOP DIGITAL CITY IN 2008

ANN ARBOR, Mich., Nov. 17, 2008 — For the first time, the City of Ann Arbor has been recognized by e.Republic's Center for Digital Government and *Digital Communities* magazine for its use of technology to create a seamless environment between local government and citizens. The eighth annual Digital Cities Survey ranked Ann Arbor the No. 7 Best Digital City in the country in its population category (75,000 to 124,999). The city tied with the City of Westminster, Colo.

The City of Ann Arbor Web site home page, www.a2gov.org, features a variety of online resources to help improve service efficiencies and access. Among these applications are:

- **Citizen Request System:** This is an online resource for submitting non-emergency service requests to the city, for parks maintenance, pothole and street light repair, water system issues, to name just a few.
- **GIS Resources:** Offers a variety of maps including zoning, voting districts, historic districts, subdivisions, city parks and details of park capital improvement projects.
- **GovDelivery:** Offers Web visitors the opportunity to subscribe to more than 30 pages within the city's Web site, including road or lane closures, general news and much more. Subscribers then receive e-mail notifications when new information, related to the pages for which they subscribed, is available.
- **My Property:** This resource will validate if an address is within the city limits of Ann Arbor and provides mailing, voting, solid waste pickup and water consumption information related to the address. This application also provides information on the property's solar energy potential and maps the property's impervious areas for storm water management.
- **TRAKiT:** A new online development review and inspection service which allows 24/7 access to inspection results, ability to look up permits online, check registration with the city or schedule inspections.

"This year's winners reflect that even with budgetary challenges, cities are placing a high value on citizen engagement and improved services," said Cathilea Robinett, executive director for the Center for Digital Government. "Cities are incorporating newer technologies such as Webcasting, podcasts and blogs while continuing to use information technology to enhance delivery options for citizens and businesses."

The survey is open to all U.S. cities with a population of 30,000 or more; respondent cities are classified into four size-based categories. This year's survey was underwritten by Alcatel-Lucent, AT&T, Blackberry, and Hyland Software, developers of OnBase. Winners were honored at an awards ceremony in Orlando, Fla., on Nov. 13.

The Center for Digital Government is a national research and advisory institute on information technology policies and best practices in state and local government. The Center is a division of e.Republic, Inc., a national publishing, event and research company focused on information technology in the public sector. To learn more about the 2008 Digital Cities Survey and winners, visit www.centerdigitalgov.com.

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Ann Arbor has 114,000 residents, spans 27.7 square miles, and was named the No. 1 Healthiest Hometown in the U.S. by AARP The Magazine in 2008. Other notable recognitions include: No. 27 of the top 100 U.S. cities to live in by CNN/Money Magazine in 2008, as well as the fourth smartest city in the U.S. by Forbes Magazine. The city's mission statement reads: The city of Ann Arbor is committed to providing excellent municipal services that enhance the quality of life for all through the intelligent use of resources while valuing an open environment that fosters, fair, sensitive and respectful treatment of all employees and the community we serve.