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INTELLIGENT COMMUNITY FORUM

**Smart21 Nomination Form**

Thank you for downloading the nomination questionnaire for the first stage of the Intelligent Community Awards. Our award program is also a continuing research program that uncovers the success strategies of cities, towns and regions that are prospering in the broadband economy. We thank you for contributing to that research by:

* **Providing you with a free written report** **that compares your community’s performance to ICF’s global data set** in the areas of broadband infrastructure, the knowledge economy, innovation, digital equality, sustainability and advocacy for positive change.

**Awards Schedule**

**For specific deadlines, visit** [**www.intelligentcommunity.org/nominations**](http://www.intelligentcommunity.org/nominations)

**Return completed forms by email to** [**awards@intelligentcommunity.org**](mailto:awards@intelligentcommunity.org)

ICF’s research program runs throughout the year and you may complete a questionnaire at any time. We close each year’s Awards cycle in September and announce the Smart21 Communities of the Year in October. The Top7 Communities are named in January, and the Intelligent Community of the Year is announced at the ICF Summit in June.

* **Entering your community into the Intelligent Community Awards** for consideration as one of the Smart21 Communities of the Year, semi-finalists for the Intelligent Community of the Year.
* **Ranking your community for inclusion in the World’s Top 100 Intelligent Communities**, published in June.

ICF publishes research based on the data provided by communities around the world. The goal is to provide cities, towns and regions – large and small, urban and rural – with evidence-based guidance on becoming an Intelligent Community and an objective method for measuring their progress. The Index research runs throughout the year and you may complete a questionnaire at any time. Communities submitting their questionnaires after each year’s Smart21 are announced will be considered for the next annual cycle of the Awards program.

**Questionnaire**

**Name of Community**

|  |  |
| --- | --- |
|  | |
|  | |
| State/Province | Country |

Fill in the fields below. Each field will expand to make room for your complete answer. Save the file to your computer and email it to ICF at [awards@intelligentcommunity.org](mailto:awards@intelligentcommunity.org). ICF’s Analysts will use only the information on this form in making its evaluation.Do not send additional information or attachments.

The questions are grouped into six sections, each covering one of the Intelligent Community Indicators. In each section below, you will find a mix of multiple-choice and short-answer questions plus one narrative question requiring a more detailed explanation. The multiple-choice and short-answer questions seek to identify the state of progress in your development as an Intelligent Community. The narrative question offers you an opportunity to explain specific projects and initiatives, and to share with us your aspirations for the future. **Before answering the questions, review the description of the Intelligent Community Indicators and Success Factors** beginning on page 9 or visit ICF's Web site at [www.intelligentcommunity.org](http://www.intelligentcommunity.org).

You may find that answering the questions requires you to gather information from several different sources within local government and outside it. This collaboration across organizational boundaries is one of the success factors of a community in the 21st Century.

The estimated time to gather information and complete the questionnaire is 2 hours.

**Vital Statistics**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Population | Municipality |  | Metro Area (if applicable) |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Area | Municipality |  | sq miles  km2 | Metro Area (if applicable) |  |

**Indicator #1 Broadband**

Broadband is the new essential utility, as vital as good roads, clean water and reliable electric power. Intelligent Communities express a strong vision of their broadband future, develop strategies to encourage deployment and adoption, and may construct infrastructure of their own.

1. **Broadband Types.** Which of the following broadband networks are available in your community, and how many network operators are in each category? (**Important:** this question asks for the number of operators of physical networks – telephone companies, cable TV operators, fiber-optic network operators, etc. – not the number of channels or ISPs that provide service over the physical network.) *ICF expects the number of systems and providers to vary with population density and weights the data accordingly.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DSL** | No. of Providers: |  | **Fiber optics** | No. of Providers: |
| **Cable modem** | No. of Providers: |  | **Wireless ISP** | No. of Providers: |

2. **Open Access.** Does your local government, public-private partnership or other entity operate an open access network, which provides the physical infrastructure for multiple service providers? If yes, indicate the network technology and number of service providers currently using the network.

|  |  |  |  |
| --- | --- | --- | --- |
| **Open Access Network** | Yes | **Technology** | Copper  Fiber  Wireless |
| **No. of Service Providers** |  |  |  |

3. Please indicate the availability and adoption of broadband among the following groups. **Availability** means having the opportunity to subscribe to the service (“premises passed”) as a percentage of total premises, while **adoption** means actual subscriptions to the service as a percentage of total premises. The availability percentage should be higher than the adoption percentage. *Note: if municipal-level data is not available, please provide county-level or regional data.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Availability** | **Adoption** |  |
| **Premises:** | % | % | Municipal data  County or regional data |

4. Please describe the most significant project initiated in your community that promotes greater broadband coverage, higher broadband speeds or greater adoption of broadband by **citizens** or **businesses and other organizations**. *Note:* some communities are well-served by commercial carriers and do not invest in programs to spur broadband deployment. Your community’s score will not be affected if does little or no broadband promotion but has high broadband availability and penetration. **Avoid describing a project that promote digital equality; these are covered under Indicator #4.** For each project:

* Explain what segment of the population is being targeted: e.g., rural, low-income neighborhood
* Indicate the year in which it started
* Estimate the percentage of your total population this segment represents
* Explain what problem the project seeks to solve and why this problem is important
* Identify the funding sources for the project
* Describe the project
* Outline its results to date

|  |  |
| --- | --- |
| **Project Name** |  |
| **Year Started** |  |
| **Target Segment** |  |
| **% of Population** |  |
| **Problem to Solve** |  |
| **Funding Sources** | Local Gov  State/Prov Gov  National Gov  Private sector  School  Public-private partnership |
| **Description** |  |
| **Results to Date** |  |

5. If local government is engaged as a leader or partner in deploying a broadband network, please check the boxes that best describe your network’s structure and status.

Network for government and educational use only (non-public)

Dark fiber, wireless tower or conduit for lease to telcos, ISPs and business/nonprofit users

Open access network in which the government or partner provides transport layer services for telcos, ISPs and business/nonprofit users

Competitive local exchange carrier offering services to the public

A knowledge workforce is a labor force that creates economic value through its knowledge, skills and ability to use information effectively. Intelligent Communities exhibit the determination and ability to develop a workforce qualified to perform knowledge work from the factory floor to the research lab, and from the construction site to the call center or corporate headquarters. From elementary school through higher education and into the workforce, they create ladders of opportunity that prepare citizens for employment or entrepreneurial opportunities in the local or regional economy.

**Indicator #2 Knowledge Workforce**

6. Check the boxes that indicate the technology offerings of public schools (elementary to secondary) in your community. (check all that apply)

Inclusion of information and communications technology – e.g., smart boards, laptops, tablets, digital textbooks, Web conferencing, social media – in classroom instruction

Interactive Web portal for students, teachers and parents

One-to-one laptop or handheld device program

Distance learning programs

Specialized classes in coding, robotics, digital media and related topics

Other:

7. How widespread are these technology offerings within the public schools? (check one)

|  |  |  |  |
| --- | --- | --- | --- |
| Pilot projects(s) | Schoolwide in selected schools | Being deployed to all schools | Fully deployed to all schools |

8. Check the boxes that describe programs in your community fostering collaboration between secondary, technical/community and undergraduate/graduate institutions and local employers. (check all that apply)

Work-study programs provided as part of the curriculum by schools in partnership with employers

Summer & post-graduate internship programs provided in collaboration between schools and employers

Formal apprenticeship programs

Formal educational-employer task force, partnership or institute targeting employment issues

Career fairs and employer open house events

Customized skills training programs developed for local employers by educational institutions

Other:

9. Indicate the percentage of the population with the following educational attainment. *Note: ICF expects educational attainment to vary with population density and analyzes the results on a weighted basis.*

|  |  |
| --- | --- |
| **Technical/Community College Certificate or “Some College”** | % |
| **Undergraduate degree** | % |
| **Graduate degree or higher** | % |

10. Indicate the number of higher education institutions located in your community or within reasonable commuting distance (approximately 2 hours travel time). If a single institution operates multiple campuses, count each campus as a separate institution. Your count of institutions within commuting distance **should not** include institutions within the borders of your community but only those beyond its borders. *Note: ICF expects the number of institutions to vary with population density and analyzes the results on a weighed basis.*

|  |  |  |
| --- | --- | --- |
|  | **Within your community** | **Within commuting distance** |
| **Technical/Community Colleges** |  |  |
| **Undergraduate or Graduate Institutions** |  |  |

11. Please describe the most important initiated in your community to improve access to education, help students make the transition to employment, or help students and citizens gain skills that will help them find high-quality employment. **Avoid describing programs aimed giving low-income, elderly or similar residents basic digital skills**: these are addressed in the Digital Equality section. For each, please:

* Name the project
* Indicate the year in which it started
* Explain what segment of the population is being targeted: e.g., rural, business
* Estimate the percentage of your total population this segment represents
* Explain what problem the project seeks to solve and why this problem is important
* Identify the funding sources for the project
* Describe the project
* Outline its results to date

|  |  |
| --- | --- |
| **Project Name** |  |
| **Year Started** |  |
| **Target Segment** |  |
| **% of Population** |  |
| **Problem to Solve** |  |
| **Funding Sources** | Local Gov  State/Prov Gov  National Gov  Private sector  School  Public-private partnership |
| **Description** |  |
| **Results to Date** |  |

Innovation is the creation of a new process, technology or method, as well as the discovery of new sources of supply, that have commercial value. It has become essential to the interconnected economy of the 21st Century. Intelligent Communities pursue innovation through the Innovation Triangle or “Triple Helix” – relationships between business, government and such institutions as universities and hospitals, which help keep the economic benefits of innovation local, and create an innovation ecosystem that can engage the entire community in positive change. “Smart City” investments in innovative technology by government contribute to that culture and improve service to citizens while reducing operating costs.

**Indicator #3 Innovation**

12. Does local government have policies in place to promote business, institutional and/or government innovation? If so, what is the status of those policies? (check one)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No policies | Administrative guidance only | Under discussion/ review by Council | Approved by Council | Published as public policy document |

13. Which of the following innovation programs is available in your community? (check all that apply)

Hackathons, mashups, apps contests and related innovation events

Entrepreneurship training and mentoring

Business incubator for start-ups

Business accelerator for young companies

Matchmaking between new and established businesses

Angel investment

Financing from the public sector or institutions (local, county, state, national)

Venture capital investment

Technology demonstration site for local businesses

Maker space

Other:

14. Which of the following online services is offered by local government or public agencies to improve quality of life? (check all that apply)

Open data sets

Web portal providing citizens with interactive services and transactions

Mobile apps providing citizens with interactive services and transactions

Online services specifically supporting sectors of the business community: Sectors \_\_\_\_\_\_\_\_

Intelligent transportation management systems

Smart meter systems for utilities

Intelligent emergency management systems

Other:

15. Below are sets of two statements describing your community, representing opposite ends of a spectrum of situations. Between the statements are five check boxes. For each set of statements, check the one box that best describes where your community falls on that spectrum.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree  🡨 | Agree  🡨 | Neutral | Agree  🡪 | Strongly  Agree  🡪 |  |
| **Government** | | | | | | |
| Local government generally leaves business and institutions alone to carry out their missions. |  |  |  |  |  | Local government works to raise the innovation rate of businesses and connect them with institutions and services that can help. |
|  |  |  |  |  |  |  |
| **Business** | | | | | | |
| Businesses generally operate independently in pursuit of innovation. |  |  |  |  |  | Businesses actively collaborate with each other as well as institutions and government to spur innovation. |
|  |  |  |  |  |  |  |
| **Education/health/culture institutions** | | | | | | |
| Universities, technical/community colleges and other higher education institutions operate independently to educate students. |  |  |  |  |  | Schools, universities and other institutions work with business and government to drive innovation, prepare students for local careers and contribute to community quality of life. |

16. Provide up the most important example of **innovation produced by a** **collaboration among business, government and institutions** in the community.The innovation may generate new companies, support the growth of existing firms, address social or infrastructure challenges, and/or enhance the community’s quality of life. Please include:

* Name the organization or project resulting from the collaboration
* Indicate the year in which the organization or project was introduced
* Identify the partner organizations involved in the collaboration
* Identify the funding sources for the project
* Describe the innovation resulting from the collaboration
* Outline its results to date

|  |  |
| --- | --- |
| **Project Name** |  |
| **Year Started** |  |
| **Partners** |  |
| **Funding Sources** | Local Gov  State/Prov Gov  National Gov  Private sector  School  Public-private partnership |
| **Description** |  |
| **Results to Date** |  |

As broadband deploys widely through a community, there is serious risk that it will worsen the exclusion of people who already play a peripheral role in the economy and society, whether due to poverty, lack of skills, prejudice or geography. Intelligent Communities promote digital equality by creating policies and programs that provide offline citizens with access to computers and broadband, by providing skills training and by promoting a compelling vision of the benefits that the broadband economy can bring to their lives.

**Indicator #4 Digital Equality**

17. What facilities and services does your community offer to **citizens** who do not have their own online access? (check all that apply)

Free Wi-Fi hotspots

Free access to computers with broadband connections (for example, at public libraries)

Free ad hoc technical support for users

Free or low-cost formal classes in digital skills for users

Technology fairs, competitions or similar one-off/annual events

Outreach and training in more than one language

Programs to create community champions among excluded segments of the population

Computer donation or subsidy program for households without a computer

Subsidies or discount programs for broadband access

Other:

18. What facilities and services does your community offer to **organizations** (businesses, nonprofits, others) to promote digital adoption? (check all that apply)

Evaluation checklist to assess an organization’s digital readiness and training needs

General classes in digital skills and applications for organizations

Customized digital training programs for organizations

Technology demonstration center to educate on digital opportunities

Outreach and training in more than one language

Other:

19. Please describe the most important program in your community that aims to increase digital inclusion by **providing access** to information technology and broadband, by **training individuals or organizations** in digital skills, and/or by **motivating them** to acquire and use digital skills. For each program, please:

* Name the program or organization
* Indicate the year in which the program or organization was introduced
* Indicate what groups are its primary targets
* Identify the funding sources for the program or organization
* Explain the problem being targeted for solution and why it is important
* Describe the program and its services
* Outline its results to date
* Estimate the percentage of the target group that the program has served to date

|  |  |
| --- | --- |
| **Name** |  |
| **Year Started** |  |
| **Target** | Low-income  At-risk or criminal youth  Elderly  Disabled  Geographically remote |
| **Funding Sources** | Local Gov  State/Prov Gov  National Gov  Private sector  School  Public-private partnership |
| **Problem to Solve** |  |
| **Description** |  |
| **Results to Date** |  |
| **% of Target** |  |

Environmental sustainability projects improve local quality of life, from cleaner air and water to improved public transportation and greater livability. Communities that use fewer resources to create products and provide services are also more efficient and productive, which is key to continued improvements in their standard of living. Communities that make environmental sustainability a shared goal typically engage organizations, community groups and neighborhoods in advocating for sustainability programs and activities. These contribute to civic pride, local identity and shared goals.

**Indicator #5 Sustainability**

20. Does local government track the following sustainability measures, based either on its own research or reporting from other organizations? (check all that apply)

|  |  |
| --- | --- |
| Greenhouse gas emissions of the community? (not state, provincial or national) | Yes |
| Residential and commercial indoor water use? | Yes |
| Percentage of municipal waste that is recycled, composted or incinerated rather than going to landfill? | Yes |
| Percentage of all trips in the municipality that take place *without* an automobile? | Yes |

21. What support does sustainability receive from the local government? (check all that apply)

|  |  |
| --- | --- |
| Statement of intent from elected officials | Yes |
| Department/staff resources dedicated to sustainability | Yes |
| Formal sustainability guidelines, framework or charter approved by Council | Yes |
| By-Laws approved by Council | Yes |

22. Describe the most important sustainability program or project that your community is engaged in. Please:

* Name the program or project
* Indicate the year in which it was introduced
* Identify the funding sources for the program or organization
* Explain the problem being targeted for solution and why it is important
* Describe the program, giving emphasis to efforts to involve the community in understanding the problem, creating solutions and helping to carry them out
* Outline its results to date

|  |  |
| --- | --- |
| **Name** |  |
| **Year Started** |  |
| **Funding Sources** | Local Gov  State/Prov Gov  National Gov  Private sector  School  Public-private partnership |
| **Problem to Solve** |  |
| **Description** |  |
| **Results to Date** |  |

It is a natural tendency to resist change. A community’s leaders and citizens can be a barrier to progress or can become its most powerful advocates for a better future. Intelligent Communities work to engage leaders, citizens and organizations as champions of change. They are also effective marketers of their advantages, shaped by their digital policies and cultural strengths, for economic development. The combination of deep internal engagement and effect external marketing powers every other aspect of the community’s development.

**Indicator #6 Advocacy**

|  |  |
| --- | --- |
| 23. Does your community have a documented strategy for economic & social development involving digital technologies? | Yes  No |
| 24. Does your community have a task force or group dedicated to carrying out the strategy? | Yes  No |

25. In what ways does local government seek to educate and involve citizens and leaders in building a better future for the community? (check all that apply)

Citizen surveys on civic, planning and related issues

Open government meetings on civil, planning and related issues

Online engagement through email broadcast and/or access to streaming media

Online interaction through social media (Facebook, Twitter, LinkedIn, etc.) and/or specialized collaboration systems

Development and publication of formal strategies or charters through government-organization-citizen collaboration

Creation of a government-citizen-organizational task force responsible for future planning and implementation

Progress reporting to the public on the result of formal strategies or charters

Other:

26. How do you communicate your economic and community development story to the outside world? (check all that apply)

Online marketing including a Web site and email broadcasting

Social media interaction (Facebook, Twitter, LinkedIn, Intstagram, etc.)

Print and/or digital advertising in site selection and other publications

Public relations targeting site selection and other publications

Participation in trade shows and conventions of target industries

Participation in state, provincial, national or multinational development projects

Trade missions to other cities and countries

Other:

27. Describe the most important policy or project led by local government, business or institutions that **educate citizens on issues of importance to the community’s future** and **engage them** in creating needed changes. For each:

* Name the policy or project
* Indicate the year in which it began
* Estimate the percentage of your total population targeted by the policy or project
* Explain what problem the project seeks to solve and why this problem is important
* Identify the funding sources for the project
* Describe the project
* Outline its results to date

|  |  |
| --- | --- |
| **Project Name** |  |
| **Year Started** |  |
| **% of Population** |  |
| **Problem to Solve** |  |
| **Funding Sources** | Local Gov  State/Prov Gov  National Gov  Private sector  School  Public-private partnership |
| **Description** |  |
| **Results to Date** |  |

**Key Contacts**

28. Please provide contact information for a key public-sector, private-sector and nonprofit leader involved in your community's Intelligent Community programs.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Public-Sector Official | |  |  | | --- | --- | | Name: | | | Title: | | | Organization: | | | Telephone: | Email: | | Contribution to the Community: |  | |
|  |  |
| Private-Sector Executive | |  |  | | --- | --- | | Name: | | | Title: | | | Organization: | | | Telephone: | Email: | | Contribution to the Community: |  | |
|  |  |
| Nonprofit Executive | |  |  | | --- | --- | | Name: | | | Title: | | | Organization: | | | Telephone: | Email: | | Contribution to the Community: |  | |

29. Please provide the name and contact information for the person to be contacted by ICF in connection with this application.

|  |  |
| --- | --- |
| Name: | |
| Title: | |
| Organization: | |
| Telephone: | Fax: |
| Email: | |

30. Please provide from your own press list up to 10 local and regional media (print, broadcast or online), including the publication's name, the name and title of an editor or reporter, and an email address.

| **Publication** | **Editor/Reporter** | **Email Address** |
| --- | --- | --- |
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**Ownership of Information**

By submitting this information, the above-named community attests and acknowledges that:

* All information provided is accurate and fairly represents the past and current condition of the community to the best knowledge of the individual submitting the information.
* All information submitted to the ICF in connection with its international awards program becomes the property of the Intelligent Community Forum and will be used for the purposes of research, analysis and publication in pursuit of its global mission.

**Intelligent Community Indicators**

For a complete description of the Intelligent Community Indicators, visit [www.intelligentcommunity.org](http://www.intelligentcommunity.org) and select "IC Indicators" on the Intelligent Communities menu.

1. **Broadband Connectivity.** Broadband is the next essential utility, as vital to economic growth as clean water and good roads.  Whatever the speed, the power of broadband is simple enough to express.  It connects your computer, laptop or mobile device to billions of devices and users around the world, creating a digital overlay to our physical world that is revolutionizing how we work, play, live, educate and entertain ourselves, govern our citizens and relate to the world.

2. **Knowledge Workforce.** Today, all desirable jobs in industrialized economies – and increasingly in developing economies as well – require a higher component of knowledge than they did in the past.  It is by applying knowledge and specialized skills that employees add enough value to what they do to justify the cost of employing them.  In the future, any employee whose "value-added" does not exceed his or her salary cost can expect to be replaced, sooner or later, by software or hardware.  A continuous improvement in an evolving range of skills is the only route to personal prosperity.

3. **Innovation.** Innovation is essential to the interconnected economy of the 21st Century. Intelligent Communities pursue innovation through a relationship between business, government and such institutions as universities and hospitals.  The Innovation Triangle or “Triple Helix” helps keep the economic benefits of innovation local, and creates an innovation ecosystem that engages the entire community in positive change.  Investments in innovative technology by government contribute to that culture and improve service to citizens while reducing operating costs.

4**. Digital Equality.** Digital equality is a simple principle: that everyone in the community deserves access to broadband technologies and the skills to use them.  Like most principles, it is easier to understand than it is to live. The explosive advance of the broadband economy has worsened the exclusion of people who already play a peripheral role in the economy and society, whether due to poverty, lack of education, prejudice, age, disability, or simply where they live.  It has disrupted industries from manufacturing to retail services, enlarging the number of people for whom the digital revolution is a burden rather than a blessing.

5. **Sustainability.** Improving current living standards, while maintaining the ability of future generations to do the same, is at the core of sustainability.  Throughout human history, economic growth has always involved the consumption of more resources and the production of more waste.  As humanity begins to push up against the limits of the ecosystem to provide resources and absorb waste, we need to find ways to continue growth – with all of its positive impacts on the community – while reducing the environmental impact of that growth.

6. **Advocacy.** It is all too common for a community's leaders or groups of citizens to set themselves against changes that would ultimately benefit the community. The willingness to embrace change and the determination to help shape it, however, are core competencies of the Intelligent Community.  Few places naturally possess those competencies.  They must be cultivated, often over years, through advocacy.

**Success Factors**

In evaluating nominations, ICF looks for trends that characterize successful Intelligent Communities. We suggest that, where appropriate, your nomination refer to the following success factors in describing your strategy and results.

**Collaboration.** The development of an Intelligent Community typically requires intense collaboration among government, businesses, universities and institutions. Few organizations have enough resources, political capital or public backing to drive a community-wide transformation. But collaboration is challenging. It demands vision, flexibility, and a high degree of trust among the partners. Intelligent Communities develop the vision, find the flexibility and create trusting relationships among key constituencies. Effective collaboration is typically the result of the working environment created by effective leaders.

**Leadership.** It is fair to say that no Intelligent Community has succeeded without strong leadership. Effective leaders identify challenges, set priorities, communicate a compelling vision and foster a sense of urgency in achieving it. They establish a collaborative environment that encourages risk-taking and creates win-win relationships with partners in government, businesses and institutions. It matters little where leadership comes from. In the Intelligent Communities that ICF has studied, leadership has emerged from elected officials, government employees, business executives, universities and nonprofit organizations. What matters is the character, motivation and talents of the individuals who commit themselves to improving the economic and social wellbeing of the community.