

WHY EVERY CITY NEEDS A TECHNOLOGY PLAN

League of California Cities Session



CITY OF
RANCHO
CORDOVA



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CITIES

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INTRODUCTION

Empowering Leaders with Tech Innovation



Mayor:
Siri Pulipati



City Manager:
Micah Runner
(Moderator)



IT Director:
Rita Gass

Outline of Today's Discussion

AGENDA



1. Welcome & Roles



2. Why Technology Matters
(Mayor)



3. The Value of a Tech Plan
(City Manager)



4. Inside the Tech Plan
(IT Director)



5. Gen AI Demo



6. Q&A + Closing

Roles in Technology Planning



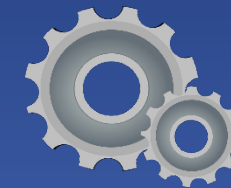
City Mayor

- Vision & Priorities
- Community Impact
- Policy & Advocacy
- Public Trust



City Manager

- Vision & Operations
- Balance Resources
- Department Coordination
- Accountability & Results



IT Director

- Tech Plan Design
- Execution
- Security & Innovation
- Staff Development

In one or two words, what comes to mind when you think of a Technology Plan?

fast bold
creative
leader focus inspiration
transpiration

What is your role in the city?



- ☐ Mayor / Council Member
- ☐ City Manager
- ☐ IT Leadership (IT Director / CIO /CTO)
- ☐ Department Director
- ☐ Staff
- ☐ Other

WHY TECHNOLOGY MATTERS FOR CITIES

The Mayor's Perspective



Turning city priorities into real results for residents



Supports City Goals



Technology working well makes your city work better



Improves Everyday Life



Simple services make daily life easier for residents



Builds Trust



Strong data protection keeps the community confident



Prepares for the Future



Smart planning today makes your city future-ready

WHY IT MATTERS FOR RANCHO CORDOVA

Looking Ahead

Smarter Services

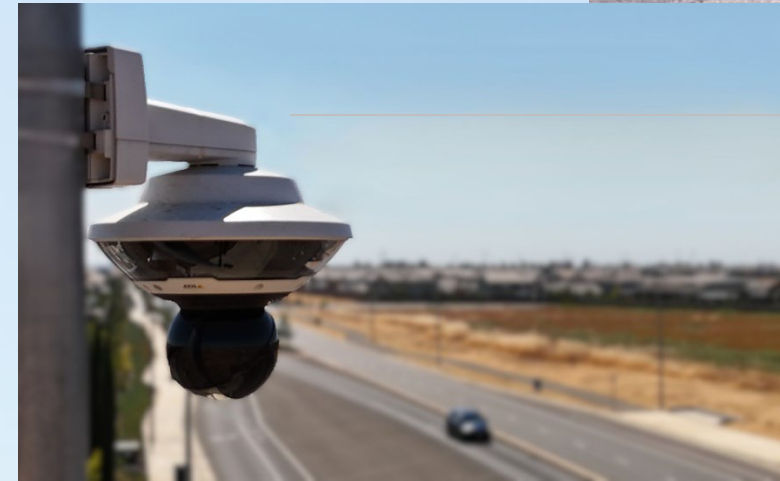
-  *AI Assist and digital tools give residents answers anytime*
-  *Smart sensors improve city operations & real-time response*

Safety & Trust

-  *Real-Time Information Center helps keep neighborhoods safe and connected*
-  *Upgraded cameras and cybersecurity protect our city and data*

Stronger Connections

-  *Expanding fiber networks ensure fast, reliable connectivity for everyone*
-  *Investing in SMART education to build the workforce of tomorrow*



Does your city currently have a Technology Plan?



The Value of a Technology Plan

Strategic Benefits



Mission & Goals



Predictable Budgets & Resources



Service Delivery & Impact



Roadmap for Innovation & Growth



Trust and Security

STRATEGIC FRAMEWORK



Our Vision

A unified and innovative city with a can-do approach, where quality services, infrastructure, and technology—together with engaged residents, businesses, and partners—create an outstanding quality of life.



Grow Strong Neighborhoods

Foster the growth of vibrant, livable neighborhoods that prioritize safety, enhance quality of life, and strengthen community connectedness. By promoting education, investment, enforcement and inclusive engagement, we will create environments where all residents feel secure, supported, and empowered to thrive.



Build Robust Infrastructure

Develop and maintain a reliable, well-integrated infrastructure system that ensures access to essential services for all residents while being adaptable to future growth. By prioritizing sustainability, efficiency, and proactive maintenance, we will create a foundation for long-term resilience and support the evolving needs of the community.



Lead Community Growth and Innovation

Promote the city as a forward-thinking regional hub for creating new economic opportunities, supporting local entrepreneurs, fostering sustainable community planning, and driving long-term economic prosperity through strategic growth and development.



Create Vibrant Community and Cultural Places

Enhance community vibrancy by creating a diverse array of arts, entertainment, and cultural opportunities that bring people together. Through strategic partnerships we will strengthen the sense of place, encourage community engagement, and improve the overall quality of life for all residents.



Promote Organizational Excellence

Achieve organizational excellence by cultivating a nimble, collaborative environment that embraces change and drives innovation. Through forward-thinking strategies and a commitment to continuous improvement, we will ensure that our organization remains adaptable, efficient, and prepared to meet the evolving needs of our community.

The City Manager's Perspective

Operational Leadership



Champion **Funding** and Secure Resources



Align Technology with Council **Priorities**



Foster **Collaboration** Across Departments



Ensure **Accountability** & Performance



Reduce **Risk** & Keep Technology Current



What is your biggest challenge with city technology planning?

0

Budget - no dedicated tech budget

0

Staff Skills - not enough know-how on the team

0

Leadership Support - hard to get buy-in from decision-makers

0

Cybersecurity - fear of threats makes planning harder to start

0

Where to Start - unclear first steps



Inside the Tech Plan:

Minimum Must -Haves



CITY OF RANCHO CORDOVA 2025-2027 TECHNOLOGY PLAN



1. **Vision** and Goals



2. **Cybersecurity** & Data Protection



3. Modern **Infrastructure**

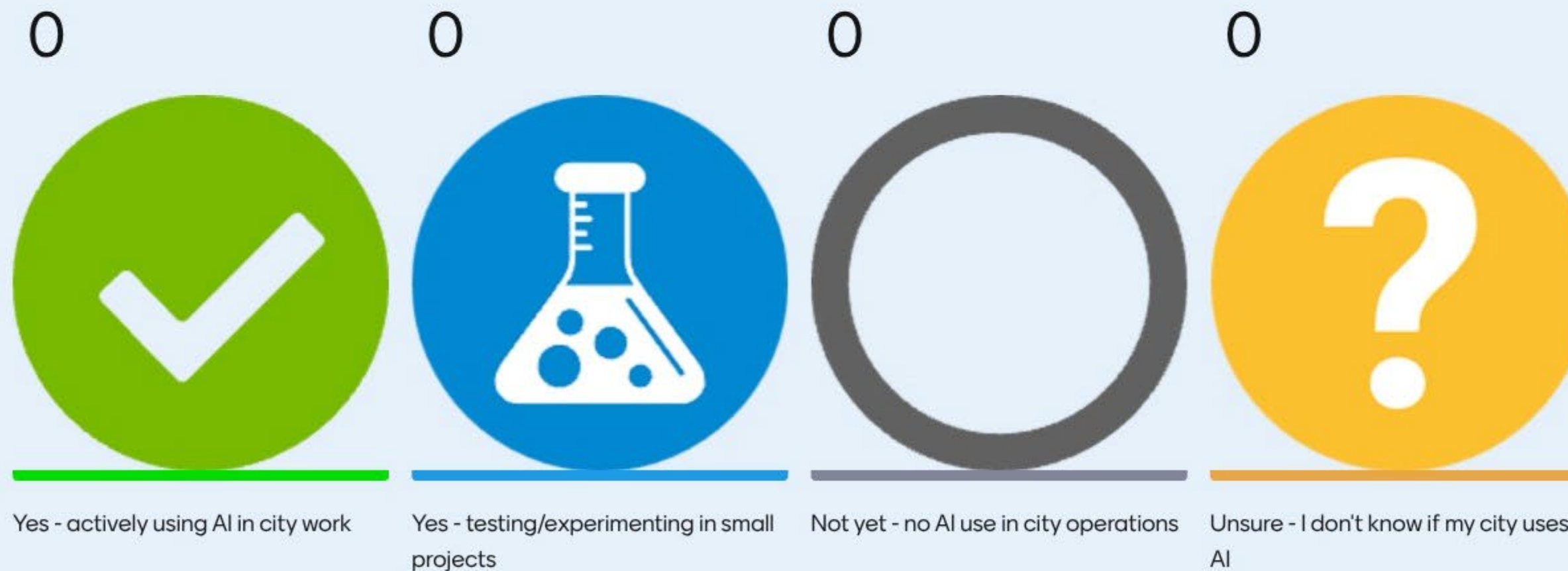


4. **Roadmap** & Budget



5. **AI** & Innovation

Is your city using AI tools like ChatGPT, CoPilot, or Gemini for city operations?



Tech Plan Using ChatGPT

Live Demo Coming Up



AI offers a baseline technology plan,
city leaders shape it into a local
roadmap



What we'll show:

- Draft a City Technology Plan outline in minutes
- Must-have sections
- Work for any city size



How it works:

- Enter a clear prompt
- ChatGPT generates a structured draft



Takeaway:

- AI tools = Faster, simpler, doable planning for every city

Sample City Information

City Context

- Population: 7,000
- General Revenue: \$15.2M
- Total Staff Number: 45 staff
- Tech Project Budget:
 - \$76,000 annually (0.5%)
- Contracted Services:
 - Police, Fire, Utilities, Parks, etc
- In-House IT: 2 staff, vendor-supported

Managed Systems

- Finance & Budgeting
- Permitting & Licensing
- Document Management
- Council Meeting Management
- Website & Citizen Engagement
- HR & Payroll

In-house Systems

- GIS & Mapping

Sample City Information

City / Council Priorities

- Community Livability & Resident Access
- Affordable Housing & Smart Growth
- Public Safety & Emergency Preparedness

Sample City Information

Issues Identified

- Internet speeds slow during peak times
- Weak password practices (~40% use strong passwords)
- Outdated hardware & limited redundancy
- Limited staff training on tech tools
- PRR requests are manual and slow
- Website/docs not fully ADA accessible
- AI interest but concerns about accuracy

Q & A and Closing

Thank you for joining today's session!

Ask your questions, share your thoughts, and stay connected with us.



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Scan for resources, tools, and follow-up materials