Intelligent Community Forum

What makes the **SMART21** so **SMART**?

Robert Bell
Co-Founder
27 questions

21 quantitative  6 qualitative

- Broadband
- Knowledge Workforce
- Sustainability
- Innovation
- Digital Equality
- Advocacy

Growth Method
**Competition**
How many competing providers and of what type?

**Availability**
Percentage of all premises “passed” by broadband service.

**Adoption**
Percentage of all premises subscribing to broadband service.

**Broadband Project**

---

**Technology in schools**
Are you creating a generation of digital natives?

**Ladder of opportunity**
How connected are schools, community colleges, universities and local employers?

**Access to higher education**
How available are colleges and universities in your community or within community distance?

**Knowledge Workforce Project**
Innovation policy
Does local government make innovation a priority?

Innovation programs
From makerspaces to hackathons, incubators to accelerators and financing assistance

Online government services
Innovating in digital services to meet the needs of residents and organizations

Innovation Triangle Project

Strategy and action
Documented development strategy involving digital technologies, team accountable for action

Citizen and leader engagement
What tools and techniques do you use to engage citizens, organizations & leaders in change?

Effective communication
How well do you communicate your Intelligent Community advantages to the outside world?

Engagement project
**Digital Equality**

**SMART21**

**Bringing citizens online**
Hotspots and library technology to tech fairs and competitions, and creation of community champions

**Business digital adoption**
Assessment programs classes, digital training and technology demo centers

**Digital equality project**

---

**Sustainability**

**SMART21**

**Tracking of metrics**
Greenhouse gas emissions, water use, municipal waste handling, non-auto trips

**Sustainability policies**
Degree of support for sustainability mission and initiatives from local government

**Sustainability project**
Engaging the community in improving the place called home
Future-proofing the place called home

- **Competitive local economy** creating prosperity for all and wealth for the most successful
- **Skilled workforce** matching the changing needs of local employers and creating new businesses
- **Innovative businesses, institutions and government** driving growth and attracting talent
- **Expanding economic and social opportunity** for all
- **Widespread engagement** in building a better future

Intelligent Community Forum