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Government Technology



Getting a Top Ten Digital City Ranking: The City of Charlotte's Successes in Web 2.0

The City of Charlotte has made great strides recently in serving its citizens through mobile applications, such as the "My Charlotte" application. In particular, technology has been developed to handle non-emergency service requests (311 calls) from citizens through their cell phones.

Need to report a pothole? There's an app for that! Citizens can take a picture of a pothole, identify the location, report it immediately to city officials, and track the status of the work to resolve the issue. Is graffiti an eyesore? Trash needs to be picked up? Same low cost technology to manage such reports.

Another application "Ask Margaret" will perform as a virtual assistant to citizens, allowing them to interactively ask the avatar a question on multiple platforms and get an answer, based on Charlotte's database information. This application will reduce the cost of handling calls from \$4.91 per call to \$.75 per call, although complicated questions will continue to be answered by city employees.

The speaker, Jeffrey Stovall, the CIO of the city of Charlotte, will share information about these innovations. Mr. Stovall joined the city of Charlotte as its first Chief Information Officer in 2008. Reporting to the City Manager, he is responsible for leading enterprise technology and process improvement initiatives across the City's federated IT structure. Mr. Stovall received his MBA from the Darden School at the University of Virginia, and a BS in mechanical engineering from the Mass. Institute of Technology.

TGT SOCIETY MEETING

DATE:

Wednesday, April 27, 2011

TIME:

6:00 P.M. - 8:00 P.M.

LOCATION:

Georgia Tech Research
Institute Conference
Center, Auditorium, 250
14th St NW, Atlanta, GA

SPEAKER:

Jeffrey Stovall, CIO
City of Charlotte



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