

HAMPTON VA

NEWS RELEASE

For immediate release

Robin McCormick | rmccormick@hampton.gov | 757-728-3276
22 Lincoln Street | Hampton, VA 23669

Hampton makes top Digital Cities list for 16th time

Nov. 9, 2017 - Hampton again is ranked among the nation's top cities when it comes to using technology to improve citizen services, enhance transparency and encourage citizen engagement.

The Center for Digital Government judges cities throughout the country on 10 key characteristics, including being mobile, engaged, connected, efficient and innovative.

Hampton's advances for 2017 included:

- Launching new mobile apps for 311 citizen service requests, the city's website and calendar, the Police Department, and the Sheriff's Department;
- Social media audience increasing by 50%, with increased interactivity with residents;
- Creating "For the Record," a multimedia explanation of city policies and answers to citizens' questions;
- Transparency and more open data;
- More staff with mobile devices in the field to provide real-time notifications;
- Expansion of free public Wi-Fi into more city facilities;
- Increased collaboration between the city and school division, and with neighboring localities.

Among cities with a population of 125,000-249,999, Hampton has been ranked in the Top Ten in 16 years. In the same size group, Norfolk made the list for the 8th time, and Alexandria for the 14th.

In a news release announcing winners of the Digital Cities Survey, Teri Takai, executive director of the Center for Digital Government, said: "This year's leading digital cities are leveraging technology to connect disadvantaged citizens with critical information and services, promote citizen inclusion in important government processes and share government data with the public. Thanks to the efforts of these innovative cities, citizens can now meaningfully interact with city government more easily than in any other time in history. Congratulations to the winners!"

The Center for Digital Government is a media and research company focused on public-sector innovation for state and local government. The awards will be presented at the National League of Cities' annual conference in Charlotte Nov. 16.

###