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Smart Urban Cities/Communities: Leveraging Information and Communication Technologies for Improving Local Public Services

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About the College of Public Affairs and Community Service

The College of Public Affairs and Community Service (CPACS) was created in 1973 to ensure that the university was responsive to the critical social needs of our community and state. The College was given the mission not only to provide educational programs of the highest caliber to prepare students for leadership in public service, but also to reach out to the community to help solve public problems.

The College has become a national leader among similar colleges, with nine programs ranked in the top 25 in the nation. Our faculty ranks are among the finest in their disciplines. Faculty, staff, and students are integral to the community and state because of our applied research, service learning, and community partnerships. We take our duty seriously to help address social needs and craft solutions to local, state, and national problems. For more information, visit our website: cpacs.unomaha.edu

CPACS Urban Research Awards

Part of the mission of the College of Public Affairs and Community Service (CPACS) is to conduct research, especially as it relates to concerns of our local and statewide constituencies. CPACS has always had an urban mission, and one way that mission is served is to perform applied research relevant to urban society in general, and the Omaha metropolitan area and other Nebraska urban communities in particular. Beginning in 2014, the CPACS Dean provided funding for projects with high relevance to current urban issues, with the potential to apply the findings to practice in Nebraska, Iowa and beyond.



Smart Urban Cities/Communities: **Leveraging Information and Communication Technologies for Improving Local Public Services**

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PROJECT A

Metropolitan Area Planning Agency's (MAPA) Collaborative Data Governance Project

This project examines how MAPA utilizes information technology to work with various governments in the Omaha metropolitan area to improve transportation data sharing across organizational boundary and improve transportation planning and decision-making. We successfully completed literature review in spring 2015 and conducted a field research to do interviews with key stakeholders including staff members at MAPA and local governments in the metropolitan Omaha and compiled archival data in summer 2015. We provided the results of data analysis and delivered to MAPA in fall 2015.

Area of impact	Accomplished in 2015	On-going in 2016
Research	<ul style="list-style-type: none">• Research data collection by working with MAPA, city, and county governments.• Submission of one journal manuscript to Public Management Review.	<ul style="list-style-type: none">• A revise and resubmit decision on the manuscript and currently working on the revision.
Service	<ul style="list-style-type: none">• Gave a presentation to MAPA to provide analysis results and policy recommendations.• Shared lessons learned at ASPA Nebraska and Technological Innovation conference in 2015.	<ul style="list-style-type: none">• Continue working with stakeholders in MAPA for the next step.
Teaching	<ul style="list-style-type: none">• Used the example to enrich classroom learning.• Aided in a doctoral student's qualitative data analysis project.	<ul style="list-style-type: none">• Working with MAPA people to turn this into a MPA capstone project.

PROJECT B

Nebraska E-Government Survey

This project conducted an e-government survey of Nebraska's municipal governments. We worked with key stakeholders to develop survey questions. We conducted a comprehensive and systematic literature review on e-government adoption in the summer of 2015, designed survey questionnaire based on previous research and implemented online survey using Google Form to collect survey data in late fall 2015. We then combined the survey data with other secondary datasets (e.g. census data) in order to conduct a comprehensive analysis of e-government practices in Nebraska. We are now focusing on in-depth data analysis.

Area of impact	Accomplished in 2015	On-going in 2016
Research	<ul style="list-style-type: none">• E-government literature review.• Survey development taking a stakeholder-centric approach.• Survey in the field in late fall 2015.	<ul style="list-style-type: none">• Data analysis with two main areas: (a) online service, (b) social media.• Prepare two journal article manuscripts with doctoral students as co-authors.
Service	<ul style="list-style-type: none">• Collect Nebraska municipal e-government data to generate useful information.	<ul style="list-style-type: none">• Will work with stakeholders to provide a report on Nebraska municipal e-government.• Will extend the e-government service to Iowa county governments.
Teaching	<ul style="list-style-type: none">• Mentoring doctoral students on survey development and implementation.	<ul style="list-style-type: none">• Mentoring doctoral students on survey data analysis and interpretation.• Will use survey results to enrich classroom discussion.



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