The Cities of Service Engaged Cities Award shines a light on cities that are collaborating with citizens to meet pressing local challenges in diverse and creative ways.

Engaged cities believe:

- Citizen collaboration is a force for good and local government works better when it is open to the ideas and talents of citizens.
- Citizen contributions can take many forms, from defining and prioritizing problems to generating ideas and volunteering time, creativity, and expertise.
- Citizens have deep expertise in their own lives and in what’s best for their families and communities — and this expertise can be leveraged to deliver better services and solve public problems.

Each year, through our Engaged Cities Award, Cities of Service identifies and elevates city-led strategies that most successfully engage citizens to help create and implement solutions to pressing local problems. We recognize cities that are effectively involving their citizens to reduce community violence, produce better budgets, create safer streets, and build stronger communities.

In 2018, the inaugural year of the award, Cities of Service received more than 100 applications from cities across the Americas and Europe. With help from a panel of experts, we selected three winning cities and recognized them at a dinner hosted by Michael R. Bloomberg. We celebrated the work of the 10 finalists at the first-ever Cities of Service Engaged Cities Award Summit the following day. The inaugural award was underwritten by Bloomberg Philanthropies, with support from additional sponsors for the Summit.

The strategies of the Engaged Cities Award winners and finalists are models for other cities around the world to learn from, adapt, and improve upon. Cities of Service shares their ideas and strategies in a variety of formats with our coalition and other cities to help them address similar challenges.
BOLOGNA, ITALY
Winner
Bologna adopted new regulations allowing residents to partner with the city to revitalize public spaces, and established district laboratories where city staff and residents connect to co-design initiatives. More than 400 community projects have been implemented, helping to revitalize communities across the city.

SANTIAGO DE CALI, COLOMBIA
Winner
To combat violence, Santiago de Cali created 15 local mesas, our councils, comprised of residents. The mesas launched more than 200 initiatives to build community trust and reduce conflict, including rehabilitating parks and staging arts events. The homicide rate is now at its lowest in 25 years.

TULSA, OKLAHOMA
Winner
Tulsa united city staff and citizens to analyze data and better understand local challenges, such as income disparity and blight. The program has engaged over 120 community volunteers and city staff and helped the city address more than a dozen public problems, including improved assessment of street repairs and programs to increase graduation rates.

BOSTON, MASSACHUSETTS
Boston engaged citizens to provide data online about unsafe streets and developed a competitive gaming app that encouraged residents to improve their driving behaviors. For active users of the app, phone distraction dropped by 47 percent and speeding dropped by 35 percent.

FORT COLLINS, COLORADO
In response to rising costs and a desire to include the community in spending decisions, Fort Collins launched a program to educate residents about the budgeting process and incorporated citizens into review teams to create a budget that aligned with community priorities. Citizen satisfaction rose by 6 percent and city services were expanded.