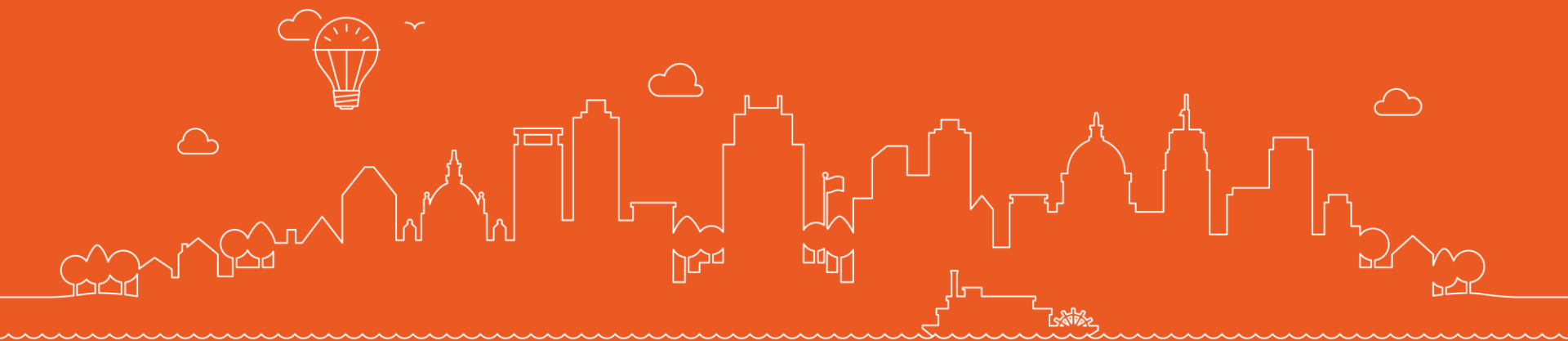




SAINT PAUL
INNOVATION TEAM™

Introduction to the Innovation Team

December 2017



CITY OF SAINT PAUL INNOVATION TEAM

WHAT IS AN INNOVATION TEAM?

We are an internal consulting group that supports City leaders to champion new ideas as they strive to continuously improve results for Saint Paul.

We catalyze a culture of innovation and improvement across the city.

We partner with city leaders as trusted advisors to solve their most critical city business issues.

We are built to catalyze positive transformational change as it relates to Mayor's Office agenda and related city performance innovation and improvement.

MISSION

Serve as a catalyst across the city to advance a culture of innovation and improvement.

VISION

Saint Paul is a world-class leader in effective public service.

VALUES

Collaborative

Creative

Cross-functional

Data-driven

Results-focused

Innovative

Solution-oriented

Strategic

Equitable

Inclusive



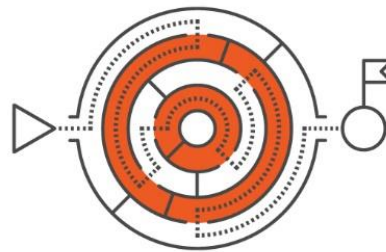
Improving today. Creating tomorrow.™

CITY OF SAINT PAUL INNOVATION TEAM

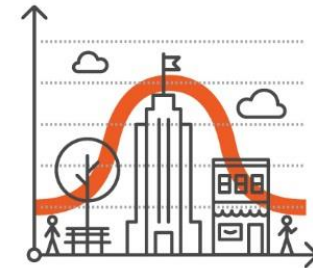
SIX STRATEGY AREAS



Transform City Services



Catalyze Strategy and Performance Management



Activate Meaningful Data



Engage Diverse Partners



Champion Bold Ideas



Develop Innovative Talent



Transform City Services

Optimize city services by innovating and improving “how we do what we do” every day.

FLEET
TRANSFORMATION

OPEN FOR
BUSINESS

EMERGING
LEADERS
ACADEMY

STRATEGIC
PROJECTS



Catalyze Strategy and Performance Management

Support leaders to set goals, assess performance and manage for continually improved results.

SERVICE
PERFORMANCE
MANAGEMENT

LEADERSHIP AND
STRATEGY
CONSULTING WITH
DEPARTMENT
LEADERS

FIRE STUDY
STRATEGY
PLANNING



Activate Meaningful Data

Make data visible and useful. Data collection, visualization, and analysis to support effective decision-making.

CITY ATTORNEY
EQUITABLE
PROSECUTION
INTERVENTIONS

CAPITAL
IMPROVEMENT
BUDGET PROCESS
REDESIGN

PARKS YOUTH
FEE-BASED
PROGRAMS
EQUITY ANALYSIS



Engage Diverse Partners

Build capacity through cross-sector, cross-functional internal and external partnerships.

ROBERT WOOD
JOHNSON
FOUNDATION

INVEST HEALTH

METROLAB
NETWORK:

UNIVERSITY OF
MINNESOTA
PARTNERSHIP

LIVING CITIES

CITY
ACCELERATOR



Champion Bold Ideas

Lead change and support change management. Be a positive voice for creating the city's future and sharing innovation success stories.

INNOVATION
DAY

POP UP
MEETING 2.0

GREEN
INFRASTRUCTURE



Develop Innovative Talent

Create and deliver staff training and development opportunities to increase innovative, strategic thinking across the city.

EMERGING
LEADERS
ACADEMY

PARTNERSHIP WITH HR

TRAINING
AND COACHING

IDEATION
WORKSHOPS

CITY OF SAINT PAUL INNOVATION TEAM

PORTFOLIO MANAGEMENT

1. Mayor's Office direction
2. Employee or leadership requests
3. Environmental scanning opportunities
4. Emerging Leaders Academy project spin-offs



Improving today. Creating tomorrow.™



Improving Snow Plow Operations

Public Works



Developed clear goals, performance metrics, data collection plan, and a public dashboard.



Pro bono technical assistance from diverse group including former MnDOT Commissioner, KLG Engineering, and Civic Consulting MN.



Led process mapping sessions to document and clarify snow plow operations.



Improving Snow Plow Operations

Public Works

\$250K



40%

Saved in operations
and materials costs

Developed a public
facing performance
dashboard

Reduction in
salt use

“We thought ‘experts’ were going to come in and tell us how to do snow plowing. Really, that wasn’t the case at all. It was the Innovation Team listening to what you were thinking about, challenging you, and compiling that all in a format to deliver your message and talk about your operations.”

- Joe Spah, Street Maintenance Division Manager



Improving today. Creating tomorrow.™



Leveraging Data for Racial Equity

City Attorney's Office



Analyzed a sample of domestic violence cases to identify opportunities to improve racial disparities in the criminal justice system.



Via the MetroLab Network, partnered with the University of Minnesota Office of the Vice President for Research to conduct inferential statistical analysis on case data.



Leveraging Data for Racial Equity

City Attorney's Office



Identified trends that correlate with racial disparities in case outcomes



Developed equitable prosecution interventions to be applied in the future

“This data analysis isn’t just theoretical. It is refreshing to work with a savvy team where a racial equity lens is in full effect.”

- *Laura Pietan, Deputy City Attorney*



Improving today. Creating tomorrow.™



Catalyzing Strategic Decision-Making *Service Performance Management*



Saint Paul named part of Bloomberg What Works Cities, a national network of cities using data-based governance strategies.



The Department of Safety and Inspections used goals and data to prioritize work. Eliminated backlog after 200% workload increase.



After identifying a gender disparity in program participation, Saint Paul Public Library staff took action that increased girls' participation in Createch programming.



Catalyzing Strategic Decision-Making *Service Performance Management*

\$50K

1 of 100

4

In pro-bono consulting
from Johns Hopkins
University Center for
Government Excellence

Mid-sized cities
selected nationally to
participate in What
Works Cities

Early adopter
departments identified
goals and measures
and reported
performance

“The Saint Paul Innovation Team was a strong partner in helping Saint Paul better leverage their data to drive decision-making. Their work has the opportunity to make a significant difference in the lives of their residents.”

- *Zach Markovits, Director of City Programs, Bloomberg Philanthropies
What Works Cities*



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We can help with ...

- Strategy planning and management
- Cross-functional projects
- Transformation initiatives
- Process improvement
- New idea generation
- Talent development
- Goals and measures development
- Service design
- Customer experience insights
- Change management
- Service performance management
- Data analytics
- Connect with external resources

CITY OF SAINT PAUL INNOVATION TEAM

ACCELERATING RESULTS

Our team helps realize many benefits for Saint Paul, such as:

- Increased capacity and productivity
- Cost reduction and avoidance
- Increased and creation of new revenues
- Increased city resident satisfaction
- Advancement of racial equity

The Saint Paul Innovation Team has generated **\$1.6M** in value since mid-2015.

THANK YOU!

