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.

City of Saint Paul Innovation Team
VALUES

Collaborative
Creative
Cross-functional
Data-driven
Results-focused

Innovative
Solution-oriented
Strategic
Equitable
Inclusive

City of Saint Paul Innovation Team
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**
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PORTFOLIO MANAGEMENT

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

- Saved in operations and materials costs
  - $250K

- Developed a public facing performance dashboard

- Reduction in salt use
  - 40%

“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.
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.
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!