City Innovation. Who Cares?

Beth Blauer, Executive Director
Center for Government Excellence, Johns Hopkins University
From Probation Officer to Government Innovator

2002-2008  Department of Juvenile Services, State of Maryland
2008-2012  Director of StateStat and the Governor’s Delivery Unit, State of Maryland
2012-2015  Director of GovStat at Socrata
2015-now   Executive director of Johns Hopkins Center for Government Excellence (GovEx)
StateStat

- State of Maryland’s innovative performance management program
- Grew out of Governor O’Malley’s CitiStat program in Baltimore
- Showed residents what their government was doing to improve their neighborhoods, streets, and quality of life
Our mission is to help governments use data to make informed, effective decisions and improve people's quality of life.
What Works Cities is designed to accelerate cities’ use of data and evidence to improve people’s lives.
1,246 PEOPLE TRAINED
Engaging Governments in Innovation with Data Through What Works Cities
Connect data and operations to real outcomes, exploring how governments can improve lives.
Jackson, Mississippi

- 173,212 people are living in Jackson
- 30.9% of residents are living in poverty
- Median household income is $32,250 USD

American Community Survey, 2015
Jackson’s Priority Areas

We Are Vibrant

We Are Connected

We Are Prosperous

We Are Innovative

We Are Committed
The Big Power of Data in a Small City

Mississippi's capital is showing that you don't have to be a Chicago or a New York to make good things happen.

BY STEPHEN GOLDSMITH | AUGUST 10, 2016
Compared to Jackson

FTEs per 1,000 Residents

- Montgomery: 12.78
- Shreveport: 11.62
- Jackson: 11.28
- Akron: 10.07
- Fort Wayne: 5.45
- Baton Rouge: 20.71

Dollars Spent per FTE

- Montgomery: $61,864
- Shreveport: $53,667
- Jackson: $44,578
- Akron: $38,416
- Fort Wayne: $35,842
- Baton Rouge: $45,798
Key Takeaways
School Consolidation

In 2017, focusing on:

- Barr Elementary: 157 students
- George Elementary: 153 students
- Poindexter Elementary: 109 students
- Rowan Middle: 55 students to be enrolled during the 2017-2018
Executive leaders play an important role in empowering staff to take on data efforts.
New Orleans, Louisiana

- 376,738 people are living in New Orleans
- 27.0% of residents are living in poverty
- Average household income is $36,792 USD

American Community Survey, 2015
New Orleans launches 2 open data websites, including 311 tracker

New Orleans Mayor Mitch Landrieu, pictured in this 2015 file photo, issued an executive order on Thursday establishing an open data policy. (Photo by Brett Duke, Nola.com | The Times-Picayune) (BRETT DUKE)

BY KEVIN LITTMN, NOLA.COM, klitten@nola.com
New Orleans Brings Data-Driven Tools to Blight Remediation

The city’s successful BlightSTAT performance management approach has been the backbone of efforts that resulted in the elimination of over 15,000 blighted units from 2010 to 2015.

BY KATHERINE HILLENBRAND / OCTOBER 12, 2016

30% REDUCTION IN BLIGHTED UNITS IN NEW ORLEANS: MORE THAN 10,000 BLIGHTED UNITS REduced
Simplicity

Hi it's Chris from the Health Dept! Txt YES to be contacted to set up a FREE doctor's apt. Txt STOP to unsubscribe

Ego

Hi it's Chris from the Health Dept! You have been selected for a FREE doctor's apt. Txt YES to set it up. Txt STOP to unsubscribe

Social Motivation

Hi it's Chris from the Health Dept! Take care of yourself so you can care for the ones you love. Txt YES to set up a FREE doctor's apt. Txt STOP to unsubscribe
Asking the right question is the first step to solving the problem.
Buenos Aires, Argentina

- 2,891,000 people are living in Buenos Aires
- More than 30% of residents are living in poverty (2009)
- Average income is $10,383.48 USD (Numbeo estimate)

Espacios verdes, bicisendas, más policías y miles de cámaras, algunas de las 15 promesas de la Ciudad para 2019

Las presentó hoy el jefe de Gobierno porteño, Horacio Rodríguez Larreta. Miralas, una por una, en detalle.
Create forums and platforms for decision making and real conversations.
Kansas City, Missouri

- 467,990 people are living in Kansas City
- 19.0% of residents are living in poverty
- median household income is $45,821 USD

American Community Survey, 2015
KCStat

Public Safety

Animal Safety
41 Percent of citizens satisfied with enforcement of animal codes.

Crime Prevention
39 Percent of citizens satisfied with efforts to prevent crime.

Emergency Services
77 Percent of citizens satisfied with the quality of fire/EMS services.

Promote Justice
111 Percent of Municipal Court cases cleared last month.

Infrastructure and Transportation

Strategic Asset Management
26 Percent of Citizens Satisfied with Maintenance of City Streets, Sidewalks, and Storm Drain System.

Resilient and Sustainable Assets
364.4 million gallons of inflow and infiltration.

Workforce Development
28.3 % of the City’s total payments for construction contracts awarded to certified M/WBEs in April 2017.

Customer Service

Engagement & Communication
45 Percent of citizens satisfied.

Customer Service
47 Percent of citizens satisfied.

Planning, Zoning, and Economic Development

KC as a Destination
5,100.0N dollars of economic impact.

Economic Devt. Strategies
70 Percent of businesses satisfied with KC as a place to do business.

Place and People-Based Strategies

Johns Hopkins University
GovEx
KCMO budgeted $10M in dangerous building demolition that will be targeted on the east side. Demolitions will be tracked through KCStat.
Advanced Data Practices
Internal stakeholders are primary users of data.
Strong connections between governments and external stakeholders.
PARTNERS

GOVERNMENT
- FEDERAL
- PROVINCIAL
- MUNICIPAL

PRIVATE SECTOR
- TEC EDMONTON
- EDMONTON ECONOMIC DEVELOPMENT CORPORATION
- ALBERTA OPEN DATA PARTNERSHIPS

COMMUNITY
- CIVIC TECH GROUPS
- UNIVERSITIES
- SCHOOL BOARDS

OPEN DATA COMMUNITY
- OPEN DATA EXCHANGE
- OPEN NORTH
- PUBLIC SECTOR DIGEST

STARTUP EDMONTON

826 citizens participated in the Open City Policy public engagement sessions

1,300 datasets released on the Open Data Catalogue

SUSTAINABILITY SCHOLARS
Mentorship and applied research for University of Alberta graduate students.

JOHNS HOPKINS UNIVERSITY | GovEx
Tangible investments in data programs are key to sustainability.
Data Academy

Impact Report

Data Academy is a training program for City and County of San Francisco staff delivered in partnership by the Controller’s Office and the Mayor’s Office. Since its inception in 2014, Data Academy has provided 91 trainings serving 1,739 attendees as of March 2017.

In February 2017, the Data Academy team sent a 6-question online survey to all past attendees to gauge Data Academy’s impact. Here are our findings based on approximately 100 responses.

1. Skill Improvement
   Question: Do you feel that your skills improved after taking a Data Academy course?

2. Frequency of Use
   Question: How often do you use the information or skills you learned through Data Academy in your own work?

The Future of City Innovation
So Who Cares?