PROVIDENCE

DEPARTMENT OF INNOVATION
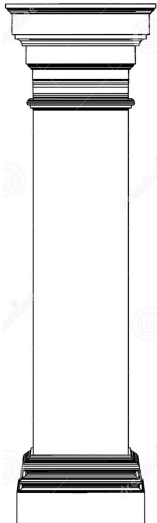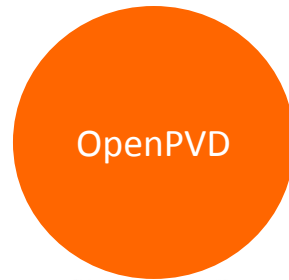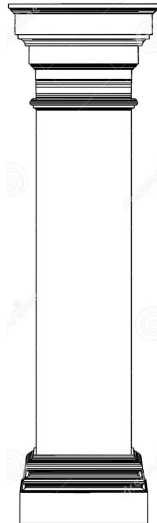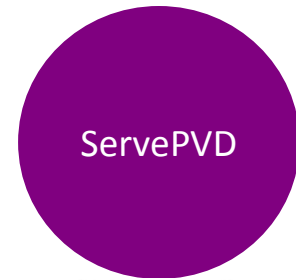
2016-2017 Overview

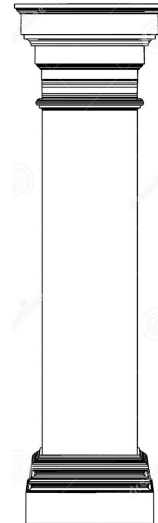# Providence: 4 Pillars of Innovation

ExcelPVD
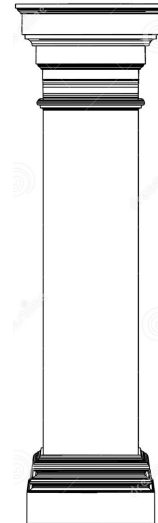
Engage PVD

OpenPVD

ServePVD
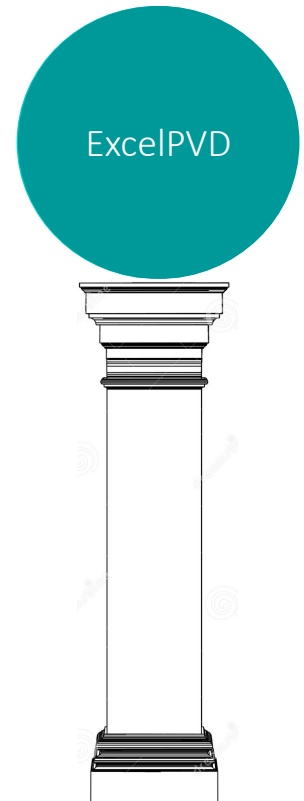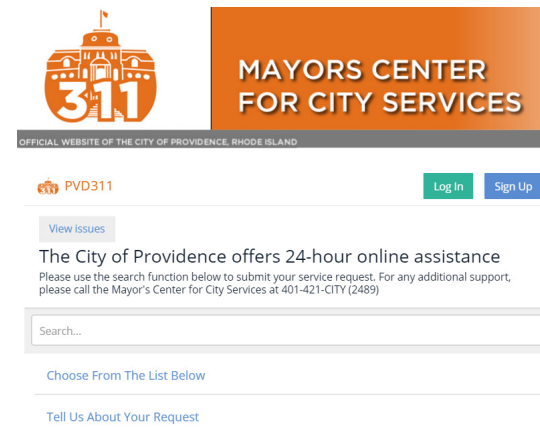
ExcelPVD: Us Investing in Ourselves

- InnovatePVD LEAN Trainings

- Project & Program Analysis and Mapping

- Technology "Alignment" with Process Improvement

- Develop cross-departmental teams to improve City Services

- Just Do It! & Savings Tracking

- Process improvements to increase efficiency of services and increase value to customers

ExcelPVD

EngagePVD: Building Strategic Partnerships

Engage PVD

ABDUL LATIF JAMEEL
Poverty Action Lab
TRANSLATING RESEARCH INTO ACTION

P | Code Night With The Mayor
Presented by <IntraCity> Geeks

NATIONAL LEAGUE of CITIES

Bloomberg Philanthropies

MetroLab Network

APT Test & Learn®

PROVIDENCE A CITY THAT WORKS

LIVING CITIES
INNOVATE ▸ INVEST ▸ LEAD

OpenPVD: Transparent and Accessible

ServePVD: Customer Service Driven

ServePVD
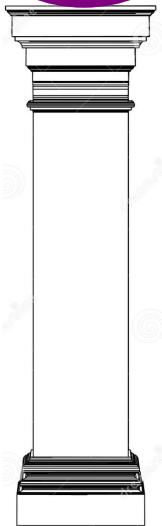
- Customer Service Trainings
- Developing and Designing Services with the End User in Mind
- Feedback loops to inform what strategic priorities we should have for our customers
- Creating ease of use and access to services and systems

#HackPVD (Live, Work, Play)

The City of Providence is eager to create sustainable change within government. We're hoping, by joining forces with our extremely talented, intelligent, and passionate citizens, that we can identify blockers and propose meaningful solutions to make Providence a better place to LIVE, WORK, AND PLAY... which is why we've developed HACKPVD: a 3-day hackathon to challenge city processes and create strategic, attainable change.

Jorge O. Elorza, Mayor
Visit us online: providenceri.com

Please take a minute to let us know how well we helped you. Thank you.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The representative was friendly and courteous.	☐	☐	☐	☐	☐
Your questions were answered promptly.	☐	☐	☐	☐	☐
If transferred to another department, the transfer was directed to the appropriate representative.	☐	☐	☐	☐	☐
The representative was knowledgeable and able to help answer your question(s).	☐	☐	☐	☐	☐

Which Department was helping you with this encounter?

Do you have a suggestion on how we can improve our service?

We appreciate your time and always strive to serve you to the best of our ability. Thank you.

PROVIDENCE
DEPARTMENT OF INNOVATION
2016 PROGRESS UPDATE

Customer Service Trainings

- All City employees to be trained by the end of 2016!

- Currently, **over 600** City staff and managers have been trained!

- The City has 11 trained facilitators who have delivered over 68 hours of training.

- The enthusiasm is real - participants often express interest in becoming facilitators!

- Feedback is used to continually improve sessions, making them relevant & enjoyable!

- We have an average feedback rating of 3.6 out of 4, continually striving for 4!

Big thanks to the support of all Directors, staff, dedicated trainers, Local 1033, and Michael

Welden for making the sessions a continued success!

PROVIDENCE MAYOR JORGE O. ELORZA

PROVIDENCE
DEPARTMENT OF INNOVATION
2016 PROGRESS UPDATE

InnovatePVD Trainings

- 60 LEAN Expert Facilitators trained to deliver LEAN methods by the end of 2016!

- *300 Staff to be trained in LEAN 101 by end of 2016!*

- *Our Goal: 2 LEAN Experts and 10 LEAN 101 Staff per department.*

- Innovation staff have over 30+ process improvement projects in-progress with Departments all over the City.

- We have an average feedback rating of 3.7 out of 4, and continue to strive for 4!

- All LEAN materials are available on Asana for those participating in training sessions.

PROVIDENCE MAYOR JORGE O. ELORZA

PROVIDENCE
DEPARTMENT OF INNOVATION
2016 PROGRESS UPDATE

Partnerships: A Sampling

- Start Up in A Day
  *A partnership with U.S. cities to develop tools that let entrepreneurs discover and apply—in less than a day—for local, state, and federal requirements needed to start a business.

- Sunlight Foundation
  *Providing technical support to design and implement a robust Open Data policy and practice within the City.

- MetroLab Network
  *A network of 20 City/University partnerships focused on creating "smart cities," following   President Obama's "Smart Cities Initiative."

- What Works Cities (Launched by Bloomberg Philanthropies)
    *A national initiative to help 100 mid-sized American cities enhance their use of data and evidence
      to improve services, inform local decision-making, and engage residents.
- Project on Municipal Innovation (Harvard, Living Cities Initiative)
    *A network of 35 cities sharing and adapting best practices and innovative policy ideas that increase efficiency and improve the lives of citizens.

PROVIDENCE MAYOR JORGE O. ELORZA

PROVIDENCE
DEPARTMENT OF INNOVATION
2016 PROGRESS UPDATE

What's New?

- Open Data Tools - Open Budget, Open Expenditures, Next Request APRA Platform

- Code Night with the Mayor & Hackathon - using technology for public service

- Tools for Process Improvement - visit our table to learn more

- PublicStuff - a digital, real-time 311 request reporting system

- 30+ Innovation Projects across 11 City departments all focused on improving our services for customers!

PROVIDENCE MAYOR JORGE O. ELORZA

PROVIDENCE
DEPARTMENT OF INNOVATION
2016 GOALS - MET or ON-TRACK

- With help from Licensing/Vital/ DIS/ACT : more forms/permits available for completion and online payments accepted through a new online platform.

- More Open PVD data & a Hackathon.

- Every City employee trained through the Amica Customer Service training program.

- Credit cards accepted in Vital Statistics.

- MCCS Kiosk - providing quality service to constituents from the moment they enter City Hall.

Providence Mayor Jorge O. Elorza

PROVIDENCE
DEPARTMENT OF INNOVATION
2016 GOALS - MET or ON-TRACK

- New user-oriented website

- Metrics Dashboard (i.e. further expanded Open Data and Government Transparency work)

- Expanded work with partners to bring new, innovative projects to the City.

- Startup in a Day tool allowing entrepreneurs to easily access all the information they need to open a business in the City.

- Increase the number of employees engaged in process improvements in their departments and for the city through idea sharing and trainings.

Providence Mayor Jorge O. Elorza

PROVIDENCE
DEPARTMENT OF INNOVATION
Goals for 2017

- Become one of the top 10 most Transparent and Open Cities in the US (currently in top 20)

- Launch new permitting platform

- Metrics Dashboard launched and fully integrated into management practices.

- Implement Performance based contracting practices.

- Quantifiable catalog of soft savings, hard savings, and cost-to-customer savings.

- 2x more process improvement events with Departments (scheduled upon request).

- Lead RI municipal engagement efforts regarding Smart Cities and Innovation.

- More vehicles for customer feedback and engagement around services and new technologies.

PROVIDENCE MAYOR JORGE O. ELORZA