



PROVIDENCE
DEPARTMENT OF INNOVATION

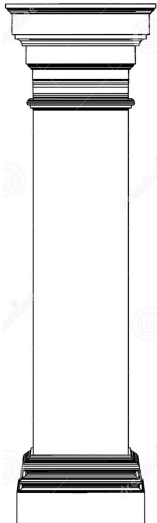
2016-2017 Overview



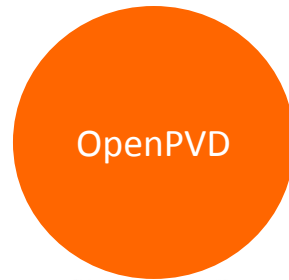
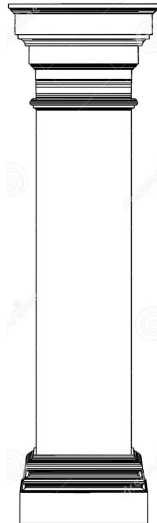
Providence: 4 Pillars of Innovation



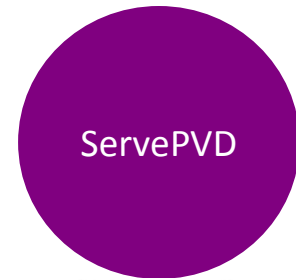
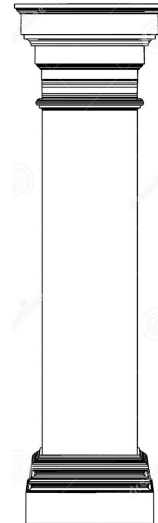
ExcelPVD



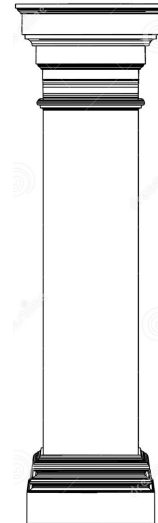
Engage
PVD



OpenPVD



ServePVD



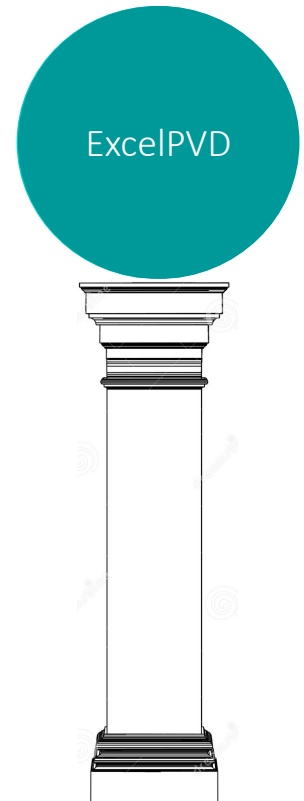
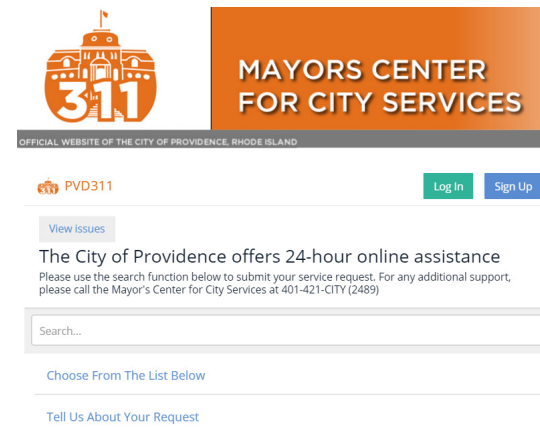
PROVIDENCE A CITY THAT WORKS



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





EngagePVD: Building Strategic Partnerships



**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®



LIVING CITIES
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PROVIDENCE A CITY THAT WORKS



OpenPVD: Transparent and Accessible

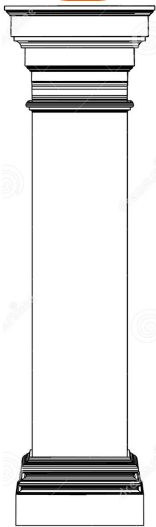


City of Providence | Open Budget

AN INNOVATIVE, EFFICIENT APPROACH TO GOVERNING

The City of Providence's FY 2016 budget sets Providence on a firm path for the future with strong management, long-term thinking, realistic expectations about the challenges we face and a plan for meeting those challenges.

| | |
|--|---|
| <p>Approved Revenue Budget</p> <p>\$696 Million</p> <p>Overall Budget Grows By 2% With Economic Expansion</p> <p>"We will expand our tax base by making our city more business friendly and putting our residents back to work. It's one of the only ways to increase revenue without raising taxes, and the people of Providence need the jobs." - Mayor Jorge O. Elorza</p> <p>Explore Approved Revenue Budget</p> | <p>Approved Operating Budget</p> <p>\$696 Million</p> <p>Investments In Innovation, City Services, Public Safety, School Leadership And Quality Of Life</p> <p>"I am determined to make the strategic investments and structural changes needed to usher in a new era of hope and prosperity." - Mayor Jorge O. Elorza</p> <p>Explore Approved Operating Budget</p> |
|--|---|



City of Providence | Open Checkbook

AN INNOVATIVE TOOL FOR FISCAL TRANSPARENCY OF VENDOR PAYMENTS

Mayor Elorza is committed to making city government open, transparent and accessible. Providence's Open Checkbook is an innovative tool that allows residents and stakeholders to explore certain expenditures in greater detail and faster than ever.

| | | |
|---|--|---|
| <p>Top Funding Source</p> <p>\$18.81 Million</p> <p>School General Fund (10)</p> <p>Top 5</p> <ol style="list-style-type: none"> School General Fund (10) General Fund (101) Enterprise Funds (60) Federal Revenue Through State (21) Retiree Benefits Fund 892 (892) <p>Show Chart</p> | <p>Top Vendor</p> <p>\$4.71 Million</p> <p>ARAMARK</p> <p>Top 5</p> <ol style="list-style-type: none"> ARAMARK SODEXO BLUE CROSS/BLUE SHIELD OF RI WASTE MANAGEMENT OF RI ACHIEVEMENT FIRST PROV MAYORAL <p>Show Chart</p> | <p>Top Expense Category</p> <p>\$5.67 Million</p> <p>Tuition To Charter Schools (55660)</p> <p>Top 5</p> <ol style="list-style-type: none"> Tuition to Charter Schools (55660) Custodial Services (54203) Food Service Contractors (55701) Tuition to Private Sources (55630) GARBAGE PICK UP (53402) <p>Show Chart</p> |
|---|--|---|

CITY OF PROVIDENCE OPEN DATA PORTAL

Access important information about Providence's retirement system

The City of Providence is pleased to make public important information about the City's pension investments and performance. Please click here for more information on pensions and the City's Employee Retirement System.

- FY2016 City of Providence Budget**
Click here to learn more about the City of Providence's Budget for Fiscal Year 2016.
- Community Gardens in Providence**
View the Community Garden locations throughout Providence.
- Citywide Paving Projects, 2013 to 2015**
Find out if your road is scheduled to be paved.
- Providence's Residential Property Assessment**
Click here for more information on Providence's 2013 residential property assessments.

Open Records Portal

Open Records is a state-of-the-art public information portal that allows visitors to request, track and access publicly available records and documents from the City of Providence, Rhode Island.

Users can search and review previous records requests, and access responsive documents and data. Open Records is part of the city's ongoing effort to make government more transparent and easier to navigate.

You may find what you are looking for without having to submit a new request!

To view the City of Providence's written procedures regarding access to public records, [click here](#).

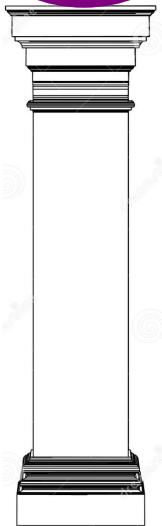
SEARCH **MAKE REQUEST**

Search **164** requests and counting. Make a new public records request.

PROVIDENCE A CITY THAT WORKS



ServePVD: Customer Service Driven



- 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.



| 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. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your questions were answered promptly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If transferred to another department, the transfer was directed to the appropriate representative. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The representative was knowledgeable and able to help answer your question(s). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

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.



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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

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

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

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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.