

Spotlight on Quillota | Citizen, Well-being & Happiness

Overview

- ▶ Mayor: Luis Mella Gajardo
- ▶ Lead staff on innovation: Ximena Valdivieso Arza
- ▶ Population of municipality: 85,262 (2012)

Quillota handles development through three central axis – **citizens, well-being, and happiness**. The city has especially made efforts to promote inclusion of the elderly regarding health and mobility.

To support this vision of inclusion, **online platforms have been developed by the city to show where local properties and urban equipment are located**. Informational platform also provides data on other public services including public lighting and street damages.

Vision and approach to innovation capacity

The city's innovation strategy

Along with 44% of cities surveyed, Quillota has an **explicit innovation strategy**.

The city most closely associates innovation capacity with the following terms:

Human-centred design

Experimentation

Approaches to innovation capacity

Similar to 40% of cities surveyed, Quillota approaches innovation capacity **both** from a **holistic/macro level**, as well as in **specific policy areas**.

The **top two priority policy areas** for the city's innovation work include:

Transport / mobility

Social inclusion and equity

Most common innovation activities

Quillota's most common innovation activities are **human-centred design; rethinking the city's approach to financing and partnerships**. Its innovation activities also include **taking risks and testing new ideas** and **engaging residents in new ways**.



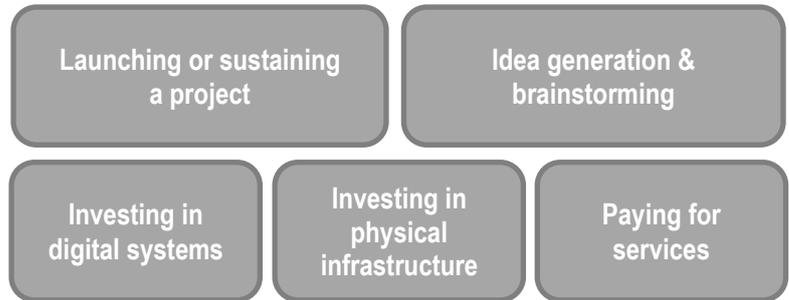
Funding for innovation capacity

Funding to support innovation capacity

Like 23% of cities surveyed, Quillota does not have dedicated funding to support innovation capacity.

Types of activities being funded

Among all cities surveyed, **launching or sustaining a project**, and **generating ideas & brainstorming** are the two most commonly funded activities.



Organisational structure & staffing



Situated in the Communal Planning Secretariat, Quillota's dedicated team for innovation consists of **7 staff**.

Staff skills and profiles include:

- ✓ **Project manager**
- ✓ **Data scientist**
- ✓ **Designer**
- ✓ **Sociologist**
- ✓ **Communication officer**
- ✓ **Community engagement staff**

Partnerships for innovation & data



Quillota has developed partnerships to promote its innovation capacity with **other public agencies, private firms, not-for-profit organisations, and city residents/resident associations**.

To improve data use, the city has also developed **data partnerships with academia and think tanks** to collect and analyse data.

Measuring outcomes

Policy areas that **benefit from sufficient data**, or **lack sufficient data**, to support innovation capacity in the city:



NB: No response provided by the city for the policy areas in grey.

Innovation is **helping the city** to:

- ✓ **Anticipate and manage future challenges**
- ✓ **Improve resident outcomes**
- ✓ **Improve service delivery**

The most **critical success factors** in supporting the city's innovation work:

- ✓ **Dedicated innovation team**
- ✓ **Human Resource support**
- ✓ **Leadership from Mayor**
- ✓ **Culture of innovation in city**
- ✓ **Support from outside city administration**