

City Innovation Snapshot | Wellington, New Zealand

Overview

- ▶ Mayor: Justin Lester
- ▶ Lead staff on innovation: Sean Audain
- ▶ Population of municipality: 207,900 (2016)
- ▶ Innovation/open data website: <https://data-wcc.opendata.arcgis.com/>

Spotlight on Wellington | Urban Innovation Lab

Wellington has developed a constellation of systems which enables the city to view data in a metropolitan scale virtual system. This has allowed a whole range of city planning, climate change and resilience programmes to effectively engage with the public, and with other public agencies. There is also a range of work being done integrating machine learning and acoustic sensors (IoT): from assessing the effectiveness of bird conservation to assisting with more informed urban design. The city has also created shared information systems across authorities which are helping fix minor issues in the environment to prevent hospital admissions and create ongoing relationships with communities.

Vision and approach to innovation capacity

The city's innovation strategy

Along with 56% of cities surveyed, Wellington does not have 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, Wellington approaches innovation capacity **both** from a **holistic/macro level**, as well as in **specific policy areas**.

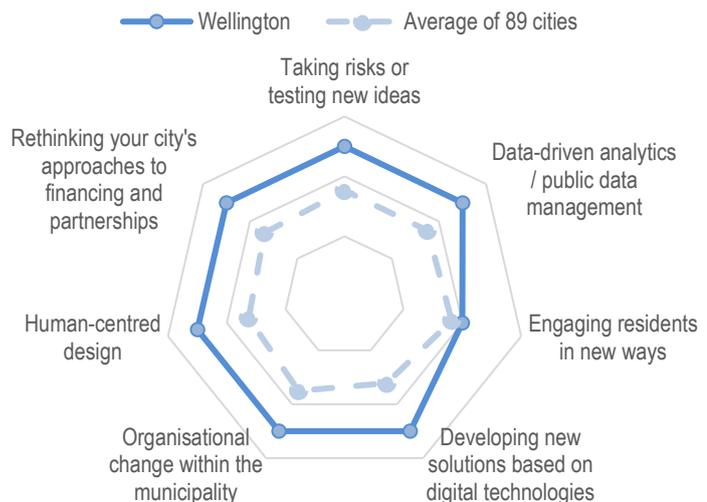
The **top two priority policy areas** for the city's innovation work include:

Social inclusion and equity

City resilience

Most common innovation activities

Wellington's most common innovation activities are **taking risks and testing new ideas; promoting data-driven analytics; developing new solutions based on digital technologies; facilitating organisational change within the municipal administration; human-centred design; and rethinking the city's approach to financing and partnerships**.



Funding for innovation capacity

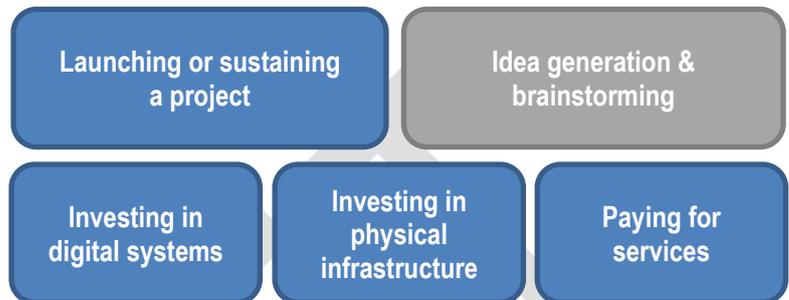
Funding to support innovation capacity

Like 77% of cities surveyed, Wellington has dedicated funding to support innovation capacity, which originates from the following sources:

- ✓ **Higher levels of government** (national government budgets)
- ✓ **Municipal budget** (city council approved funds/operating budget)
- ✓ **Non-financial resources** (in-kind contributions)

Types of activities being funded

Wellington's funding for innovation capacity is generally directed towards **launching or sustaining a project**, which is one of the two most commonly funded activities among all cities surveyed. Wellington also **invests in digital systems and physical infrastructure** as well as **paying for services to a third party**.



Organisational structure & staffing



Situated in the City Manager's office, Wellington's innovation work is led by the Innovation Officer leading and mentoring staff across the municipality.

Staff skills and profiles include:

- ✓ **Project manager**
- ✓ **Designer**
- ✓ **Sociologist**
- ✓ **Communication officer**
- ✓ **Community engagement staff**
- ✓ **Urban planner**

Partnerships for innovation & data



Wellington 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 **partnerships with the private sector, academia and think tanks** to collect and analyse data, as well as **with other cities**.

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:

- ✓ **Improve service delivery**
- ✓ **Improve resident outcomes**
- ✓ **Improve internal government operations**
- ✓ **Simplify administrative procedures for firms and residents**

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

- ✓ **Focus on measurement**
- ✓ **Leadership from Mayor**
- ✓ **Culture of innovation in city**
- ✓ **Support from outside city administration**

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