City Innovation Snapshot | Charlotte, United States

Overview
- ► Mayor: Vi Lyles
- ► Lead staff on innovation: Jeff Stovall
- ► Population of municipality: 859,035 (2017)
- ► Innovation/open data website: http://clt-charlotte.opendata.arcgis.com/

Vision and approach to innovation capacity

The city's innovation strategy

Along with 56% of cities surveyed, Charlotte does not have an **explicit innovation strategy**.

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

Data analytics	Transformational Services

Approaches to innovation capacity

Similar to 40% of cities surveyed, Charlotte approaches innovation capacity <u>both</u> 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:

Environment / climate change

Policing and law enforcement

Most common innovation activities

Charlotte's most common innovation activity is **rethinking the city's approach to financing and partnerships**. Its innovation activities also include **promoting data-driven analytics** and **developing new solutions based on digital technologies.**

Radar chart legend: — Charlotte - - Average of 89 cities

Axes: Taking risks or testing new ideas; Data-driven analytics / public data management; Engaging residents in new ways; Developing new solutions based on digital technologies; Organisational change within the municipality; Human-centred design; Rethinking your city's approaches to financing and partnerships
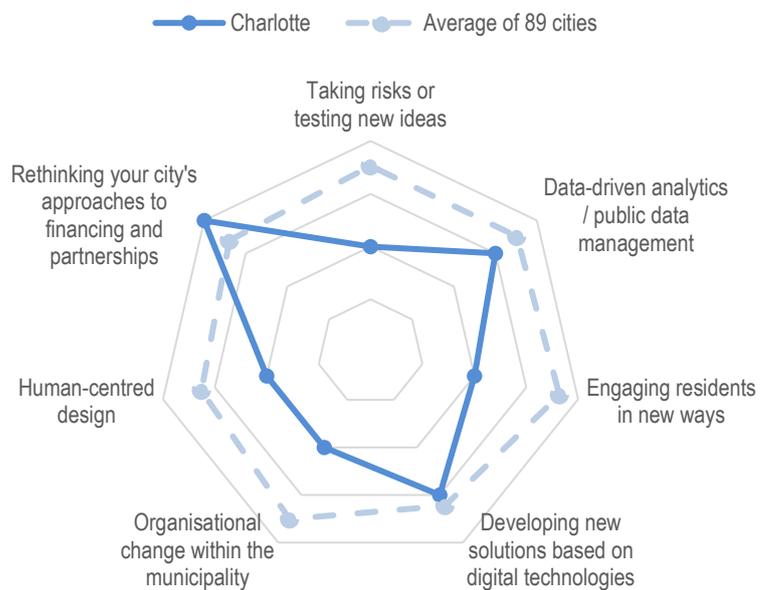
Funding for innovation capacity

Funding to support innovation capacity

Like 23% of cities surveyed, Charlotte 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.

Launching or sustaining a project	Idea generation & brainstorming

Investing in digital systems	Investing in physical infrastructure	Paying for services
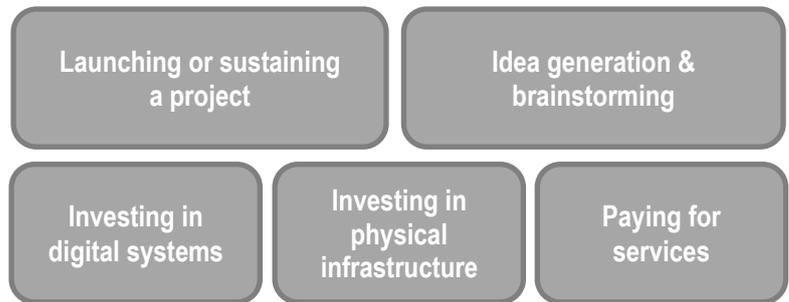
Organisational structure & staffing

As an independent body, Charlotte's innovation work is led by the Chief Innovation Officer who manages around **150 staff in charge of innovative and operational duties.**

Staff skills and profiles include:
- ✓ **Project manager**
- ✓ **Data scientist**
- ✓ **Designer**
- ✓ **Community engagement staff**

Partnerships for innovation & data

Charlotte 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 the private sector, 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:

Transport / mobility	Economic development	Housing & built environment	Policing & law enforcement	Health
Water	Waste and sewage	Labour markets & skills	Environment & climate change	Education
Culture	Social inclusion, equity	Public works	Tourism	Digital governance

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

Innovation is **helping the city** to:

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

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

- ✓ **Dedicated funding**
- ✓ **Leadership from Mayor**
- ✓ **Culture of innovation in city**
- ✓ **Support from outside city administration**