City Innovation Snapshot | Glendale, United States

Overview

- Mayor: Zareh Sinanyan
- Lead staff on innovation: Elena Bolbolian
- Population of municipality: 203,054 (2017)
- Innovation/open data website: https://glendaleipa.org

***Spotlight on Glendale* | New Police Recruitment Website**

Glendale, in partnership with the City's Police Department, has built a **new website** for police recruitment. The City is equipped with an automated tool to calculate development fees; and to keep track of an employee incentive program aimed at reducing workers compensation related injuries.

Other leading innovative projects in Glendale are featured on www.glendaleipa.org.

Vision and approach to innovation capacity

The city's innovation strategy

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

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

- Technological innovation
- Experimentation

Approaches to innovation capacity

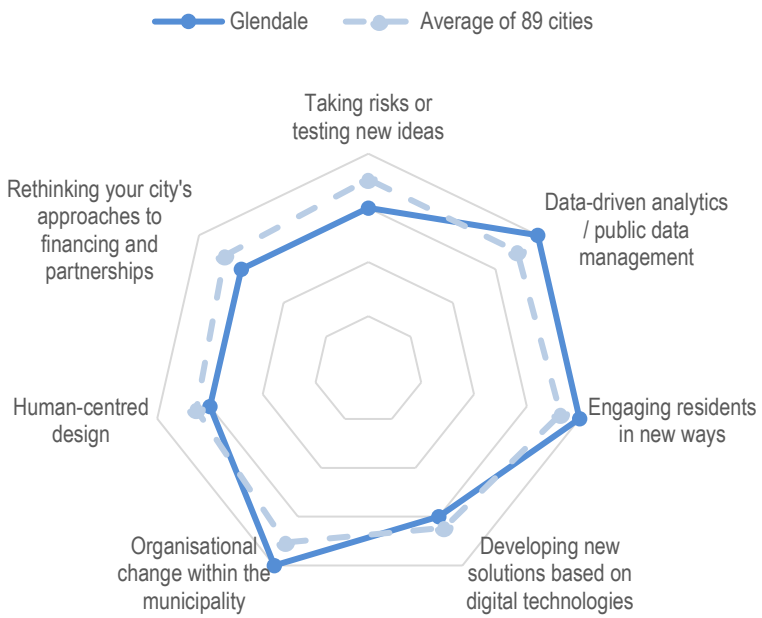
Similar to 40% of cities surveyed, Glendale approaches innovation capacity both from a **holistic/macro level**, as well as in **specific policy areas**.

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

- Digital governance
- Policing and law enforcement

Most common innovation activities

Glendale's most common innovation activities are promoting **data-driven analytics; engaging residents in new ways;** and **facilitating organisational change within the municipal administration**.



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Funding for innovation capacity

Funding to support innovation capacity

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

- ✓ **Municipal budget**
  (city council approved funds)

Types of activities being funded

Glendale's funding for innovation capacity is generally directed towards **generating ideas & brainstorming** which is one of the two most commonly funded activities among all cities surveyed. Glendale also **provides training opportunities.**

- 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, Glendale's dedicated team consists of **7 staff** including Director of Innovation, Performance, and Audit, 4 Audit Team Members and 2 Innovation Analysts.

Staff skills and profiles include:

- ✓ **Project manager**
- ✓ **Designer**
- ✓ **Community engagement staff**

Partnerships for innovation & data

Glendale has developed partnerships to promote its innovation capacity with **other public agencies, private firms,** and **not-for-profit organisations.**

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:

- ✓ **Simplify administrative procedures for firms and residents**
- ✓ **Improve internal government operations**
- ✓ **Save costs and improve efficiency within the public sector**

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

- ✓ **Dedicated funding**
- ✓ **Focus on measurement**
- ✓ **Dedicated innovation team**
- ✓ **Human Resource support**
- ✓ **Leadership from Mayor**
- ✓ **Culture of innovation in city**
- ✓ **Engagement with partners**

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