

City Innovation Snapshot | Irving, United States

Overview

- Mayor: Rick Stopfer
- Lead staff on innovation: Aimee Kaslik
- Population of municipality: 234,710 (2017)
- Innovation/open data website: www.cityofirving.org/2115/Innovation-and-Performance-Office

Spotlight on Irving | Building a culture of innovation

The city sees innovation as “a new or adapted solution that fundamentally impacts operations and creates a positive and meaningful impact on the community.” Over the last few years, the City of Irving has embarked on building their innovation capacity, seeking the best approaches to engage residents and staff as problem solvers supported by data analytics. The city is using their innovation framework as it assesses projects and ideas across the city.

Vision and approach to innovation capacity

The city's innovation strategy

Along with 44 % of cities surveyed, Irving does have an **explicit innovation strategy**.

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

Data Analytics

Resident engagement

Approaches to innovation capacity

Similar to 34% of cities surveyed, Irving approaches innovation capacity in **specific policy areas**.

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

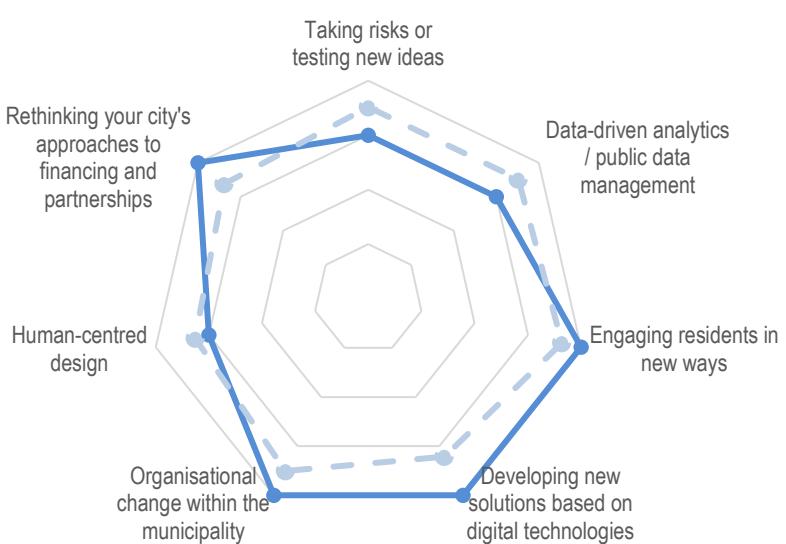
Policing and law enforcement

Transport / Mobility

Most common innovation activities

Irving's innovation activities include **engaging residents in new ways; developing new solutions based on digital technologies; facilitating organisational change within the municipal administration; and rethinking the city's approach to financing and partnerships**.

— Irving — Average of 89 cities



Funding for innovation capacity

Funding to support innovation capacity

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

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

Irving's Innovation team also operates a small grants program for ideas approved by the Innovation Vetting Committee.

Types of activities being funded

Irving's funding for innovation capacity is generally directed towards **launching or sustaining a project**. This is one of the two most commonly funded activities among all cities surveyed.

Launching or sustaining a project

Idea generation & brainstorming

Investing in digital systems

Investing in physical infrastructure

Paying for services

Organisational structure & staffing



Situated in the City Manager's office, Irving has a dedicated team for innovation that consists of **3 staff**. The city is currently in the process of creating a visioning committee and cross-departmental engagement team focused on smart cities.

Staff skills and profiles include:

- ✓ Project manager
- ✓ Community engagement staff

Partnerships for innovation & data



Irving is building an ecosystem of innovation. The city's innovation work engages departments within the administration and other levels of government, along with the private, non-profit and philanthropic sectors, and residents. It also fosters partnerships with academia/think tanks.

With **Bloomberg Philanthropies What Works Cities initiative**, the city has been implementing an open data policy and will soon be completing a data inventory.

Measuring outcomes

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



Innovation is **helping the city** to:

- ✓ Improve internal operations
- ✓ Anticipate and manage future challenges
- ✓ Improve service delivery

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

- ✓ Dedicated funding
- ✓ Dedicated innovation team
- ✓ Leadership from Mayor
- ✓ Culture of innovation in city

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