

Overview

- ▶ Mayor: David Alvey
- ▶ Lead staff on innovation: Alan Howze
- ▶ Population of municipality: 165,288 (2017)
- ▶ Innovation/open data website: <http://yourdata.wycokck.org/>

Spotlight on Kansas City | "myWyco"

Kansas City, Kansas collaborated with a local start-up, Paylt LLC, to develop a "myWyco" mobile payments app that also serves as a mobile 3-1-1 reporting tool for potholes, code violations, and more. The city also added state services, such as vehicle renewals, becoming one of the first in the nation to combine state and local services into one convenient, intuitive experience. Since launching in the fall of 2017, myWyco has increased online payments by over 35% and online revenue by 80%, while reducing labour and transaction costs. **Over 75% of Americans own smartphones, and Kansas City is committed to offering simple and intuitive mobile experiences.**

Vision and approach to innovation capacity

The city's innovation strategy

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

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

Data analytics

Human-centred design

Approaches to innovation capacity

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

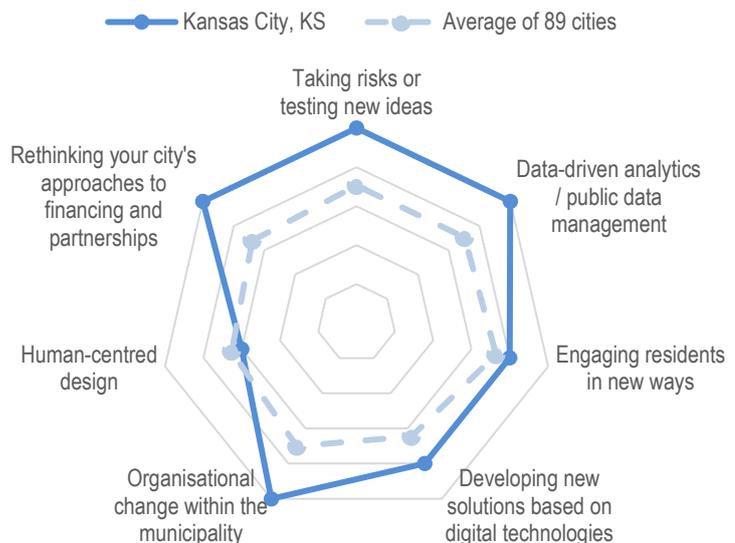
The **top two priority policy areas** for the city's innovation work include:

Policing and law enforcement

Blight

Most common innovation activities

Kansas City's most common innovation activities are **taking risks and testing new ideas; promoting data-driven analytics; facilitating organisational change within the municipal administration; and rethinking the city's approach to financing and partnerships.**



Funding for innovation capacity

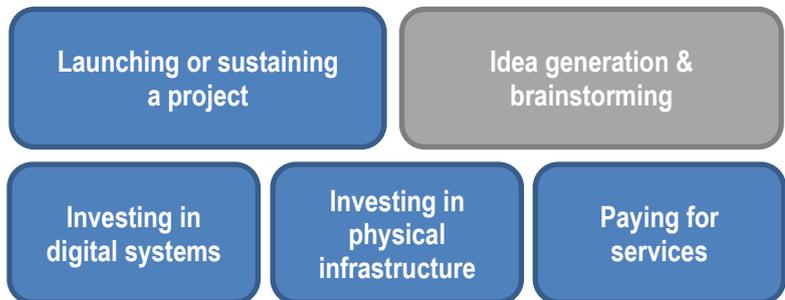
Funding to support innovation capacity

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

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

Types of activities being funded

Kansas City'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. Kansas City also **invests in digital systems and physical infrastructure** as well as **paying for services to a third party**.



Organisational structure & staffing



As an independent body, Kansas City's dedicated team for innovation is led by the Chief Knowledge Officer (CKO). The CKO manages a staff of 50. Among them, **8 staff are working for a performance and innovation team**.

Staff skills and profiles include:

- ✓ **Project manager**
- ✓ **Data scientist**
- ✓ **Communication officer**

Partnerships for innovation & data



Kansas City 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, think tanks, and private philanthropy** 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:

- ✓ **Generate new sources of revenue**
- ✓ **Improve service delivery**
- ✓ **Improve internal government operations**

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

- ✓ **Dedicated funding**
- ✓ **Focus on measurement**
- ✓ **Dedicated innovation team**
- ✓ **Culture of innovation in city**