

City Innovation Snapshot | Miami, United States

Overview

- ▶ Mayor: Francis X. Suarez
- ▶ Lead staff on innovation: Mike Sarasti
- ▶ Population of municipality: 463,347 (2017)
- ▶ Innovation/open data website: <https://data.miamigov.com/>

Spotlight on Miami | Redesigned Web Site

Miami recently launched [a redesigned website](#) that is a product of a series of user-centred design sessions. The site offers more than 50 detailed services such as permit instructions, trolley information and park reservations. The city continues to prioritise and re-design new services based on customer feedback with a goal of replacing the old website.

Vision and approach to innovation capacity

The city's innovation strategy

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

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

Experimentation

Human-centred design

Approaches to innovation capacity

Similar to 24% of cities surveyed, Miami approaches innovation capacity from a **holistic/macro level**.

The city **does not prioritise policy sectors** for its innovation work.

Most common innovation activities

Miami's most common innovation activities are **engaging residents in new ways** and **facilitating organisational change within the municipal administration**.



Funding for innovation capacity

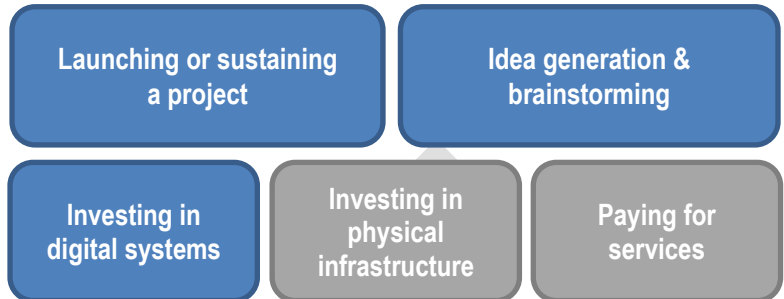
Funding to support innovation capacity

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

- ✓ **Municipal budget**
(city council approved funds/operating budget)
- ✓ **External funding**
(philanthropy/non-profit)

Types of activities being funded

Miami's funding for innovation capacity is generally directed towards **launching or sustaining a project**, and **generating ideas & brainstorming**. These are the two most commonly funded activities among all cities surveyed. Miami also **invests in digital systems**.



Organisational structure & staffing



Within the Department of Innovation and Technology, Miami has **5 dedicated staff for innovation**.

Staff skills and profiles include:

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

Partnerships for innovation & data



Miami has developed partnerships to promote its innovation capacity with **other public agencies** and **city residents/resident associations**.

To improve data use, the city has also developed **data partnerships with private philanthropy** 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:



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

Innovation is **helping the city** to:

- ✓ **Improve internal government operations**
- ✓ **Improve service delivery**
- ✓ **Improve resident outcomes**

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

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