City Innovation Snapshot
CHATTANOOGA, Tennessee, USA

Overview

► **Mayor:** Andy Berke
► **Term:** 2017-2021
► **Innovation Lead:** Tim Moreland
► **Population size:** 180 557
► **Innovation / open data website:**
  https://connect.chattanooga.gov/opmod/

What is the organisational structure?

Situated within the Mayor's office, Chattanooga's dedicated innovation team consists of **6 staff.**

Staff skills and profiles include:

- Project Manager
- Strategic Communications / Marketing
- Data Scientist
- Engineer
- Designer
- Community engagement

Spotlight

Chattanooga has put a strong emphasis on grounding its decision-making in data analytics and evidence to improve the well-being of all citizens. To address the issue of veteran homelessness, Chattanooga used data to rapidly identify housing options and place homeless veterans in appropriate homes. The program was so successful that Chattanooga is now expanding the model to rapidly find housing for all homeless individuals.

What is the city's innovation vision?

Like 50% of cities surveyed, Chattanooga has **no formal innovation strategy.**

The city most closely associates innovation capacity with:

- **Data analytics**
- **Experimentation**

What is the city's innovation approach?

Similar to more than half of cities surveyed, Chattanooga approaches innovation capacity **both from a holistic / macro level and in specific policy areas.**

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

Housing, Homelessness	Transport / mobility

What innovation partnerships exist?

Chattanooga has developed partnerships to **promote innovation capacity** with other public agencies, not-for-profit organisations, and city residents/resident associations.

To **improve data use**, the city has also developed data partnerships with academia and think tanks to collect and analyse data, as well as with other cities.

What funding is available?

Like 81% of cities surveyed, Chattanooga has dedicated funding to support innovation capacity, which comes from the following source:

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

Chattanooga's funding for innovation capacity is generally directed towards **training staff and building capacity, generating ideas and brainstorming,** and **investing in digital systems and physical infrastructure.**

How is innovation helping the city?

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

The most critical success factors in supporting the city's innovation work are **dedicated funding, a focus on metrics, a dedicated innovation team** and **leadership from the Mayor**.

How is data used?

Chattanooga currently **uses data to align its budget process with its strategic priorities.**

The city also **maintains a comprehensive data inventory** to make data more accessible, **publishes open data online,** and **provides clear how-to guidance** to help residents access and use city data.

How are outcomes measured?

Policy areas **with sufficient data** or **without sufficient data** to support innovation capacity in the city.

Transport / Mobility	Economic Development	Housing	Policing and Law Enforcement	Health
Government Finance	Waste and Sewage	Labour Market and Skills	Environment and Climate Change	Education
Culture	Social Inclusion, Equity	Public Works	Tourism	Digital Governance