



City Innovation Snapshot DALLAS, Texas, USA

Overview

- ▶ **Mayor:** Eric Johnson
- ▶ **Term:** 2019-2022
- ▶ **Innovation Lead:** Laila Alequresh
- ▶ **Population size:** 1.32 million (2016)
- ▶ **Innovation / open data website:**
www.dallasopendata.com

What is the organisational structure?

Dallas's innovation department is led by a Chief Innovation Officer who provides executive leadership for the city's Innovation strategy and implementation. Dallas' dedicated innovation team consists of **4 staff**.

Staff skills and profiles include:

- Project Manager
- Data Scientist
- Engineer
- Designer
- Community engagement
- Sociologist



Spotlight

With support from the county-level government, local universities, and area hospitals, Dallas's Office of Innovation is leveraging data to fight Covid-19. The city is using responses to its Symptom Tracker Survey to anticipate where healthcare resources should be focused, and a Food Access Survey to identify areas where people are struggling to find food. This combination of key partnerships and quick data collection underscores how innovation can assist cities in responding to emergencies.

What is the city's innovation vision?

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

The city most closely associates innovation capacity with:

- Experimentation, pilots and prototyping
- Data analytics
- Process Improvement/Lean Six Sigma
- Human Centered Design

What is the city's innovation approach?

Similar to 20% of cities surveyed, Dallas approaches innovation capacity **from a holistic / macro level**.

What innovation partnerships exist?

Dallas has developed partnerships to **promote innovation capacity** with other public agencies, universities, 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 and think tanks to collect and analyse data, as well as with other cities.



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What funding is available?

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

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

Dallas’s funding for innovation capacity is generally directed towards **project coordination, improving civic outcomes, training staff and building capacity**



How is innovation helping the city?

- ✓ **Improving service delivery**
- ✓ **Gaining efficiency within the public sector**

The most critical success factors in supporting Dallas’s innovation work are **dedicated funding, a focus on metrics, a dedicated innovation team, Human Resource involvement, a culture of innovation within the municipal administration, engagement with partners, support from the broader community, and leadership from the Mayor.**



How is data used?

Dallas currently **uses data to align its budget process with its strategic priorities.** Challenges preventing the use of data to support innovation goals include a **lack of technical infrastructure, insufficient staff capacity to collect and analyse data, and limited compatibility of data across policy areas.** The city also reports that **technology procurement often takes a long lead time.**

Dallas publishes open data to a central, public online location.



How are outcomes measured?

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

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|----------------------|--------------------------|--------------------------|--------------------------------|--------------------|
| 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 |