



City Innovation Snapshot EL PASO, Texas, USA

Overview

- ▶ **Mayor:** Dee Margo
- ▶ **Term:** 2017-2020
- ▶ **Innovation Lead:** Roman Sanchez
- ▶ **Population size:** 649 133 (2010)
- ▶ **Innovation / open data website:**
www.elpasotexas.gov

What is the organisational structure?

Dedicated innovation team consists of **4 staff** with an additional **45 workforce members** who received innovation training to lead and participate in cross-functional team innovation projects (Lean Six Sigma and Human Centered Design).

Staff skills and profiles include:

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



Spotlight

Over recent years, El Paso has focused on training city employees in lean management methodology in order to produce cost savings and increase efficiency. As part of the Process Improvement Program (PIP), over five hundred employees have participated in projects and/or received training. As a result of the PIP training system, El Paso reports have resulted in significant savings on budget items and staff capacity, leading to more efficiency and freeing up new funding.

What is the city's innovation vision?

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

The city most closely associates innovation capacity with:

- **Big picture re-thinking**
- **Human-centred design**

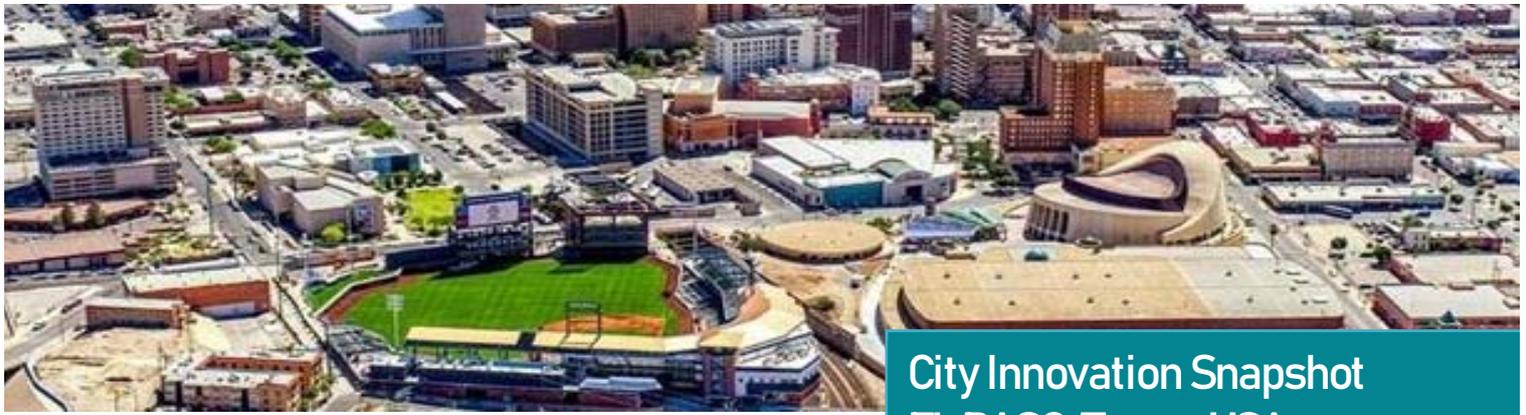
What is the city's innovation approach?

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

What innovation partnerships exist?

El Paso has developed partnerships to **promote innovation capacity** with other public agencies and city residents/resident associations. El Paso's partnership with the University Medical Centre in joint innovation training and projects is crucial in improving key services offered to the community.

To **improve data use**, the city has also developed data partnerships with other cities and government entities.



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What funding is available?

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

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

El Paso's funding for innovation capacity is generally directed towards **strategic planning, development of data metrics, process improvement programme, training staff and building capacity, generating ideas and brainstorming**, and investing in digital systems and project initiatives with the IT department.



How is innovation helping the city?

- ✓ Improving internal government operations
- ✓ Gaining efficiency within the public sector
- ✓ Improving service delivery

The most critical success factors in supporting the city's innovation work are a **focus on metrics** and a **culture of innovation within the municipal administration**.



How is data used?

Data plays a **significant role** in the decision-making and innovation efforts in El Paso. The city currently uses data to align its budget process with its strategic priorities.



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

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