



City Innovation Snapshot HILLSBORO, Oregon, USA

Overview

- ▶ **Mayor:** Steve Callaway
- ▶ **Term:** 2017-2021
- ▶ **Innovation Lead:** Steve Pleasant
- ▶ **Population size:** 103 350 (2018)
- ▶ **Innovation / open data website:**
www.hillsboro-oregon.gov/our-city/departments/city-manager-s-office/office-of-innovation

What is the organisational structure?

Situated in the City Manager's office, Hillsboro's dedicated innovation team consists of **2 staff**.

Staff skills and profiles include:

- Project Manager
- Industrial/Organisational Psychologist



Spotlight | Eureka Challenge

The Hillsboro Office of Innovation compensates for its small team and limited funding resources with an annual project called the Eureka Challenge, which engages various departments through policy deep-dives and short-term innovation projects. Staff from multiple city agencies take a 30-day leave from their usual posts to form a team that focuses on a specific issue identified by the City Manager. A year after one Eureka team convened to reduce the city's water consumption, Hillsboro managed to lower its water expenses by \$70,000.

What is the city's innovation vision?

Like 50% of cities surveyed, Hillsboro 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 more than half of cities surveyed, Hillsboro 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:

Digital
Governance

Emergency
Preparedness

What innovation partnerships exist?

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

To **improve data use**, the city has also developed data partnerships with local businesses to help inform their Smart City strategy, transportation policies, etc.



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What funding is available?

Like 19% of cities surveyed, Hillsboro has **no dedicated funding** to support innovation capacity.



How is innovation helping the city?

- ✓ Gaining efficiency within the public sector
- ✓ Improving service delivery
- ✓ Anticipating and managing future challenges

The most critical success factors in supporting the city's innovation work are a **dedicated innovation team, a culture of innovation within the municipal administration, and leadership from the Mayor.**



How is data used?

Data plays a **significant role** in the decision making and innovation efforts in Hillsboro. However, the city currently does not use data to align its budget process with its strategic priorities.

One of the challenges preventing the use of data to support innovation goals is **insufficient staff capacity to collect and analyse 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

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