



## City Innovation Snapshot PITTSBURGH, Pennsylvania, USA

### Overview

- ▶ **Mayor:** William Peduto
- ▶ **Term:** 2014–2022
- ▶ **Innovation Lead:** Santiago Garces
- ▶ **Population size:** 301 048 (2018)
- ▶ **Innovation / open data website:**  
<https://pittsburghpa.gov/innovation-performance/index.html>

### What is the organisational structure?

As an independent department, Pittsburgh's dedicated innovation team consists of **8 staff**.

Staff skills and profiles include:

- Project Manager
- Data Scientist
- Strategic Communications / Marketing
- Designer
- Sociologist
- Community Engagement



### Spotlight

Pittsburgh adopted its first innovation strategy in 2015, and has since updated it annually. While innovation was initially heavily funded by local philanthropies, the city is continuously trying to move toward sustainable funding by building innovation costs into the city operating budget. Much of the innovation strategy overhaul is based on “customer feedback”, with the goal of making data-driven decisions and ensuring that technology creates value for residents.

### What is the city's innovation vision?

Like 50% of cities surveyed, Pittsburgh has a **formal innovation strategy**.

The city most closely associates innovation capacity with:

- **Big picture re-thinking**
- **Data analytics**

### What is the city's innovation approach?

Similar to more than half of cities surveyed, Pittsburgh 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:

Transport /  
mobility

Waste, sanitation,  
sewage

### What innovation partnerships exist?

Pittsburgh has developed partnerships to **promote innovation capacity** with other public agencies, 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, private philanthropy, 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, Pittsburgh has dedicated funding to support innovation capacity, which comes from the following sources:

- **Higher levels of government**
- **Municipal budget** (city council approved funds / operating budget)
- **External (non-public) funding** (philanthropic or non-profit / academic or think tank resources)
- **Non-financial: other in-kind contributions**

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



### How is innovation helping the city?

- ✓ **Improving internal government operations**
- ✓ **Simplifying administrative procedures for firms and residents**
- ✓ **Improving service delivery**

The most critical success factors in supporting the city's innovation work are **dedicated funding, a focus on metrics, Human Resource involvement, a dedicated innovation team, 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?

Data plays a **significant role** in decision-making and innovation efforts in Pittsburgh. However, the city does not currently use data to align its budget process with its strategic priorities. Challenges preventing the use of data to support innovation goals include **insufficient staff capacity to collect and analyse data** and a **lack of technical infrastructure.**

Pittsburgh **publishes open data to a central, public online location** 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

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