



Civic Innovation

Change + Governance in the Digital Age

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civic-minded



competition



infrastructure



environment



demographics



silos



technology

service



who's in?



leadership



@MayorSlyJames

EMOTIONAL INNOVATION

- BRANDS
- MARKETING
- RELATIONSHIPS

BUSINESS
(viability)

EXPERIENCE
INNOVATION

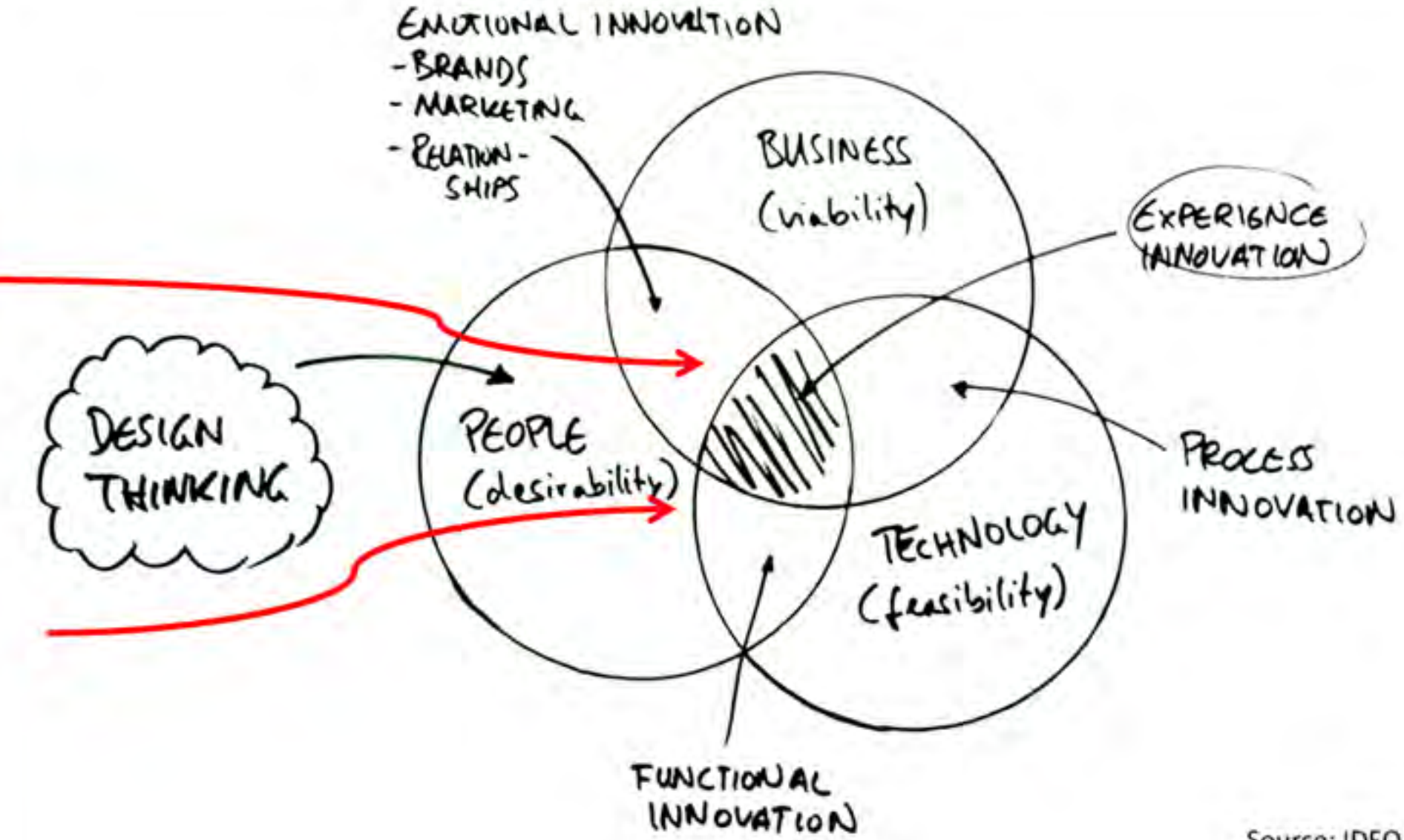
PEOPLE
(desirability)

PROCESS
INNOVATION

TECHNOLOGY
(feasibility)

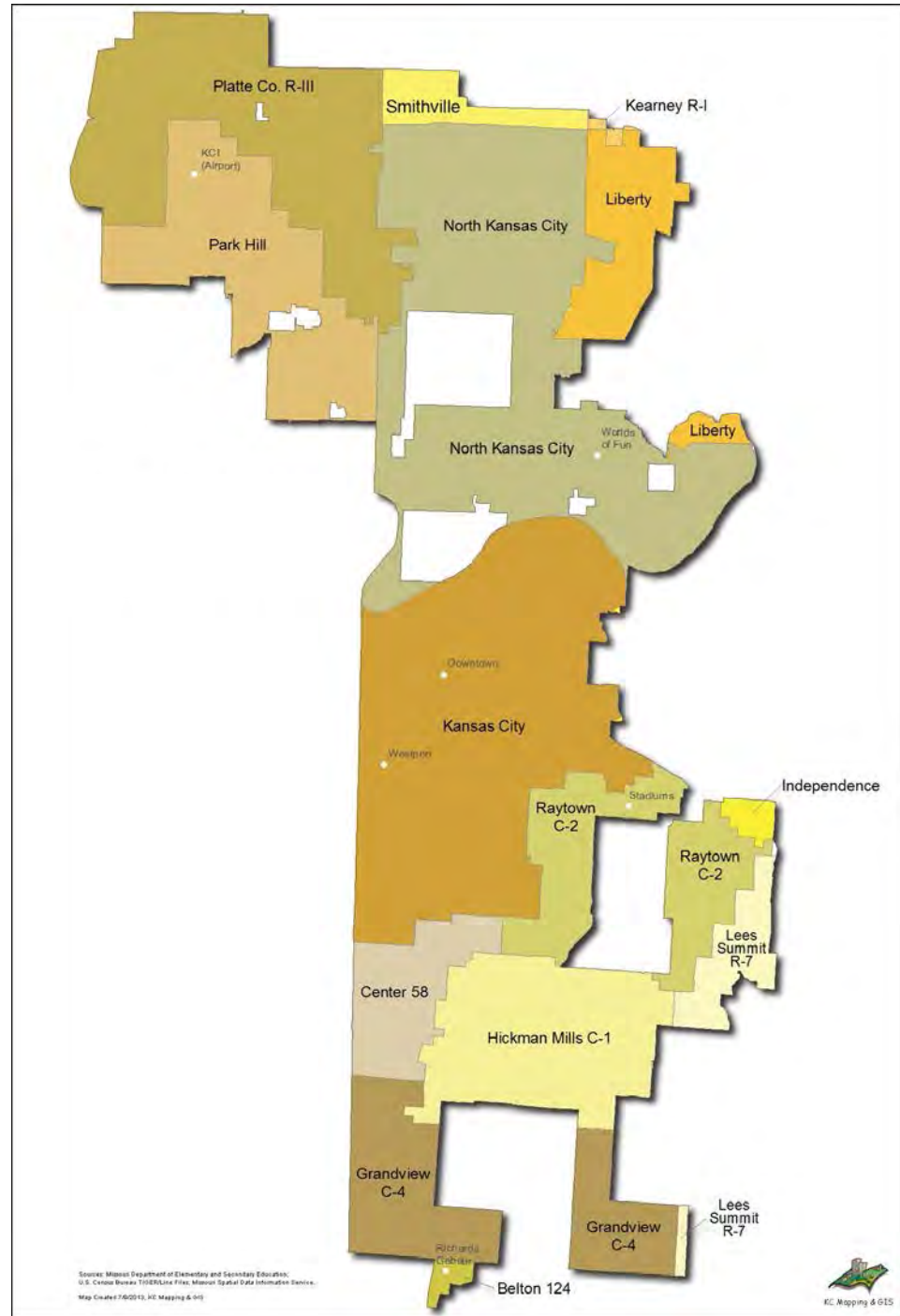
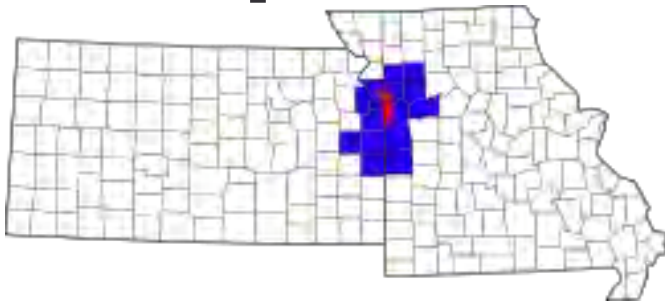
FUNCTIONAL
INNOVATION

DESIGN
THINKING





complexity



Source: Missouri Department of Elementary and Secondary Education,
U.S. Census Bureau TIGER/Line Files, Missouri Spatial Data Information Service.
Map Created 7/6/2012, KC Mapping & GIS

In God we trust.
Everyone else, bring data.

- Mayor Mike Bloomberg



data-driven

KCMO launches KC Stat to
manage performance

Office of Innovation

0 budget.

0 staff.



listen + learn



identify the problem



define goals

Industry

It's never been done before in
the way Kansas City will do it.

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engage + collaborate

KC
DIGITAL
LAB



borrow ideas

Local citizens “bring lived expertise
and their own ingenuity
to the process of
understanding problems.”

- Nigel Jacob, *Guide for Embedding Breakthrough
Innovation in Local Government*



expand SMEs



partner with startups



question assumptions



leverage strengths

KITYPOST



be accessible





City Hall

+

12th St.

Stormwater BMP

Power and Light District

Bartle Hall +
Ballroom
+ New Hotel

Kauffman
Center

Downtown Streetcar and SmartCity Infrastructure

Grand Boulevard
Transit Corridor +
Streetscape Improvements

inspire others

20th Street
Streetscape and
Stormwater Improvements



ACT TWO

don't wait





reimagine potential

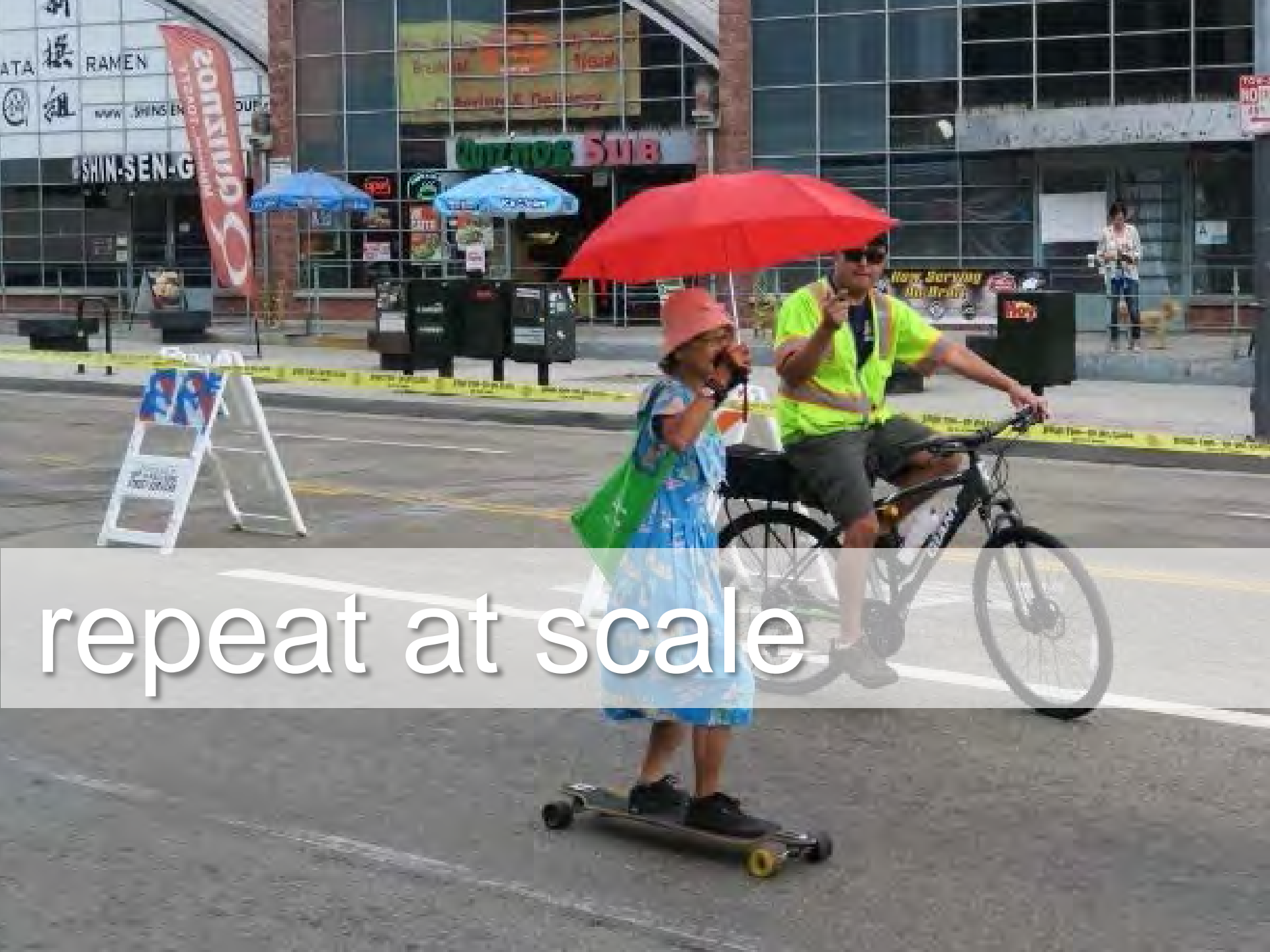




redesign access



reinvent services



repeat at scale



Thank you.

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