



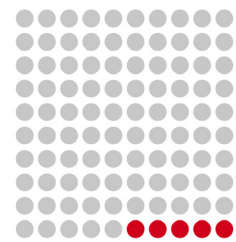
Corporate Analytics & Innovation Innovation, Data & External Access 2019 Report

Innovation, Data & External Access transforms data and opportunities into results that support a more resilient city	Status: Complete
	Ongoing

DATA DRIVEN DECISION MAKING

Freeing the data to...

294 Open datasets available



15 new open datasets created in 2019

City of Calgary ranked

#4

in Canada's top 20 most open cities (Open Cities Index)

increase accessibility and find deeper meaning...

Providing metrics to measure the pulse of our city

The Community Indicators Dashboard provides information and metrics for Calgary and each ward including demographics, crime, 311 and economic development.

created in spring 2019 and already the

#1

most used dashboard

This enables our organization to see data in a way that influences decision making.

to make data driven decisions.

Improving the customer experience for Calgary Transit users

Advanced Analytics developed a new methodology to use a combination of text analytics, sentiment analysis and geospatial analysis to analyze 311 data.

This uncovered themes in service requests to recommend actions that improve the customer experience of Calgary Transit users.



PARTNERING TO SUPPORT OUR CITY

Improving Calgary by...

Accelerating the Downtown Strategy

The Innovation Lab is accelerating the Downtown Strategy's four pillars (live, work, connect and place) to enhance the vibrancy and revitalization of Downtown Calgary.

8 days the time it took to make critical decisions that would have otherwise taken > 1 year.

10 leaders (ranging from ALT to C-suite) aligned on a shared vision for the future of Calgary

setting us up for the new economy...

Making Calgary 5G ready

Rights of Way Management is leading The Corporation by helping to set up Calgary in becoming one of Canada's first '5G Friendly' cities.

“It's been refreshing to work with a responsive and caring municipal government that's working hard to improve the customer experience while balancing public and private interests.”

Brenden Smith, 5G Strategic Project Coordinator, Rogers

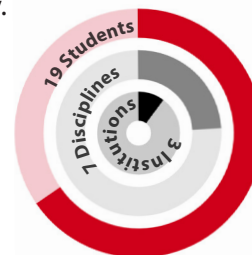
and developing future generations.

Involving Students In Our City

The Innovation Lab tapped into talent at Calgary's post-secondary institutions and used design thinking to engage citizens on the impact of the creative economy in Calgary.

“It is through collaborations like the ones we have with The Innovation Lab that we can achieve the highest quality of public service.”

Jackie Flowers, Director of Service Design, Calgary Public Library



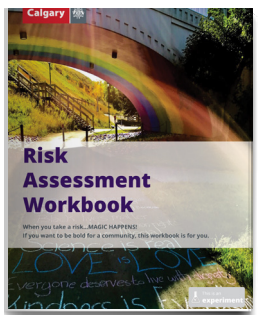
MODERNIZING MUNICIPAL GOVERNMENT

Changing corporate culture by taking risks...

A tool to say "yes"

The Risk Workbook is a tool created to encourage City staff to embrace appropriate levels of risk.

The workbook is an experiment that will be tested through projects emerging from the Downtown Strategy.



rapid actions...

Tiger Team

A cross-departmental superteam established by The Innovation Lab and Liveable Streets. The team collaborates each month to solve real problems in our work at The City.

Tiger Team helped Creating Coventry and Vivo (citizen-led project) to quickly prototype, test and implement wayfinding solutions in their community.

“This means so much to us! Vivo is an incredible civic partner and that provides empirical evidence in healthy community building, and Creating Coventry is the model Parks should be following for all community green space retrofits. Here's to hoping other groups in The City tap into your good work.”

Councillor Gondek

and improving outcomes in service delivery.

Investing in innovation at Water

Water Resources is investing in innovation by accelerating existing pockets of innovation for service delivery through the integration of design thinking.

Our Toolbox

Design Thinking

Service Design

Systems Thinking

Professional Learning

Advanced Analytics

Automated Reporting

Open Data Portal

5G Partnerships