RETURN ON INNOVATION (RIn) OVERVIEW

Overview
Civic government can innovate and deliver better value to Calgarians. Civic Innovation YYC opens up, incubates, speeds up and de-risks innovation within municipal government. The initiative creates new ways for citizens, businesses, employees and other stakeholders to work together.

Specifically the initiative seeks to extend the lessons learned from the Cut Red Tape program and deliver on The City's eGovernment digital strategy to:
• Identify potential cost savings;
• Improve the impact or outcomes of city services;
• Improve citizens' experience with civic government;
• Bring forward intuitive and innovative ideas; and
• Advance learning and testing of innovative ideas

The program's return on innovation (RIn) will be measured and reported on based on the following five value metrics.

Value	Assumptions	Example Indicators/Measures
Identify potential **cost savings**	Innovations should reduce the cost and demonstrate value for investment.	• Comparison of money spent by Business Unit on yearly projects **before** and **after** an idea has been prototyped and tested. • Reduction of external consulting costs by utilizing City of Calgary services and resources
Improve the impact or **outcomes** of city services	Innovations should sustain or improve the overall impacts or outcomes that the city delivers through its services.	• Descriptive statistics: Number of staff engaged in platform, lab tours, workshops, etc. • Map the value of connections made with external experts • Summary of project focus areas (e.g., Communities vs Transportation vs Waste vs Recycling). This creates **awareness** • Service improvements (varies based on subject, e.g., accessible playgrounds, wait times, decreased garbage by household, etc.)

RETURN ON INNOVATION (RIn) OVERVIEW

Value	Assumptions	Example Indicators/Measures
Improve **citizen experience** with civic government	Innovation can **improve** Calgarians experiences with city services; and positive citizen experiences improve net value for civic services.	• Rates of public participation (participatory decision making, human-centered, more open) • Promoting wider use of channels to market Innovation Lab's efforts and successes (public displays, web pages, social media accounts, etc.). • Expediting the citizen to finding ***the right people*** (engaged), feeling like they're heard and inputs considered
Bring forward **intuitive and innovative ideas**	Innovative ideas can be limited by the culture of civic government; ideas that are intuitive but outside conventional logic should be considered.	• Benefits derived from partnership(s), both for City and third party organizations: Time-savings, access to resources/research/experts, collaboration, **transparency**
Advance **learning** and testing of innovative ideas	Administration can benefit from improved decision-making and learning through low investment and practical prototyping of innovative ideas.	• Framework for prototyping established. Less time and money will be spent on determining what the process of prototyping looks like for certain ideas. • Quarterly and annual reports on total number of platform ideas generated, total number of ideas that have been discussed, total number of ideas assessed by the Internal Advisory Group and the External Advisory Group, total number of ideas having gone through the prototype stage in the civic innovation lab.