

From Innovation to Delivery: Addressing Municipal Priorities

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ABSTRACT

The City of Syracuse has been suffering from infrastructure challenges for years. The Innovation Team (i-team) formed in May 2015 and immediately worked to develop initiatives that would positively impact Syracuse's infrastructure. After progressing through a five step Innovation Delivery Approach, the i-team has developed a series of infrastructure initiatives that are currently being rolled out. The initiatives fall into three main categories: using data and technology to improve infrastructure, employing a coordinated approach to infrastructure improvement, and providing better infrastructure related customer service.

Syracuse will begin using predictive sensor technologies to diagnose their infrastructure so that they can intervene before infrastructure fails. Early intervention will allow the City to elicit a greater bang for their buck so that it can take on more infrastructure improvement projects. Additionally, data will be utilized to ensure that the proper infrastructure intervention is selected to increase infrastructure lifespan and reduce emergency infrastructure repairs.

The City of Syracuse will also utilize mapping and technology to identify priority areas for infrastructure repair and to plan coordinated construction projects. This will reduce construction conflicts, and will allow multiple infrastructure systems to be improved at this same time. Ultimately coordinated construction will reduce the number of times that a road is reopened, which will improve infrastructure integrity and will result in project cost savings.

Finally, the i-team will discuss how the City is improving the citizen's experience with infrastructure. A series of customer service related initiatives will allow constituents to better report infrastructure problems and also learn about infrastructure work and construction throughout the community.

BIOGRAPHY

The City of Syracuse Innovation Team (i-team) was created in May 2015 through a grant from Bloomberg Philanthropies. The five member i-team utilizes a 4 step Innovation Delivery Approach to bring about positive change to one specific municipal priority area a year. The i-team's first priority area is infrastructure, and the City has already started to implement some of their initiatives. The i-team will be transitioning to another priority area in the near future.