



# Monthly Highlights

MAYOR'S OFFICE OF INNOVATION | MARCH 2019

## TRC University Launches

The Technical Review Committee (TRC) held its first TRC University session on Wednesday, February 20th led by TRC Administrator Eric Shultz. TRC University is open to the public and is intended to maintain an open dialog with the development community about TRC processes and activities. In the inaugural session, Deputy Building Official Ken Granata showed attendees how to create an account in the Customer Access Portal (CAP) to gain digital access to plan and permit applications. This is an important step to the launching of e-reviews in July 2019 which will allow applicants to submit fully digital TRC plans. The next TRC University session will be Wednesday, May 22nd in the public meeting room at 2 George Street.

34 attendees



Launch of TRC University

## GovEx Came to Town

Our friends from the Center for Government Excellence (GovEx) came to visit and provided two half day popup trainings on performance measurement and problem-solving using data & analytics. The trainings were held on March 1, 2019 in the public meeting room at 2 George Street and were open to any government employee in the Charleston region.

28 attendees

## Let's Frideate! New Cohort Kicks off in March

In January the first cohort of our Let's Frideate series gathered for 45 minutes on Friday afternoons. The group worked through the processes of problem-framing using data, empathy, and stakeholder identification and then ideating around a particular problem or issue. While cohort 1 is still working, we will kick off a second cohort beginning in March with changes based on feedback.

*Frideate (v) : Friday gatherings to ideate on solving issues or improving processes.*

### LOCAL/STATE

## Innovation officer hopes to bring more efficiency, technology to Charleston



McKee

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Charleston might be old but it can still learn new tricks.

The city has brought on its first-ever chief innovation officer to prove it.

Mayor John Tecklenburg hired Tracy McKee for the new job in late November to modernize and streamline city government processes, particularly through data gathering and technology.

McKee was the city's director of geographic information systems for 18 years until January 2017, when she left for a job as the city of Baltimore's chief data officer.

She returned to Charleston for the senior-level position that doubles as a special adviser to the mayor. She'll replace former special adviser Josh Martin, who left earlier this year.

"I decided it was a great

opportunity for me to come back home," she said.

McKee brings unique insight gleaned from her experience in Baltimore. That city pioneered the concept of tracking the performance of government agencies through data gathering

— such as average time spent responding to citizens' service calls — as a way to spot inefficiencies or oversights.

The program, CitiStat, was so successful in improving everything from water quality to the city's murder rates that many other communities around the United States developed their own versions of the performance improvement system.

She worked closely with the CitiStat group and wants to help Charleston replicate some of its tactics.

It's good timing, too. Novak Consulting Group has recently completed some of its performance assessments of city

departments, and McKee will be tasked with carrying out its recommendations. Her experience with CitiStat will likely help her do that, she said.

"We determine, 'What does success look like in this case?' Then, we work backwards, like, 'OK, if this is what success looks like, what are the proxies we can use to track our progress?'" she said. "We develop the metrics, then meet regularly to talk about how departments are doing."

McKee will also help develop a flooding alert system to notify residents when and where flooding is expected.

The effort to improve the city's accountability, fiscal responsibility and efficiency was one of Tecklenburg's top campaign vows.

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Getting some sunshine in the local P&C!