CITY INNOVATE
FOUNDATION

SUPERPUBLIC // Team is Recruiting for 4-6 Month Projects
San Francisco

"We solve urban problems using open innovation and technology."

Team Summary

We are Superpublic San Francisco, a civic innovation lab run by City Innovate Foundation in SF's civic center. We seek to facilitate cross-sector collaboration, empirical, data-driven research, and new forms of community engagement in attempt to solve the country's most pressing urban problems. By exploring new potential partnerships between public, private, nonprofit, and academic sectors, we are able to test solutions in the form of new policies, products, and services involving innovative methodologies and technologies.

Based on conversations had with cities across the country, the first topic we are addressing is the issue of Urban Mobility. We are working to conduct several different pilot projects in one lead metro area with the intention of scaling our best practices and lessons learned through a series of published Playbooks that detail our work.

In 2017, we will facilitate conversations and test solutions around two focus areas:

Advanced Payments for Mobility

We are about to begin working with Miami-Dade County in the state of Florida to figure out how the latest forms of payment can be used to get citizens from point A to B quickly and efficiently. This idea involves a lot of behind-the-scenes work: how would you use your Clipper Card to pay for a bike rental, and how would the bike company receive their money? How can NFC-enabled smartphones be used to pay for a ride on BART?

We will also address issues of fraud prevention, risk management, the digital divide, and use vast amounts of data while collaborating on solutions. We will work with city officials from Miami-Dade and experts in the fields of cloud-based data storage, electronic ticketing, payments clearing and apps technologies to define how you will pay in the future.

Autonomous Vehicles as City Services

Autonomous vehicles are nearly ready for use, but how will cities use them? How will a self-driving bus actually function? What impact will they have on car-dependent and transit-dependent citizens? Can such vehicles solve transportation problems that were unsolvable until now? Up to six pilot projects will show how these new services must be designed, operated, regulated to e.g. improve traffic congestion or to help people who have problems moving around their city today. You will work with the latest vehicles, software, sensors, experts and city officials to write the first city manual on autonomous vehicles.

The Integrated Payments project will begin in April 2017 and last between four and six months, and the Autonomous Vehicles project will begin later this year and last for the same duration.

Job Openings

As our work accelerates, we're looking to strengthen our team by bringing on talents to fill the following roles: Public Relations and Communications Associate, Knowledge Manager, Research and Data Collection Manager, and Graphic Designer. See the profiles of the open positions on the following pages:

Public Relations and Communications Associate

We have achieved a lot, and we want to talk about it more. We are looking for a self-starter, good writer, excellent powerpointer, someone who already has experience in at least two of these areas: Public relations, corporate communications, press & media relations, corporate newsletters, preparation of sales materials, fundraising from corporate and philanthropic funders, communications in public organizations (e.g. cities). You will work directly with our Executive Director to define, implement and execute a systematic and targeted communications strategy and our entire team will support you. This is a part-time position with remuneration in line with experience and is not limited in time to the duration of any projects.

Knowledge Manager

When diverse project teams work together, it is crucial to have a well-organized "eye of the hurricane." This team member's role is to always keep the end of the project in mind – what is our ultimate goal? Our work in cities is done in a user-centered fashion, and this team member spend the first part of projects working to create use cases and personas based off of demographic data and other relevant information to represent the diversity of citizens and citizen experiences within a U.S. city. Throughout the course of one project, this team member will also be responsible for conducting background research and producing some of the written content information for the "Playbook."

- **Responsibilities:**
    - Determine a valid method for determining use cases for a specific city based on local demographic information and other factors
    - Create a research plan to provide supplemental research for project meetings
    - Support team members with research, and work with them to compile, sort, organize, and process information
    - Write chapters of the Policy Playbook, to be published and used by different cities in the U.S.
    - Serve as the primary content editor for the Playbook after contributions from all team members are made

- **Qualifications:**
    - Experience with social behavior research projects
    - Experience with user experience design, agile design methods, design-thinking and user-centered approaches desirable but not required
    - Great attention to detail
    - Clear and direct writing style
    - Research and organizational skills: interest and talent in sorting, classifying and assembling information from many sources
    - Self-starting, not afraid to ask questions
    - Deep knowledge of urban mobility and passion for cities & the people in them
    - Professional editing experience a plus
    - Familiarity with current issues in urban planning, public policy, and/or technology fields a plus

Research and Data Collection Manager

The key to solving urban problems is knowing exactly where the problems occur, and what is causing them. We're currently working with several different organizations that employ the use of data and data analytics to identify the sources of problems in cities. We are looking to add a Research and Data Collection Manager to our team, to direct this work and serve as the liaison between our partner organizations and real-time projects being carried out by Superpublic.

- **Responsibilities:**
  - o Work with cities to identify and collect data to create a representative dataset to be used for test design
  - o Research relevant use cases from the U.S. and internationally to predict effectiveness and consequences of implementation
  - o Work closely with Test Design and Use Testing teams to create effective tests
  - o Summarize data findings to the team, independent of bias from government/private stakeholders
  - o Regularly communicate with team members to ensure data processes and collection are answering the right questions
  - o Write a section for the Playbook on data analysis

- **Qualifications:**
  - o Experience working with data, conducting data analysis, and summarizing findings in a direct and understandable manner
  - o Access to sufficient technological resources, as well as to previous research
  - o Great attention to detail
  - o Clear and direct writing style
  - o Self-starting, not afraid to ask questions
  - o Deep knowledge of urban mobility, and passion for cities & the people in them
  - o Familiarity with current issues in urban planning, public policy, and/or technology fields a plus

Graphic Design

Our Playbooks look good! But this isn't easy, because the material comes from many sources: Companies, cities and researchers contribute with material, texts, tables, diagrams, sketches, etc. Our graphics design teams are the master wizards who give all of this information its final attractive form.

- **Tasks:**
  - o Work closely with all parts of the core Collider team to document their needs, goals, and contributions to the conversation.
  - o Work with all parts of the Support team to document each step of the Collider process.
  - o Draft and write complete White Paper to be published.
- **Relevant Qualifications:**
  - o Training & experience with up-to-date tools such as Photoshop, Indesign etc.
  - o Creative capacity, an eye for design and ability to interact with non-creative colleagues.
  - o Interest in technology and visually shaping a document that will help millions of people in cities everywhere.

Compensation

Depending on their experience and performance, these project team members will be provided either a stipend for travel to San Francisco, or with a fixed monthly remuneration. All will be credited in our publications and projects.

How to Apply

If you think that you would be a strong fit for an exciting and impactful collaboration with us, send resumes and cover letters in an email expressing interest to Garrett Brinker (garrett@cityinnovate.org).

Positions will remain open until filled!