



Department of Civic Things

Public service with purpose

Helping local governments serve people better through effective communications and digital services.

Local government budgets and employees are stretched thin. Public servants are wearing more hats than ever. Rather than do more with less, do the right things with less. We help governments provide effective digital services so people have access to timely, helpful information and can get the services they need.

Who we serve

- City and town managers
- IT managers
- Analysts
- Public information officers
- City clerks



Strategy



Culture



Implementation



Training



Strategy

- Content and communications
- Software procurement
- Technology services and support



Culture

- Team agreements
- Guiding principles and purpose
- Change management



Implementation

- Design, test, launch, and promote new websites and services
- Content audit and creation



Training & Coaching

- Content design and writing
- Product management and continuous improvement





Foster a service-minded culture

Rather than do more with less, do the right things with less. It takes leaders at all levels for work culture to be authentic and sustained. It requires openness, inclusiveness, adaptability, and collaboration.

Empower the product owner

Product management empowers public servants to solve everyday problems, big or small. This people-first, build-better-services mindset results in services that are easy to use and work for people. It creates government service experiences that are enjoyable, easy, and not things people dread or avoid doing.

Design with and for real people

Government cannot choose its customers; it needs to work for everyone. For services to work for people, they must be designed with their needs at the forefront and communicated so people know what they are and how to use them.

What is a thing?

'Thing' or 'ting': a Norse form of local, democratic governing. The people of a village would gather to discuss matters and everyone could voice their opinions.

What are civic things?

Civic things are the elements of our communities that we need and love.

- Services and programs (protection, permits, classes)
- Amenities and infrastructure (streets, parks, benches, art, pipes, signs)
- Ideas and governance (elections, civic engagement, equity)

We believe these things should work for everyone in the community. As the needs of a community change over time, so must civic things. We help you care for and evolve your civic things.



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