TOGETHER WITH OUR DEPARTMENT
Make our jobs easier. (Innovation processes and human-centered design, lean principles)
Hover the time to find new/better ways to do things. (disruption)
Find what we can stop doing. “Stop and Better” rather than “Doing More with Less”
Get the materials and equipment to do our work right
Break out of our silos. No can do the best work every day (culture, culture)
Make sure your opinions are heard and count
Get more personal satisfaction from doing work at our highest ability
Get opportunities to learn and grow and use your talents
A mistake or failure is a new effort to often the step before success
We can take calculated risks and learn from the outcomes.

TOGETHER WITH OUR ORGANIZATION
Take advantage of our inter-departmental strengths
The biggest challenges facing the City can only be solved multi-departmentally
Determine how your department can make another department more successful
Recognize the public good and that it is a core value of our organization
Focus on the what, but also the how and even the why.

TOGETHER WITH OUR COMMUNITY
Rebuild the “we” with the community — understand expectations, desires
Each community is an event/special event
Find solutions we can say “yes” to
Customer empathy
Meet people where they are
Design products/processes/interactions to create a great customer experience

OUR VISION
...where do we want to go
A citywide effort to improve service delivery and make San Rafael a great place to work.

OUR MISSION
...how do we get there
Brings together all City Employees to create, implement, and celebrate innovative solutions to organizational and community challenges.

GUIDING PRINCIPLES

Together in Service
- Collaborate across departments
- Appreciate diverse perspectives and help others succeed
- Assume positive intent

Start with Community Needs
- Cultivate trust
- Design services with “customer” in mind
- Convene and co-create

Find Something to Say Yes To
- Take risks and try new things
- Seek creative solutions
- Create an exceptional customer experience

Reimagine the Status Quo
- Find the root problem
- Ask “why” you do it this way
- “Fail” fast, learn, and try again

Practice Openness
- Communicate well and often
- Be open to change
- There’s always more to learn

Be Mindful
- Every interaction creates a story
- Be fiscally responsible
- Honor those we serve with integrity
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TOGETHER SAN RAFAEL LEARNING LAB

A “learn-by-doing” program of cross-departmental teams learning and practicing techniques for collaborative problem solving. Employees work together to apply human-centered design to real work challenges.

Skills we learn & practice include:
- Project management
- Researching and testing solutions
- Communication, facilitation and presentation skills

COHORTS

2017
- New employee onboarding
- Illegal dumping
- Internal communication
- Storm preparation community outreach
- Cross-departmental permits

2018
- Community partnerships
- Cultivating a positive culture
- Ombuds and ombuds regulations
- Homelessness impact & health threats
- Employee evaluations

2019
- Cross-departmental permits
- Housing
- Spanish language engagement
- Paperless forms and electronic signatures

The Together San Rafael Learning Lab was co-created by employees and the innovation & engagement firm CivicMakers.
Human-Centered Design

EMPATHIZE

DEFINE

TEST

PROTOTYPE

IDEATE

Changing lives the world over

The Peace Corps is a service opportunity for motivated changemakers to immerse themselves in a community abroad, working side by side with local leaders to tackle the most pressing challenges of our generation.
TOGETHER SAN RAFAEL PRESENTS

DEMO DAY

ALL EMPLOYEES INVITED

Hear from the first cohort of the Together San Rafael Learning Lab. Each team will present their challenge, proposed solution and share how it was developed.

Challenge topics include:
- Illegal dumping of commercial property
- New employee onboarding
- Public information for storm season
- Cross-departmental learning opportunities
- Navigating the permit process

Tuesday, January 30 from 9 to 11 a.m.
refreshments at 8:30 a.m.
at the Rafael Theater

MORE INFO
employees.cityofsanrafael.org/tsr

Together San Rafael

Testing is LOVE...
UX is customer-centric.
It's okay for this organization to have set backs & make mistakes.
San Rafael is great place to work.

City of San Rafael Awarded Helen Putnam Award for Excellence
If you are looking for an innovative, forward thinking organization where you will have exceptional opportunities to advance your career, take on exciting projects, and be a part of a dynamic leadership team, then this is a great match for you!

DIRECTOR OF EMPLOYEE EXPERIENCE AND CULTURE
CITY OF SAN RAFAEL, CALIFORNIA

The City of San Rafael is looking for a Director of Employee Experience and Culture. We invite you to lead innovative changes in support of a flourishing city. The Director should have experience with labor and employee relations, policy and procedures, long-range strategic planning, employee development and training, workplace safety and risk, classification and compensation, and the ability to oversee other HR functions such as benefits administration, wellness, recruitment and selection, worker’s compensation, etc. The successful candidate will have a history of pushing the envelope to bridge the public-private divide, thinking beyond bureaucracy and providing excellence in service and programs while balancing a culture of professionalism and fun.
Camino helped San Rafael digitize a complex permitting process in less than a month.

Small cities can be innovative and accomplish more with less. With Camino, we found it can even be easy.

– Danielle O'Leary, Director of Economic Development and Innovation
HOW WE WORK

We help City Departments...

- Get feedback and input from the community
- Learn about what your users want and need
- Map processes or workflows
- Design things people want to use
- Analyze & act on data
- Measure results and impact
- Evaluate and select a technology solution or vendor
- Provide training & education

Library & Recreation
GUIDING PRINCIPLES

TOGETHER
IN SERVICE

START WITH
COMMUNITY NEEDS

FIND SOMETHING
TO SAY YES TO

REIMAGINE
THE STATUS QUO

PRACTICE
OPENNESS

BE
MINDFUL