Disruptive Innovation
The Good News...
The Bar is Low

EXPECTATIONS
How do we embrace Disruptive Innovation within a City Organization?
How do we embrace Disruptive Innovation in our Community?
# Disruptive Trends

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Reaction to Disruptive Trends

**Government**
- Fear
- Legislation to prevent
- Rejection
  - Uber
  - Vanderhall
  - Airbnb

**Private Sector**
- Investment
- Praise
- Recognition
Business License

Business License Application
351 W Center, Provo, UT 84601

Business Information
Business Name: John Curtis
Business Address:
City: State: Zip Code:
Business Telephone:
Email:
Contact Telephone number:
Mailing Address: (if different):

Ownership Type:
- Corporation
- Partnership
- Proprietorship
- LLC

Type of Business:
- Commercial
- Home Occupation - Walk-in traffic?
- Yes
- No

Number of Employees at location:

Opening Date: Business Hours From: To:
- M
- T
- W
- TH
- F
- S
- SU

Kind of Business (if applicable):
- Nonprofit
- Taxi
- Restaurant
- Mobile Food Truck
- Towing
- Other

Nature of Business:
- Manufacturing
- Retail
- Day Care/Preschool - # of children
- Wholesale
- Services
- Other
The Problem...

• Our tools are out dated

• We hate change
Government Disruptive Trends Waiting to Happen

• Post Office
• Voting
• Communication
• Transportation
Social Media

How do you like to receive information about Provo City?

- Mayor’s Blog: 44%
- KSL/Deseret News: 10%
- Daily Herald: 12%
- Facebook: 30%
- Twitter: 3%
- SLC Tribune: 1%
Are You Ready for Disruption?

• Are you willing to make a mistake?

• Are you willing to rethink the way you do things?

• Are you willing to be uncomfortable?

• Are you willing to let the “old way” be exposed and fail?
Two Choices

• Embrace Innovation

• Run from Innovation
Embrace Innovation and Take it Head On or Run from it...
Link to sloth youtube video:

https://www.youtube.com/watch?v=0oMbwWqceNw