

CITY OF
AUSTIN



A Preview: Open Performance

May 16, 2016

Better Decisions.
Better Impact.

Culture of Improvement
and Learning

Open Performance

What should we
be measuring?

Default Open

Civic Collaboration

Could government be better?

If someone asked you to improve how the City of Austin performs, what would you do?

New!

Office of Performance Management



**In pursuit of enterprise-wide
Operational Excellence**

What We Do



- ✓ Transparent & Accessible
- ✓ Collaboration & Engagement

ATX Community



- ✓ Adaptive Strategic Focus
- ✓ Better-Informed Decisions

City Organization



- ✓ Department Reviews
- ✓ Annual Business Planning

Department



- ✓ Help with complex challenges
- ✓ Lean Academy (do-it-yourself)

Team

The Team

Kim Springer-Olivares
Acting Chief Performance Officer

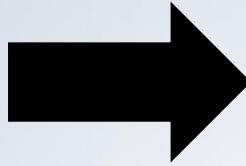
Alyson Fultz
Integrated Continuous Improvement Lead

Jill Goodman
Organizational Impact & Strategy Lead

Shannon Szymczak
Citywide Performance Program Manager

Open Position (coming soon)
Data Pattern Recognition / Customer Research

1



<https://data.austintexas.gov/stories/s/mfnw-2iaf>

2



Real-Time Dashboards

3

How might data, design and technology help the City achieve operational excellence?

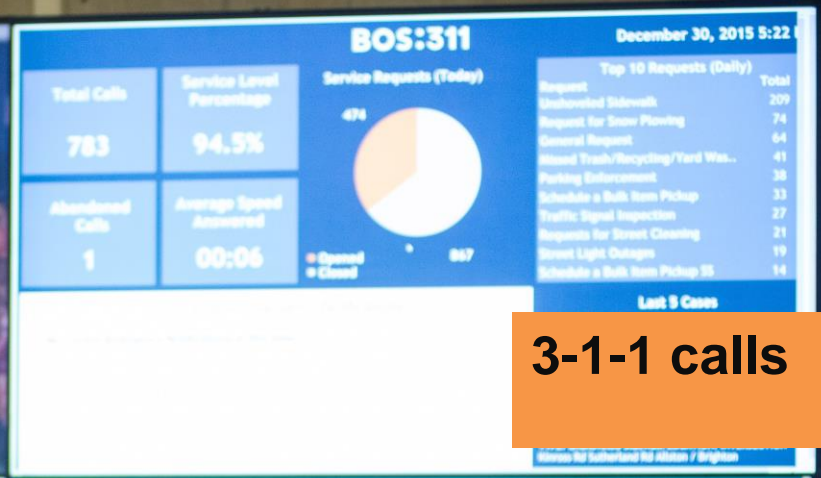
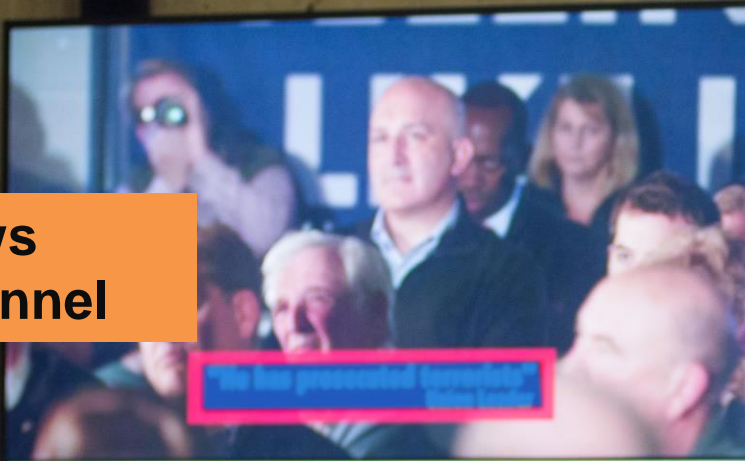
Questions?

Feedback?

Ideas?

Slides for Reference

News Channel



3-1-1 calls



Data + Geo-maps



Service scores

CITY SCORE

CITY SCORE

1.85


TOP 5 METRICS

PART I CRIMES	EXCEEDING	4.62
311 PERFORMANCE	EXCEEDING	4.20
BFD RESPONSE TIME	EXCEEDING	4.09
VETERANS HOUSED	EXCEEDING	3.06
WIFI AVAILABILITY	EXCEEDING	3.01


BOTTOM 5 METRICS

MOBILITY INDEX	NEEDS IMPROVEMENT	0.99
ARTS GRANTS DOLLARS	NEEDS IMPROVEMENT	0.83
ACTIVE LIBRARY USERS	NEEDS IMPROVEMENT	0.76
PARKS REQUESTS	NEEDS IMPROVEMENT	0.59
ENERGY CONSUMPTION	NEEDS IMPROVEMENT	0.42

How would we use the information?



Infrastructure & Transportation
Invest in community infrastructure & continue to enhance the transportation network & systems

 View Results

The icon for Infrastructure & Transportation shows a yellow background with black road signs, including a truck sign and a traffic light.

Economic Development & Redevelopment
Foster economic development & encourage redevelopment

 View Results

The icon for Economic Development & Redevelopment features a blue background with a grid pattern and several interlocking gears.

Quality of Life
Improve the quality of life in our neighborhoods for the benefit of all residents

 View Results

The icon for Quality of Life depicts a stylized house with a roof made of colorful lines (green, orange, blue) against a light background.

Public Safety
Maintain a safe & healthy community in which to live

 View Results

The icon for Public Safety consists of a 2x3 grid of colored squares (blue, red, orange) containing white symbols: a star, a fire alarm, a flame, a police badge, a medical cross, and a snowflake.

Public View

Infrastructure & Transportation

Invest in community infrastructure & continue to enhance the transportation network & systems

Explore metrics below to view results of our Operational Performance Measures (departments' routine functions and activities) and Strategic Initiative Updates (City Commission projects and programs).

Operational

Strategic

City Commission Strategic Plan

5.1 - Integrated Transportation

10

% of initiative complete



Detail >

5.2 - Facilities Master Plan

10

% of initiative complete



Detail >

Toggle between Strategic and Operational Performance.



Explore metrics below to view results of our Operational Performance Measures (departments' routine functions and activities) and Strategic Initiative Updates (City Commission projects and programs).



Public Works Performance Plan

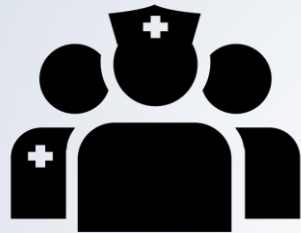


Operational View:
 Showcase routine
 City functions.

Credit for Icon Skills



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