Performance Management
Improving confidence in government

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86.4% of people will believe any data you put in a PowerPoint slide, even if you just totally made it up to prove your point.
How do we measure ROI? Why?

“Maybe your gut feeling was just indigestion after all”
Every Community wants to be…

Sustainable

Transparent

Resilient

Healthy

Safe

Prosperous

Innovative

Livable

Collaborative
HOW MUCH DO YOU THINK IT COSTS TO CLEAR IOWA’S ROADS OF SNOW AND ICE?
02/06/2018

When you see a snowplow go by during a winter storm, do you ever wonder how much it costs to get Iowa’s roads back in good shape during and after a storm? If you’re a number cruncher or are just curious, you can see for yourself on a “Winter cost calculator” online tool developed by the Iowa Department of Transportation.

The tool was unveiled about a year ago. It lets users see the cost of material, labor, and equipment; pounds of salt applied; and labor hours expended for the previous 48 hours during winter weather road maintenance activities. Information can be found on the total cost of statewide cleanup efforts, or users can zoom to a specific area of the map to find costs associated with the area being displayed. Iowa’s seven largest metro areas are preloaded in a bookmarks tab for easy viewing. Bookmarks can also be set to locations of a user’s choice.
Connected Citizens Program

The Waze Way of free data exchange, yielding actionable insights and improved mobility on a local and global scale

Take part in the smart solution

The Connected Citizens Program (CCP) is proof that we already have the answers to some of today’s mobility challenges. The Waze map strengthens with every data point contributed across our vast community of everyday drivers and volunteer map editors. Via the CCP, hundreds of international cities, departments of transportation and first responders have built meaningful relationships and regularly knowledge share to identify creative solutions. From road management to measurable congestion reduction, these are the initiatives building cities of tomorrow.
The "DataHub" is the City of Johns Creek's central location for open data, dashboards, and interactive mapping applications.

Through this Hub, you can visualize City data in maps, charts, and dashboards. Developers can even tie their own applications and services into City data.

Visualize Data in Dashboards

Use a dashboard to visualize and understand information in the Johns Creek DataHub.
A GIS Story

History of GIS at City of Boise, Idaho, USA
Performance Management

Overview

Performance Management is a configuration of Operations Dashboard for ArcGIS that can be used by government agencies to monitor key performance metrics and communicate progress made on strategic outcomes to the general public and other interested stakeholders.

Performance is measured using metrics and organized into a series of dashboards categorized by community indicator and their related community contributions. Each dashboard allows users to visualize performance for the entire community and focus in on a location within the community, like a neighborhood, council district, or service area.

Community indicators measure things that are beyond the direct control of a government agency, but directly impact people in the community and indicate whether the quality of life is improving. Community contributions measure a government agency’s contributions toward a stated strategic outcome. These metrics likely involve data that is collected by the government agency and illustrate whether the agency’s programs and policies positively move the needle on one or more community indicators.

Requirements

To deploy Performance Management with the ArcGIS Solutions Deployment Tool requires specific software.
Community Performance

Learn how programs are performing and contribute to the strategic outcomes established for our community.

Delivering Results

In our community, we organize performance around a series of strategic outcomes and share the results with the community so residents can discover how their neighborhood is performing. At times, council and the executive branch will focus on several key indicators and monitor the impact programs and services have. Here are several important indicators we are focused on across the community in this reporting period:

- **Unemployment**
  - 3.0%
  - In December 2017

- **Violent Crimes**
  - .82
  - per thousand people in 2017

- **Childhood Obesity**
  - 15.1%
  - In December 2017

Economic Opportunity and Affordability Outcome

This strategic outcome ensures we have appropriate economic opportunities and resources that enable our community to thrive.
Performance Management Dashboards

Economic Opportunity and Affordability: Community Contributions
Economic Opportunity and Affordability: Community Indicators
Health and Environment: Community Contributions
Health and Environment: Community Indicators
Public Safety: Community Contributions
Public Safety: Community Indicators

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Questions? Thanks for attending!

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Links

Iowa Cost Calc - http://iowadot.maps.arcgis.com/apps/webappviewer/index.html?id=fa8e84ffc4694acb9f06c054798af562
Global Value of GIS https://storage.googleapis.com/valueoftheweb/pdfs/GeoSpatial%2520FA_Pages-compressed%2520%25282%2529.pdf
Philadelphia PD - https://www.arcgis.com/apps/opsdashboard/index.html#/9ef296f66f724c36bc6f01fc69768ecd
Waze Connected Citizens - https://www.waze.com/ccp
Real Time Traffic - http://arcgisforem.maps.arcgis.com/apps/opsdashboard/index.html#/601adbd67c8e49e6b85dc4037b42e403
Tempe Opioid Abuse - http://tempegov.maps.arcgis.com/apps/opsdashboard/index.html#/374b80b6ab65483e8ea4d30bf0100c23
Links

Johns Creek GA Data hub - http://datahub.johnscreekga.gov/
Austin Sidewalks - http://austin.maps.arcgis.com/apps/webappviewer/index.html?id=02eef190f5241f19f92492d63ba5ce2
LA Street Wize - http://laways.s3-website-us-west-1.amazonaws.com/
Economic Affordability - https://www.arcgis.com/apps/opsdashboard/index.html#/8a4ac286b13b4b5d8288755fcf4dfca6