Performance Management and Insights

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Office of Performance Excellence

Providing strategic leadership to aid city staff in improving
The quality of life for our residents, business owners, and visitors
GIS Enables Performance Management

- Data
- Maps
- Analytics
- Apps
- Real-Time
Performance Management Dashboards

- Property Crimes per 1,000 Residents: 0.01
- Violent Crimes per 1,000 Residents: 0
- Response Time (seconds): 385
- Accident Clearance Time (minutes): 9
- Dollar Value to Dollar Loss (Fire): 85
- Satisfaction Rating - Patrol: 95
- Satisfaction Rating - Emergency Preparedness: 98
- Satisfaction Rating - Staff Professionalism: 98
City of Southlake TX - Public Safety

Property Crimes per 1,000 Residents

- Measured: December 2018
- Current: 0.01

Violent Crimes per 1,000 Residents

- Measured: December 2018
- Current: 0

Response Time (seconds)
- Target: 390
- December 2018
- Current: 385

Accident Clearance Time (minutes)
- Target: 10
- December 2018
- Current: 9

Dollar Value to Dollar Loss (Fire)
- Target: 80
- December 2018
- Current: 85

Satisfaction Rating - Staff Professionalism
- Target: 95
- December 2018
- Current: 98

Satisfaction Rating
- Target: 95
- December 2018
- Current: 9

Satisfaction Rating Preparedness
- Target: 95
- December 2018
- Current: 98
Performance Management Dashboards
Performance Management at Southlake

- Strategic Planning
- Annual Work Plans
- Quarterly Performance Reviews
- Continuous Performance Improvement

VOC

Transparency
Citizen Survey Results

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Time in City</th>
<th>Income</th>
<th>Primary Residency</th>
<th>Voting Frequency</th>
<th>Race/Ethnicity</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;15</td>
<td>45-64 years</td>
<td>$15k</td>
<td>50%</td>
<td>75%</td>
<td>60%</td>
<td>50%</td>
</tr>
<tr>
<td>15-24</td>
<td>25-50 years</td>
<td>$20k</td>
<td>60%</td>
<td>65%</td>
<td>60%</td>
<td>50%</td>
</tr>
<tr>
<td>25-34</td>
<td>50-70 years</td>
<td>$25k</td>
<td>70%</td>
<td>80%</td>
<td>65%</td>
<td>50%</td>
</tr>
<tr>
<td>35-44</td>
<td>70+ years</td>
<td>$30k</td>
<td>80%</td>
<td>90%</td>
<td>75%</td>
<td>50%</td>
</tr>
</tbody>
</table>

Baseline = Total Respondents

Community Has Improved/Stayed The Same:

- Improved: 60% of respondents indicated improvement.
- Stayed the same: 45% of respondents indicated no change.
- Got worse: 5% of respondents indicated deterioration.

**Survey Respondent Locations by SPIN District December 2017**
Insights into the Citizen Survey
A Vision for How GIS Enables Performance Management
GIS Enables Performance Management

- Improve Traffic Management with Waze
- Provide Transparency into Fire Operations
- Reduce Redundant Workforce Operations
- Streamline Data Entry for Asset Management
- Enable Citizens to Directly Report Issues
- Reduce Time Needed for Zoning Change Notifications
- Share Data & Apps in Support of Strategic Initiatives
Thank you!