

PERFORMANCE AND OPEN DATA PLATFORM SELECTION

Proving Manteca Is Effective & Efficient Using Data

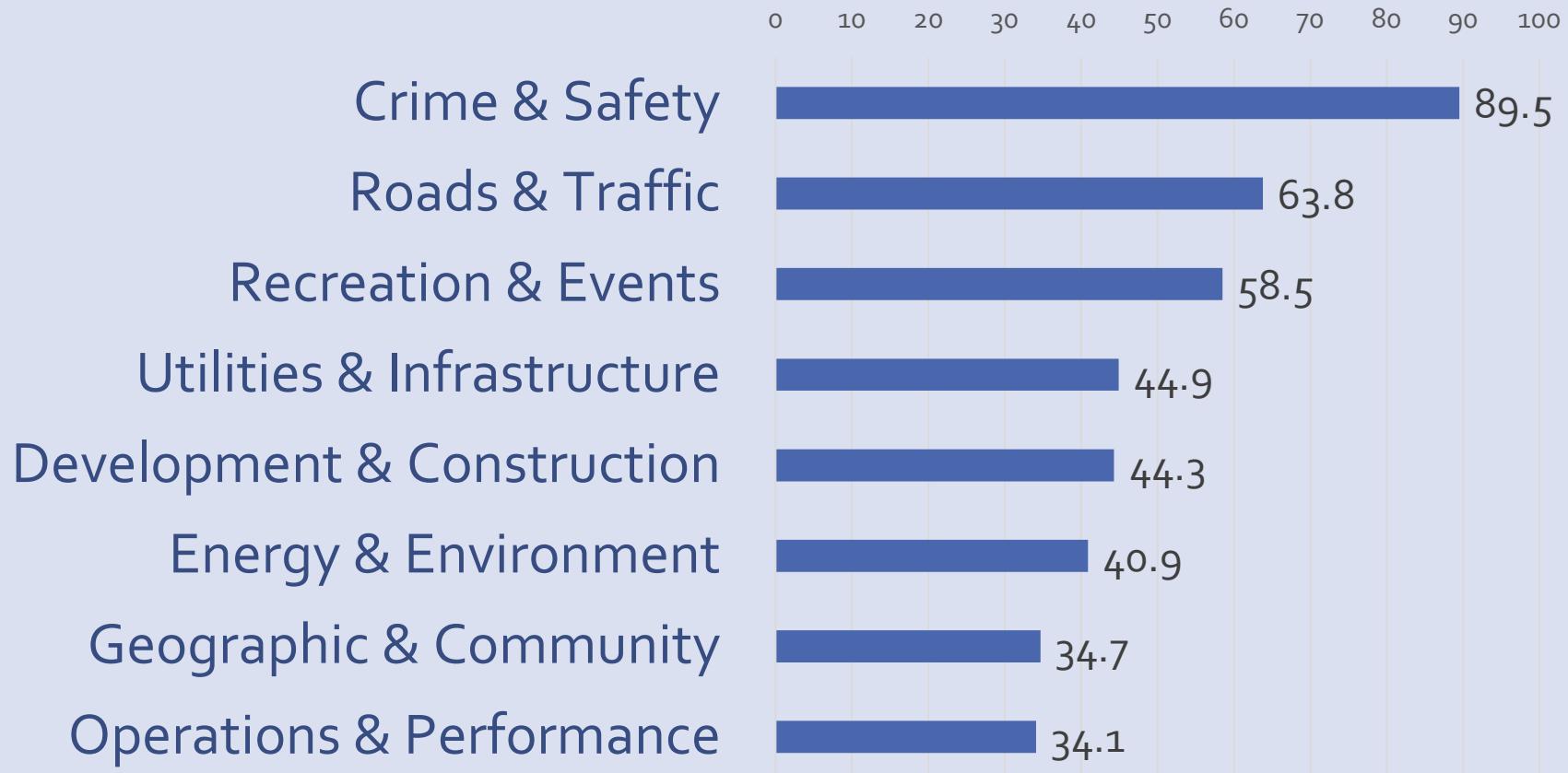


WHY IS DATA IMPORTANT?

A look at what data citizens value

Citizens Responses

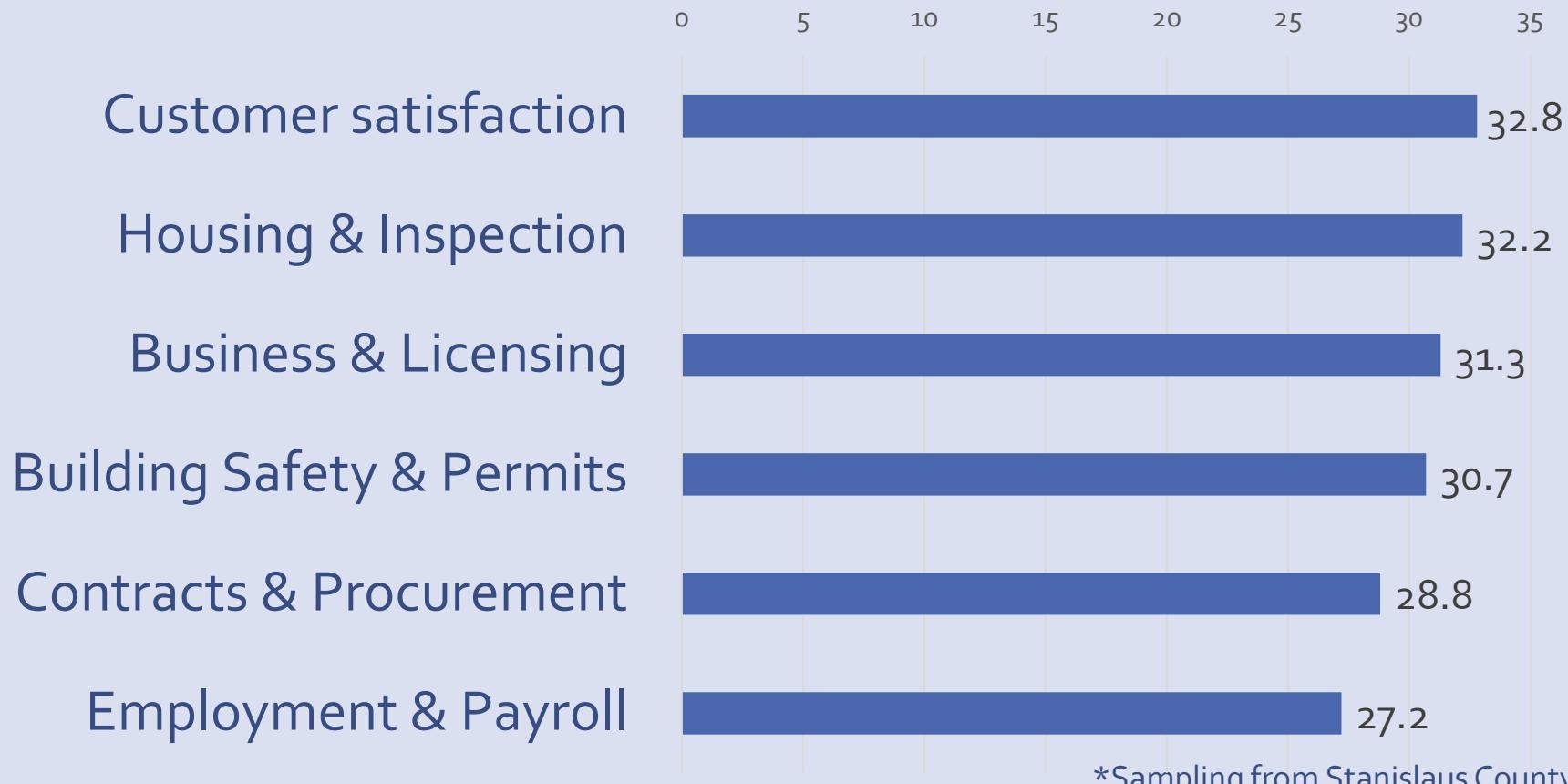
•Percent (%)Desiring Data Type



*Sampling from Stanislaus County

Citizens Responses

- Percent (%) Desiring Data Type



*Sampling from Stanislaus County

Citizens Responses for Effectiveness

- Most Important - City's Ability to Create:
 - 47.7% A Safe City
 - 16.4% A Well Run City
 - 28.2% A Livable and Sustainable City
 - 7.7% A Prosperous City



*Sampling from Stanislaus County

LINK DATA TO GOALS

Ensuring Data Collection Aligns With Council Goals



Review of Council Goal/Priority Areas

Public Safety

Enhance Fiscal Responsibility

Protect and Promote Quality of Life

Facilities and Infrastructure

Effective and Efficient Government

Planned Managed Growth

Sample Performance Indicators (KPI's)

PUBLIC SAFETY	
Maintain appropriate levels of public safety staffing	<ul style="list-style-type: none">• Review staffing levels and funding options annually
Partnering with and engaging the community	<ul style="list-style-type: none">• <i>Allocate resources and support to the homeless population</i>• <i>Enhance social media presence</i>• <i>Support positive youth initiatives</i>
Ensure equipment and resources are reliable and up to date	<ul style="list-style-type: none">• Review needs and funding annually• Benchmark for replacements

- Goal: Partner With and Engage Community
 - Associated KPI's (outputs & outcomes requiring data tracking)
 - # of resources allocated to homeless population (Output)
 - % of Homeless people off the streets in homes/programs (Outcome)
 - # of social media posts (Output)
 - % of citizens reporting they are better informed and engaged with city (Outcome)
 - # of youth programs offered (Output)
 - % reduction in youth related crimes (Outcome)

Creating a New Data Culture



Building a data culture will take help from every department and support from City Council.

Starting a Performance Data Effort

Create key performance indicators (KPIs) tied to Council's goals

Identify current available data

Develop desired department output and outcome KPI measures

Identify additional data needed to satisfy KPIs

Starting a Performance Data Effort

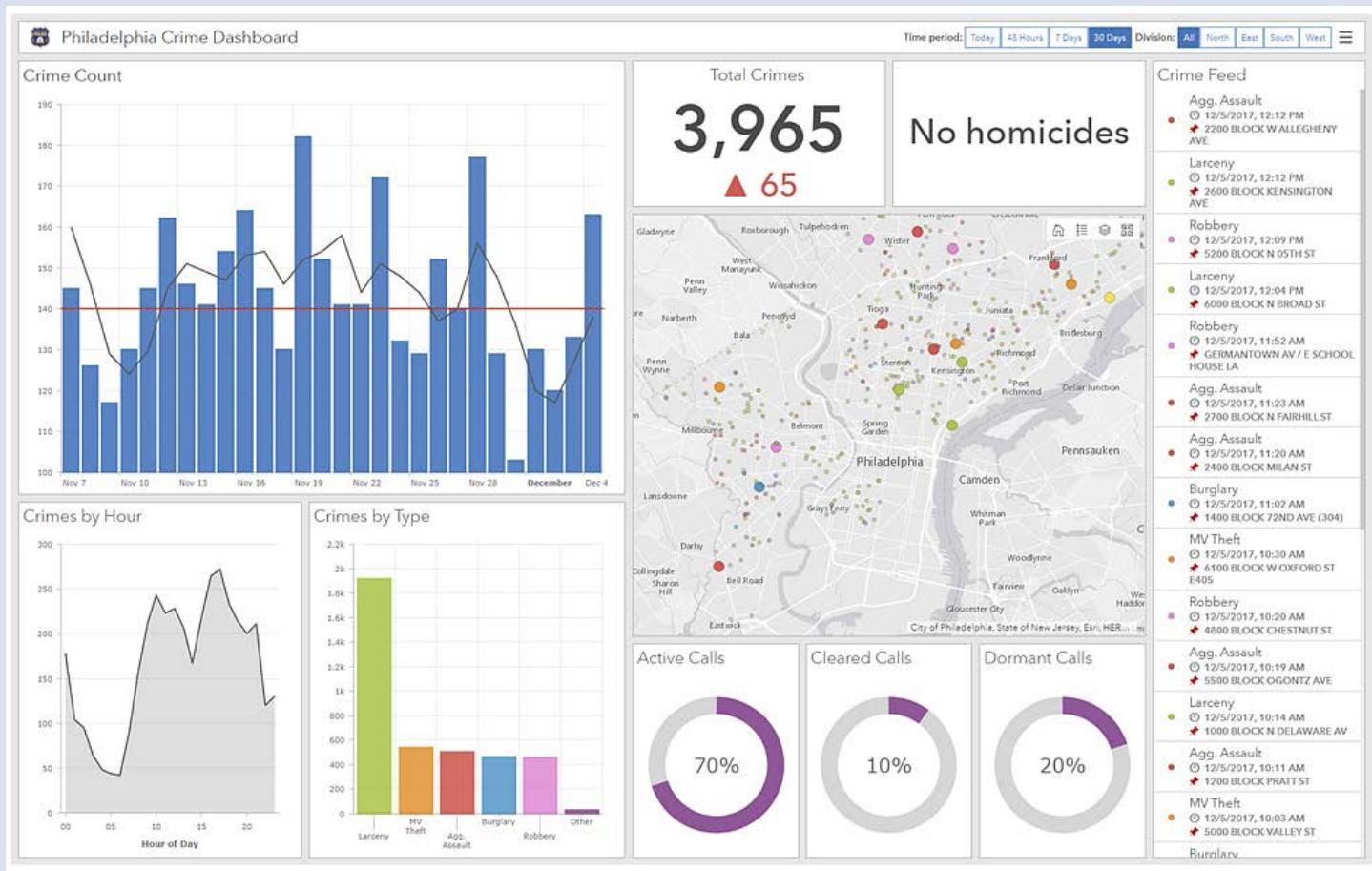
Create public open data portal and dataset updating process

Use existing tools where possible

Identify and train departmental rep to publish data regularly

Use data for public score cards and performance dashboards

Open Data Portal ArcGIS Data Stories



Open Data Portal Example with Tyler Technologies' Socrata System

Community Outreach

Homelessness Outreach
72 current homeless neighbors

 measuring

[Detail >](#)

Library Patronage
409,372 library visits

 Measured February 2019

[Detail >](#)

Social Media Outreach
106,125 followers

 on track

[Detail >](#)

Customer Service

Animal Adoptions
229 adoptions

 measuring

[Detail >](#)

Library Program Attendance
7,248 total program/tour attendees

 measuring

[Detail >](#)

Recreation Program Attendance
10,489 citizens registered for classes

 Measured July 2018

[Detail >](#)

SeeClickFix Work Requests
5.9 days (average request resolution)

 on track

[Detail >](#)

Economic Development

Building Valuation
211.6M dollars

 Measured December 2018

[Detail >](#)

Business License Applications
226 applications submitted (YTD)

 measuring

[Detail >](#)

Job Economy
83,617 local jobs

 Measured December 2018

[Detail >](#)

Unemployment
3.9 percent

 on track

[Detail >](#)

Reduce homelessness in Corona, CA

This goal is measured by utilizing the Point-In-Time (PIT) Homeless Count, a count and survey of Riverside County's sheltered and unsheltered homeless population. [Explore the data >](#)

72 current homeless neighbors

Current as of Jan 2018



Start: 83 current homeless neighbors

Current: 72 current homeless neighbors

1 Jan 2016 Jan 2017 Jan 2018 Jan 2019 Now 31 Dec 2018

QUESTIONS?