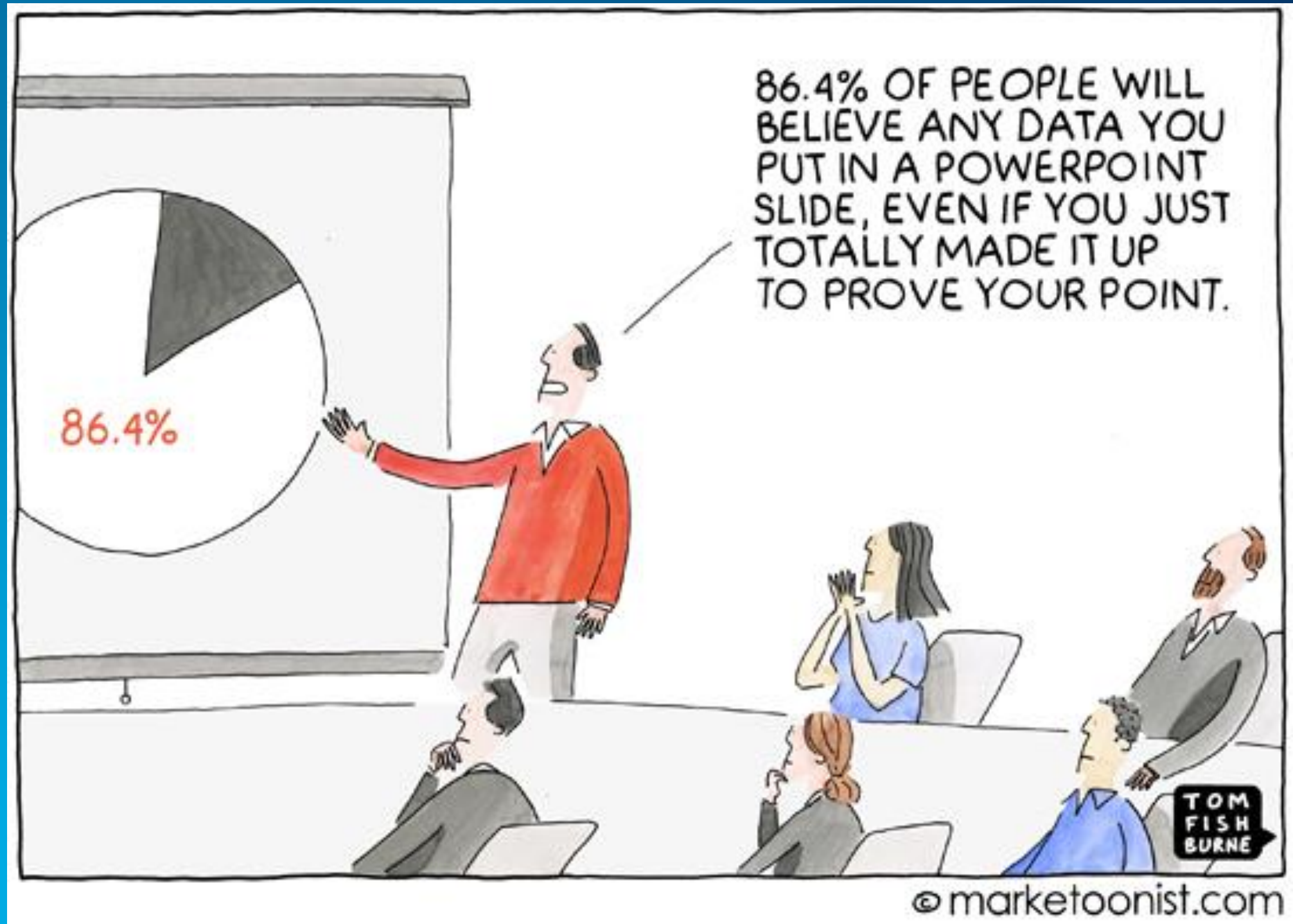
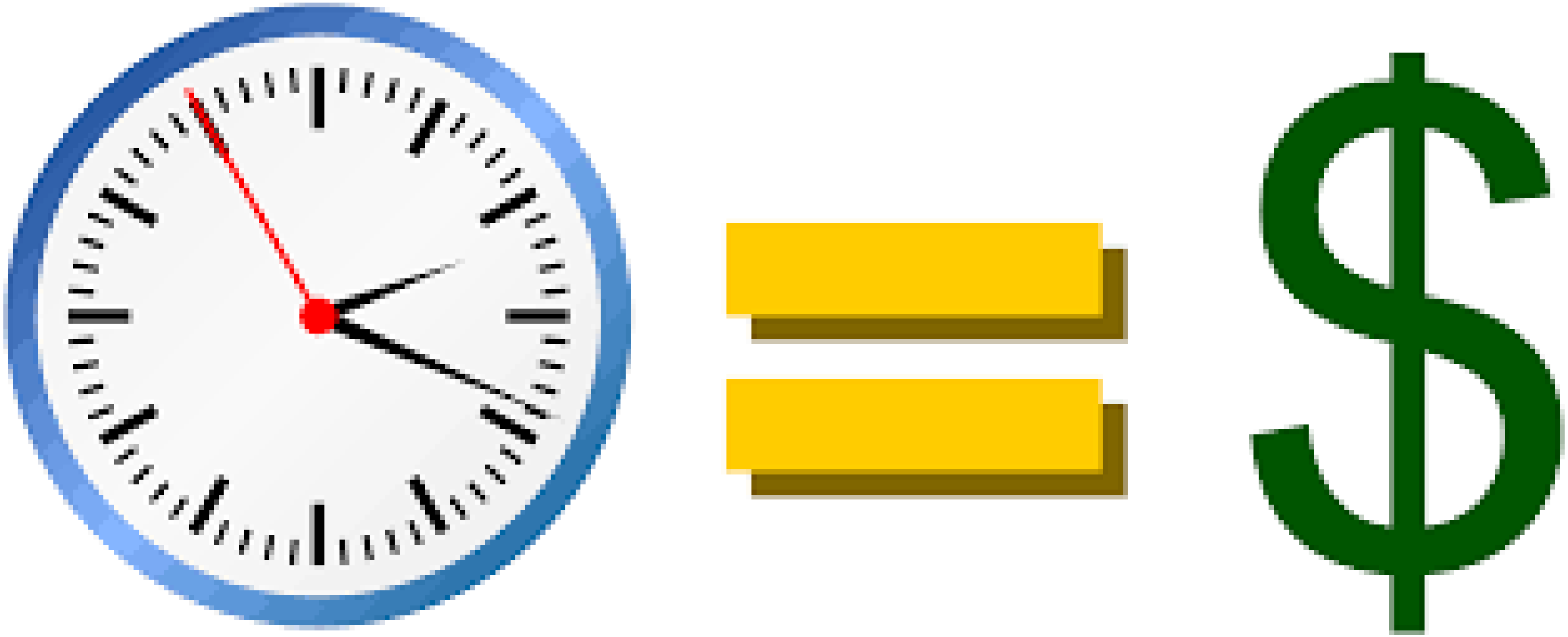
Performance Management

Improving confidence in government

Dan Henderson, GISP, PMP
Esri, Local Government Team

esri | THE SCIENCE OF WHERE™

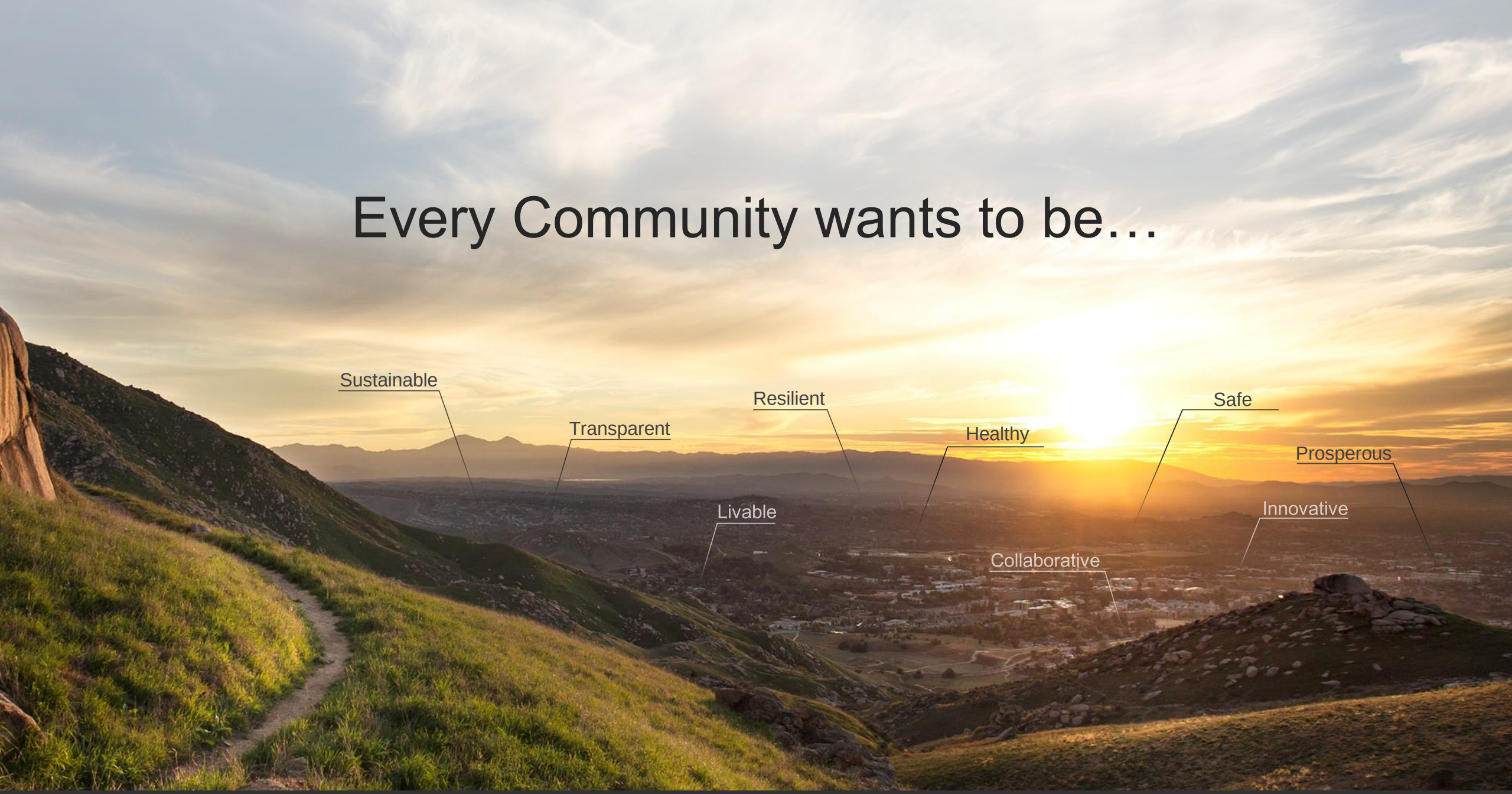

86.4% OF PEOPLE WILL BELIEVE ANY DATA YOU PUT IN A POWERPOINT SLIDE, EVEN IF YOU JUST TOTALLY MADE IT UP TO PROVE YOUR POINT.
86.4%
TOM FISH BURNE
©marketoonist.com



How do we measure ROI? Why?

esri THE SCIENCE OF WHERE™

Every Community wants to be…



SOCIAL CONFLICTS

BIODIVERSITY

HOMELESSNESS

DEMOGRAPHIC SHIFTS

JOB LOSS

ECONOMIC PRESSURES

TRANSPORTATION

EPIDEMICS

DISASTERS

CLIMATE CHANGE

DROUGHT

FLOODING

RAND MCNALLY
1998-2015
2016

IOWA DOT
SMARTER | SIMPLER | CUSTOMER DRIVEN

Transportation Matters for Iowa

Transportation Matters Blog

Search blog Go

Archives
March 2018
February 2018
January 2018
December 2017
November 2017
October 2017
September 2017
August 2017
July 2017
June 2017
May 2017
April 2017

More...

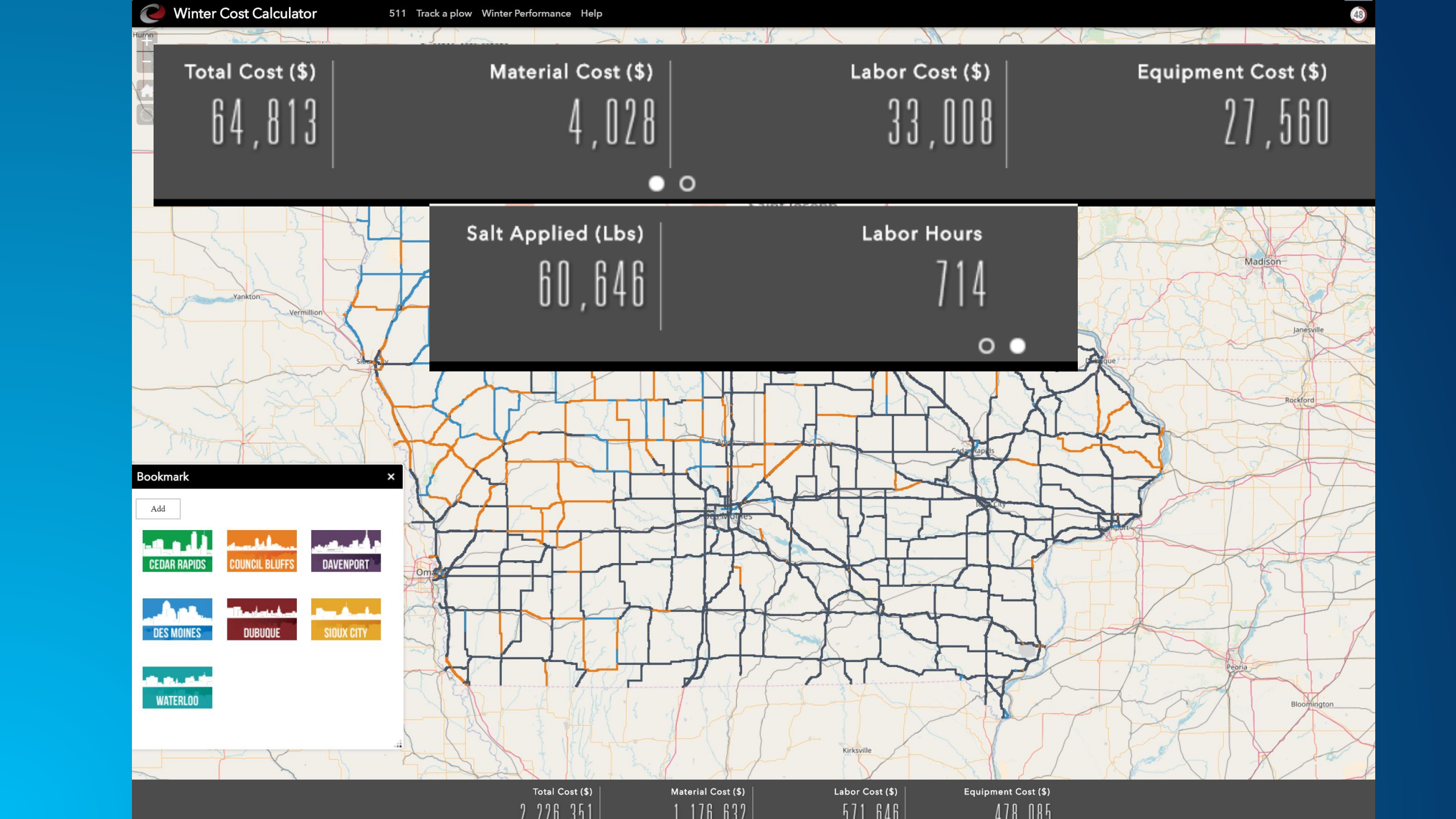
Print page

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.


Winter Cost Calculator
511
Track a plow
Winter Performance
Help
48
Total Cost ($)
64,813
Material Cost ($)
4,028
Labor Cost ($)
33,008
Equipment Cost ($)
27,560
Salt Applied (Lbs)
60,646
Labor Hours
714
Bookmark
Add
CEDAR RAPIDS
COUNCIL BLUFFS
DAVENPORT
DES MOINES
DUBUQUE
SIOUX CITY
WATERLOO
Yankton
Vermillion
Madison
Janesville
Rockford
Peoria
Bloomington
Kirksville
Total Cost ($)
2,226,351
Material Cost ($)
1,176,632
Labor Cost ($)
571,646
Equipment Cost ($)
478,085

Police Department

Keeping our streets safe

Show Crimes for Last: Hour | 24 hours | 3 days | 7 days | 28 days

Filters

Use the following to filter the dashboard elements to a specific police division, district, crime category, type, or a specific date. Note: this data is for demonstration purposes and is not real.

Police Division

All

Police District

All

Crime Type

- (•) All
- ( ) Agg. Assault
- ( ) Burglary
- ( ) Larceny
- ( ) MV Theft
- ( ) Other
- ( ) Robbery

Day of Week

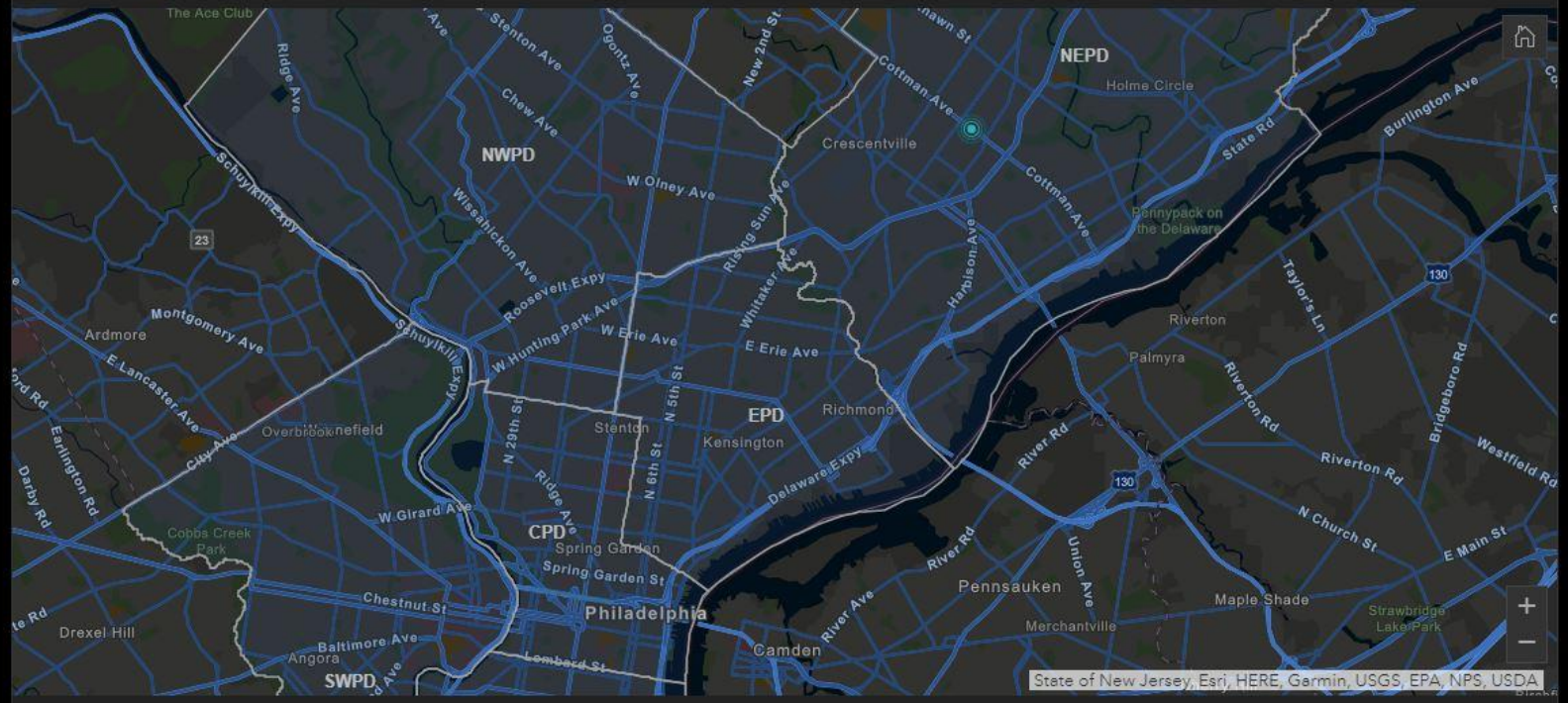
All

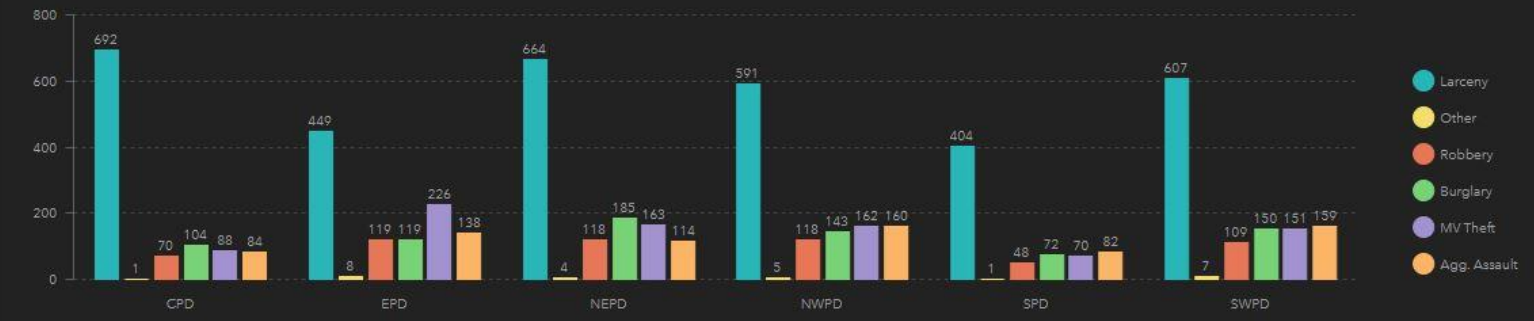
Time of Day

All

Crimes

Last hour • Last 24 hours • Before the last 24 hours





Map | Time Periods | Last 14 and 15 - 28 Day Comparison | Property and Violent Comparison

Crime Feed

6,385

Larceny	6/28/2018, 1:20 PM 6200 BLOCK GERMANTOWN AVE
Larceny	6/28/2018, 1:12 PM 2800 BLOCK MUTTER ST
Larceny	6/28/2018, 1:06 PM 4600 BLOCK E ROOSEVELT BLVD
Larceny	6/28/2018, 12:41 PM 2100 BLOCK COTTMAN AV
Larceny	6/28/2018, 12:31 PM 1800 BLOCK W NEDRO AVE
Larceny	6/28/2018, 12:27 PM 300 BLOCK SHEDAKER ST
Larceny	6/28/2018, 12:22 PM 8100 BLOCK E ROOSEVELT BLVD
Robbery	6/28/2018, 12:13 PM 300 BLOCK N 55TH ST
Larceny	6/28/2018, 12:05 PM 9600 BLOCK BUSTLETON AV
Larceny	6/28/2018, 12:00 PM 200 BLOCK S 17TH ST
Larceny	6/28/2018, 11:54 AM 800 BLOCK CHESTNUT ST
Agg. Assault	6/28/2018, 11:52 AM 2900 BLOCK N STILLMAN ST
Burglary	6/28/2018, 11:48 AM 600 BLOCK N 32ND ST
Agg. Assault	6/28/2018, 11:47 AM 2800 BLOCK N HOWARD ST

Last update: a few seconds ago

Secure | https://www.waze.com/ccp

Live map Carpool Partners Support Login

Connected Citizens Program

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

APPLY NOW PARTNERS PORTAL HELP CENTER

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.

Live Traffic Dashboard

ACCIDENT | JAM | ROAD CLOSED | WEATHERHAZARD | None | Last 10 minutes | Last 20 minutes | Last 30 minutes

Reported Traffic Accidents

5

Increase: 0

Last update: a few seconds ago

Reported Traffic Jams

164

Decrease: -2

Last update: a few seconds ago

Reported Road Closures

58

Increase: 0

Last update: a few seconds ago

Recent Reports

WEATHERHAZARD | White Marsh Blvd
HAZARD ON SHOULDER CAR STOPPED
6/28/2018, 1:32 PM

JAM | Eastern Blvd
JAM HEAVY TRAFFIC
6/28/2018, 1:32 PM

JAM | I-95 N
JAM STAND STILL TRAFFIC
6/28/2018, 1:32 PM

WEATHERHAZARD | I-895 S
HAZARD ON SHOULDER CAR STOPPED
6/28/2018, 1:32 PM

WEATHERHAZARD | I-83 N
HAZARD ON SHOULDER CAR STOPPED
6/28/2018, 1:32 PM

JAM | E Monument St
6/28/2018, 1:32 PM

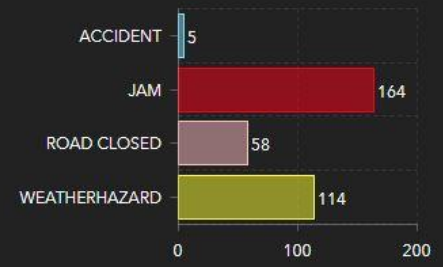
JAM | E Conway St
JAM STAND STILL TRAFFIC
6/28/2018, 1:32 PM

JAM | I-695 W
JAM HEAVY TRAFFIC
6/28/2018, 1:32 PM

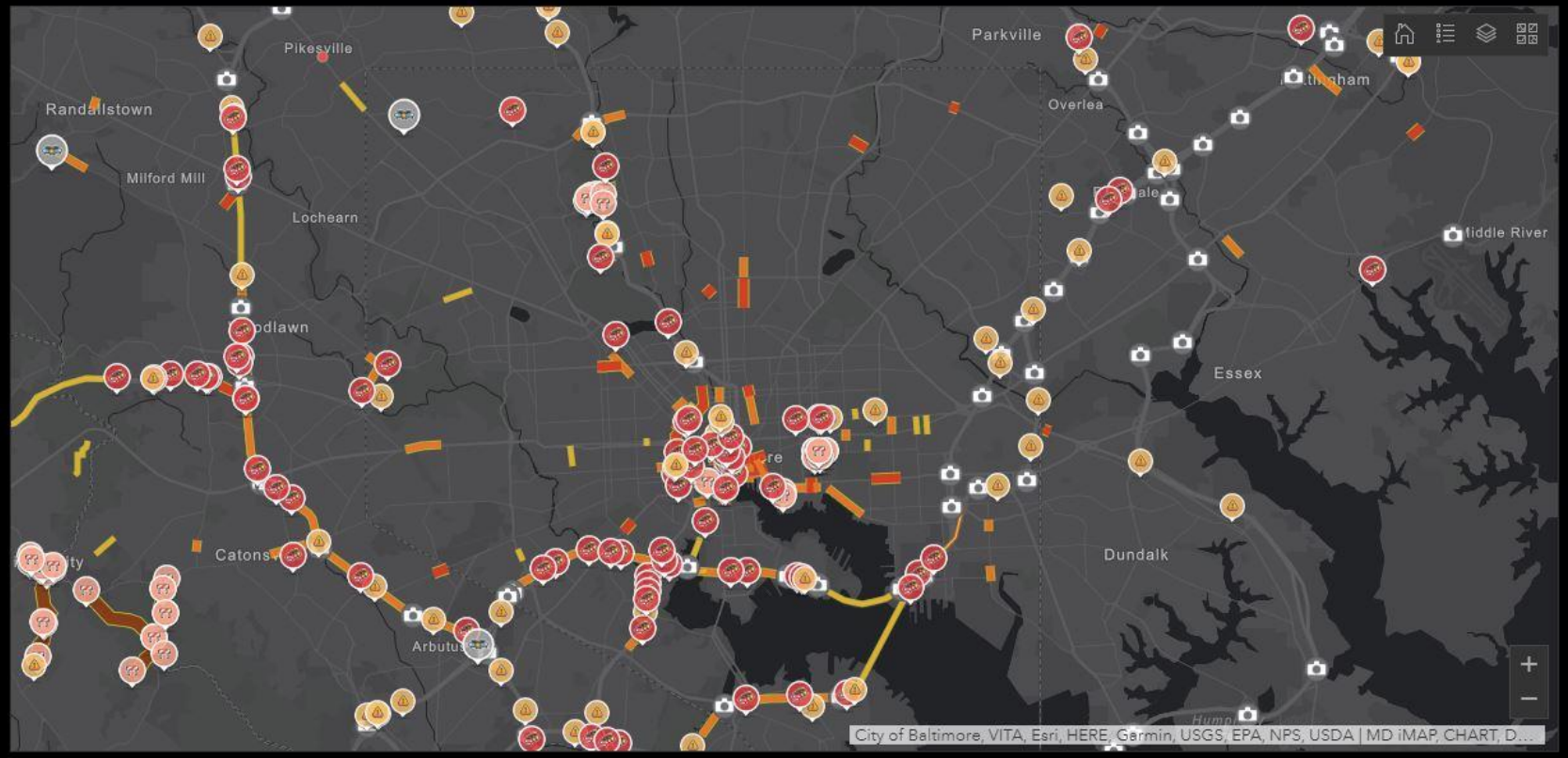
WEATHERHAZARD | Waterloo Rd
HAZARD ON SHOULDER CAR STOPPED

Last update: a few seconds ago

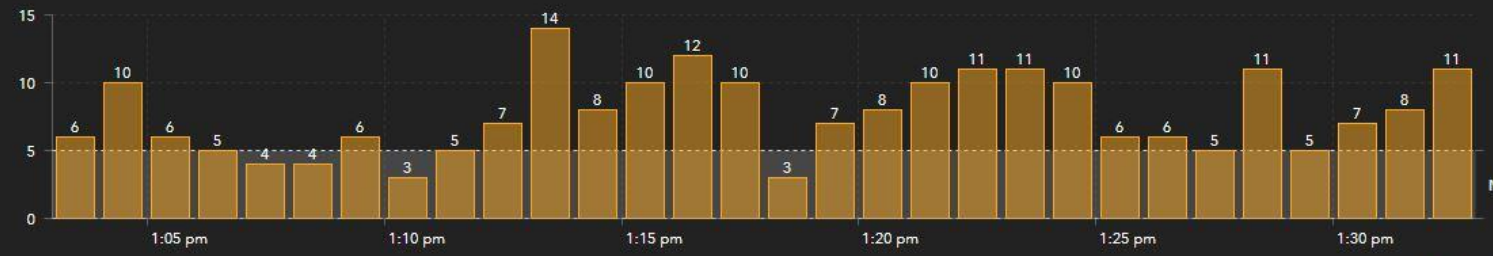
Waze Alert Summary



Last update: a few seconds ago



Traffic reports (last 30 min)



Last update: a few seconds ago

Traffic Reports | Top Travel Delays

Tempe Opioid Abuse Probable EMS Call Dashboard

Filter Options

Age Range (select one or more)

select age range(s)

Group (select one or more)

select group(s)

Month (select one or more)

select month(s)

Day of Week (select one or more)

select day(s)

Gender

select gender

Select Date or Date Range

New dashboard features include interactive charts! Click on a chart to filter the data shown

This data is available for download at https://data.tempe.gov/dataset/opiod-ems-calls

Tips on interacting with the dashboard and information about the data included is found at http://bit.ly/2swqhNR

Operations dashboard is best viewed using Google Chrome, Firefox, or Safari web browsers

Opioid Abuse Probabl

425

out of 583

Last update: a few seconds ago

Narcan/Naloxone Given

179

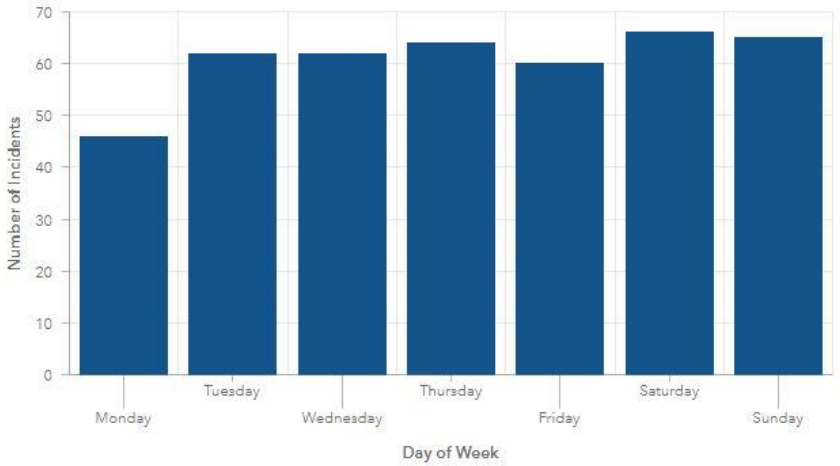
out of 425

Last update: a few seconds ago

Gender

Last update: a few seconds ago

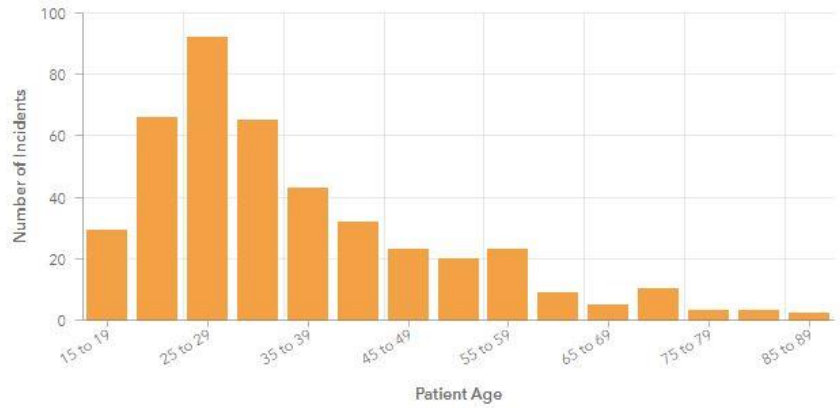
EMS calls where opioid abuse was probable by day of the week



Last update: a few seconds ago

by Day of Week | by Month | Call Date

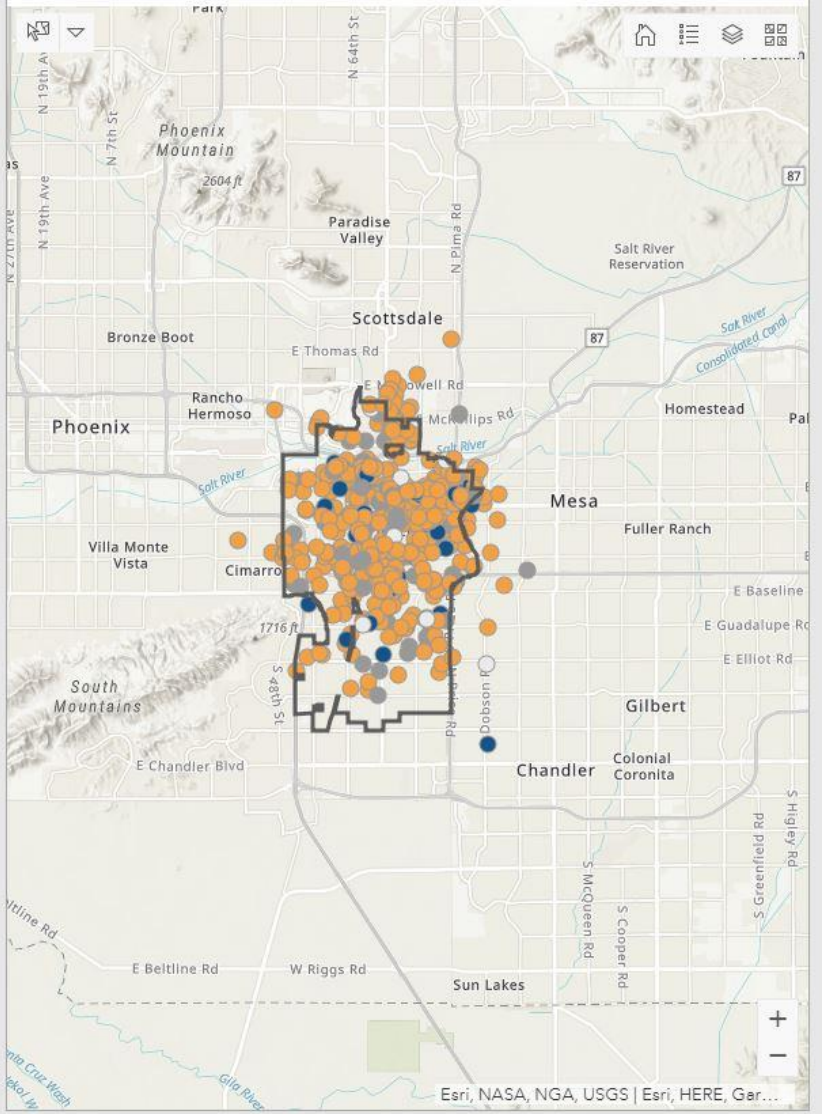
Age of patients



Last update: a few seconds ago

Age Range | Individual ages

Opioid Incidents



datahub.johnscreekga.gov

Johns Creek

Sign In

Johns Creek DataHub

Open Data, Dashboards, and Mapping Apps

Search

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.

austin.maps.arcgis.com/apps/webappviewer/index.html?id=02eecf190f5241f19f92492d63ba5ce2

Sidewalk Program Projects

Sidewalk Program funding from 2016 bond, Quarter-Cent funds, fee-in-lieu, grants, and other sources.

Public Works Department - Sidewalk Program

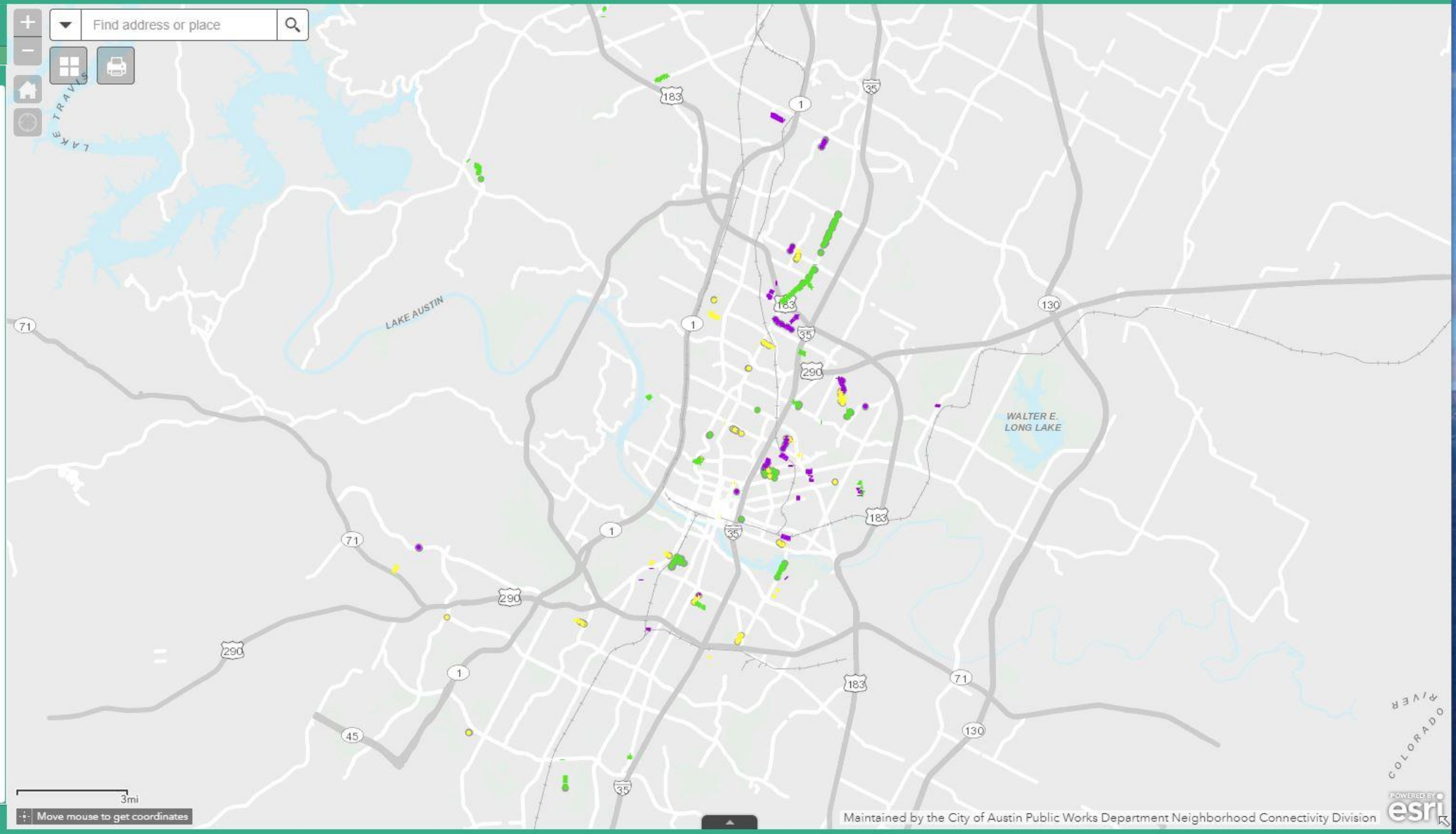
Legend

Current and Upcoming Sidewalk Construction

- Active/Potential Start - next 30 days
- Potential Start - next 90 days
- Potential Start - next 180 days

Current and Upcoming Curb Ramp Construction

- Active/Potential Start - next 30 days
- Potential Start - next 90 days
- Potential Start - next 180 days



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laways.s3-website-us-west-1.amazonaws.com

Street Wize

Legend

Find address or place

Current Work | Upcoming Work

60 Projects

Search Radius (0.5 mi)

1 Street Excavation
0.03 MILES Remaining: 3 months

2 Curb and Sidewalk Projects
0.11 MILES Remaining: 5 months

3 Street Excavation
0.13 MILES Remaining: 9 months

4 City Capital Improvement Projects
0.18 MILES Remaining: 6 months

5 City Capital Improvement Projects
0.2 MILES Remaining: 6 months

6 Curb and Sidewalk Projects
0.21 MILES Remaining: 6 months

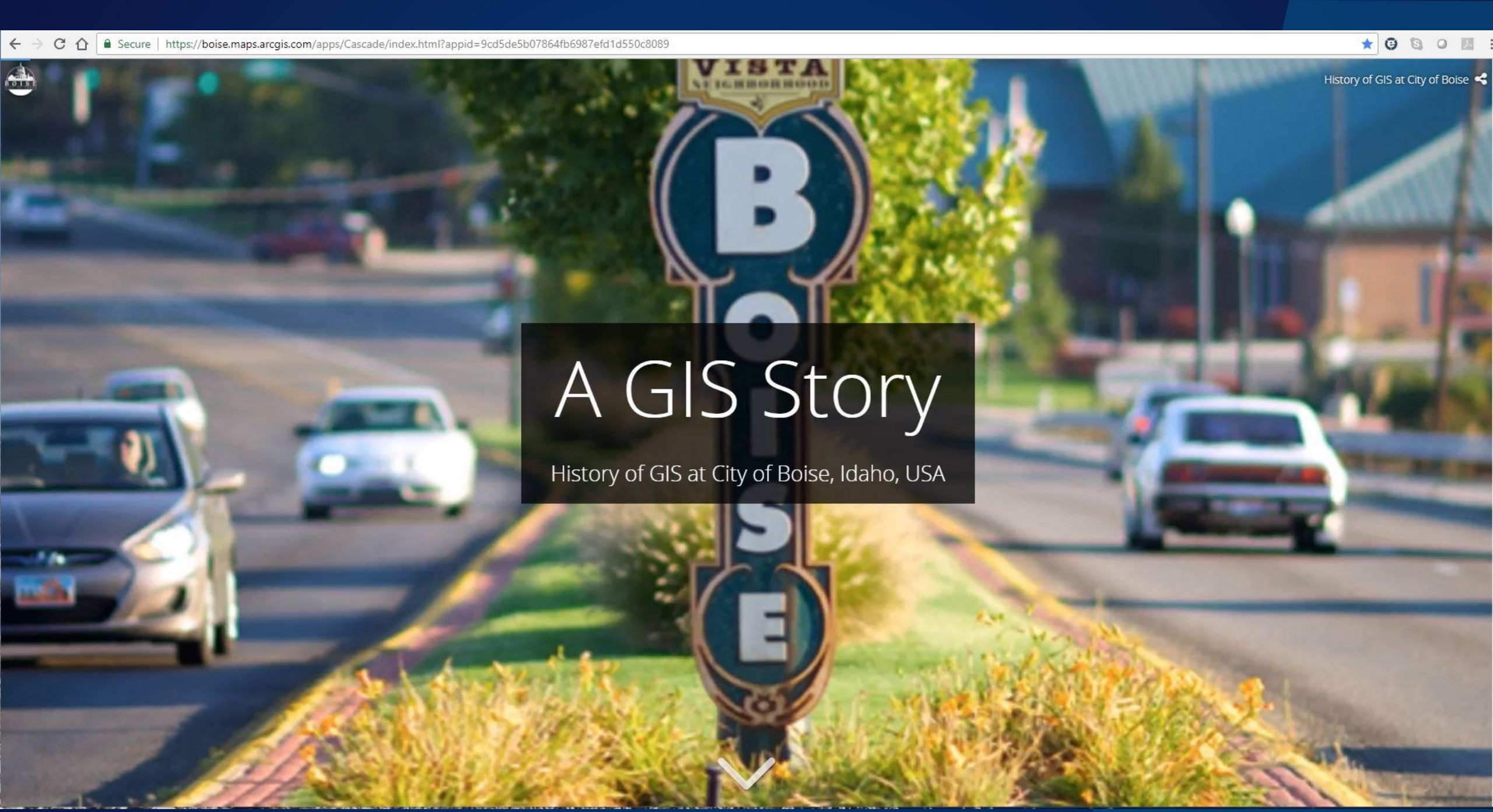
7 City Capital Improvement Projects
0.23 MILES Remaining: 6 months

8 Street Excavation
0.25 MILES Remaining: 4 months

9 Resurfacing
0.25 MILES Remaining: 2 days

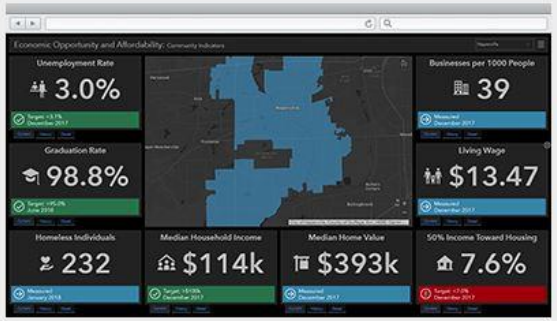
10 Street Excavation
0.27 MILES Remaining: 0 days

County of Los Angeles, Bureau of Land Management, Esri, HERE, Garmin, INCREMENT P, Intermap, USGS, METI/NA...


Secure | https://boise.maps.arcgis.com/apps/Cascade/index.html?appid=9cd5de5b07864fb6987efd1d550c8089
History of GIS at City of Boise
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 in to 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 to 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 WHAT YOU GET WHAT'S NEW VIEW APPLICATIONS

New automated deployment option

This ArcGIS Solution can now be quickly deployed in your organization with the ArcGIS Solutions Deployment Tool.

- ArcGIS Solutions Deployment Tool

You may be interested in

ArcGIS for Local Government includes several related maps and apps that also can be configured in your organization:

- Blight Status Dashboard
- Daily Activity Dashboard
- Fatal and Serious Injury Dashboard
- Fire Incident Dashboard
- Opioid Response Dashboard

Requirements

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

Secure | https://www.arcgis.com/apps/opsdashboard/index.html#/8a4ac286b13b4b5d8288755fcf4dfca6

Economic Opportunity and Affordability: Community Indicators

Naperville

Unemployment Rate

3.0%

Target: <3.1%
December 2017

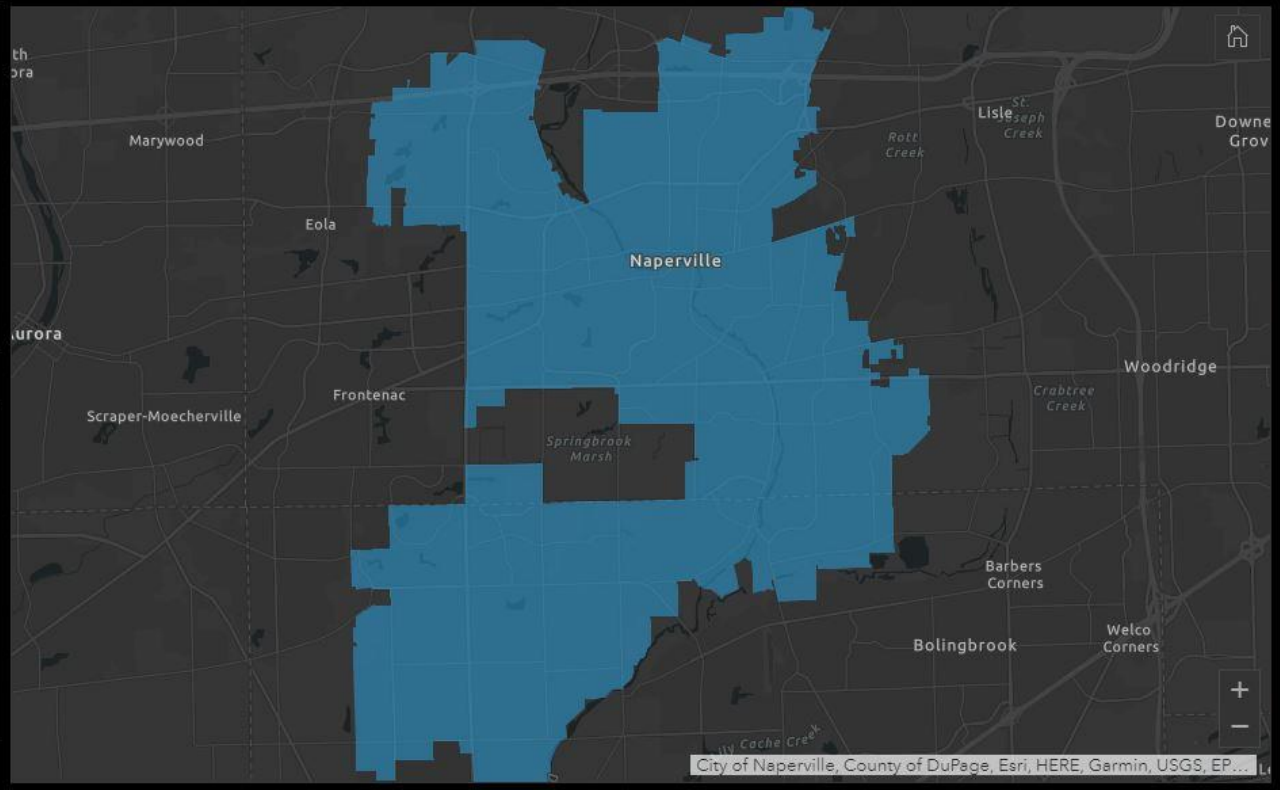
Current | History | Detail

Graduation Rate

98.8%

Target: >95.0%
May 2018

Current | History | Detail



Businesses per 1000 People

39

Measured
December 2017

Current | History | Detail

Living Wage

$13.47

Measured
December 2017

Current | History | Detail

Homeless Individuals

232

Measured
January 2018

Current | History | Detail

Median Household Income

$114k

Target: >$100k
December 2017

Current | History | Detail

Median Home Value

$393k

Measured
December 2017

Current | History | Detail

50% Income Toward Housing

7.6%

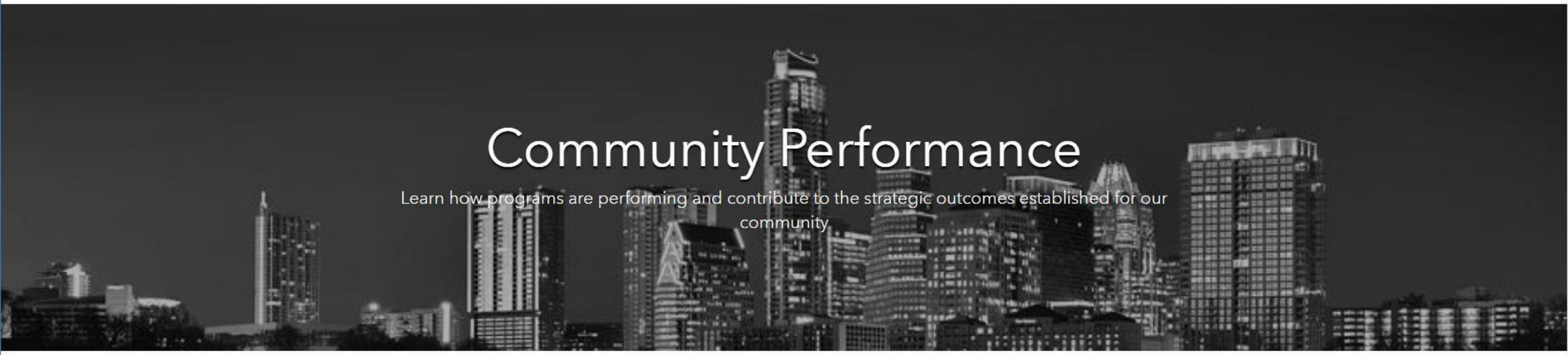
Target: <7.0%
December 2017

Current | History | Detail

community-performance-statelocaltryit.opendata.arcgis.com

Community Performance Portal

Sign In



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**

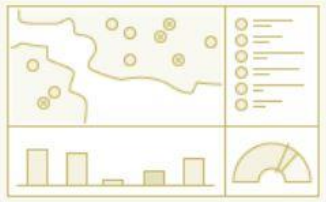
Economic Opportunity and Affordability Outcome

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

Secure | https://www.arcgis.com/apps/MinimalGallery/index.html?appid=d714a06570f543ecac57d90388ec7567

Performance Management Dashboards

Search



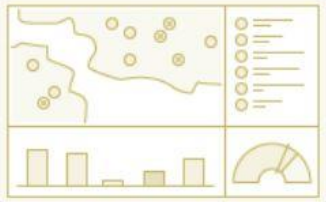
Economic Opportunity and Affordability: Community Contributions

Economic Opportunity and Affordability: Community Indicators

Health and Environment: Community Contributions

Health and Environment: Community Indicators

Public Safety: Community Contributions



Public Safety: Community Indicators

Questions? Thanks for attending!

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@hendomap
Follow me on Twitter or LinkedIn

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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#/9ef296f66f724c36bcaf01fc69768ecd

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=02eecf190f5241f19f92492d63ba5ce2
LA Street Wize - http://laways.s3-website-us-west-1.amazonaws.com/
Boise GIS - https://boise.maps.arcgis.com/apps/Cascade/index.html?appid=9cd5de5b07864fb6987efd1d550c8089
Esri Performance Management - http://solutions.arcgis.com/local-government/help/performance-management/
Economic Affordability - https://www.arcgis.com/apps/opsdashboard/index.html#/8a4ac286b13b4b5d8288755fcf4dfca6
Community Performance - http://community-performance-statelocaltryit.opendata.arcgis.com/
Performance Dashboards - https://www.arcgis.com/apps/MinimalGallery/index.html?appid=d714a06570f543ecac57d90388ec7567