

Boston About Results:

Making Performance Data Public

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City of Boston



Boston About Results: Making Boston Better, Every Day

To learn more about how the City is performing visit the BAR website at www.cityofboston.gov/bar

Why make my data public?


Getting your story out to the public will:

- Help you focus on what really matters
- Provide an extra layer of accountability
- Celebrate your achievements
- Show the public the services you provide

How do I share my story?

Simple web reports are an easy place to start


- The City of Boston started in 2008 by publishing PDFs of PowerPoint reports on our website.
- Since then, we've continuously looked for innovative ways to convey our performance to the public.



BAR
BOSTON ABOUT RESULTS
PERFORMANCE MANAGEMENT SYSTEM

Mayor's Performance Report

Boston Public Works and Transportation Departments
Quarter 1, Fiscal Year 2009
July 1, 2008 – September 30, 2008



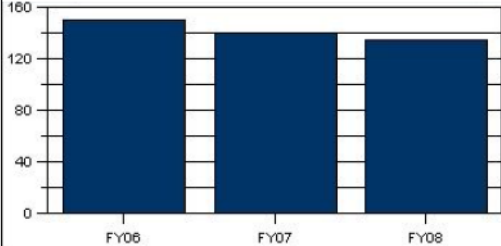
Thomas M. Menino, Mayor

Performance Data

Key Performance Indicators

	FY06	FY07	FY08	FY09		Status
	Jun	Jun	Jun	Jun	Sep	
	YTD Result	YTD Result	YTD Result	YTD Result	YTD Target	
Tons of solid waste collected	270,288	251,443	240,917	60,749	64,820	
Avg. lbs of waste per household	130	140	134	145	144	
Diversion rate	16	11	12	10	13	
Pct. of traffic signals on-line	72	61	68	66	65	
Total abandoned vehicle tows	--	1,351	922	204	250	
Total tows	15,574	17,740	16,116	4,270	4,451	
Pct. of street light outages addressed within 7-10 business days	76	77	77	90	77	
Pct. of single-space meters in operation	--	77	63	65	70	
Pct. of multi-space meters in operation	--	--	95	95	95	
Tickets issued by Enforcement Unit	1,473,896	1,397,007	1,397,703	351,404	367,601	
Residential parking permits issued	32,215	51,776	58,623	14,262	12,601	
Total utility cut square footage	1,226,968	1,117,357	1,396,164	524,640	527,000	
Total vehicles maintained by Central Fleet	1,248	2,063	1,103	1,113	1,150	
Pct. of fleet operational on daily basis	95	92	90	91	90	

Average Pounds of Waste Per Household



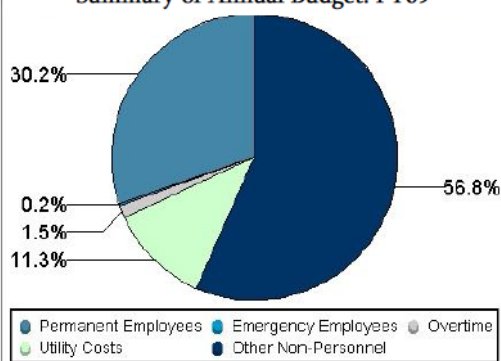
Administrative Performance Data

	FY06	FY07	FY08	FY09
	Jun	Jun	Jun	Sep
	YTD Result	YTD Result	YTD Result	YTD Result
A.1 BTD FTE	357	363	350	371
A.1 BTD Externally Funded FTE	5	4	4	4
A.1 PWD FTE	375	367	345	350
A.2 BTD-% of Workforce-people of color	30	31	31	33
A.2 PWD-% of Workforce-people of color	33	33	34	35
A.3 BTD-% of Workforce-women	45	45	46	45
A.3 PWD-% of Workforce-women	10	10	10	9
A.4 BTD-% of total person hours absent	5	5.43	5.6	5.38
A.4 PWD-% of total person hours absent	4	4.58	5.74	5.85
A.5 BTD-Hours absent per employee	96	104.26	127.02	25.65
A.5 PWD-Hours absent per employee	77.52	93.66	107.62	20.28

Budget Data

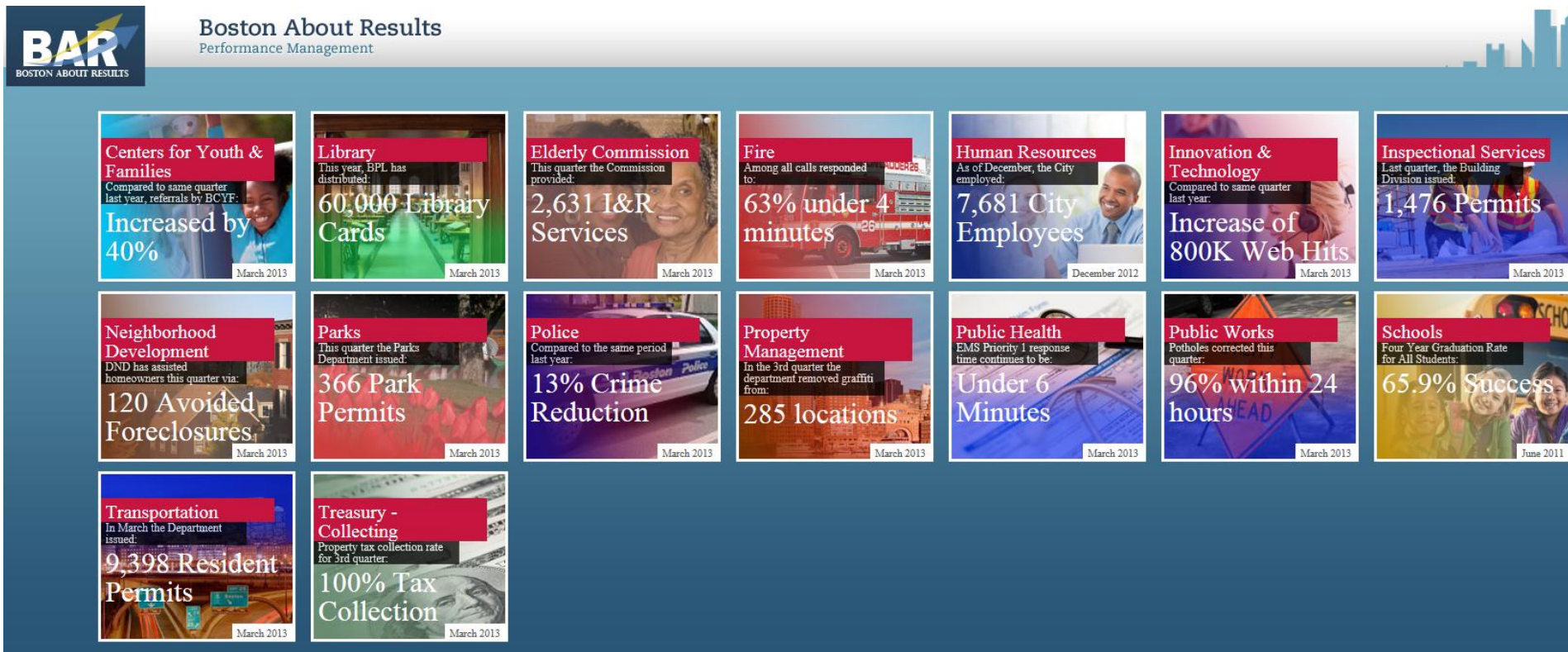
	FY06	FY07	FY08	FY09	Change FY06 - FY09	Pct Change FY06 - FY09
	Actual Expense	Actual Expense	Appropriation	Appropriation	Change FY06 - FY09	Pct Change FY06 - FY09
Total Permanent Employees	33,263,280	32,801,437	34,303,211	36,161,083	1,897,803	5.42%
Total Emergency Employees	307,518	261,411	218,192	215,080	-3,112	-1.43%
Total Overtime	3,792,512	3,836,069	1,602,050	1,621,050	139,000	0.28%
Utilities	12,461,074	11,566,165	12,522,661	13,462,676	660,014	5.15%
Other Non-Personnel	55,703,442	65,025,080	65,069,456	67,911,479	2,842,011	4.37%
Total Expense	115,617,826	114,682,212	114,095,582	119,594,367	5,486,785	4.82%

Summary of Annual Budget: FY09



Citizen Insight: Boston's new interactive scorecard

- 16 of the City's most forward-facing departments have a public scorecard
- Data and performance highlights are updated quarterly



Citizen Insight: Boston's new interactive scorecard



Boston About Results
Performance Management



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405-411 D Street

City tops \$1 Billion mark for new housing starts in FY13. This represents 1,968 new market rate and 285 new affordable units.

With \$45M in new housing starts this quarter, more than \$1B of housing has gone into construction in FY13. The largest project this quarter was the 192-unit development at 405-411 D St. in South Boston. Another 77 low-income elderly units went into construction this quarter. Spencer House in Egleston Sq. (37 units) and Quincy Commons in Roxbury (40 units). Currently, more than 4,000 new units of housing and 1,090 new dormitory beds are in construction in Boston.

Achievements

Strategies	Measures
Assist existing homeowners in retaining their homes	Homeowners assisted w/forecl couns who avoided forecl
Assist tenants and landlords to preserve their tenancies	Homeowners assisted w/foreclosure prevention counseling
Dispose of tax-foreclosed and surplus property	Housing units repaired/rehabbed including LP Abate prog
Manage tax-foreclosed and surplus property	New homebuyers provided with financial assistance
Prevent the loss of affordable housing units	Total residential foreclosure deeds (owner occupied)
Promote the development and preservation	Total residential foreclosure petitions (owner occupied)
Provide support services to tenants at risk	



Homeowners assisted w/forecl couns who avoided forecl

Homeowners assisted w/foreclosure prevention counseling

Housing units repaired/rehabbed including LP Abate prog

New homebuyers provided with financial assistance

Total residential foreclosure deeds (owner occupied)

Total residential foreclosure petitions (owner occupied)

Users can...

- Read performance highlights
- View strategies
- Scroll through associated measures

Neighborhood Development



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Citizen Insight: Boston's new interactive scorecard



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Performance Management

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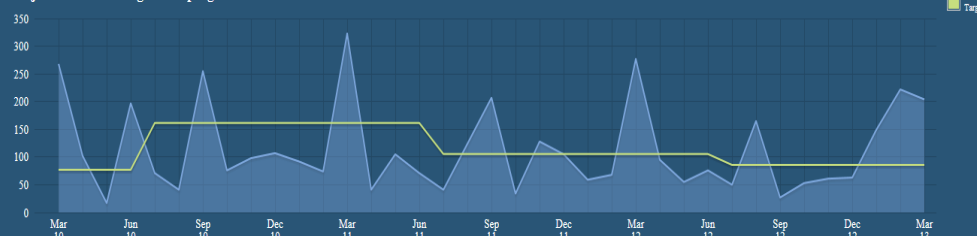
Boston Home Center - Housing Resource EXPO a big success

The Boston Home Center sponsored its 5th annual Housing Resource Exposition on March 23 at the BCYF Perkins Community Center in Dorchester. Over 40 participants including city departments, non-profit, and private partners provided over 165 homeowners and homebuyers who attended with a day of resources to maintain or purchase a home. In addition, over 7 classes were offered ranging in topics from financial assistance to purchase or repair a home, to hiring a contractor or purchasing a foreclosed property.

Achievements

Strategies	Measures	March 2013
✓ ↗	All jobs created through OBD programs	This measure represents the number of jobs created or retained by the Office of Business Development, through various types of financial or technical assistance.
✓ ↘	Bank-owned (REO) units reclaimed	This quarterly measure represents the number of bank-owned real estate units reclaimed through public acquisition.
⊘ ↘	Businesses assisted w/financial or technical assistance	This measure represents the number of businesses served by the Office of Business Development with financial or technical assistance.
⊘ ↘	Homeless households served	This measure represents the number of homeless families and/or individuals provided with housing assistance and/or support services. All shelters are visited each July to create relationships with clients, so the vast majority of households are reached in this month.
✓ ↗	Homeowners assisted w/forecl couns who avoided forecl	This measure represents the number of homeowners receiving foreclosure prevention counseling who were able to avoid foreclosure.
⊘ ↗	Homeowners assisted w/foreclosure prevention counseling	This measure represents the number of homeowners receiving foreclosure prevention counseling through DND's expanded counseling network, outreach efforts such as foreclosure fairs, and other programs that provide low interest rates and loan modifications.
⚠ ↗	Housing placement/tenancy preserved with counseling	This quarterly measure represents the number of housing placements or tenancies preserved through referrals that are processed by the Rental Housing Resource Center.
✓ ↗	Housing units repaired/rehabbed including LP Abate prog	This measure represents the number of housing units that are repaired or rehabbed using homeowner loans or grants which include abatements for lead paint. Additional funding was received in April 2009, at which point DND was able to fund projects previously on hold, resulting in a significant spike.
✓ ↗	New businesses opened with financial/technical assist	This measure represents the number of new businesses opened with financial or technical assistance.

All jobs created through OBD programs



Neighborhood Development

And also see...

- All appropriate performance measures
- A historical graph of actual versus target performance
- Performance scorecards from past periods



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Cross-Departmental Performance Reports



Thomas M. Menino, Mayor

Top Citizen Request Report

Report Range: 11/1/2012 - 11/30/2012



Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

Public Works Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Schedule a Bulk Item Pickup	1583	N/A	5.1	N/A
Street Light Outages	949	10 biz days	15.8	62.1%
Missed Trash/Recycling/Yard Waste/Bulk Item	643	2 biz days	0.7	99.7%
Requests for Street Cleaning	553	2 biz days	0.9	98.4%
Recycling Sticker Request	278	2 biz days	1.0	98.6%
Pick up Dead Animal	137	1 biz days	0.1	100.0%
Request for Pothole Repair	125	2 biz days	49.0	86.7%
Sidewalk Repair (Make Safe)	117	2 biz days	17.9	73.7%
Request for Recycling Cart	97	20 biz days	8.8	100.0%
Street Light Knock Downs	51	1 biz days	9.5	59.5%

Inspectional Services Department - Code Enforcement Division

- Managers from the Mayor's Office, Parks, Public Works, Transportation, Inspectional Services and Property Management departments meet every two weeks to discuss the recent concerns of citizens and the actions the City is taking to address them.
- The discussions at Basic City Services meetings are driven by real-time data on citizen requests from the City's constituent relationship management (CRM) software.
- Boston About Results makes these reports available not only to provide more transparency around the City's performance but also to further establish Boston's commitment to providing the best possible City services to its residents, businesses and visitors.



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Open Data Portal

The screenshot shows the City of Boston Open Data Portal interface. At the top, there is a navigation bar with the City of Boston logo and the text 'City of Boston.gov Data Boston'. Below this, a welcome message reads: 'Welcome to the City of Boston's Data Portal. With your help, we hope to make this portal the de facto place for Boston's municipal data. We'd love to hear from you! Please take a moment to provide constructive feedback on the site. Please send comments to OpenGov@cityofboston.gov'. The main content area features a search bar and a list of datasets. The selected dataset is 'Mayor's 24 Hour Hotline, Service Requests', which displays a table of constituent requests. The table has columns for 'CASE_ENQUIRY_ID', 'OPEN_DT', 'CLOSED_DT', and 'CASE_STATUS'. A sidebar on the left provides navigation options for 'View Types' (Datasets, Charts, Maps, Calendars, Filtered Views, External Datasets, Files and Documents, Forms) and 'Data Owner' (Office of the Mayor, Administration & Finance, Personal & Labor Relations, Advocacy & Strategic Investment, Public Property). Below the table, there is a 'Search & Browse Data' section with a list of related datasets.

	CASE_ENQUIRY_ID	OPEN_DT	CLOSED_DT	CASE_STATUS
1	101000101921	01/01/2010 12:52:26 AM	01/01/2010 12:54:21 AM	Closed
2	101000101922	01/01/2010 03:08:26 AM	01/04/2010 03:14:46 PM	Closed
3	101000101923	01/01/2010 03:11:30 AM	01/03/2010 12:18:55 PM	Closed
4	101000101924	01/01/2010 03:18:39 AM	01/05/2010 08:43:42 AM	Closed
5	101000101925	01/01/2010 03:43:28 AM		Open
6	101000101926	01/01/2010 07:15:03 AM	01/06/2010 04:40:04 PM	Closed
7	101000101927	01/01/2010 07:16:09 AM	01/06/2010 04:39:30 PM	Closed
8	101000101928	01/01/2010 07:32:58 AM	01/02/2010 08:07:00 AM	Closed
9	101000101929	01/01/2010 07:34:50 AM	01/06/2010 03:09:16 PM	Closed
10	101000101930	01/01/2010 07:53:10 AM	01/02/2010 01:31:42 AM	Closed
11	101000101931	01/01/2010 07:56:39 AM		Open
12	101000101932	01/01/2010 08:21:33 AM	01/02/2010 07:51:18 AM	Closed
13	101000101933	01/01/2010 08:28:38 AM	01/02/2010 09:13:33 AM	Closed
14	101000101934	01/01/2010 08:45:19 AM	01/03/2010 05:36:29 AM	Closed
15	101000101935	01/01/2010 08:48:26 AM	01/01/2010 11:23:20 AM	Closed
16	101000101936	01/01/2010 08:52:00 AM	01/04/2010 11:29:33 AM	Closed
17	101000101937	01/01/2010 09:05:53 AM	01/02/2010 03:09:53 PM	Closed

Our Open Data portal provides users with direct access to the City's raw data

- A variety of useful datasets and effective search tools
- Interactive options for visualizing and downloading

Open Checkbook

City of Boston.gov
Data Boston

Home CityOfBoston.gov Open Government For Developers Sign Up Sign In

CHECKBOOK EXPLORER Select Fiscal Year: Current: FY2013

Start Exploring Your Checkbook Here

Welcome to Boston's Checkbook Explorer

The City of Boston is continuously looking for ways to improve on and increase our transparency efforts to help bolster public confidence and increase participation for those who interact with the City. To complement our current open data offerings, we are pleased to launch our City of Boston Open Checkbook.

The Open Checkbook web application provides up-to-date financial information about the City's expenditures. The tool provides greater access to information about City spending decisions, which allows users to better understand how City dollars are being spent. The user-friendly, interactive dashboard lets you search data by department, vendor, and expenditure type.

Read the Checkbook Disclaimer

DEPARTMENT SUMMARY FOR COLLECTING DIVISION

TOTAL EXPENDITURES FOR FISCAL YEAR 2013 **\$ 4,422,223**

NUMBER OF TRANSACTIONS FOR FISCAL YEAR 2013 **331**

Expenditures by Program

Expenditures over Time

Vendor Name	Program	Date
U.S. Bank National Association	Premium on Perm Loans	03/1/
Merrill Lynch & Company	Premium on Perm Loans	03/1/
The Commonwealth of Massachusetts	Payment Services	04/2/

Collecting Division
Merrill Lynch & Company
\$ 707,022.77
POWERED BY Socrata
FOR Cost of Issuance

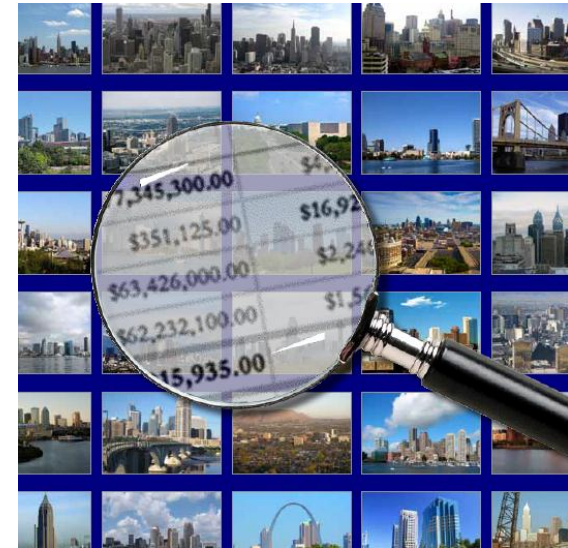
Open Checkbook is an interactive dashboard powered by our Open Data portal

- Provides the public with an easy-to-use tool to visualize the City's expenditure data, allowing users to better understand how City dollars are being spent.

Why is Open Data Important?

Objectively, open data transparency:

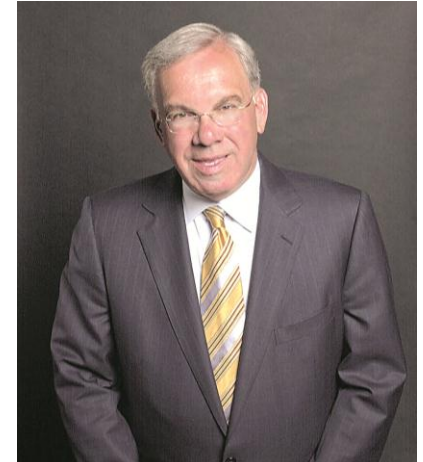
- Checks corruption
- Strengthens accountability
- Bolsters public confidence
- Improves responsiveness
- Promotes greater effectiveness and fiscal responsibility



In Boston, open data supports our efforts to:

- Empower citizens to involve themselves in City policy
- Foster innovation through crowd-sourcing
- Reduce FOIA requests and associated costs
- Streamline internal practices in preparation for public review

Ultimately, Boston About Results exists to help City employees **make Boston better, every day**



BAR Supports the Mayor's Commitment to Results

“A successful City is one that delivers for all of its people. Through accountability and strategic focus, the BAR program ensures Boston is delivering on that promise.”

Mayor Thomas M. Menino



Questions?

Contact Info:

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