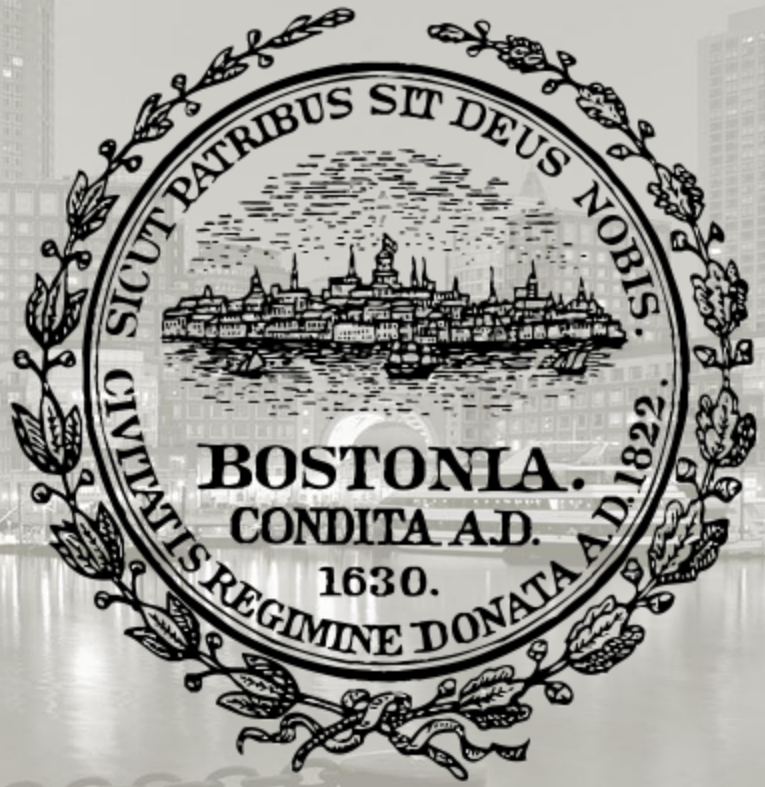
Boston About Results:

Making Performance Data Public



Christopher Dwelley

City of Boston

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.

CITY OF BOSTON 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

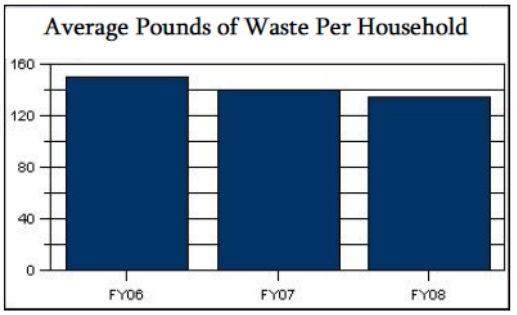
Performance Data

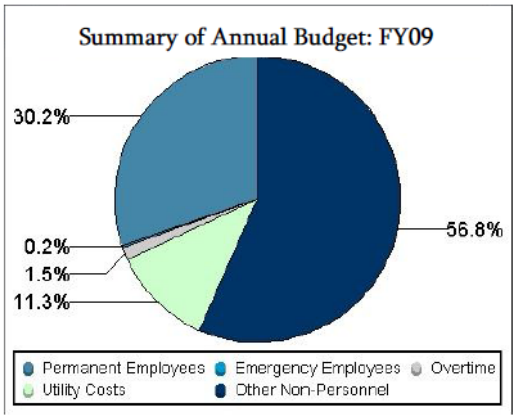
Key Performance Indicators

	FY06 Jun YTD Result	FY07 Jun YTD Result	FY08 Jun YTD Result	FY09 Sep YTD Result	FY09 Sep YTD Target	Status
Tons of solid waste collected	270,269	251,443	240,917	60,749	64,920	
Avg. lbs of waste per household	150	140	134	145	144	
Diversion rate	16	11	12	10	13	
Pct. of traffic signals on-line	72	61	66	66	65	
Total abandoned vehicle tows	--	1,351	922	204	250	
Total tows	15,574	17,743	16,116	4,276	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	69	85	78	
Pct. of multi-space meters in operation	--	--	95	95	95	
Tickets issued by Enforcement Unit	1,473,895	1,387,007	1,397,703	351,404	367,501	
Residential parking permits issued	32,216	31,776	58,623	14,252	12,501	
Total utility cut square footage	1,226,868	1,117,357	1,396,164	524,640	527,500	
Total vehicles maintained by Central Fleet	1,248	2,088	1,109	1,118	1,150	
Pct. of fleet operational on daily basis	86	92	90	91	90	

Administrative Performance Data

	FY06 Jun YTD Result	FY07 Jun YTD Result	FY08 Jun YTD Result	FY09 Sep 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	357	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	4.84	5.74	5.85
A.5 BTD-Hours absent per employee	95	104.26	127.02	26.85
A.5 PWD-Hours absent per employee	77.52	93.66	107.62	23.28



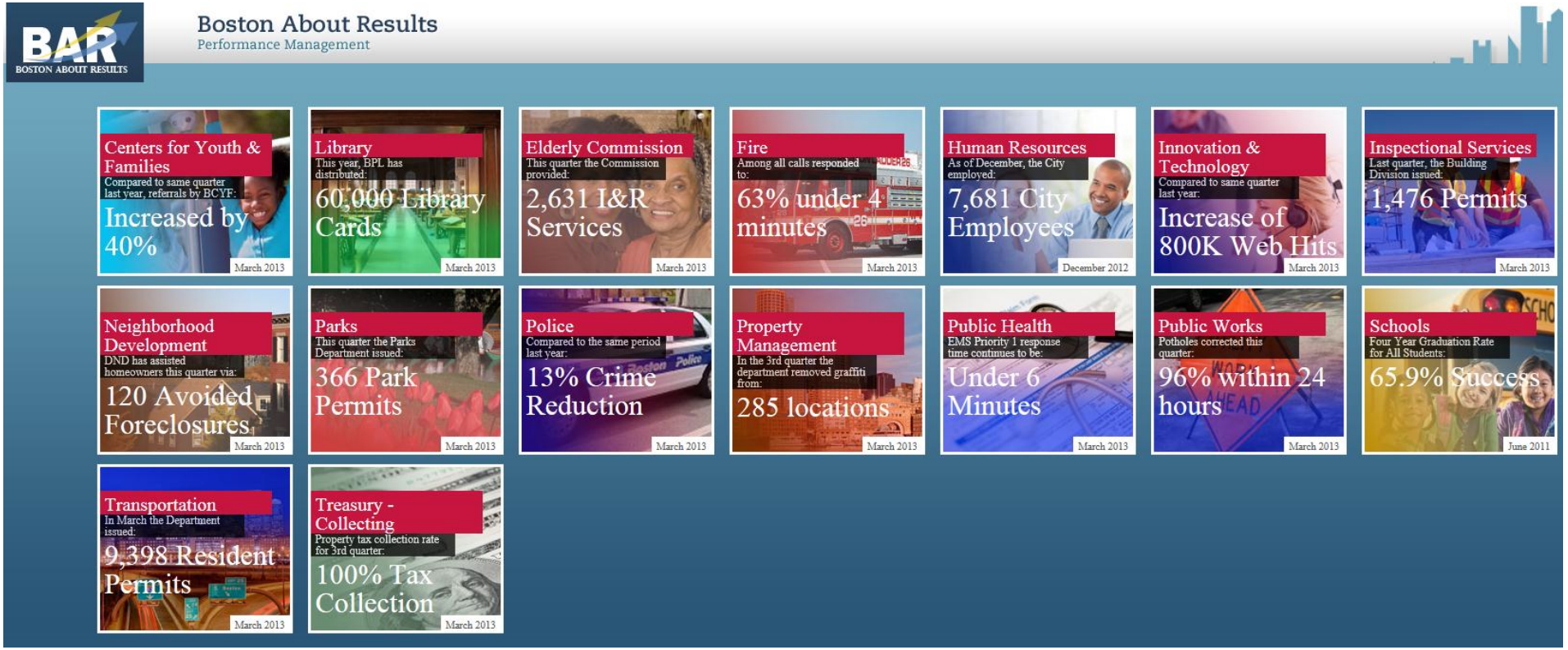


Budget Data

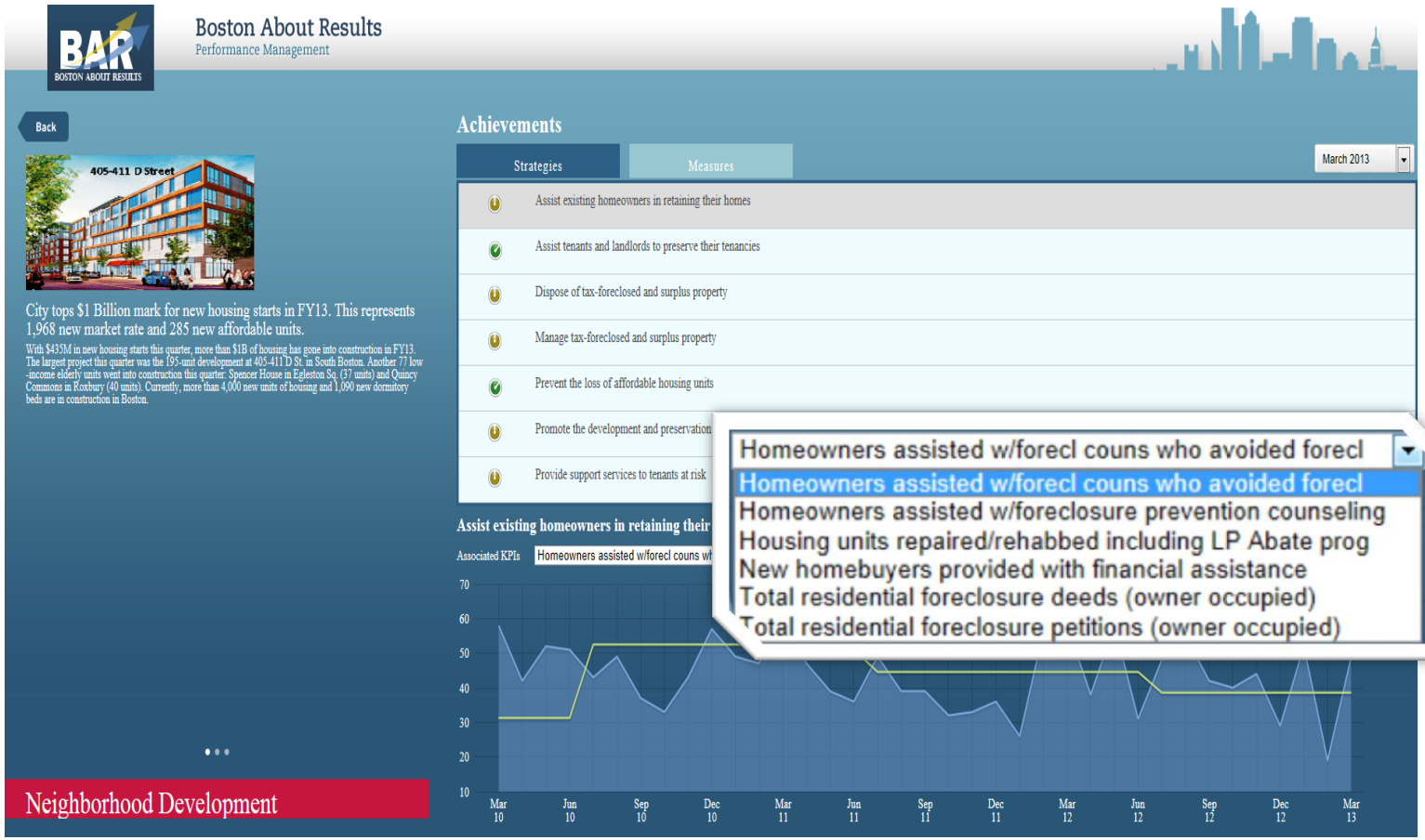
	FY06 Actual Expense	FY07 Actual Expense	FY08 Appropriation	FY09 Appropriation	Change FY08 - FY09	Pct Change FY08 - FY09
Total Permanent Employees	33,263,280	32,801,437	34,303,211	36,161,083	1,857,871	5.42%
Total Emergency Employees	397,518	261,411	218,192	215,080	-3,112	-1.43%
Total Overtime	3,792,512	3,936,069	1,882,050	1,021,050	139,000	0.26%
Utilities	12,461,074	11,566,165	12,822,661	13,482,676	660,014	5.15%
Other Non-Personnel	65,703,442	66,025,090	65,059,468	67,911,479	2,842,011	4.37%
Total Expense	**115,617,826**	**114,592,242**	**114,096,582**	**119,591,367**	**5,495,785**	**4.82%**

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



Users can…

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

Citizen Insight: Boston's new interactive scorecard

And also see…

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

Cross-Departmental Performance Reports

Thomas M. Menino, Mayor

Top Citizen Request Report

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

CITY OF BOSTON BAR BOSTON ABOUT RESULTS PERFORMANCE MANAGEMENT SYSTEM

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.

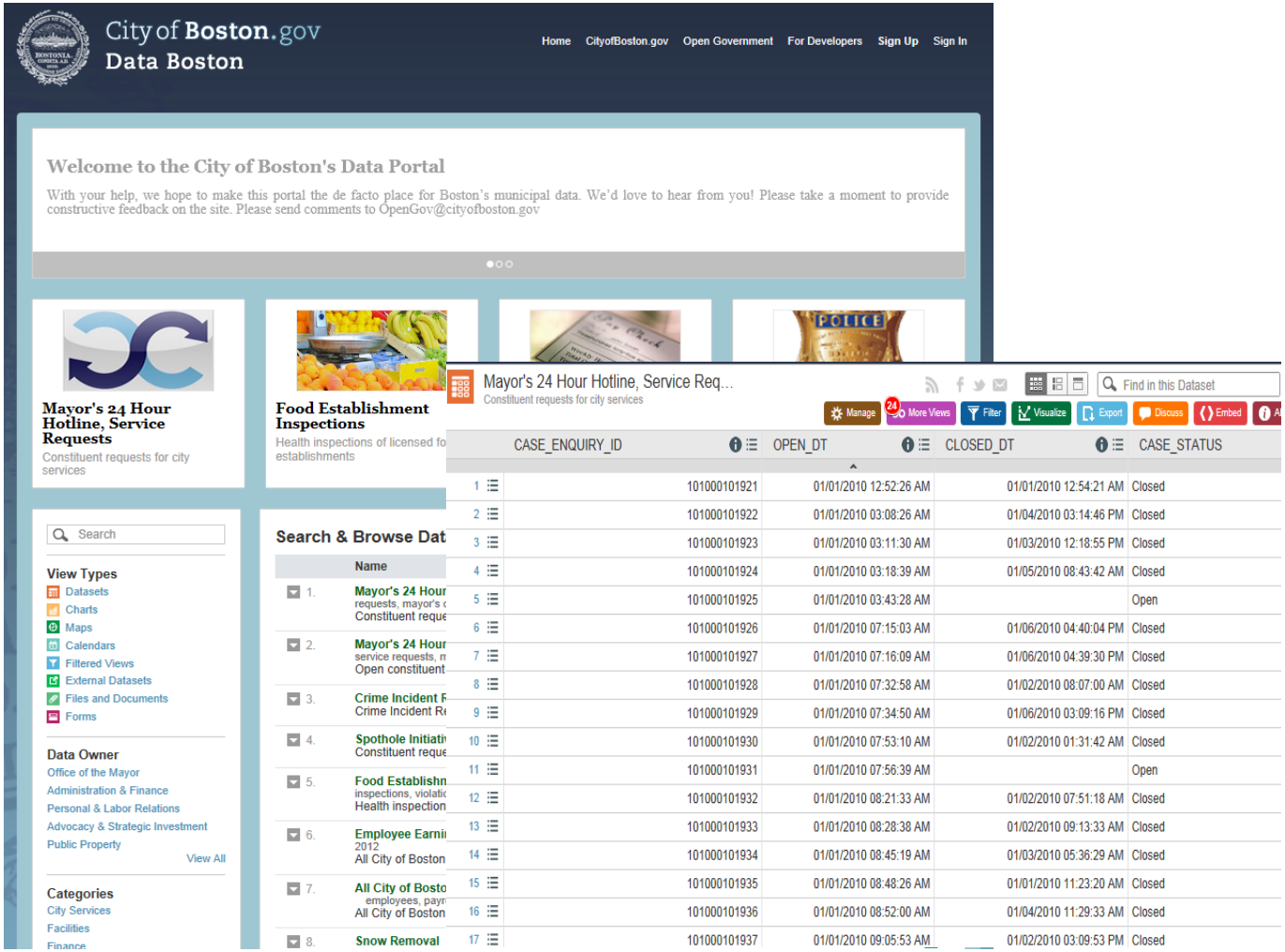
Public Works Department

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.

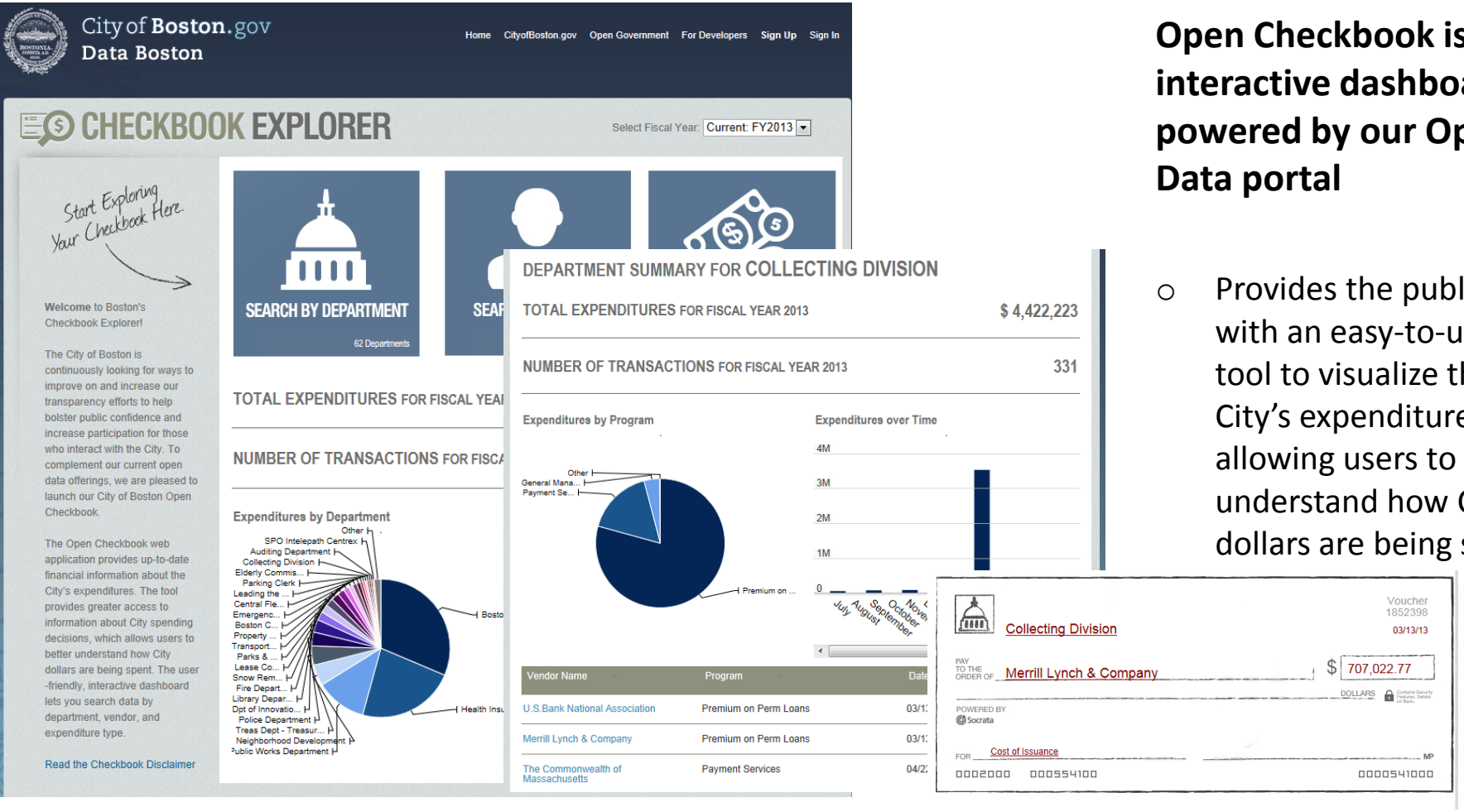
Open Data Portal



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



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?

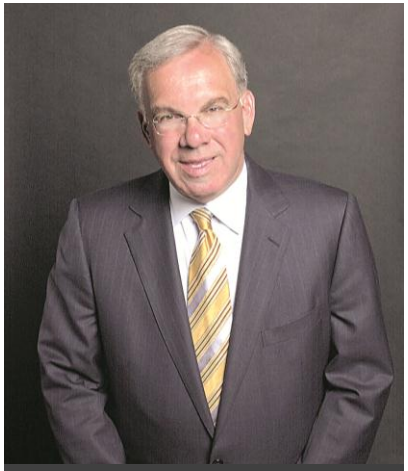
Objectively, open data transparency:

- 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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