



Public Performance Dashboard Presentation

November 12, 2019

The Public Performance Dashboard is available at alexandriava.gov/Performance

Performance & Accountability

The Office of Performance and Accountability (OPA) helps the City deliver efficient and effective services by informing decisions through measurement and analysis

Page updated on Sep 17, 2019 at 9:47 AM

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Performance Dashboard

Annually, City departments report on how well their department is performing using key indicators. This information, which is used to track and evaluate performance, is jointly developed by departments and the Office of Performance and Accountability. [View the performance dashboard.](#)



Resident Survey

As part of the City of Alexandria's data-driven effort, the City conducts a survey of our residents. This helps the City Government know more about resident's expectations for the City Government as well as how well we are performing for our community. [View the resident survey.](#)

It covers 10 service areas and City departments with almost 120 individual dashboards

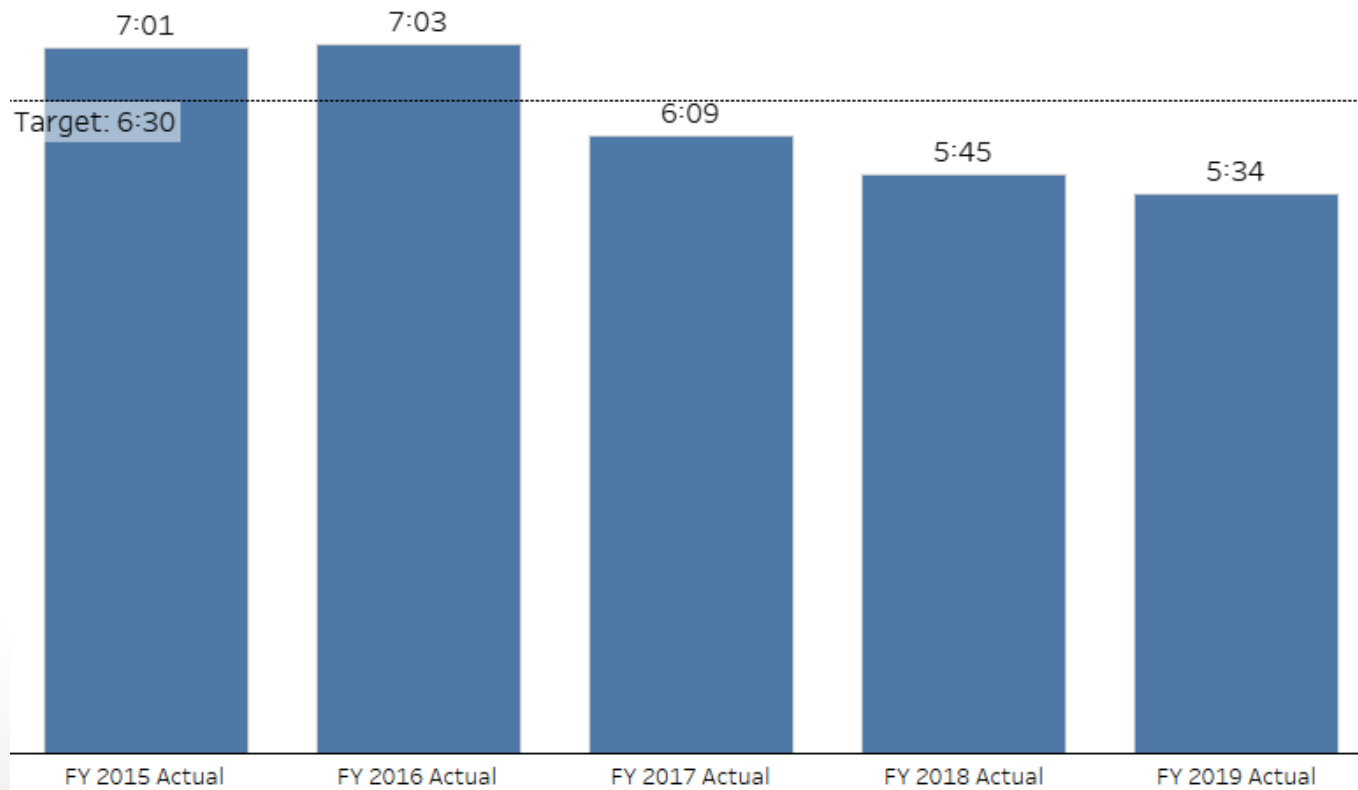


Examples & Highlights

EMS was 11 seconds faster in 2019

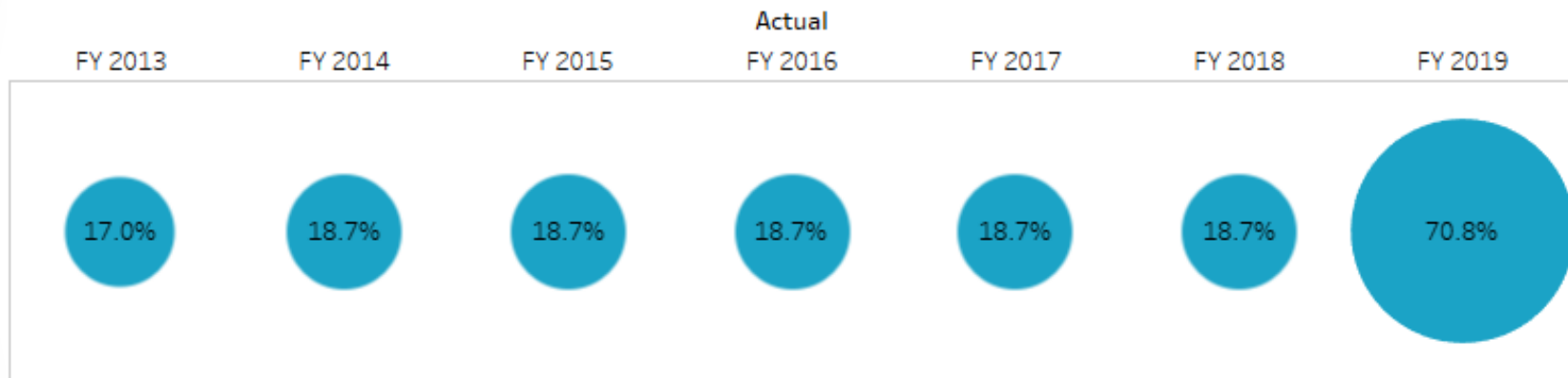
Emergency Medical Incident Response Time

Response time to emergency medical incidents that occur for 90 percent of emergencies (from the time the unit is dispatched to the arrival at the scene)

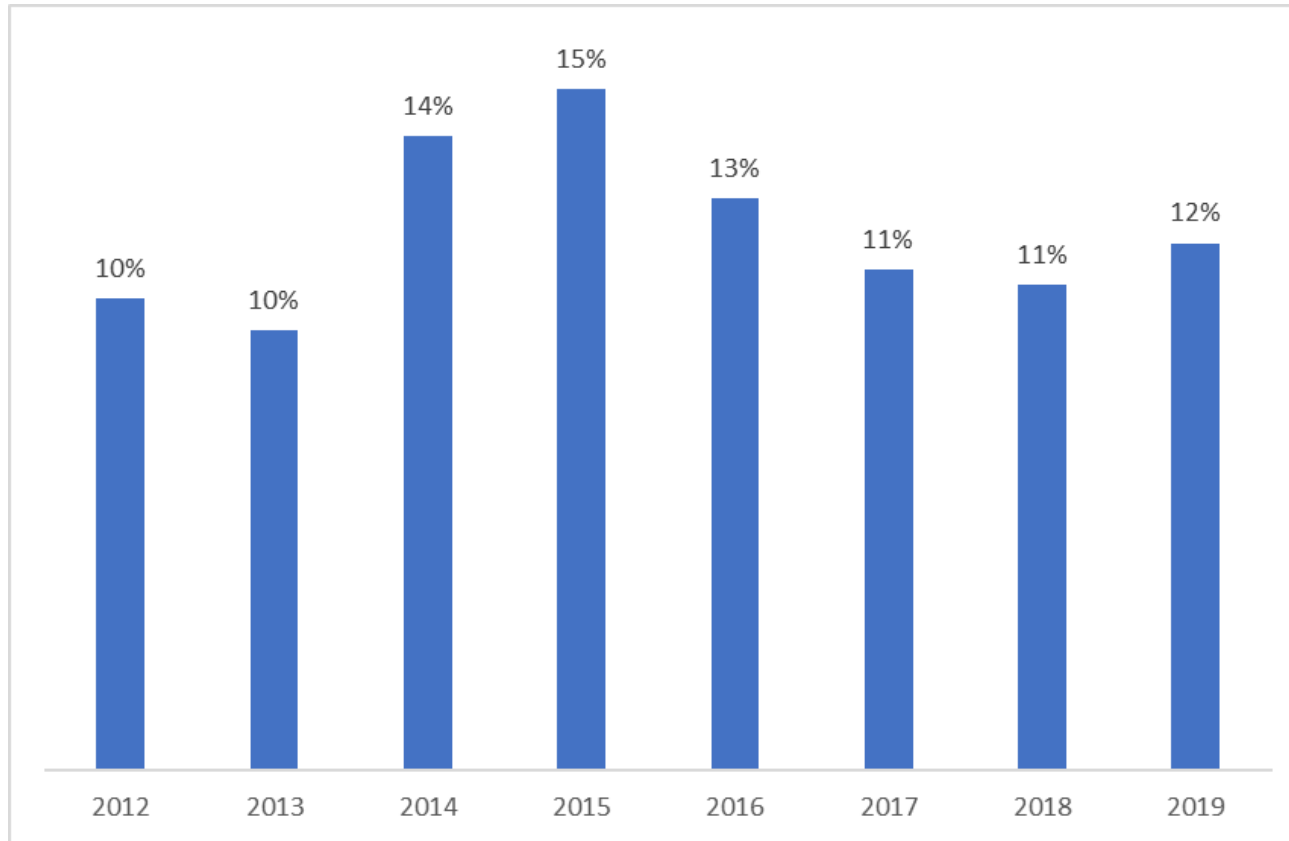


City buildings increased the use of renewable energy from almost 19% to 71%

Percentage of City's Total Electricity that Comes from Renewable Energy Sources



Employee turnover has been between 10%-15%

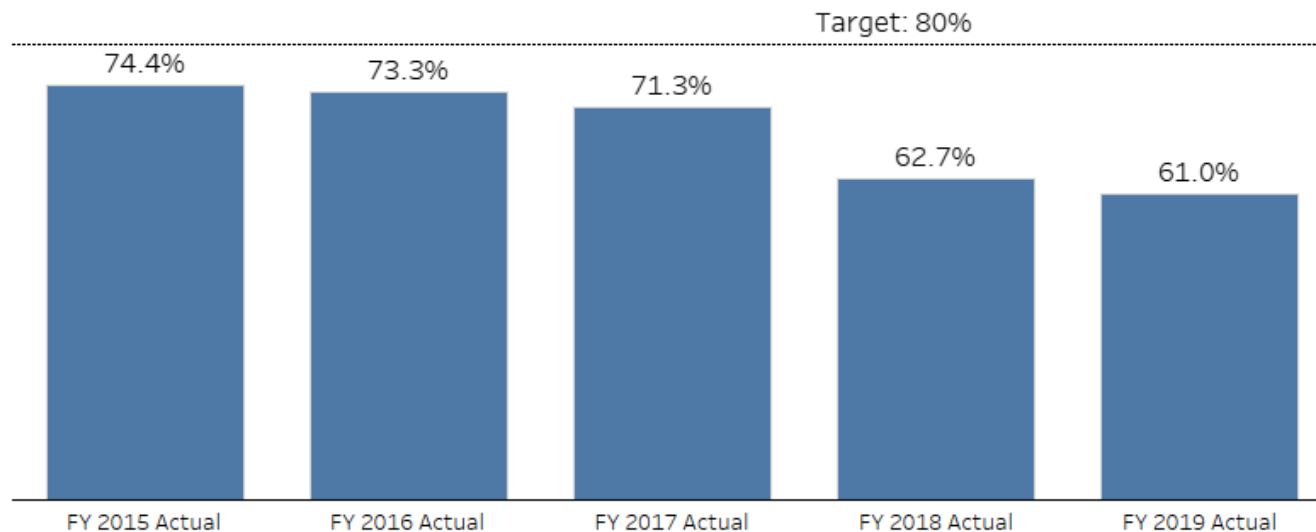


Note: turnover above is calculated as separations divided by authorized positions; separations in 2012-2018 is counted in calendar years while 2019 is counted in the fiscal year.

The City has completed fewer CCC requests on time

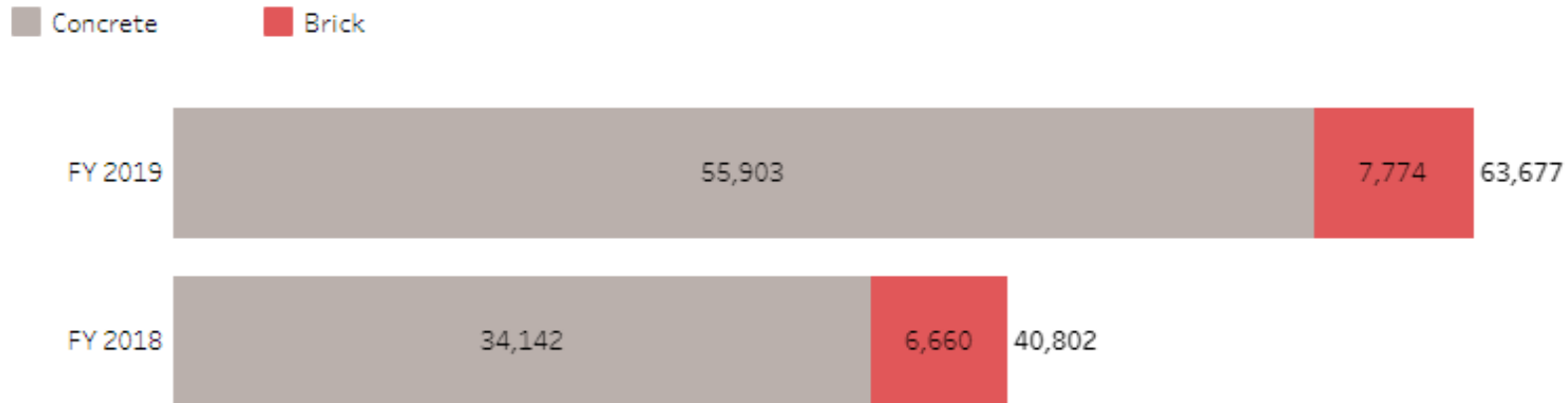
Timely Completion of Call.Click.Connect Requests

Percent of Call.Click.Connect. service requests closed by the projected completion date



The City is investing in repairing our sidewalks; 20,000 square feet more were repaired in 2019

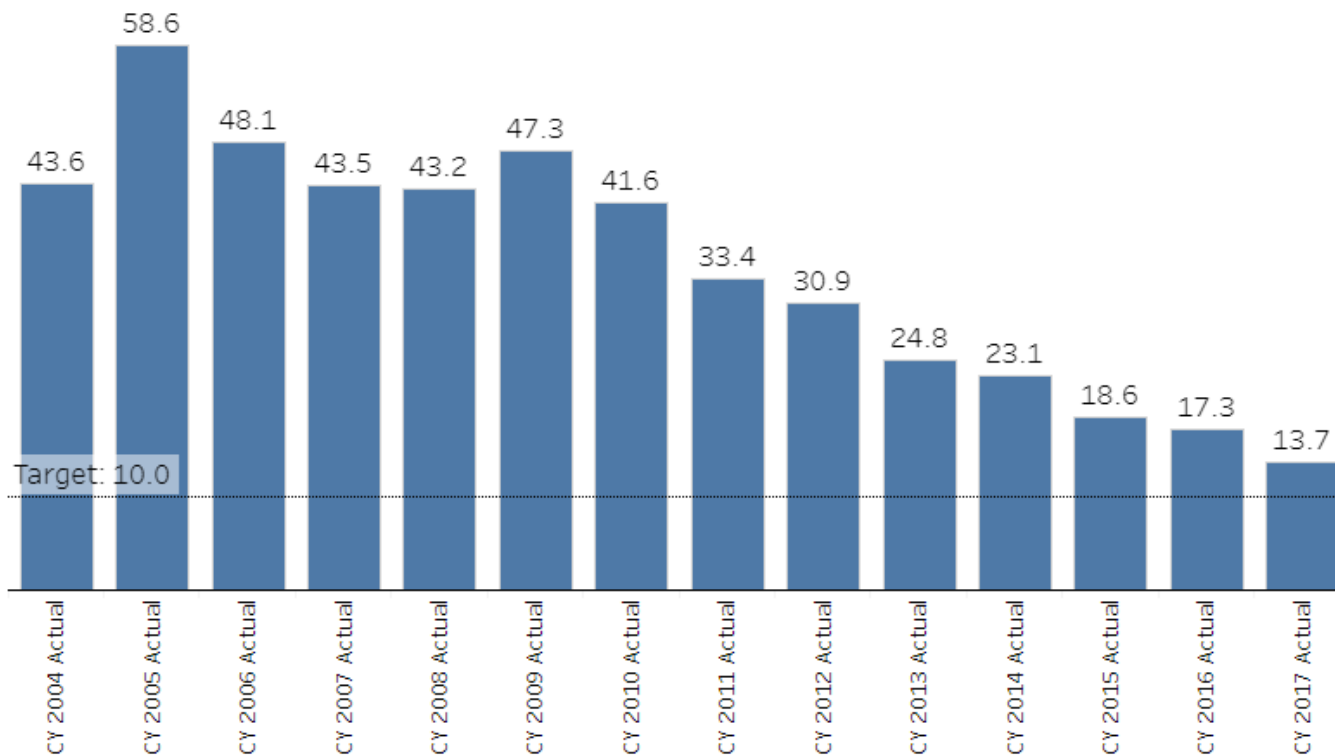
Sidewalk Repaired (in square feet)



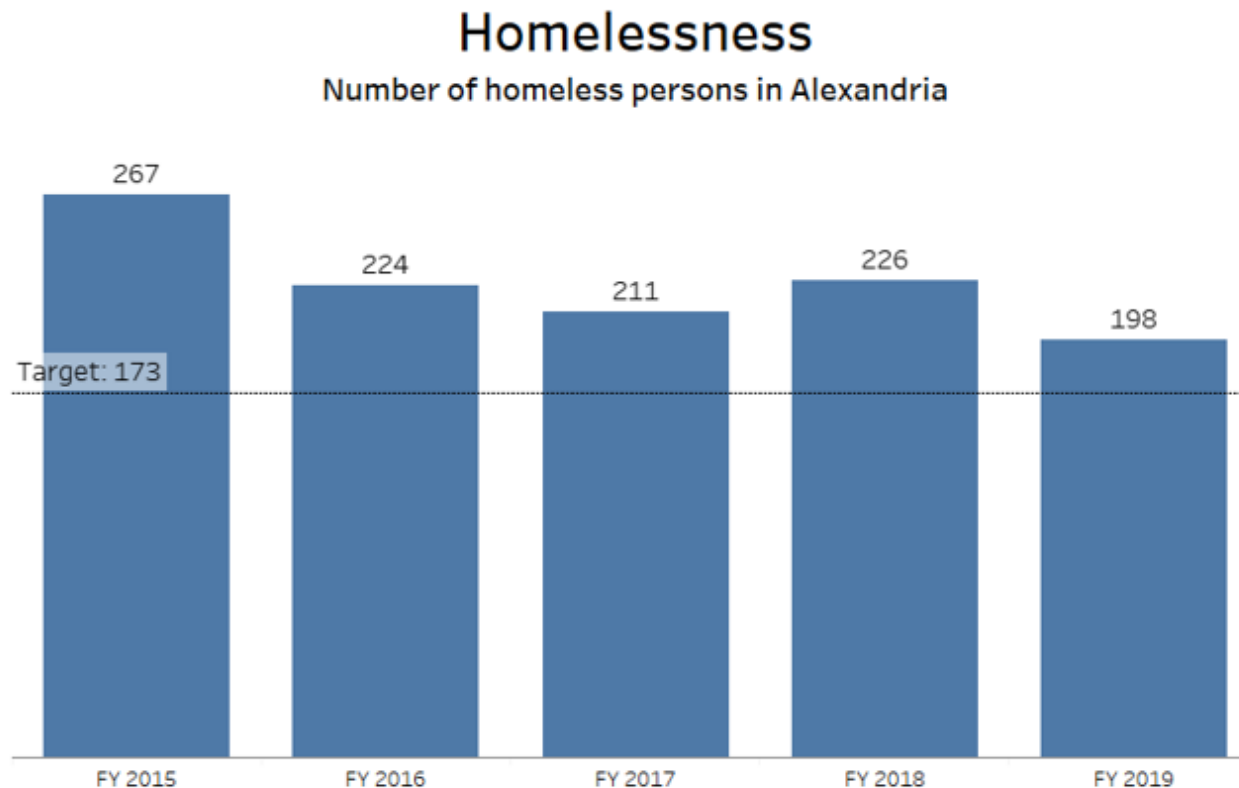
Teen pregnancy has fallen to its lowest levels since at least 2004; although, disparities still exist

Teen Pregnancy Rate

The number of pregnancies per 1,000 females aged 10-19 years

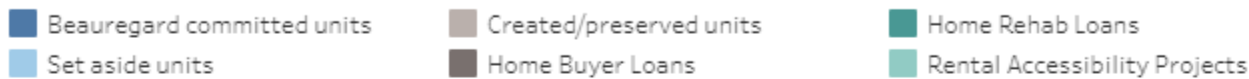


Homelessness continues to decline, down to its lowest level since at least 2015

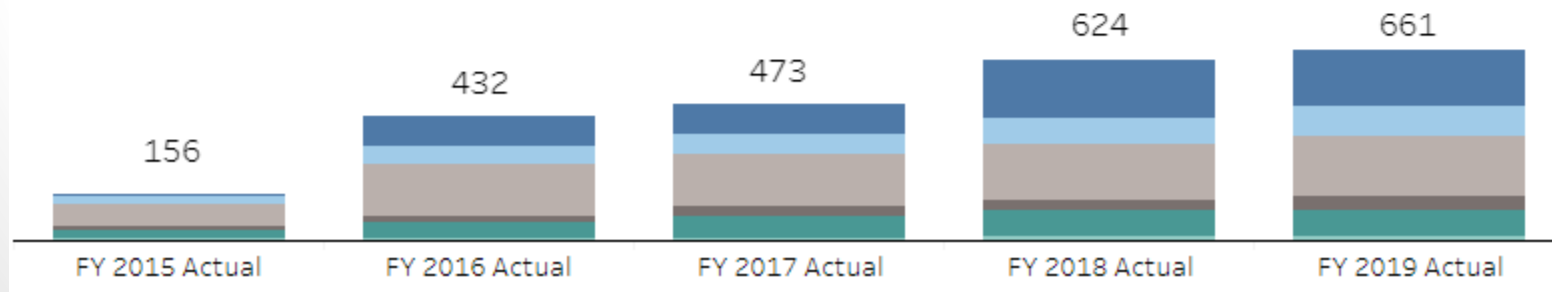


Progress is being made on the City's Housing Master Plan goal

Affordable Units Created or Preserved and Loans or Grants Issued



Target: 2000



Performance Dashboard Location

Alexandriava.gov/Performance