



Legislation Text

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City of Alexandria, Virginia

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MEMORANDUM

**DATE:** NOVEMBER 6, 2019

**TO:** THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

**FROM:** MARK B. JINKS, CITY MANAGER /s/

**DOCKET TITLE:**  
Public Performance Dashboard Presentation.

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**ISSUE:** Public Performance Dashboard Presentation.

**RECOMMENDATION:** That City Council receive the Public Performance Dashboard.

**BACKGROUND:** The Public Performance Dashboard provides indicators that gauge the City's service delivery performance. The Office of Performance and Accountability (OPA) leads and coordinates the development of the Public Performance Dashboard with City departments during the summer and fall. The information from the Public Performance Dashboard help to inform the City's decisions in support of the City's organizational value of continuous improvement as stated in the City's Mission, Vision, Values.

**DISCUSSION:** FY 2019's Public Performance Dashboard are now available on the City's website at <https://www.alexandriava.gov/Performance> under the heading "Performance Dashboard." There are almost 120 individual dashboards available on the web. The dashboards are organized in ten service areas: inclusiveness, safety, economy, transportation, health, children and youth, neighborhoods, environment, arts and recreation, and government.

With almost 120 dashboards, there are many important trends and data points, this presentation features several examples including the following.

The first, Emergency Medical Services response, improved by 11 seconds in FY 2019 from 5:45 to 5:34. The Fire Department reports one factor that contributed to this improvement was a change in protocol to prioritize the dispatch of response vehicles closest to an incident through the use of a new automatic vehicle location system.

Second, the City increased the use of renewable energy from about 19% to 71%. The Department of General Services reports that this increase is due to increased funding for the purchase of renewable energy credits.

Additionally, sidewalk repairs increased from almost 41,000 square feet to almost 64,000 square feet. The Department of Transportation and Environmental Services reports this is attributed to additional funding allocated for sidewalk repair.

The teen pregnancy rate declined significantly. It declined from 17.3 pregnancies per 1,000 females (10 to 19 years old) to 13.7. The Health Department reports this is due in part to increased use of long acting birth control. It also aligns with national trends. However, the department notes that racial disparities still exist.

Further, homelessness also improved, declining from 226 to 198 homeless persons in Alexandria. The Department of Community and Human Services reports that this decline is due in part to an increase in the number of single persons that were able to be rapidly rehoused.

The number of affordable housing units produced towards meeting the City's Housing Master Plan goal have increased from 624 to 661.

Additionally, employee turnover has been between 10% to 15%.

Finally, there is a decrease in the percentage of Call Click Connect responses that we are using to assist us in the development of the 311 system.

**FISCAL IMPACT:** None.

**ATTACHMENT:** Dashboards PowerPoint Presentation

**STAFF:**

Laura Triggs, Deputy City Manager  
Greg Useem, Chief Performance Officer