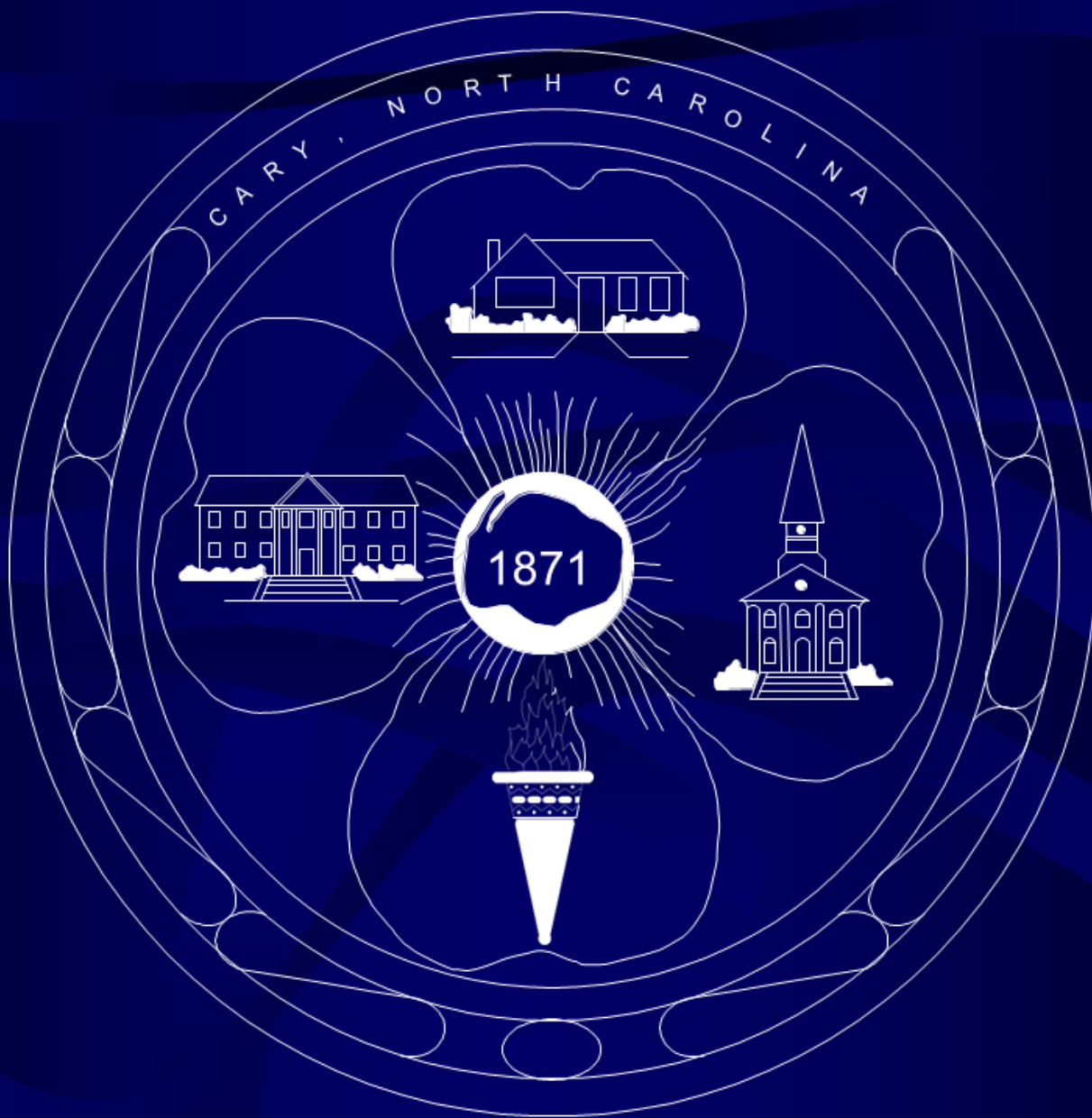


Letting the Pictures Tell the Story

Bill Stice

Technology Services Director - Cary, North Carolina





Analytics: Making a Real Difference

Most Agencies Provide Similar Services

- **Water**
- **Sewer**
- **Police**
- **Fire**
- **Parks**
- **Others**

Most Agencies Collect Similar Data

- **Financials**
- **Program Records**
- **Fire Records**
- **Police Records**
- **Property Records**
- **Records of Interactions with Citizens**

Most Services We Provide are Location Based

- **Fire Service**
- **Water Service**
- **Sewer Service**
- **Police Service**
- **Parks Service**
- **Others**

The Power Of Data

- **Early Days of GIS Everyone Thought its Power Was in Producing Maps**
- **The Power Was Really in Geospatial Analysis**

The Power of Data Today

- **Pick Out The Questions You Would Most Like Answers to**

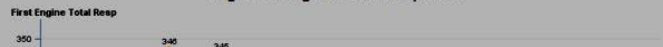
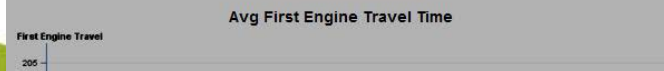
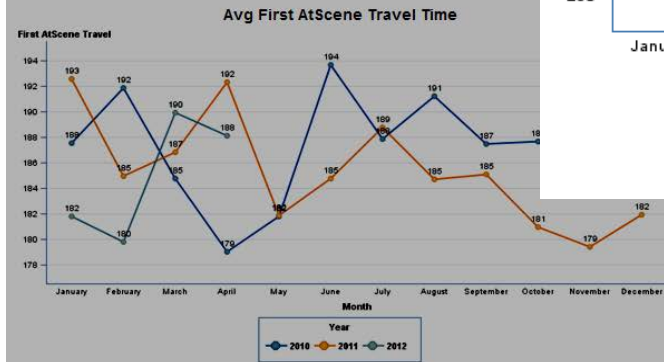
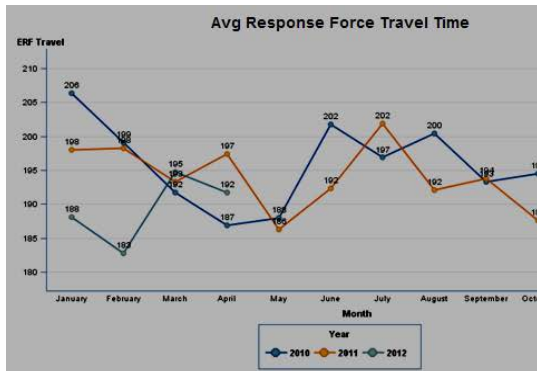
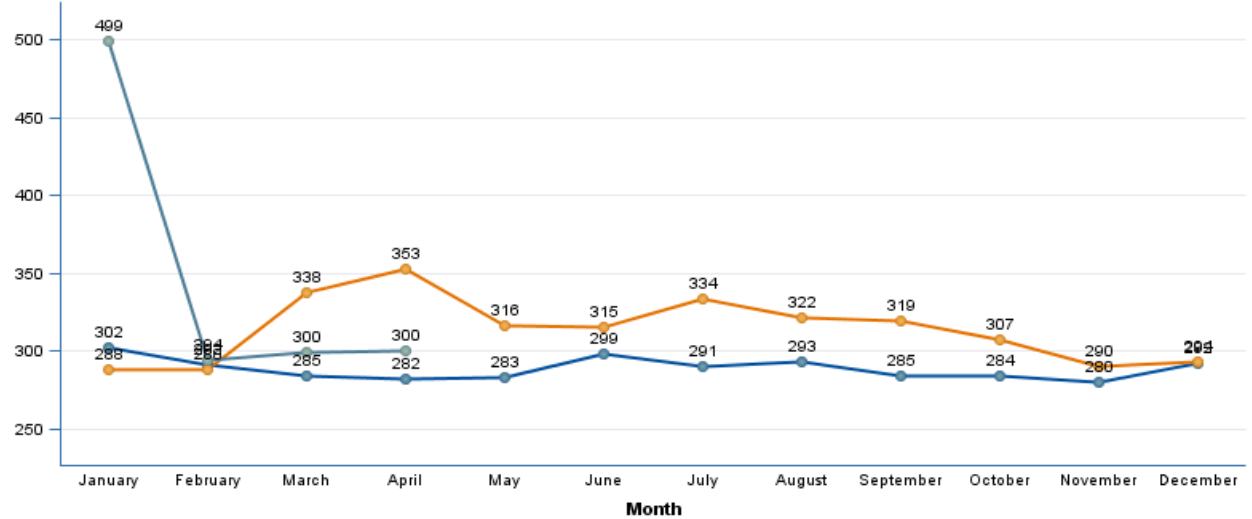
Fire Example

- **Accreditation and Response Time**
- **Track Training and Standards Requirements**

Fire – Response Time

Avg Response Force Total Response

ERF Total Resp



•Avg. response, not 90th pct

Police Example

- **Overnight Activity Tracking By Beat**
- **Phoenix Project and Give Information to Property Owners**

Police – Officer Stats

Officer CAD Statistics

Closed Code Summary

Name	Count	Total
Closed Code		
ARREST	13	13
CITATION	17	17
COMPLETED AS REQUESTED	442	442
FIELD CONTACT	5	5
INCIDENT REPORT	2	2
NO FURTHER ACTION NECESSARY	1	1
OTHER SEE NOTES	8	8
REFERRED TO PROPER AGENCY	2	2
UNABLE TO LOCATE	11	11
UNFOUNDED	1	1
VERBAL WARNING	90	90

Nature Summary

Name	Count	Total
Nature Summary code		
ASSAULTS	1	1
MISSING PERSON	1	1
NEIGHBORHOOD CONTACT	2	2
NOISE COMPLAINT	1	1
OPEN WINDOW	1	1
PARK	1	1
PICKUP PLATE	1	1
SPECIAL ASSIGNMENT	1	1
SUSPICIOUS ACTIVITY	3	3
SUSPICIOUS PERSON	7	7
SUSPICIOUS VEHICLE	8	8
TRAFFIC STOP	112	112
WARRANT SERVICE	21	21
Total	592	592

Officer RMS Activities

(Incidents, Arrests, Citations, Field Contacts, Parking Tickets, Accidents)

Employee Name	Count
Type	
ACCIDENT REPORTED	5
ARREST REPORT	2
CITATION CHARGE	16
FIELDCONTACTS	1
INCIDENT REPORT	14
PARKING TICKETS	1
Total	39

Police – Monthly Reporting

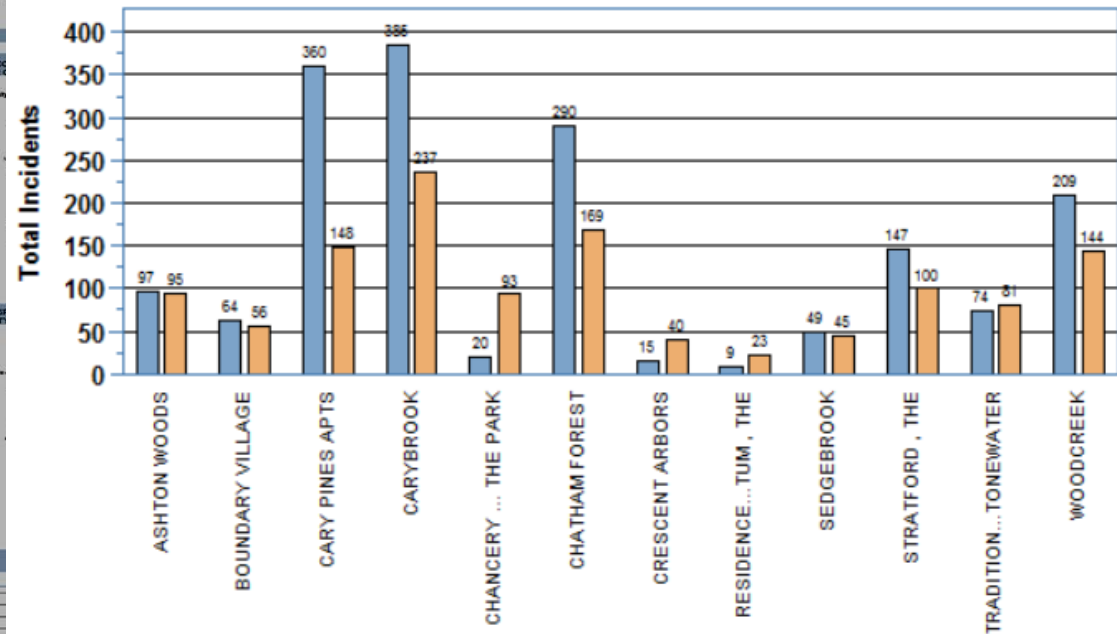
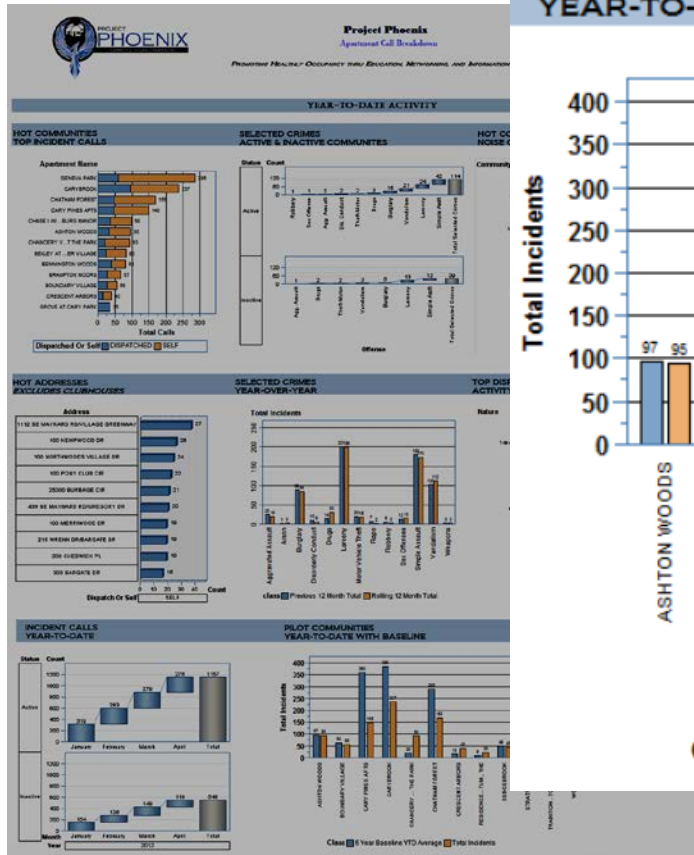
			Current Rptd	Previous Rptd	Rptd % Chg
Property	Arson		0	1	-100%
	Burglary		13	17	-24%
	Larceny		73	66	11%
	Motor Vehicle Theft		3	3	0%

Columns 1 - 12 of 14

		Current Rptd	Current Unf	Current Act	Current Clrd	Current % Clrd	Previous Rptd	Previous Unf	Previous Act	Previous Clrd	Previous % Clrd	Rptd % Chg	Unf % Chg	
Part I	Property	Arson	0	0	0	0	n.c.	1	0	1	0	0%	-100%	n.c.
		Burglary	13	1	12	0	0%	17	1	16	5	31%	-24%	0%
		Larceny	73	3	70	9	13%	66	3	63	4	6%	11%	0%
		Motor Vehicle Theft	3	0	3	0	0%	3	1	2	0	0%	0%	-100%
	Violent	Aggravated Assault	2	0	2	1	50%	1	0	1	1	100%	100%	n.c.
		Murder	0	0	0	0	n.c.	0	0	0	0	n.c.	n.c.	n.c.
		Rape	0	0	0	0	n.c.	1	0	1	0	0%	-100%	n.c.
		Robbery	0	0	0	0	n.c.	2	0	2	0	0%	-100%	n.c.
		Alcohol Offenses	6	0	6	6	100%	2	0	2	2	100%	200%	n.c.
		Drugs	19	0	19	18	95%	5	0	5	5	100%	280%	n.c.
Part II	Part II	Embezzlement	3	0	3	3	100%	3	0	3	2	67%	0%	n.c.
		Family Offenses	4	1	3	3	100%	2	0	2	2	100%	100%	n.c.
		Forgery	1	0	1	0	0%	5	1	4	1	25%	-80%	-100%
		Fraud	23	2	21	5	24%	26	3	23	4	17%	-12%	-33%
		Sex Offenses	2	0	2	2	100%	0	0	0	0	n.c.	n.c.	n.c.
		Simple Assault	28	2	26	23	88%	18	3	15	9	60%	56%	-33%
		Vandalism	25	0	25	6	24%	19	1	18	4	22%	32%	-100%
		All Other Offenses	111	35	76	60	79%	66	37	29	12	41%	68%	-5%
		Disorderly Conduct	3	0	3	3	100%	0	0	0	0	n.c.	n.c.	n.c.
		Gambling	0	0	0	0	n.c.	0	0	0	0	n.c.	n.c.	n.c.
All Other	All Other	Pornography	0	0	0	0	n.c.	0	0	0	0	n.c.	n.c.	n.c.
		Stolen Property	0	0	0	0	n.c.	1	0	1	1	100%	-100%	n.c.
		Weapons	1	0	1	1	100%	1	0	1	1	100%	0%	n.c.
		Property Total	89	4	85	9	4%	87	5	82	9	9%	-28%	-33%
		Violent Total	2	0	2	1	50%	4	0	4	1	33%	-33%	n.c.
Part II Total	111	5	106	66	70%	80	8	72	29	61%	72%	-67%		
All Other Total	115	35	80	64	93%	68	37	31	14	80%	-11%	-5%		
Part I Total	91	4	87	10	16%	91	5	86	10	20%	-30%	-33%		
Part II Total	111	5	106	66	70%	80	8	72	29	61%	72%	-67%		
All Other Total	115	35	80	64	93%	68	37	31	14	80%	-11%	-5%		
Total		317	44	273	140	61%	239	50	189	53	48%	18%	-47%	

Police – Project Phoenix

PILOT COMMUNITIES YEAR-TO-DATE WITH BASELINE



Class ■ 5 Year Baseline YTD Average ■ Total Incidents

Finance Example

- **Capital Project Earmarked Funding Tracking**
- **Operations Budget Expenditure and Balance Tracking**

Finance – WWR Tracking

Account Description	Project to Date Budget	Project to Date Actuals	Remaining Encumbrances	Project Balance
CONTRACTED SERVICES	11,374,272.00	6,550,972.35	5,524,065.89	(700,766.24)
CONTRACTED SERVICES / Covered by SRL	3,007,148.00	15,841,180.14	0.00	(12,834,032.14)
CONTRACTED SERVICES / LAND RELATED FEES	3,753.00	3,752.80	0.00	0.20
LAND AND SITE ACQUISITION	0.00	5,000.00	0.00	(5,000.00)
LAND AND SITE ACQUISITION / SEVERANCE DAMAGES	0.00	2,385.32	0.00	(2,385.32)
CONSTRUCTION / GENERAL	137,357,727.00	11,199,975.84	54,660,255.05	71,497,496.11
Total	151,742,900.00	33,603,266.45	60,184,320.94	57,955,312.61

Project Number: SW1

Revenue or Ex

Project Description	Account Number	Account Description	Budget	Project to Date Actuals	Encumbrances	Project Balance
WWR-New WRF	061-0000-574.45-00	CONTRACTED SERVICES	11,374,272.00	6,550,972.35	5,524,065.89	(700,766.24)
WWR-New WRF	061-0000-574.45-20	CONTRACTED SERVICES / Covered by SRL	3,007,148.00	15,841,180.14	0.00	(12,834,032.14)
WWR-New WRF	061-0000-574.45-71	CONTRACTED SERVICES / LAND RELATED FEES	3,753.00	3,752.80	0.00	0.20
WWR-New WRF	061-0000-574.71-00	LAND AND SITE ACQUISITION	0.00	5,000.00	0.00	(5,000.00)
WWR-New WRF	061-0000-574.71-02	LAND AND SITE ACQUISITION / SEVERANCE DAMAGES	0.00	2,385.32	0.00	(2,385.32)
WWR-New WRF	061-0000-574.75-10	CONSTRUCTION / GENERAL	137,357,727.00	11,199,975.84	54,660,255.05	71,497,496.11
Total			151,742,900.00	33,603,266.45	60,184,320.94	57,955,312.61

Revenue or Expenditure: Revenue

Project Description	Account Number	Account Description	Project to Date Budget	Project to Date Actuals	Remaining Encumbrances	Project Balance
WWR-New WRF	061-0000-361.01-22	DEBT INTEREST / 2009 GO Interest	0.00	0.00	0.00	0.00
WWR-New WRF	061-0000-372.01-02	UT SYSTEM BONDS / FUTURE REVENUE BONDS	0.00	0.00	0.00	0.00
WWR-New WRF	061-0000-372.01-04	UT SYSTEM BONDS / 2005 GO Referendum	(47,922,746.00)	0.00	0.00	(47,922,746.00)
WWR-New WRF	061-0000-372.01-06	UT SYSTEM BONDS / 2009 SEWER GO	(3,982,130.00)	(3,982,129.84)	0.00	(0.16)
WWR-New WRF	061-0000-378.01-02	STATE REVOLVING LOAN / W WAKE WW TRMT REV LOAN	(38,007,147.00)	(15,841,180.00)	0.00	(22,165,967.00)
WWR-New WRF	061-0000-381.71-06	W & S CAP. RESERVE FUND / SEWER RESTRICTED	(9,855,689.00)	(9,855,689.22)	0.00	0.22
WWR-New WRF	061-0000-381.71-99	W & S CAP. RESERVE FUND / UNRESTRICTED REVENUE	(1,183,302.00)	(1,183,301.94)	0.00	(0.06)
WWR-New WRF	061-0000-391.10-04	REIMBURSEMENT / APEX WTP Reimb	(50,691,326.00)	(8,546,232.69)	0.00	(42,145,093.31)
WWR-New WRF	061-0000-391.10-06	REIMBURSEMENT / WAKE COUNTY	(100,560.00)	(131,760.00)	0.00	31,200.00
WWR-New WRF	061-0000-391.10-08	REIMBURSEMENT / MORRISVILLE	0.00	0.00	0.00	0.00
WWR-New WRF	061-0000-391.10-09	REIMBURSEMENT / HOLLY SPRINGS	0.00	(13,800.00)	0.00	13,800.00
Total			(151,742,900.00)	(39,554,093.69)	0.00	(112,188,806.31)

Budget – Spend Ranking

Spend_Ranking_avail_balance.xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View SAS Options Design

Security Warning Data connections have been disabled Options...

B1 fx FR

1	Project Type	FR							
2									
3	Sum of Account Available Balance		Column Labels						Grand Total
4			0001018	0001019	0005021	0006000	0006001	0007000	
5	Project	Project Description	FIRE IP / 2009 Pumper Replacements	FIRE IP / 2009 O'Kelly Chapel Rd #8	CAPITAL RESERVE FUND / RESTRICTED FIRE	CAPITAL RESERVE / FUND / CABLE TV FRANCHISE FEES	UNRESTRICTED REVENUE	GENERAL FUND	
6	FR1007	Carpenter Fire Station #7				0		10317.56	10317.56
7	FR1027	Arch Serv & Constr Sta #2					0	1147000	1147000
8	FR1029	Fire Sta #8-Mills Park		0			0	1082708.9	1082708.9
9	FR1031	Fire Sta #5-Rear Ent Driv				38026		150000	188026
10	FR1035	Pumper Replace 1221&1283	0				0	67031.3	67031.3
11	FR1037	Fire Sta #8-Mills Pk Pump					0	142619.52	142619.52
12	FR1038	Traffic Signal Preemp Ph2				118094			118094
13	FR1039	Aerial Ladder Repl #1446					108131.4		108131.4
14	FR1040	Rescue Truck Repl #1770					83561.66		83561.66
15	FR1041	Fire Training Equipment						105000	105000
16	FR1042	Rescue Truck Repl - #1719					97843.78		97843.78
17	Grand Total		0	0	0	156120	432156.36	2562057.76	3150334.12

Sheet1 Sheet2 Sheet3

Ready 100%

Water Example

- **Automated Meter Reading and Reporting Application**
- **Leak Report to Identify Characteristics That Might be a Leak**

Water Leak Contact Portal

Leak Contact Entry

Customer Name: WYNSTON RIDGE ASSOC

Meter ID: 73356569 Radio ID: 15626486

Customer ID: 85193 Location ID: 79097

101 WINDSTREAM WAY Apt IR CARY, NC 27518-9005

Search by Customer - Location
Example - XXXXXX-XXXXX

Service	Class	Cycle Route	Leak Started	7 Day Average	Prior Day	Continuous Usage
IR	C	4418		2,310	4,010	24

14 Day Contact History

Appearances on Leak Report	Total Number of No Contacts	No Contacts Due to Workload	No Contacts with Attempts	Number of Contacts
1	0			

Call History

Date: 9/8/2014 Action Code: No Contact-Decision Result Code: Leak-Suspected

Additional Notes: referred to MPR

Action Code: Result Code:

Additional Notes

50 of 702



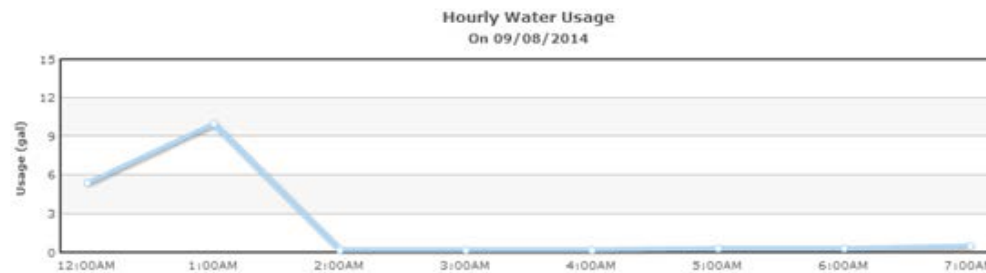
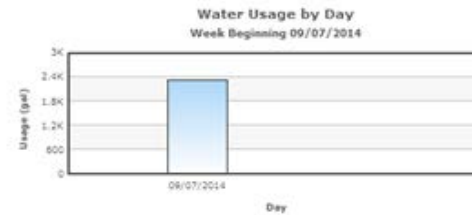
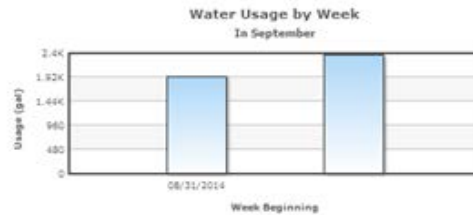
Enter Record Number

Aquastar Water Usage

Aquastar allows you to view up to 13 months of your water consumption data.

Get Started

Hover your mouse over the bars in the graphs to see your consumption in gallons or select one of the bars to get more information about your usage for that period. Need more help? Check out our [how to guide for using Aquastar](#).



Insp. & Permits – Other

- **Comprehensive Permitting Activity**
- **Adjustment of inspector areas**
- **Auditing Fee collection**

Insp. & Permits – Application Turnaround

Turnaround by Application Type

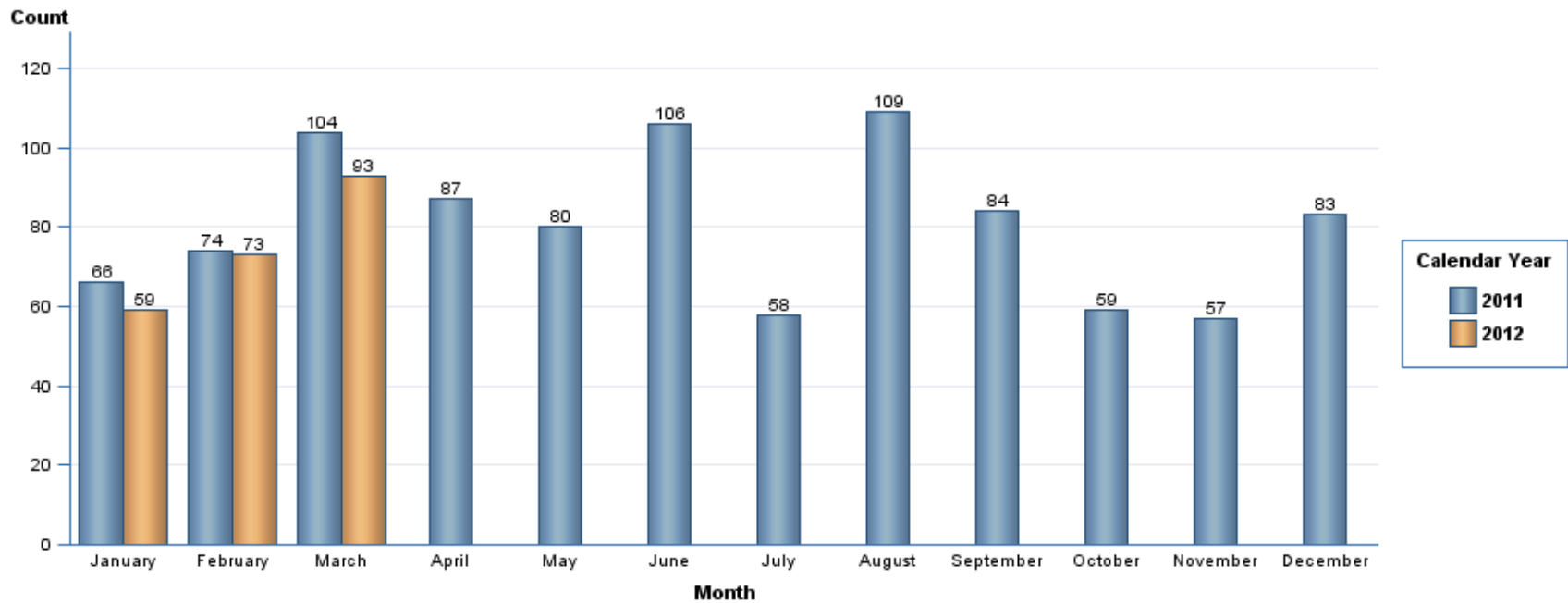
Application Type Code	Application Type Description	Count	Goal Time	Avg Work Days	Performance
B001	CONST. TRAILER	1	10	1	ON-TIME
B101	BLDG- NEW SNGL FAM DETACHED	45	10	11	LATE
B102	BLDG - NEW SNGL FAM ATTACHED	25	10	14	LATE
B105	BLDG - NEW 5 & MORE FAMILY	1	15	16	LATE
B318	BLDG - NEW AMUSE, SOCIAL & REC	1	15	17	LATE
B329	BLDG - NEW STRUCTURES NOT BLDGS	2	7	10	LATE
B429	BLDG - RESIDENTIAL STRUCTURE NOT BUILDING	3	7	6	ON-TIME
B432	BLDG - ALTERATION RESIDENTIAL	12	7	5	ON-TIME
B433	BLDG - MULTI FAMILY RESIDENTIAL ALTERATION	6	7	10	LATE
B434	BLDG - ADDITION RESIDENTIAL	6	7	4	ON-TIME
B435	BLDG - ALTERATION NON-RESIDENTIAL	9	10	9	ON-TIME
B436	BLDG - NON RES/NO WORK FITUP	2	10	7	ON-TIME
B645	BLDG - DEMOLISH - SNGL FAM HOME	1	3	0	ON-TIME
E102	ELEC - RESIDENTIAL ALTERATION	1	3	0	ON-TIME
E202	ELEC - NON-RESIDENTIAL ALTERATION	11	7	6	ON-TIME
E399	RESIDENTIAL POOL/SPA	1	7	1	ON-TIME
F100	FIRE ALARM	7	7	8	LATE
M202	MECH - NON-RESIDENTIAL ALTERATION	1	7	6	ON-TIME
M207	HVAC EQUIPMENT CHANGE OUT COMMERCIAL	7	7	6	ON-TIME
P202	PLBG - NON-RESIDENTIAL ALTERATION	1	7	4	ON-TIME
P205	WATER HEATER CHANGE OUT COMMERCIAL	1	7	4	ON-TIME
PMRS	MORRISVILLE RESIDENTIAL WATER/SEWER	2	3	0	ON-TIME
PNIR	POTABLE NONRESIDENTIAL IRRIGATION	13	3	5	LATE
PRIR	POTABLE RESIDENTIAL IRRIGATION	14	3	2	ON-TIME
PRRC	RECLAIMED RESIDENTIAL IRRIGATION	11	3	3	ON-TIME
SPRK	SPRINKLER PERMIT	1	7	3	ON-TIME

Turnaround by Key Performance Measure Categories

KPM Category	Count	Goal Time	Avg Work Days	Performance
COMMERCIAL FITUPS	11	10	9	ON-TIME
NEW COMMERCIAL BUILDINGS	1	15	17	LATE
NEW MULTI-FAMILY DWELLING	1	15	16	LATE
NEW SFD ATTACHED	25	10	14	LATE
NEW SFD DETACHED	45	10	11	LATE
OTHER	78	5	4	ON-TIME
RESIDENTIAL ADD/ALT	24	7	6	ON-TIME

Insp. & Permits – Single Family Permits

Single Family Permits Issued by Month



Additional Examples

- **Fleet Data – Actual Expenditures at Several Levels**
- **Exception Analysis for Appropriate Services and Correct Data**
- **Employee Evaluations**
- **Program Success Analysis in Parks and Recreation**
- **Customer Service Phone Call Analysis**

What We Would Like to Do in the Future

- **Growth Impact on Services**
- **Water**
- **Sewer**
- **Fire**
- **Police**
- **Garbage**
- **Schools**

Questions/Comments?

Bill.Stice@TownofCary.org





ICMA
100th

ANNUAL CONFERENCE

Charlotte
Mecklenburg County

SEPTEMBER • 14-17 • 2014

