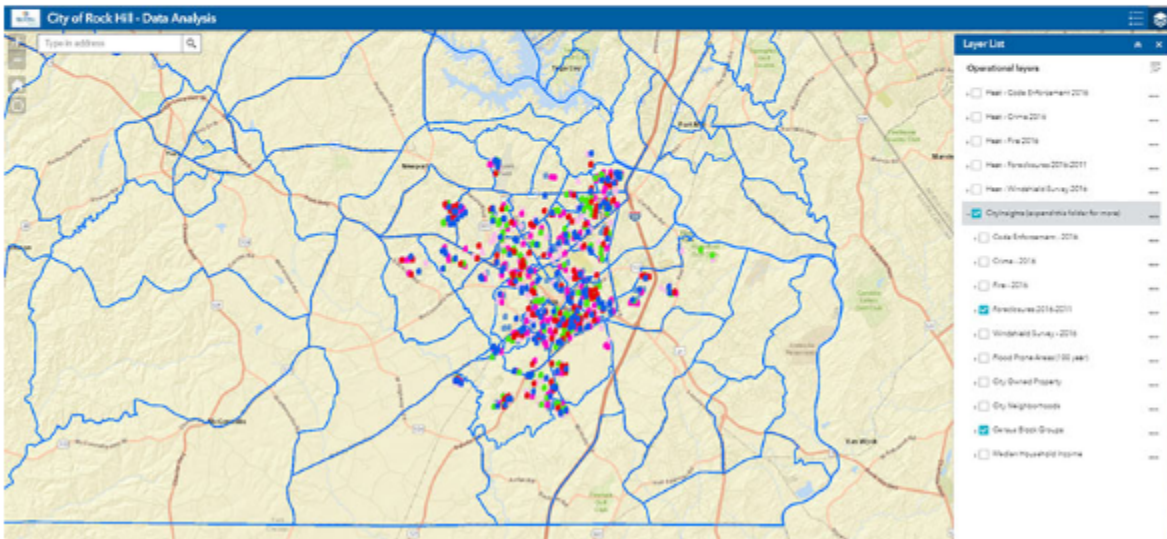


Certificate application supporting materials should be formatted as a 1-4 page PDF to illustrate key programs or initiatives. This should include a descriptive title, URL, and where appropriate, examples from more than one operation or department.

Data Mapping and Performance Management (Sample 1-4 page PDF)

ITS/GIS staff gleaned foreclosure data from the county's website, which showed all the parcels that were on the docket for foreclosure. They pulled data from the city's cloud-based Mobile311 site to find potential code violations, such as overgrown grass or abandoned vehicles. They also got income and demographic data from the US Census Bureau.



Without seeing the data on a map, nobody would have guessed that a large number of foreclosures in Rock Hill were in more affluent parts of town.

For the first time, the team saw that a large number of foreclosures were in more affluent parts of town. Nobody would have guessed this without seeing the data on a map. Staff had not previously targeted these areas to receive foreclosure prevention information, but with this new picture emerging, that was going to change.

City of Rock Hill, South Carolina

<https://www.esri.com/about/newsroom/arcnews/putting-public-safety-issues-on-the-map/>

SAN ANTONIO

PROVIDING SERVICES / MEASURING RESULTS

2017

SERVICE AREA 1: PUBLIC SAFETY

7. DRIVING WHILE INTOXICATED (DWI) ARRESTS & ALCOHOL-RELATED TRAFFIC ACCIDENTS -

Target: 4,464 arrests/1,538 accidents

About this measure:

This measure reflects the total number of people arrested for driving while intoxicated compared to the number of alcohol-related traffic accidents.

Why it is important:

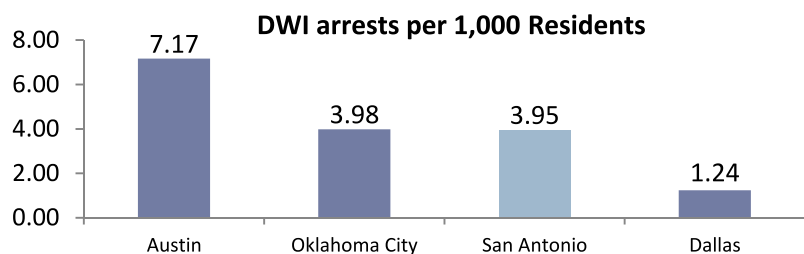
High numbers of DWI arrests demonstrate the San Antonio Police Department's commitment to safety in our community and emphasize the proactive approach to addressing the issue of drunk driving in the City.

What is being done:

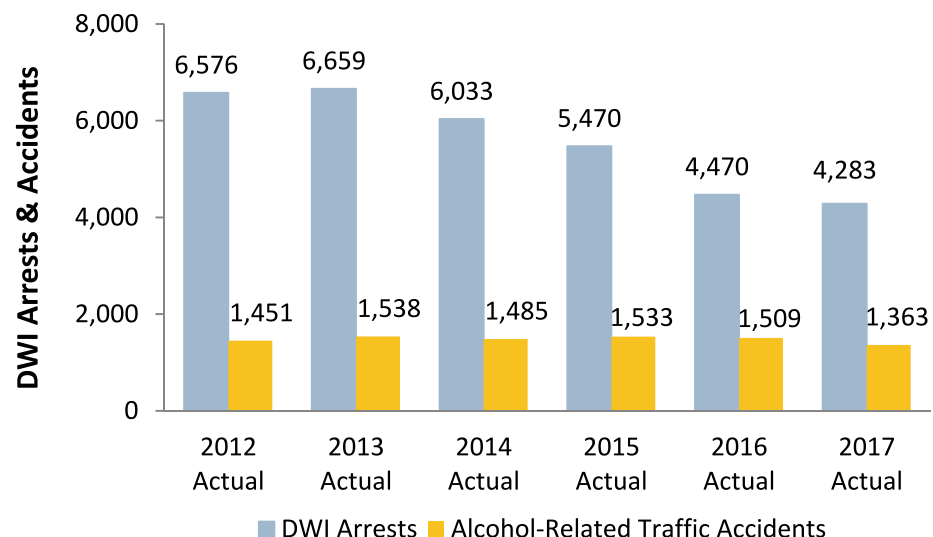
The Department continues to maximize the use of the DWI Unit as well as grant-funded DWI STEP officers to deploy resources at peak times during the week and on specific holidays using a data-driven approach. San Antonio Fear Free Environment officers promote the message of not drinking and driving with community outreach, and social media is used to spread the message and encourage followers to stay sober and plan ahead. Fewer DWI arrests are attributed in part to increased community outreach efforts to spread the message of not drinking and driving.

Responsible Department: Police

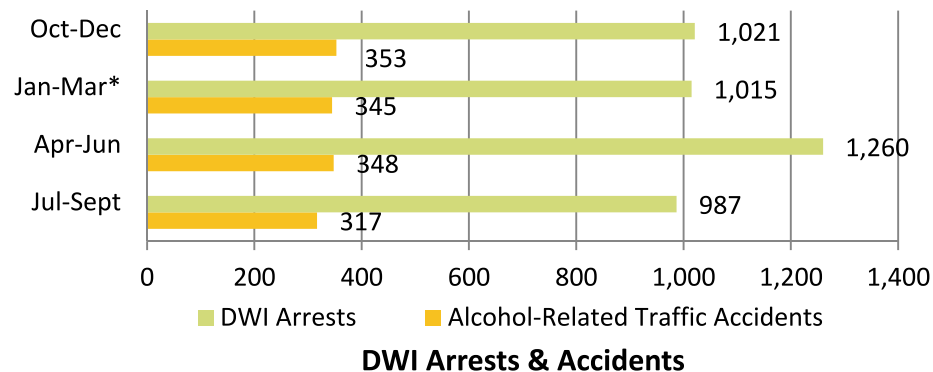
COMPARATIVE ANALYSIS (ICMA 2015 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



*Results updated based on revised data.

SAN ANTONIO

PROVIDING SERVICES / MEASURING RESULTS

2017

SERVICE AREA 2: INFRASTRUCTURE

13. PERCENTAGE OF POTHOLES FILLED WITHIN 2 BUSINESS DAYS



Target: 95%

About this measure:

This measure reports the percentage of potholes filled within 2 business days of receiving notification.

Why it is important:

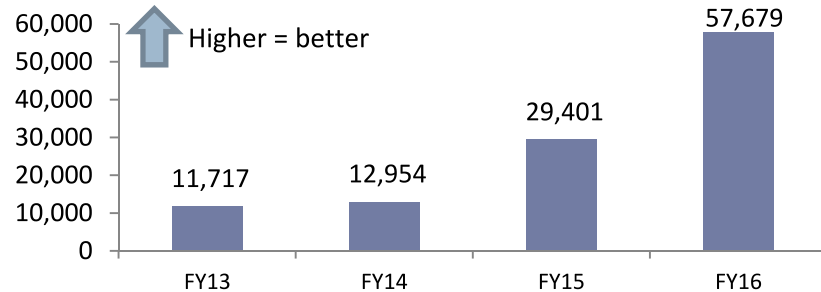
Not only do potholes contribute to the deterioration of the roadway, but they are a nuisance to drivers and a major concern of the community as evidenced in the 2010, 2012 and 2014 Community Surveys. The reduction of potholes through a quick response is a priority for the Transportation & Capital Improvements Department.

What is being done:

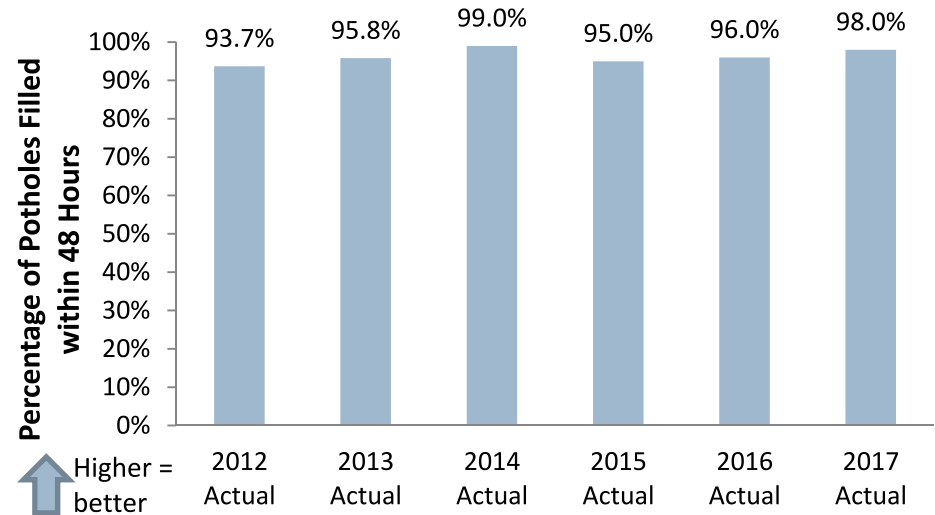
Through a combination of the Street Maintenance Program and pothole patching activities, the City aims to significantly reduce the incidence of potholes on City roadways and improve service delivery by increasing the number of potholes repaired pro-actively.

Responsible Department: Transportation & Capital Improvements (TCI)

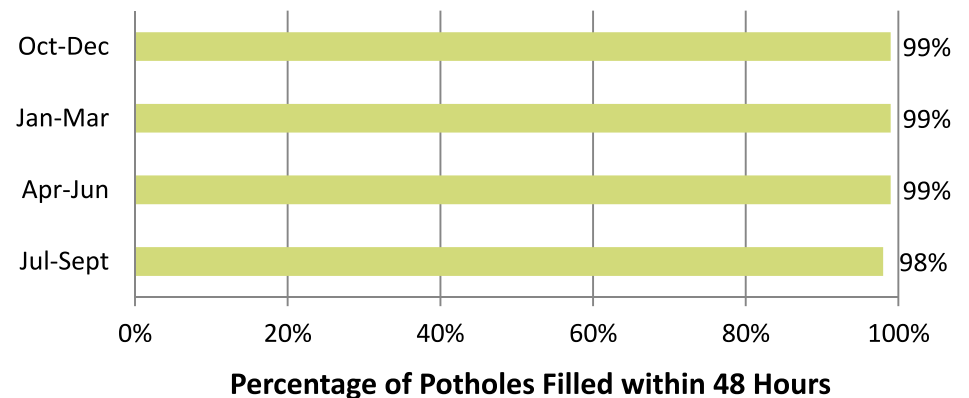
NUMBER OF COMPLETED POTHOLE REPAIRS



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SAN ANTONIO

PROVIDING SERVICES / MEASURING RESULTS

24 | 7



SERVICE AREA 3: NEIGHBORHOODS



29. ANNUAL LIBRARY CIRCULATION -

Target: 7,340,000 Items

About this measure:

This measure indicates the number of items checked out by customers of the San Antonio Public Library. Items include physical and digital resources such as print books, eBooks, magazines, CDs and DVDS.

Why it is important:

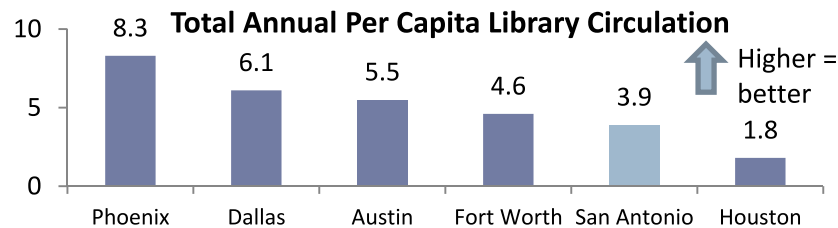
Access to over two million physical and digital materials help advance literacy development, school readiness, self-directed learning, and the transfer of knowledge.

What is being done:

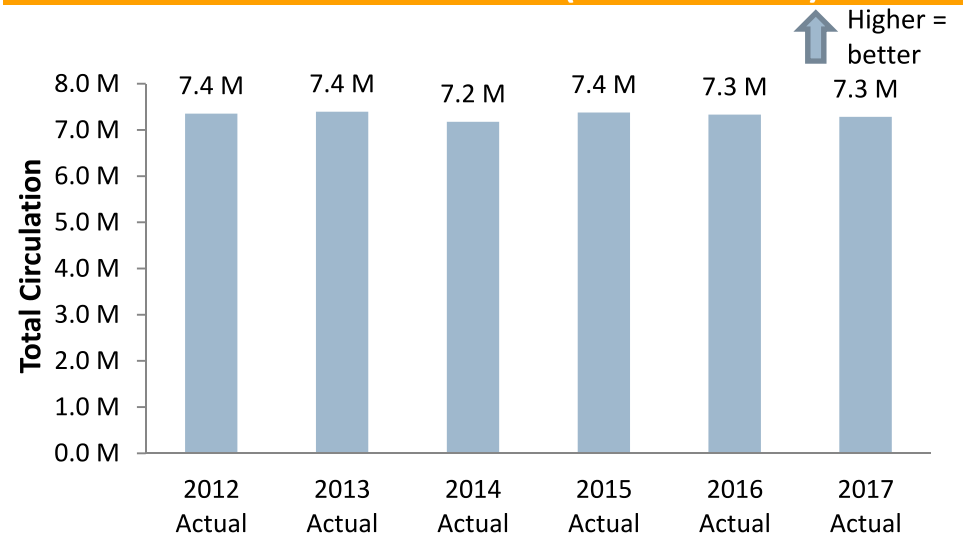
The Library has ramped up its marketing efforts to increase public awareness. The Library conducts an analysis to identify demand for the most popular items which assists in buying and distribution efforts. The Library continues to analyze and adjust its service strategies to the information needs of patrons. The Landa Branch Library was closed from June 5 to September 20, 2017 for restoration and renovation. The San Antonio Public Library System was closed August 26 and 27 due to a weather emergency (Hurricane Harvey).

Responsible Department: Library

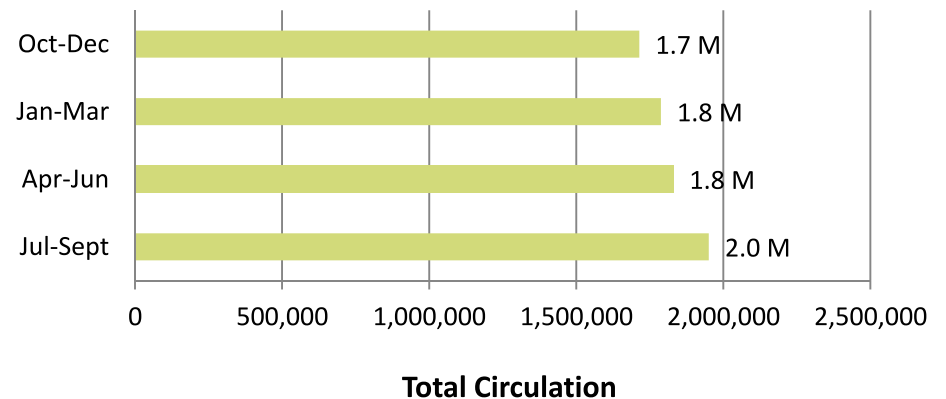
COMPARATIVE ANALYSIS (FY 2016 PLDS)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



From: <https://www.sanantonio.gov/Innovation/Our-Impact/24-7-Report>