

What Works Cities Update

City Council Study Session 9/14/20

★A GREAT AMERICAN STORY★

What is What Works Cities?

- Launched by Bloomberg in April 2015.
- One of the largest-ever philanthropic efforts to enhance cities' use of data and evidence.
- Helps local governments improve residents' lives by using data and evidence effectively to tackle pressing challenges.

Who is Eligible for Participation?

- Open to any city with a population of 30,000 or more.
- 100 cities in 39 states.
- Eligible for a wide range of support, from access to learning network to receipt of technical assistance from expert partners.

Expert Partners

- WWC partners help local governments build the capacity and skills to use data and evidence to make more informed decisions, deliver more effective services and programs, and improve residents' lives.



Expert Partners

THE
BEHAVIORAL
INSIGHTS TEAM ♦

 **RESULTS**
★★★
FOR AMERICA

 **JOHNS HOPKINS**
UNIVERSITY | **GovEx**

 **HARVARD Kennedy School**
Government Performance Lab

 **SUNLIGHT**
FOUNDATION

INDEPENDENCE
★ MISSOURI ★ SM

A GREAT AMERICAN STORY



Independence Participation

- Selected in December 2015.
- Chosen among the first 21 cities nationwide to participate in this program.
- Enhanced open data practice and citywide performance management program.

Setting the Stage

- Time was right to advance city's use of data.
- City Council set strategic goal.
- Cityworks investment.
- City staff built and launched open data portal.
- Public commitment to being data-driven.

The Prospect to Advance Change

- City launched its INsight Independence dashboard and identified ~25 measures with corresponding targets that were tracked and reported on publically each quarter.
- Laid foundation for performance management in Independence.

The Opportunity

- WWC identified two ways for Independence to partner with program experts:
 - Develop open data program to increase data sharing and transparency.
 - Accelerated citywide performance management system.

Key Accomplishments

- Drafted and passed open data policy;
- Uploaded historical data into dashboard;
- Supported departments in analyzing historical data;
- Identified departments that will participate in performance management;

Key Accomplishments









- Worked with departments to create ambitious targets for INsight Independence;
- Developed plan for performance management;
- Committed publicly to using data and evidence to drive decision-making.

Open Independence

- As a way to improve the accessibility, transparency, and accountability of City government, this catalog offers access to a repository of government-produced data sets.
- 20 data sets currently available for public use, ranging from crime stats to code enforcement.

Performance Measure Dashboard

Goals *(Last updated: 7/30/2020)*

Goal	Fiscal Year '19/'20: Q4 Results
 <p>Customer-Focused Improve customer service and communication.</p>	
 <p>Financially Sustainable Ensure City finances are stable and sustainable.</p>	 <i>(Results for Financially Sustainable Goal Measures in Fiscal Year '19/'20: Q4 average to 0)</i>
 <p>Growth Increase economic prosperity of the community.</p>	
 <p>Quality Achieve livability, choice, access, health and safety through a quality built environment.</p>	



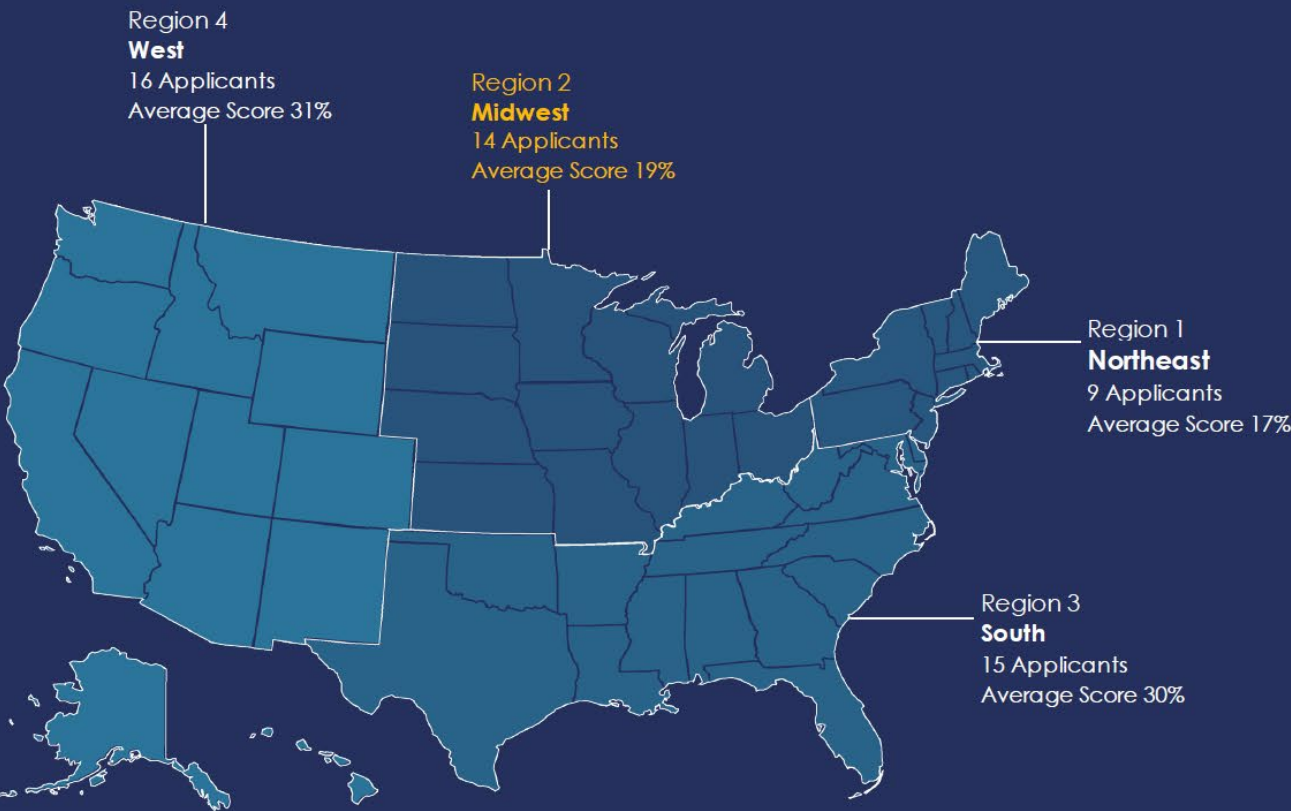
Future Opportunities

- WWC Certification: the national standard of excellence for well-managed, data-driven local government.
- Helps cities benchmark their progress and develop roadmap for using data and evidence to deliver results for residents.

How Certification Works

- WWC Team conducts assessment.
- If total number of points is high enough, cities can achieve one of three tiers of certification: silver, gold, or platinum.
- 8 foundational practices

HERE'S YOUR PLAYING FIELD



Cities applied with a population of
30K-100K

8

Cities applied with a population of
100K-250K

27

Cities applied with a population of
250K-500K

10

Cities applied with a population of
500K+

9

Questions?