Description

A city is measured by how it delivers services. The City of San Diego is no different; we owe our communities the best and we work to deliver world-class service. Leading this effort is the City's award-winning Performance & Analytics Department (PandA). Equipped with experience, talent, and a track record of success, PandA is the City's internal consultant, driven by the following purposes: 1) Simplify the customer experience to make it easy to communicate with and receive services from City, 2) Implement data-informed decision making, migrating from reactive to predictive solutions, and 3) Adopt a culture of continuous improvement and accountability to optimize the delivery of services. The team works across departments to eliminate silos, empower employees as problem solvers, instill a culture of data-informed decision making, and continuously improve processes and accountability. Please visit the P&A website for more details: https://www.sandiego.gov/pad/

The mission is:
Challenge status quo

The vision is:
Exceed expectations

Performance and Analytics

Goals and Objectives

Goal 1: Simplify the customer experience
- Implement online platforms and straight-forward processes
- Establish and communicate service delivery standards
- Provide easily digestible and accessible City data

Goal 2: Champion data-informed decision making
- Expand predictive analytics projects
- Deploy point of service measurement tools
- Develop data analytics tools to improve City processes

Goal 3: Promote a culture of continuous improvement and accountability
- Implement solutions that reduce the likelihood of recurring issues
- Optimize delivery of City services
- Launch performance accountability initiative

Key Performance Indicators

Performance Indicator	FY2018 Target	FY2018 Actual	FY2019 Target	FY2019 Estimate	FY2020 Target
Median customer feedback score for top 5 requested services[1]	N/A	N/A	N/A	N/A	N/A
Percentage increase in positive feedback from customer feedback	N/A	N/A	N/A	N/A	N/A
Number of known community data projects supported	N/A	N/A	N/A	N/A	N/A
Percentage of data analytics projects completed that resulted in process improvement	N/A	N/A	N/A	N/A	N/A
Dollar savings projected for all projects	N/A	N/A	N/A	N/A	N/A
Percentage of KPIs that improve from projects	N/A	N/A	N/A	CY_ACT	N/A
Service delivery cycle time of top 5 requested City services (median # of days)	N/A	N/A	N/A	N/A	N/A

1. The department has established a new set of indicators which will be baselined in Fiscal Year 2019. The department anticipates reporting FY 2019 Actuals and FY 2020 Targets in the publication of the Adopted Budget.