The City of SAN DIEGO

San Diego Unveils Performance Dashboard

INFORMATION ON PUBLIC SAFETY, INFRASTRUCTURE, PARKS NOW EASILY ACCESSIBLE

SAN DIEGO – The City of San Diego today unveiled the City's first online performance dashboard, at performance.sandiego.gov. PerformSD allows community members to learn more about the City's services using a variety of key performance indicators.
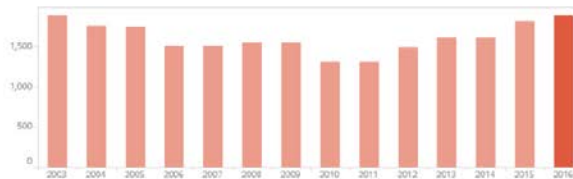
"This is an important tool for the public to see and track the City's performance data, and is the latest example of the City of San Diego's efforts to use technology to expand transparency and invite community engagement," said Mayor Kevin L. Faulconer.

PerformSD features metrics related to recreation and culture, public safety, infrastructure, sustainability, transportation and mobility, economy and finance, civic engagement, communication and customer service. By displaying the data in charts, graphs and other types of infographics, PerformSD makes large volumes of complex data easier to understand. At a glance, users can gauge the City's performance on a number of issues, better understand how the City is serving the public, identify areas for improvement and promote decision-making based on data.

"It's difficult and cumbersome to find good data on the performance of government, and PerformSD is a great step in making the information available to the public in a user-friendly and consumable way," said Haney Hong, the President and CEO of the San Diego County Taxpayers Association.
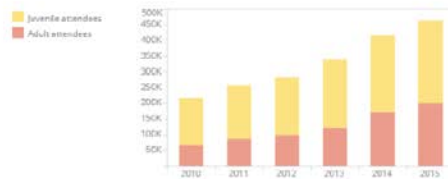
By including several years' worth of information, PerformSD allows for visual comparisons over time. For example, PerformSD shows the number of people attending library programs from 2010 to 2015 and breaks down participation between juveniles and adults.

Total weekly hours of all City library branches

Source: City of San Diego Public Library

Number of people attending all City library programs

Source: City of San Diego Public Library

"The City's performance dashboard enhances information my council office already provides to my constituents by compiling, tracking and displaying citywide performance information in an understandable form. This is a great tool that will increase transparency and strengthen customer service in the City," said Councilmember Chris Cate.

PerformSD joins other instruments in the City's transparency toolkit including budget.sandiego.gov, data.sandiego.gov, and the Resident Satisfaction Survey.

By building PerformSD in house rather than contracting out design and development, the City's Performance & Analytics Department will be able to make modifications to the site easily and without incurring significant additional costs. As the City receives feedback from users on what other information they would like to see, it will make additional enhancements to the site to reflect the needs of, and suggestions made by, the community.

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