Manager's Report

January 26, 2021

THE CITY OF ASHEVILLE



Presentation Overview

- Update on status of positions and funding reallocated from APD during first phase of Reimagining Public Safety efforts.

- Report from the newly established Office of Data and Performance Management

- Update on Implementation of Reparations Resolution

Re-Imagining Public Safety Phase 1

4 Animal Control positions (reassigned to DSD)	$220,000
1 Assistant to the Chief position (funding reassigned to CAPE; individual moving into another position)	$110,000
2 Park Warden positions (1 position reassigned to Parks and Recreation and 1 vacant position to a partner agency)	$90,000
6 Telecommunicator positions (all currently vacant; funding being reassigned to ITS and DSD)	$300,000
Salary savings from sworn police officer positions (resignations between July and September - one-time payment to partner organization(s)	$50,000
Total	**$770,000**

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Update on Recommended Positions

Communication and Public Engagement Department

Neighborhood Services Specialist

- *The position will*:
    i. Increase community outreach to better understand community concerns
    ii. Collaborate with the community to address and solve problems
    iii. Help link individuals and organizations to community resources
- Interviews completed by a cross-departmental team: (CAPE, Human Resources, Development Services, Planning and Urban Design, Transportation)
- Hiring team is in the final stages of filling the position.
- We expect to have the new team member on board by the end of February.
- There were a number of exceptional candidates.
- There is a shared excitement about what we will be able to accomplish with this new resource.

Update on Recommended Positions

Development Services Department (DSD)

Animal Control Positions

- All Animal Services employees, vehicles and budget have been moved from APD to Development Services Department.
- Animal Services Supervisor report directly to the DSD Director
- Other nuisance related enforcement i.e. Noise Ordinance is now under this department

Update Recommended Positions

Parks and Recreation Department

Park Warden Position

- The Park Warden position has been transferred from APD to Parks & Recreation.
- The current Park Warden will continue to monitor Pritchard Park on a regular schedule as the Parks and Recreation Department evaluates the most effective way to use this position to improve the level of service for parks located throughout the community.

Partnership with Homeward Bound

Homelessness Outreach

- Finalizing contract and this position will work in downtown and other areas.

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Internet Access for Asheville Housing Authority Residents

- The City of Asheville, Asheville City Schools, Asheville City Schools Foundation, the Asheville Housing Authority, and Buncombe County have partnered to address the issue of a lack of high speed wireless access for Housing residents, particularly school age children

- Through funding by all the partners a project is moving forward to provide all residents with high speed wireless broadband access

- An interlocal agreement has been approved by City Council and the first phase of installation has begun

- The Asheville City Council has approved $50,000 towards this installation effort

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Re-Imagining Public Safety Phase 2

Bringing back Re-imagining Consultants for the next round of engagement:

- Will review what was heard in Round 1
- Will inform what is being done now in response to input from Round 1
- Will seek community feedback on proposed services, programs and partnerships to be included in the 2021-22 Budget that pursue social, racial, economic and environmental justice

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Introducing the Office of Data and Performance

January 26, 2021
City Council Meeting

Eric Jackson
Manager, Office of Data & Performance
IT Services Department

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Presentation Overview

1. How We Got Here
2. How We Approach the Work
3. How We Involve the Community

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How We Got Here

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City of Asheville establishes Office of Data and Performance

Posted on December 9, 2020 by Polly McDaniel



City data is used in many ways, including as a way to explain the impact of City programs during community meetings.

- A leap forward in our ability to embed data use and performance thinking in the way the City operates

BUT ALSO

- Just the latest step in a 10-year effort to build data-driven accountability at the City of Asheville

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Building Data Capacity Over the Years

Year	City of Asheville
2009	• MapAsheville
2012	• First Open Data Day, open data portal launch
2015	• Open Data Policy • SimpliCity
2016	• Start development of Bedrock (strategic data management system)
2017	• First performance management group
2018	• Police Transparency • What Works Cities - Johns Hopkins Center for Government Excellence
2019	• Data & Analytics program
2020	• Reimagining Public Safety public engagement • Budget reallocation to fund the new Office

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How We Approach the Work

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What Is the Office of Data & Performance?

- **Mission**: Empower the community and City staff to use data to improve outcomes, accountability, and communication
- This is about helping City staff change how they work, not creating a data “service”
- Example: Reimagining Public Safety
  - Old way: define solely by policing metrics
  - New way: with all stakeholders, define community outcomes, select strategies, decide how to measure progress

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How Do We Approach the Work?

- Organized as a cross-departmental function *managed* by IT Services (not just a new function of IT Services)
  - Operating Team: Budget, Community Engagement, Equity, GIS, Police, plus 3 ODaP staff operating out of IT
  - Governance Team: City Manager's Office, City Clerk's Office, Legal, Equity, Community Engagement, Capital Projects, Finance, IT, Police
- Formalize as a process we do, rather than a service we consume
  - Training, facilitation, collaboration
  - Integration with standard City processes (e.g. budget)

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Internal Outcomes - City Staff

- Understand the impacts of services and projects
- Establish baselines for improvement and benchmarks to maintain performance
- Identify issues and respond proactively

How We Involve the Community

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External Outcomes - Community

- Understand trends in their community
- Know whether issues have been identified and addressed
- Stay informed about issues and services in their community
- Understand timing and strategies of City initiatives

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Community Impact & Engagement

- Continue to create and evolve transparency tools for community use
  - Dashboards, open data portal, GIS, SimpliCity
- Community participation in identifying outcomes and determining how progress will be measured
  - Results-based accountability + Racial Equity Toolkit
- Build direct relationships between Office of Data & Performance and community groups
  - Announcements email list
  - Participation in neighborhood meetings

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Year 1

- Internal
  - Hire core staff for Office
  - Build out training program & internal data community
- External
  - Support budget process
  - Support Advancing Racial Equity in Asheville initiative
  - Build relationships in the community

Reparations Resolution Update

- City and County conducting meetings with other communities implementing reparations initiatives as well as other technical experts

- Report back to the City Council and community in thirty days late February with a recommended structure for the Reparations Commission and next steps

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