SBStat | Neighborhood Stat

2021 Quarter 1 April 6, 2021

City of South Bend

1865

Ground rules for SB Stat Meetings

1. No stupid questions

Use this space to ask and address difficult questions safely

2. Data-driven decision making

Strive to make decisions based on whatever most recent data is available

3. Relentless follow-up

Identify clear action items and owners after each meeting

4. A bias towards action

Continuously seek to improve: our data, our ways of working, etc.

Good questions to be asking…

- What are the next steps on this project? Who's going to own it?
- Do we have the data we need to make a good decision? If not, how can we get that data?
- Is there a strategy or hypothesis on this issue we want to test during the next quarter?

Today’s Agenda

I. Project updates from previous Stat meeting

II. Data overview from previous Stat meeting

- Community Survey Geographic Breakdown
- Economy and construction data
- Quarterly Statistics Overview

III. Deep-dive analysis & discussion

- 2021 Infrastructure Planning & Management
- Strategic Communications for ‘Rebuilding Our Streets’ Plan

IV. Taking action

- Identifying clear action items and owners

V. Celebrating our values

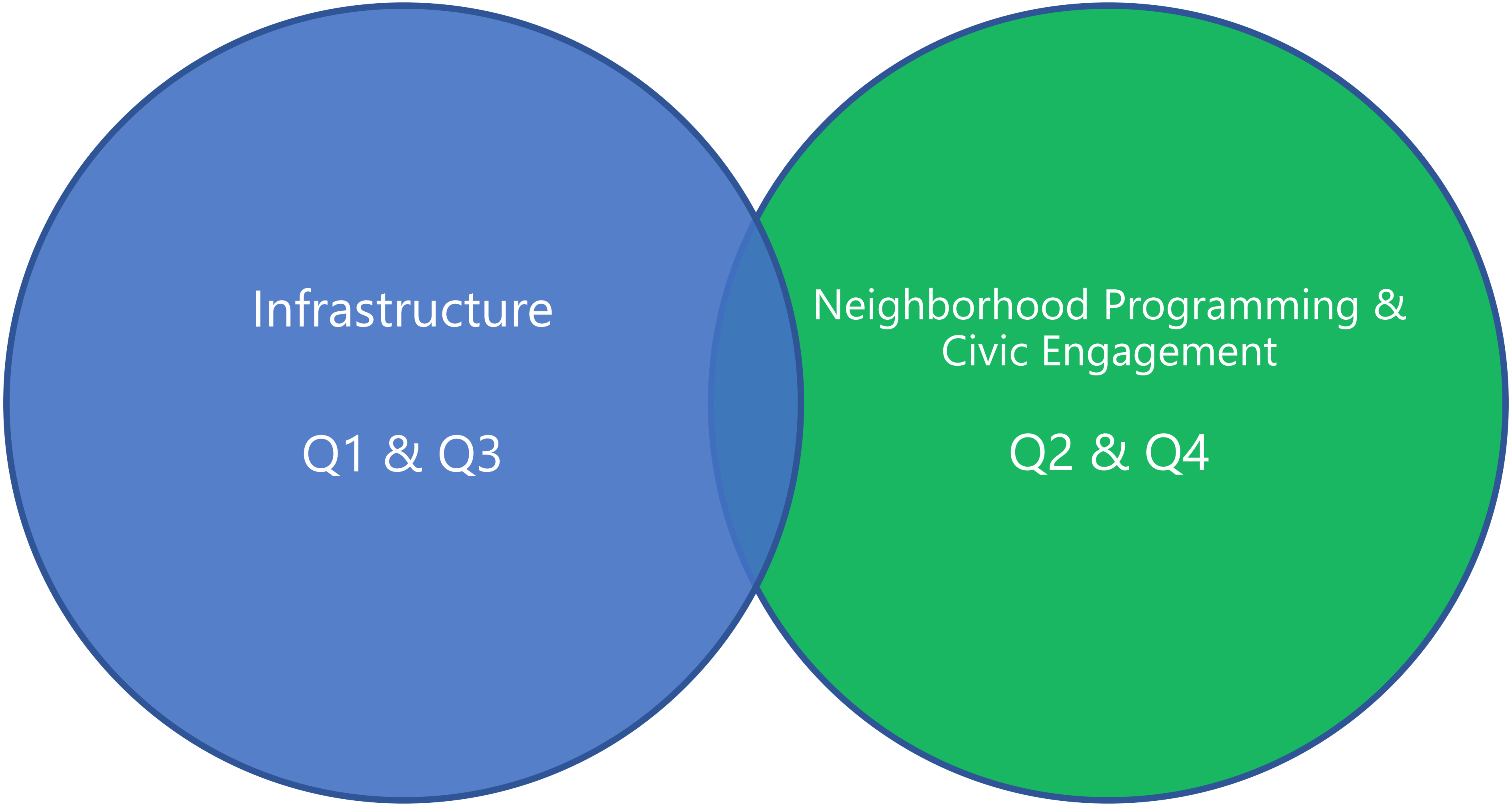
Neighborhood Stat Portfolio Summary

Status of SBStat projects in the queue for 2021

Project	Brief Description	Status
Community Survey Geographic Analysis	Breaking down community survey data to understand how perceptions vary across the City	🟢
2021 Infrastructure Planning & Management	An overview of 2021 infrastructure projects and goals	🟢
Rebuilding our Streets Plan – Strategic Communications	Communicating progress towards goals established in the City's Rebuilding Our Streets plan	🟢
Street Dashboard (Phase II): High-level PASER Tracking	A public dashboard that tracks progress towards high-level PASER goals	🟢
Project Management Dashboard	A public dashboard that serves as a one-stop shop for information on construction projects	🟢

Legend 🟢 Project on schedule 🟡 Project delayed 🔴 Project cancelled 🟠 Project under consideration

2021 Neighborhood Stat



Infrastructure

Q1 & Q3

Neighborhood Programming & Civic Engagement

Q2 & Q4

Highlights from this past quarter

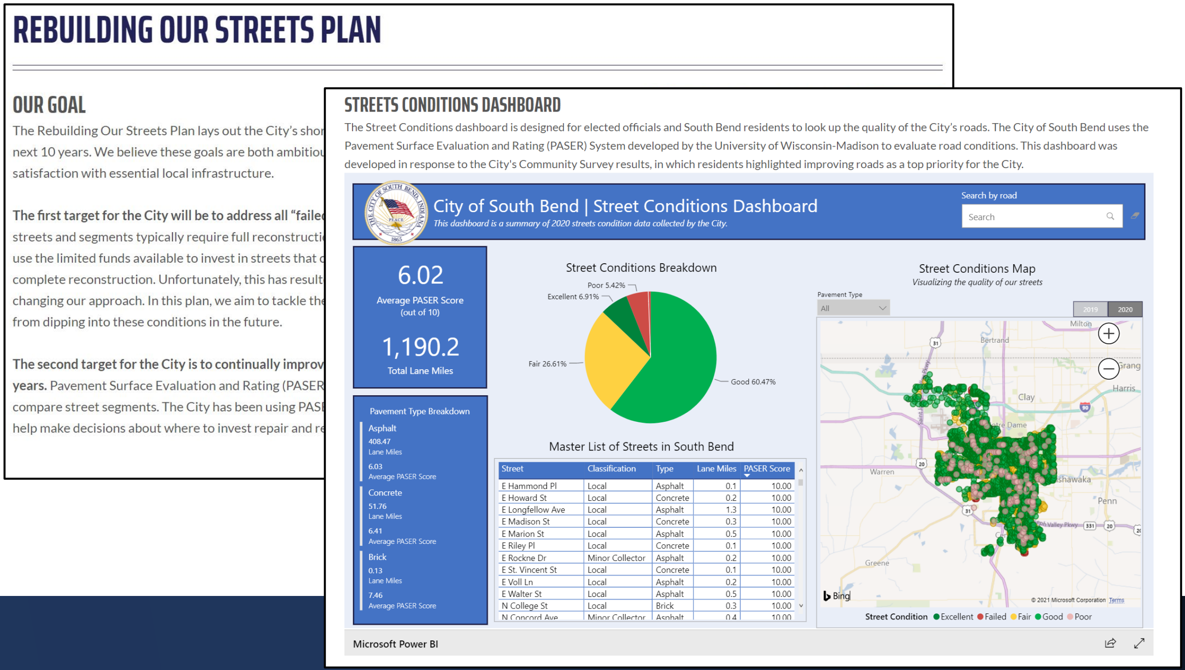
Project updates from previous Stat meetings

Project Update – Rebuilding Our Streets Plan

City of South Bend releases draft plan to rebuild streets

DEVELOPING NOW
ST. JOSEPH CO.
REBUILDING OUR STREETS PLAN
SOUTH BEND
16 NEWS NOW
WNDU
34° 5:00

- The City shared an initial draft with the Council and community in February 2021
- Press conference held on February 2 at intersection of Dundee Street and Ford Street on the City's west side



REBUILDING OUR STREETS PLAN

OUR GOAL

The Rebuilding Our Streets Plan lays out the City's shor
next 10 years. We believe these goals are both ambitiou
satisfaction with essential local infrastructure.

The first target for the City will be to address all "failed
streets and segments typically require full reconstructi
use the limited funds available to invest in streets that c
complete reconstruction. Unfortunately, this has result
changing our approach. In this plan, we aim to tackle the
from dipping into these conditions in the future.

The second target for the City is to continually improv
years. Pavement Surface Evaluation and Rating (PASER
compare street segments. The City has been using PASE
help make decisions about where to invest repair and re

STREETS CONDITIONS DASHBOARD

The Street Conditions dashboard is designed for elected officials and South Bend residents to look up the quality of the City's roads. The City of South Bend uses the Pavement Surface Evaluation and Rating (PASER) System developed by the University of Wisconsin-Madison to evaluate road conditions. This dashboard was developed in response to the City's Community Survey results, in which residents highlighted improving roads as a top priority for the City.

City of South Bend | Street Conditions Dashboard

This dashboard is a summary of 2020 streets condition data collected by the City.

Search by road

Search

6.02
Average PASER Score
(out of 10)

1,190.2
Total Lane Miles

Pavement Type Breakdown

Asphalt
408.47 Lane Miles
6.03 Average PASER Score

Concrete
51.76 Lane Miles
6.41 Average PASER Score

Brick
0.13 Lane Miles
7.46 Average PASER Score

Street Conditions Breakdown

Master List of Streets in South Bend

Street	Classification	Type	Lane Miles	PASER Score
E Hammond Pl	Local	Asphalt	0.1	10.00
E Howard St	Local	Concrete	0.2	10.00
E Longfellow Ave	Local	Asphalt	1.3	10.00
E Madison St	Local	Concrete	0.3	10.00
E Marion St	Local	Asphalt	0.5	10.00
E Riley Pl	Local	Concrete	0.1	10.00
E Rockne Dr	Minor Collector	Asphalt	0.2	10.00
E St. Vincent St	Local	Concrete	0.1	10.00
E Voll Ln	Local	Asphalt	0.2	10.00
E Walter St	Local	Asphalt	0.5	10.00
N College St	Local	Brick	0.3	10.00
N Concord Ave	Minor Collector	Asphalt	0.4	10.00

Street Conditions Map

Visualizing the quality of our streets

Pavement Type: All

2019
2020
Bertrand
Milton
Clay
Harris
Warren
Penn
Greene
Bing
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Street Condition ● Excellent ● Failed ● Fair ● Good ● Poor

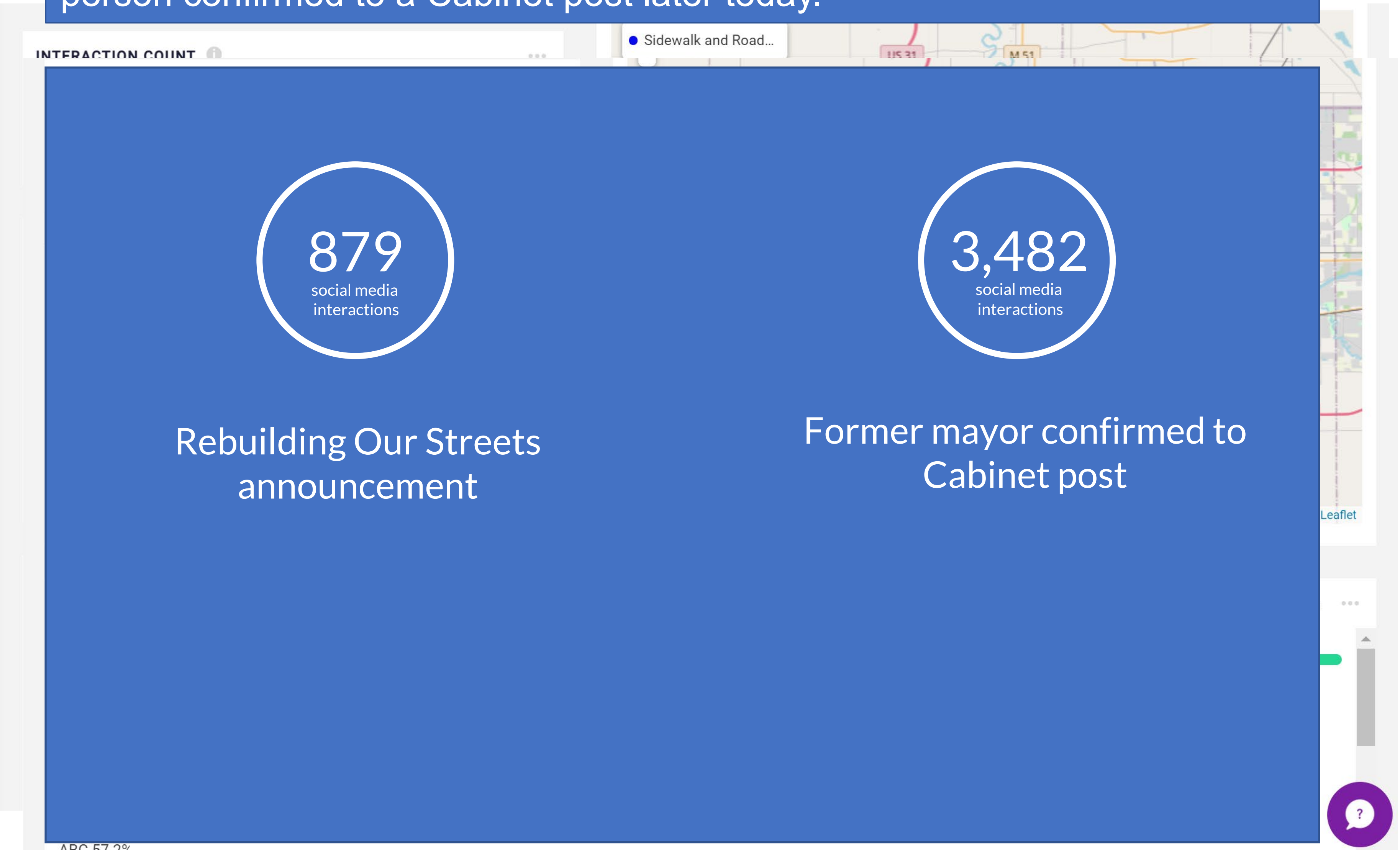
Microsoft Power BI

Communications Impact – Rebuilding Our Streets

Insights from social media

City shares initial draft to improve City streets

person confirmed to a Cabinet post later today.


INTERACTION COUNT
Sidewalk and Road...
US 31
M 51
Leaflet
ABC 57.2%

879
social media interactions

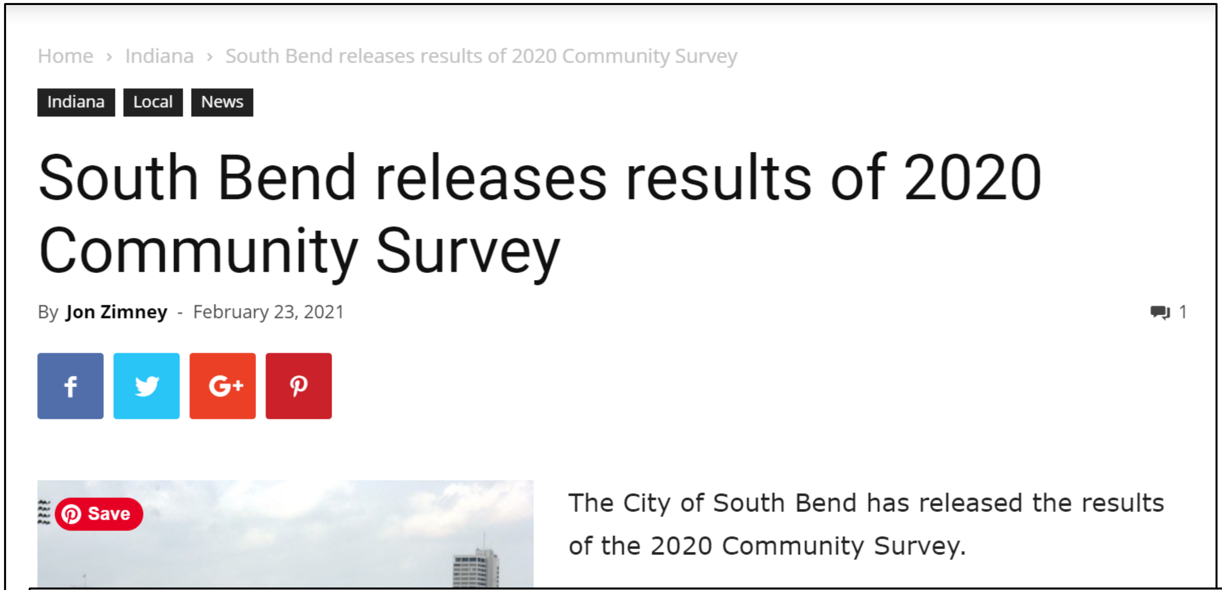
Rebuilding Our Streets announcement

3,482
social media interactions

Former mayor confirmed to Cabinet post

Project Update 2 - 2020 Community Survey

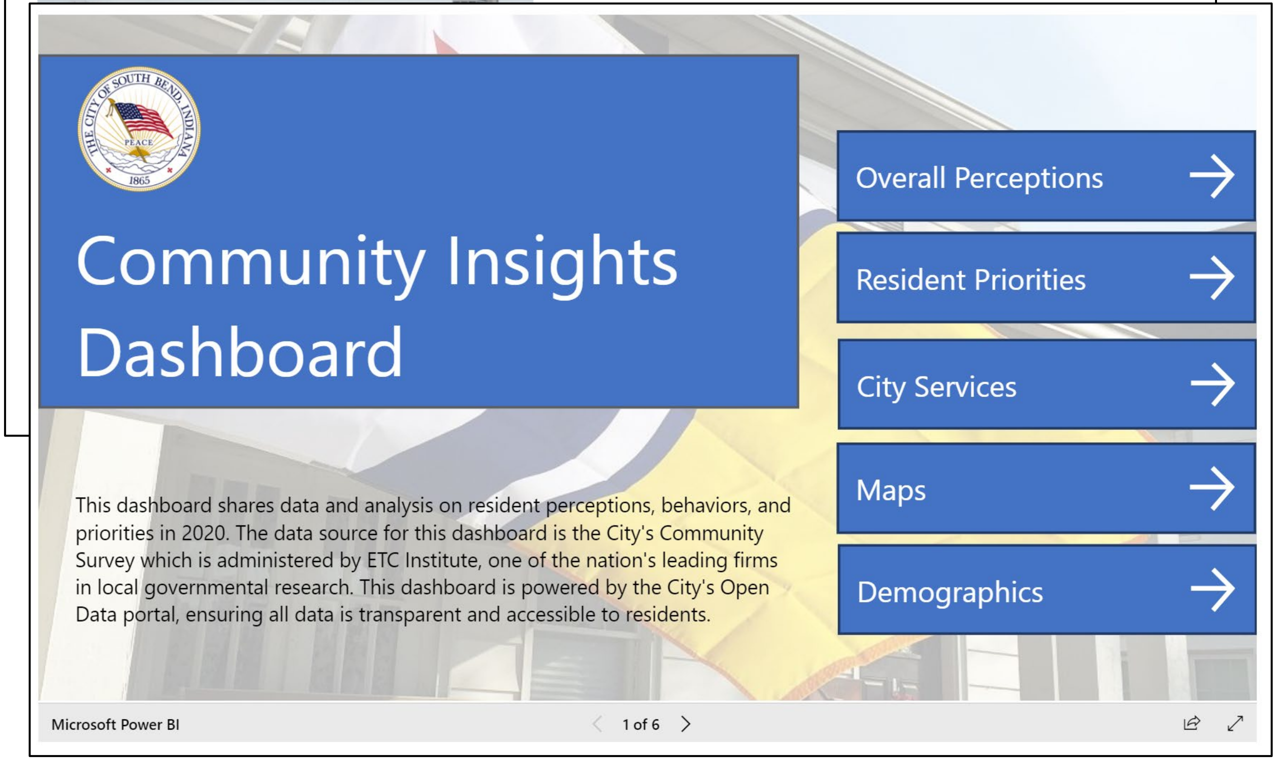
- The City shared the results of 2020 Community Survey with the Council and Community on February 23, 2021
- Denise Riedl provided Council an overview of the results and dashboard at the March 8 Council Meeting
- Department head memos are currently in development by Business Analytics Team


Home › Indiana › South Bend releases results of 2020 Community Survey
Indiana
Local
News
1
Save

South Bend releases results of 2020 Community Survey

By **Jon Zimney** - February 23, 2021

The City of South Bend has released the results of the 2020 Community Survey.


Community Insights Dashboard
Overall Perceptions
Resident Priorities
City Services
Maps
Demographics
Microsoft Power BI
1 of 6

This dashboard shares data and analysis on resident perceptions, behaviors, and priorities in 2020. The data source for this dashboard is the City's Community Survey which is administered by ETC Institute, one of the nation's leading firms in local governmental research. This dashboard is powered by the City's Open Data portal, ensuring all data is transparent and accessible to residents.

Data overview from previous Stat meeting

Summarizing data points and statistics related to core operations since the last Stat meeting

Community Survey – Geographic Analysis

- Background / Context
- Available data & analysis
- Discussion

Background + Context

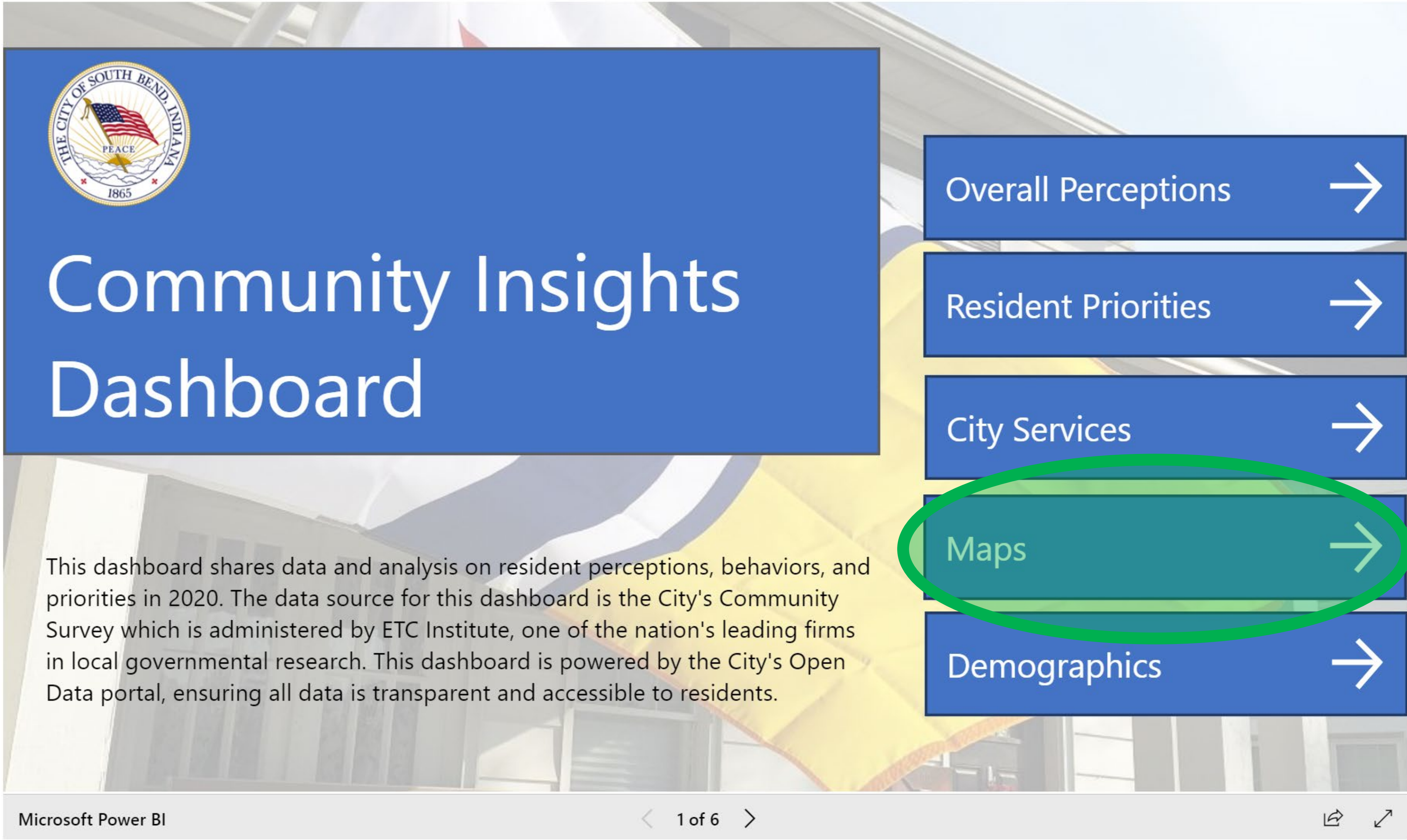
Purpose

To gather input from residents on City services and their priorities to inform decision-making and strategic investment.

Background

- Survey completed during July/August 2020
- Survey data is compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local governmental research
- Surveys, cover letter, and prepaid envelops sent by mail
    - Options to complete online and in Spanish

Breaking down the survey data geographically across the City


THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
Overall Perceptions
Resident Priorities
City Services
Maps
Demographics
Microsoft Power BI
1 of 6

Community Insights Dashboard

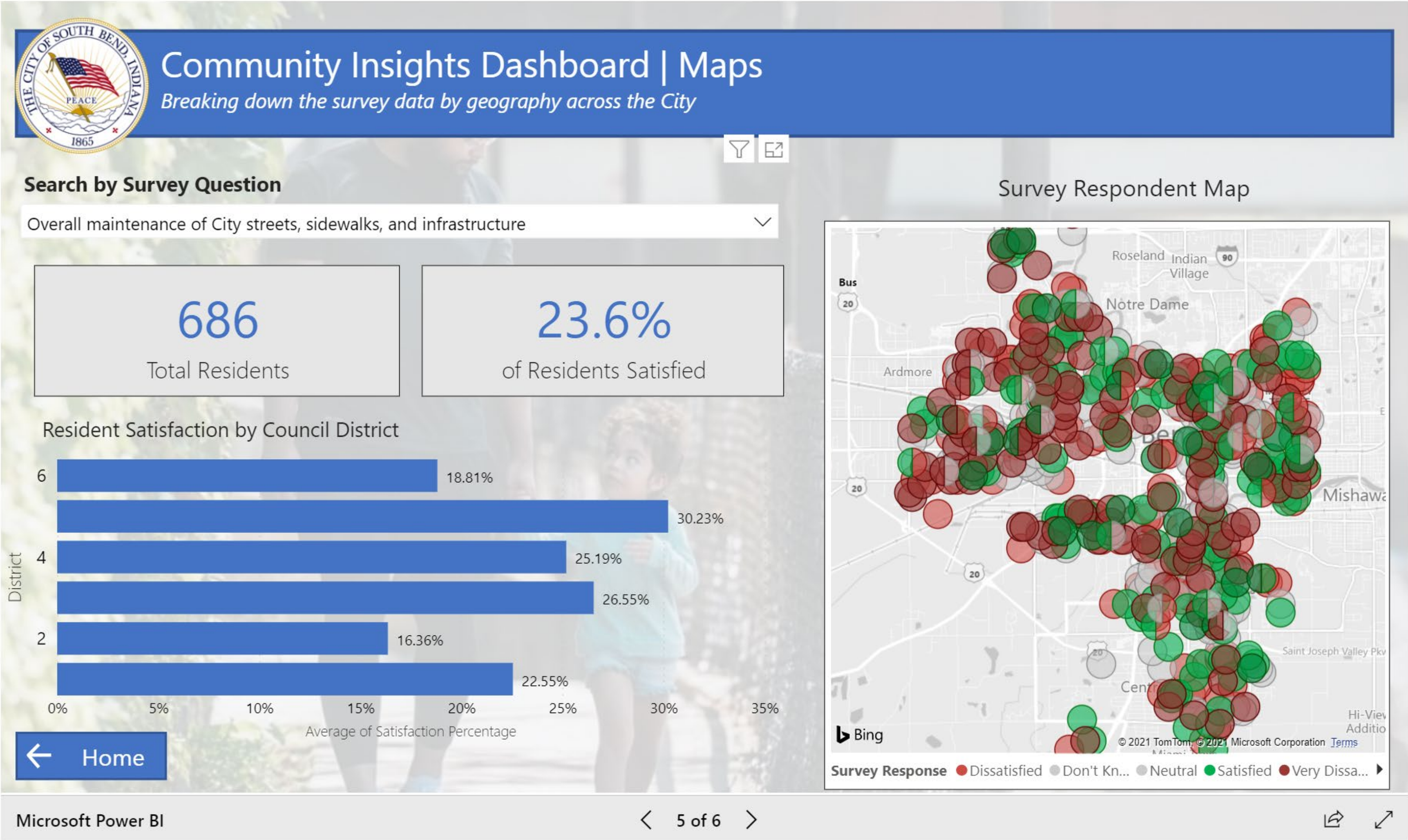
This dashboard shares data and analysis on resident perceptions, behaviors, and priorities in 2020. The data source for this dashboard is the City's Community Survey which is administered by ETC Institute, one of the nation's leading firms in local governmental research. This dashboard is powered by the City's Open Data portal, ensuring all data is transparent and accessible to residents.

Questions to be thinking about…

- What trends or patterns do you see across the City when thinking about Council Districts?
- What do you find surprising or unexpected?
- What other research questions does this spark for you? What should we look more deeply into?

Satisfaction Comparison by Question

Overall maintenance of City streets, sidewalks, infrastructure



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Overall maintenance of City streets, sidewalks, and infrastructure

686
Total Residents

23.6%
of Residents Satisfied

Resident Satisfaction by Council District

6
18.81%
30.23%
4
25.19%
26.55%
2
16.36%
22.55%
District
0%
5%
10%
15%
20%
25%
30%
35%
Average of Satisfaction Percentage

Survey Respondent Map

Roseland
Indian Village
90
Bus
20
Notre Dame
Ardmore
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Mishawa
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20
Saint Joseph Valley Pkw
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Bing
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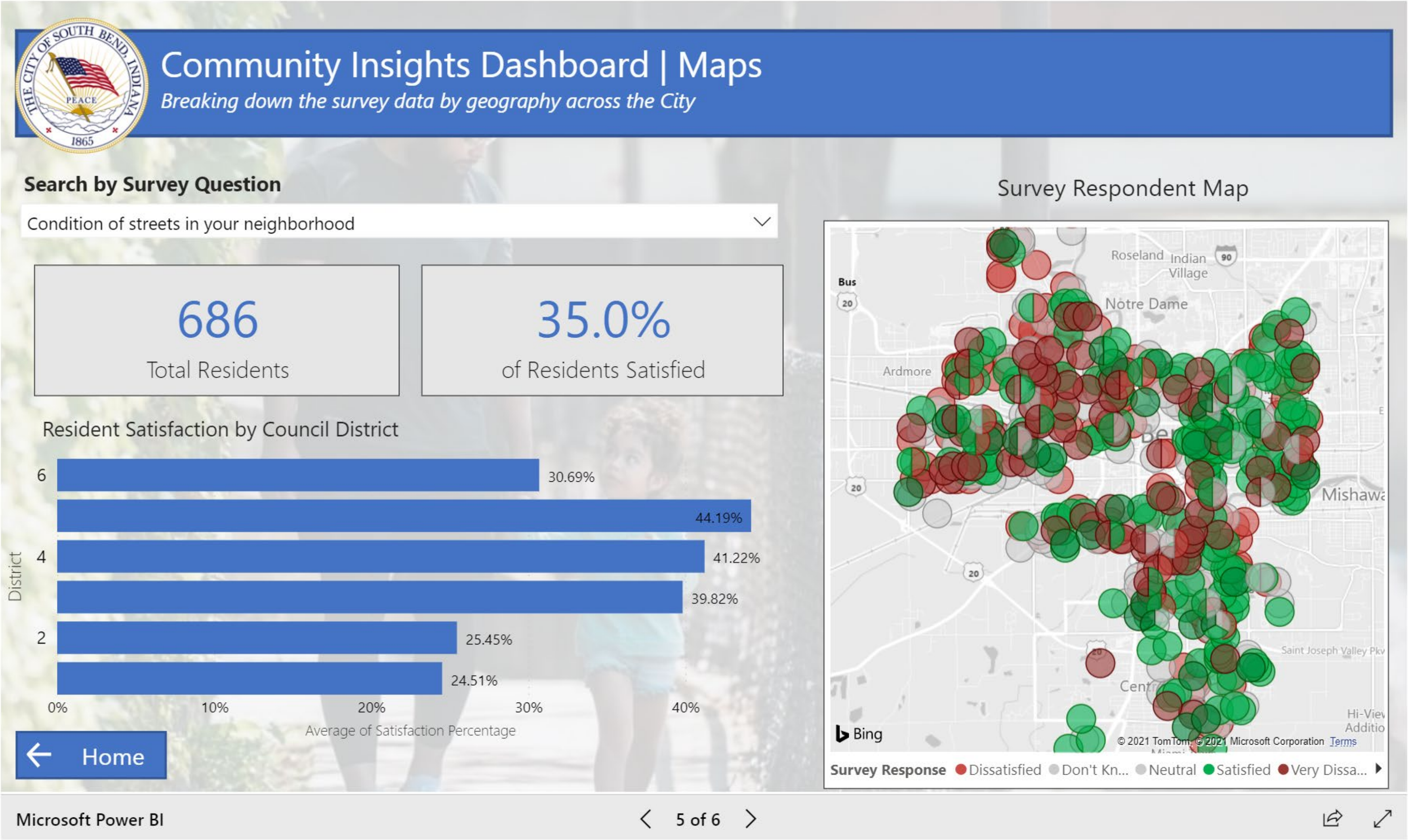
Survey Response ● Dissatisfied ● Don't Kn... ● Neutral ● Satisfied ● Very Dissa...

Home
Microsoft Power BI
5 of 6

Satisfaction Comparison by Question

Condition of streets in your neighborhood



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Condition of streets in your neighborhood

686
Total Residents

35.0%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

Survey Response 🔴 Dissatisfied ● Don't Kn... ● Neutral 🟢 Satisfied 🔴 Very Dissa...

Microsoft Power BI

5 of 6

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
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District
30.69%
44.19%
41.22%
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25.45%
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Average of Satisfaction Percentage
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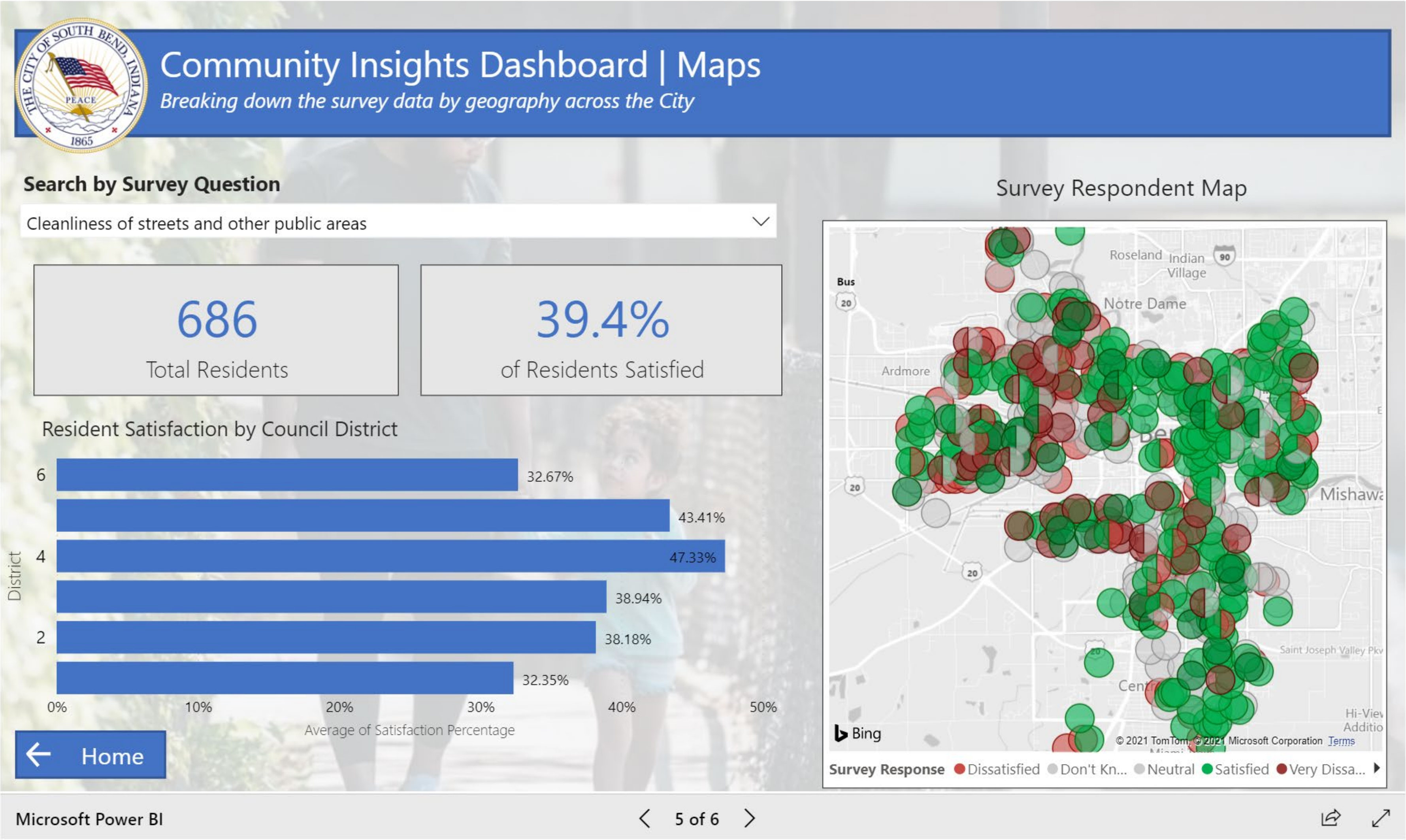
Satisfaction Comparison by Question

Cleanliness of streets and other public areas



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Cleanliness of streets and other public areas

686
Total Residents

39.4%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

Survey Response ● Dissatisfied ● Don't Kn... ● Neutral ● Satisfied ● Very Dissa...

THE CITY OF SOUTH BEND, INDIANA
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6
4
2
District
32.67%
43.41%
47.33%
38.94%
38.18%
32.35%
0%
10%
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30%
40%
50%
Average of Satisfaction Percentage
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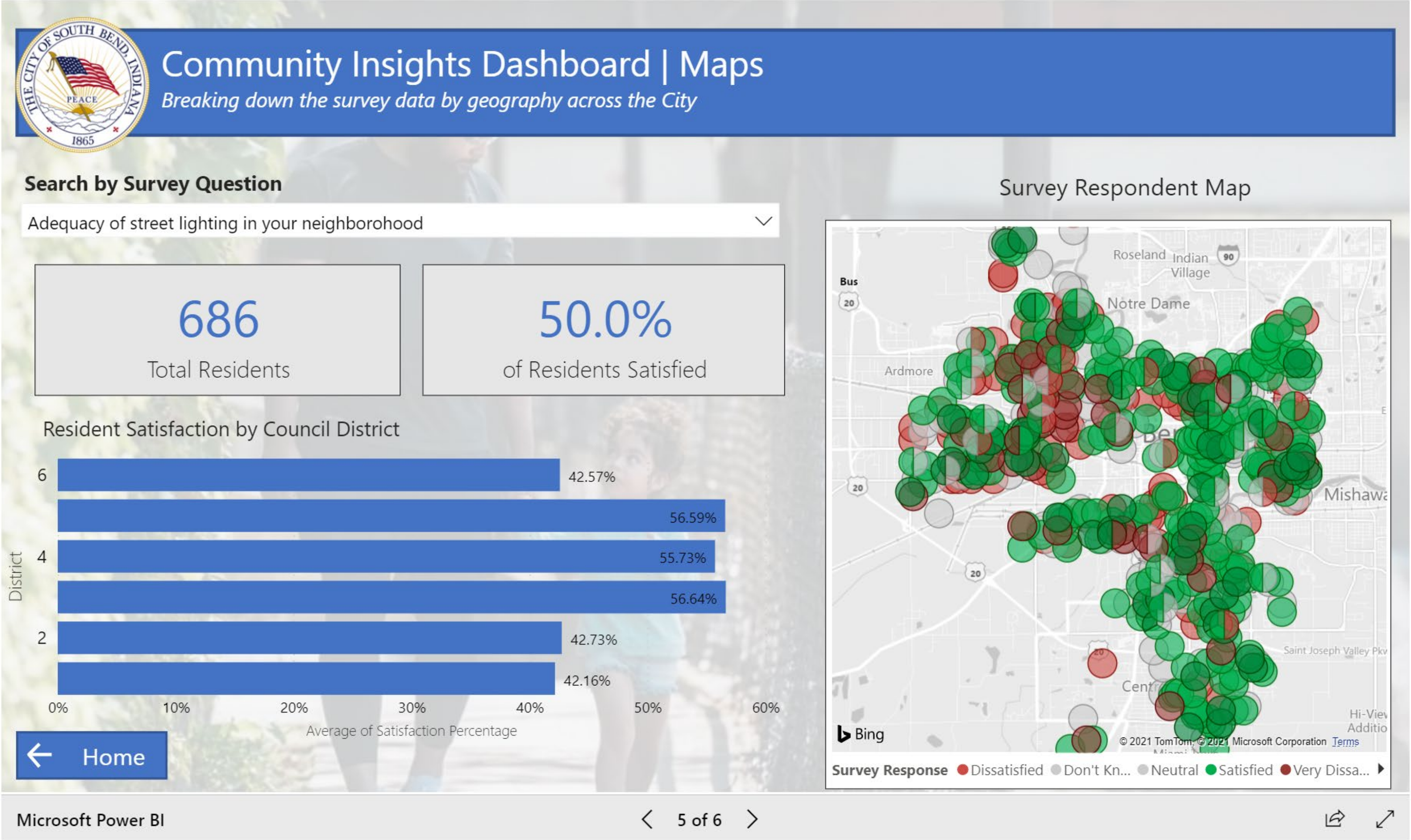
Satisfaction Comparison by Question

Adequacy of Street Lighting



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Adequacy of street lighting in your neighborohood

686
Total Residents

50.0%
of Residents Satisfied

Resident Satisfaction by Council District

6
4
2
District
42.57%
56.59%
55.73%
56.64%
42.73%
42.16%
0%
10%
20%
30%
40%
50%
60%
Average of Satisfaction Percentage

Survey Respondent Map

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Survey Response ● Dissatisfied ● Don't Kn... ● Neutral ● Satisfied ● Very Dissa...

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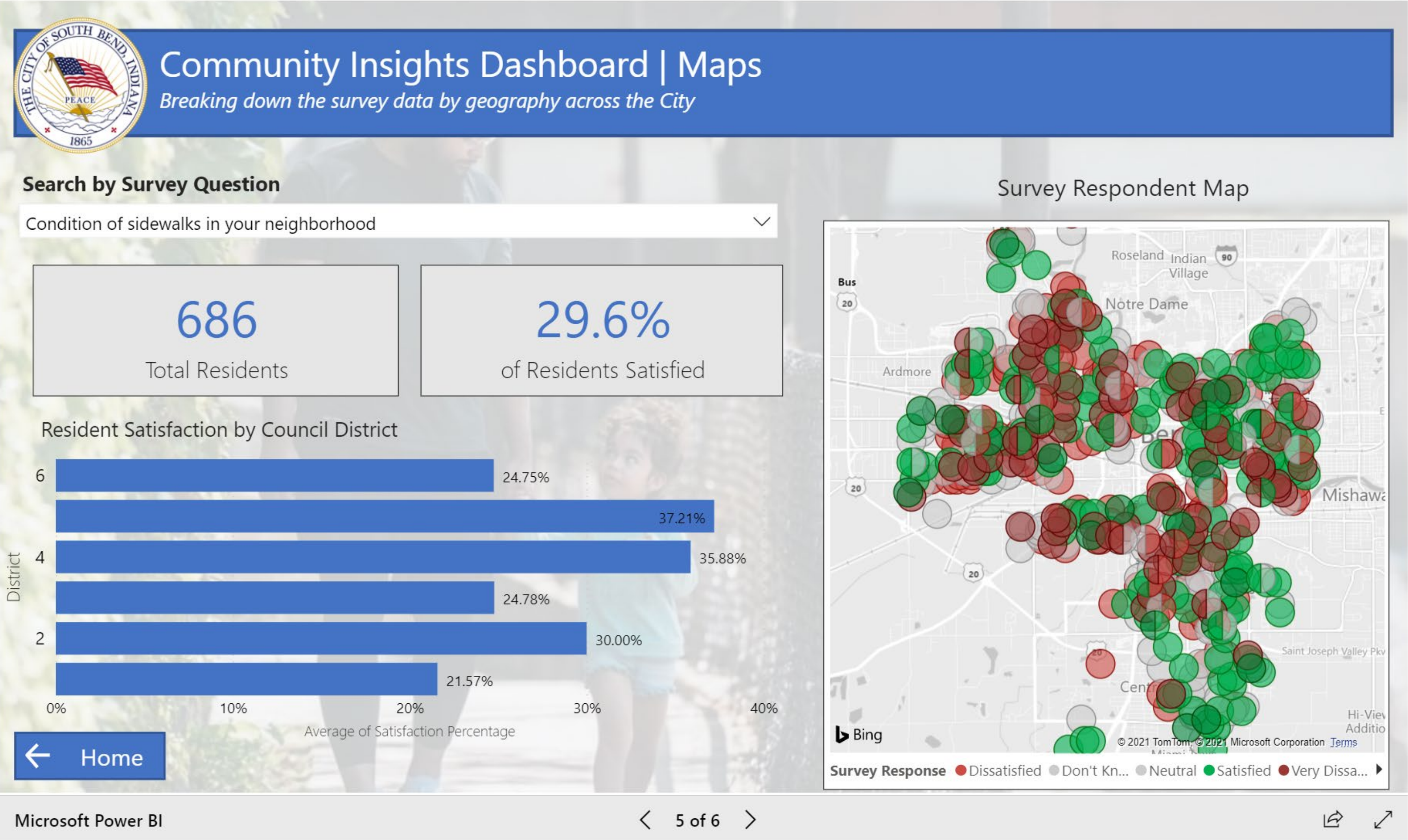
Satisfaction Comparison by Question

Condition of sidewalks in your neighborhood



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Condition of sidewalks in your neighborhood

686
Total Residents

29.6%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
6
24.75%
37.21%
4
35.88%
24.78%
2
30.00%
21.57%
District
0%
10%
20%
30%
40%
Average of Satisfaction Percentage
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Microsoft Power BI
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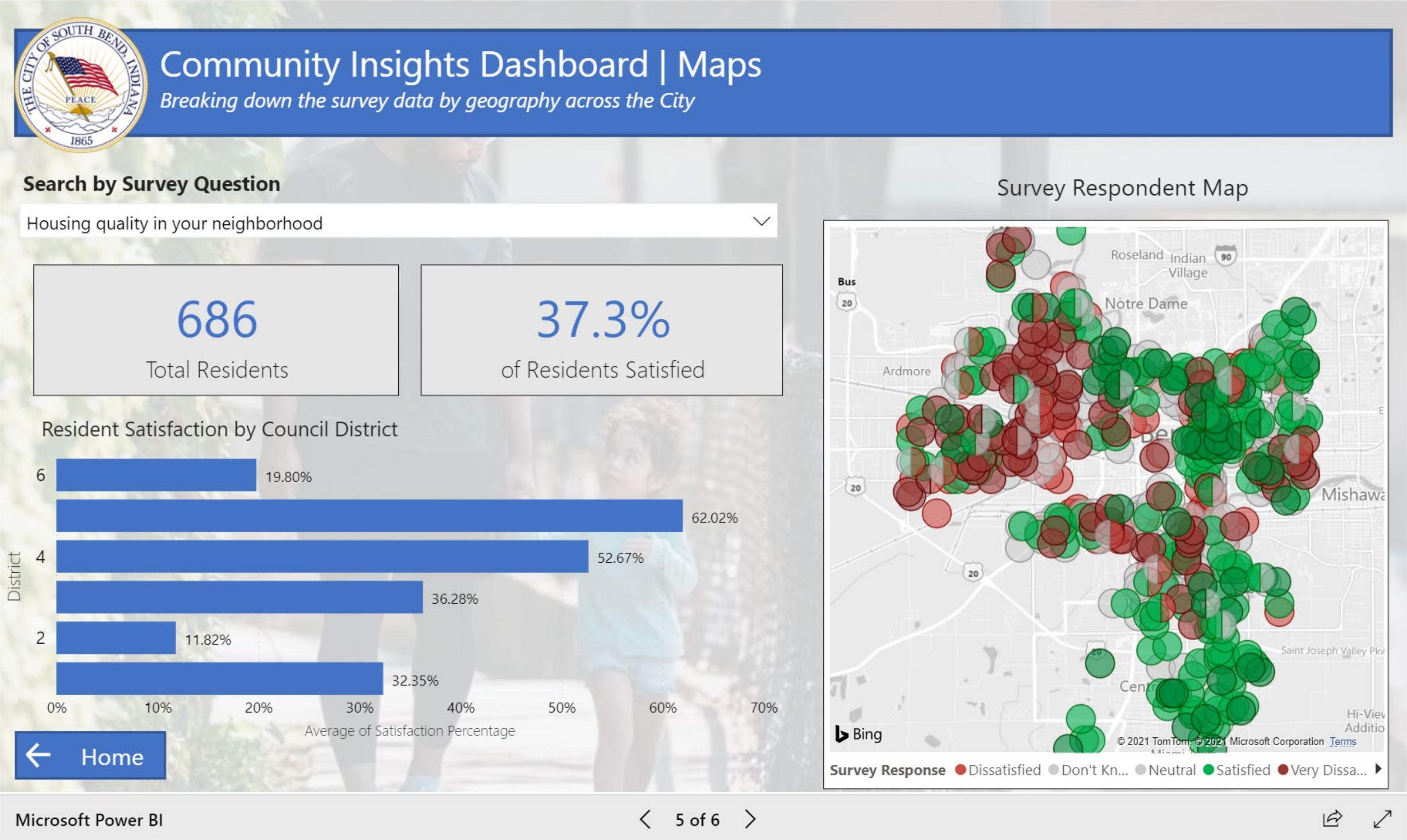
Satisfaction Comparison by Question

Housing quality in your neighborhood



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Housing quality in your neighborhood

686
Total Residents

37.3%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

6
19.80%
62.02%
4
52.67%
36.28%
2
11.82%
32.35%
District
0%
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50%
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Average of Satisfaction Percentage
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Microsoft Power BI
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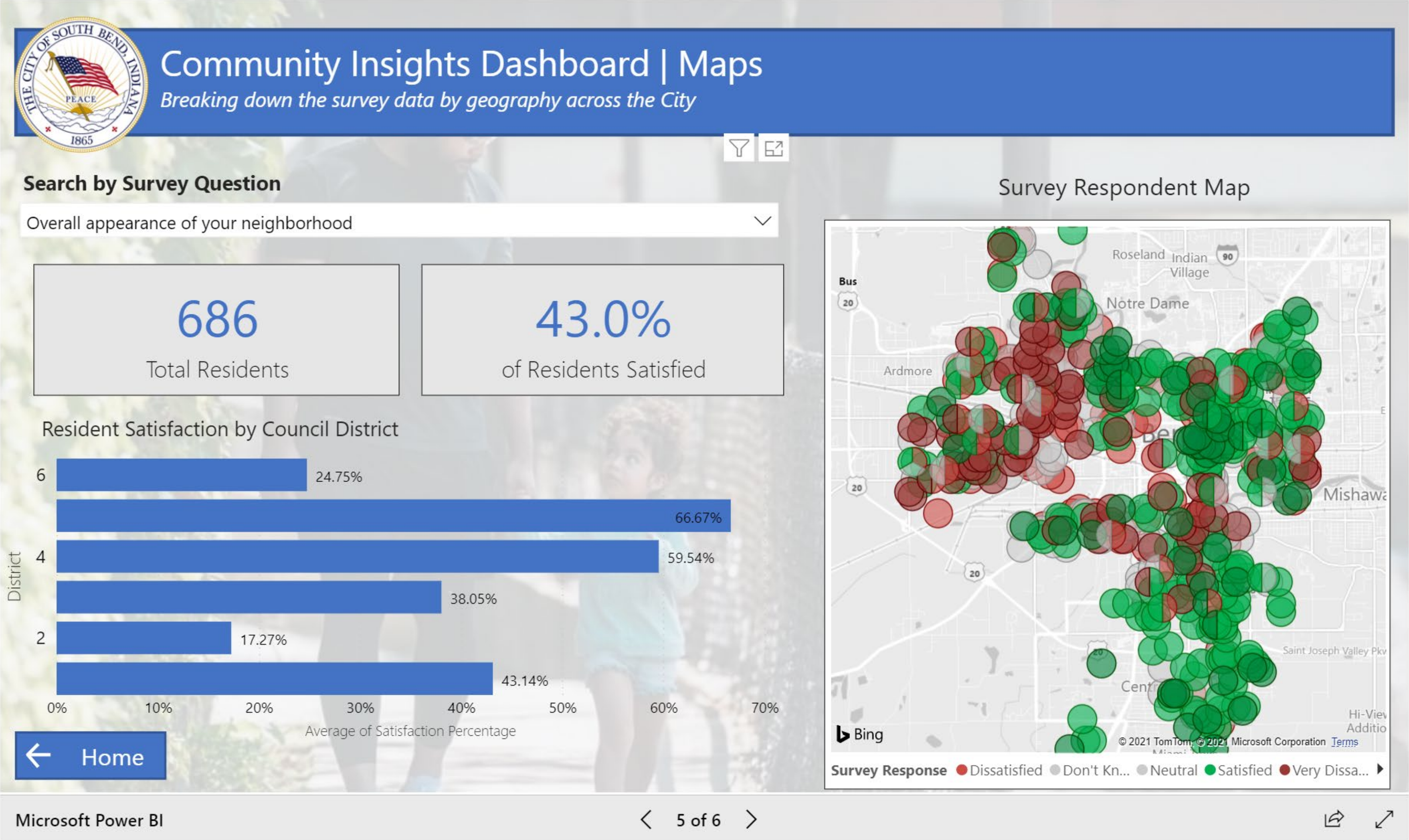
Satisfaction Comparison by Question

Overall appearance of your neighborhood



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Overall appearance of your neighborhood

686
Total Residents

43.0%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

Microsoft Power BI

5 of 6

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
6
24.75%
66.67%
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59.54%
38.05%
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17.27%
43.14%
District
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Average of Satisfaction Percentage
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Survey Response
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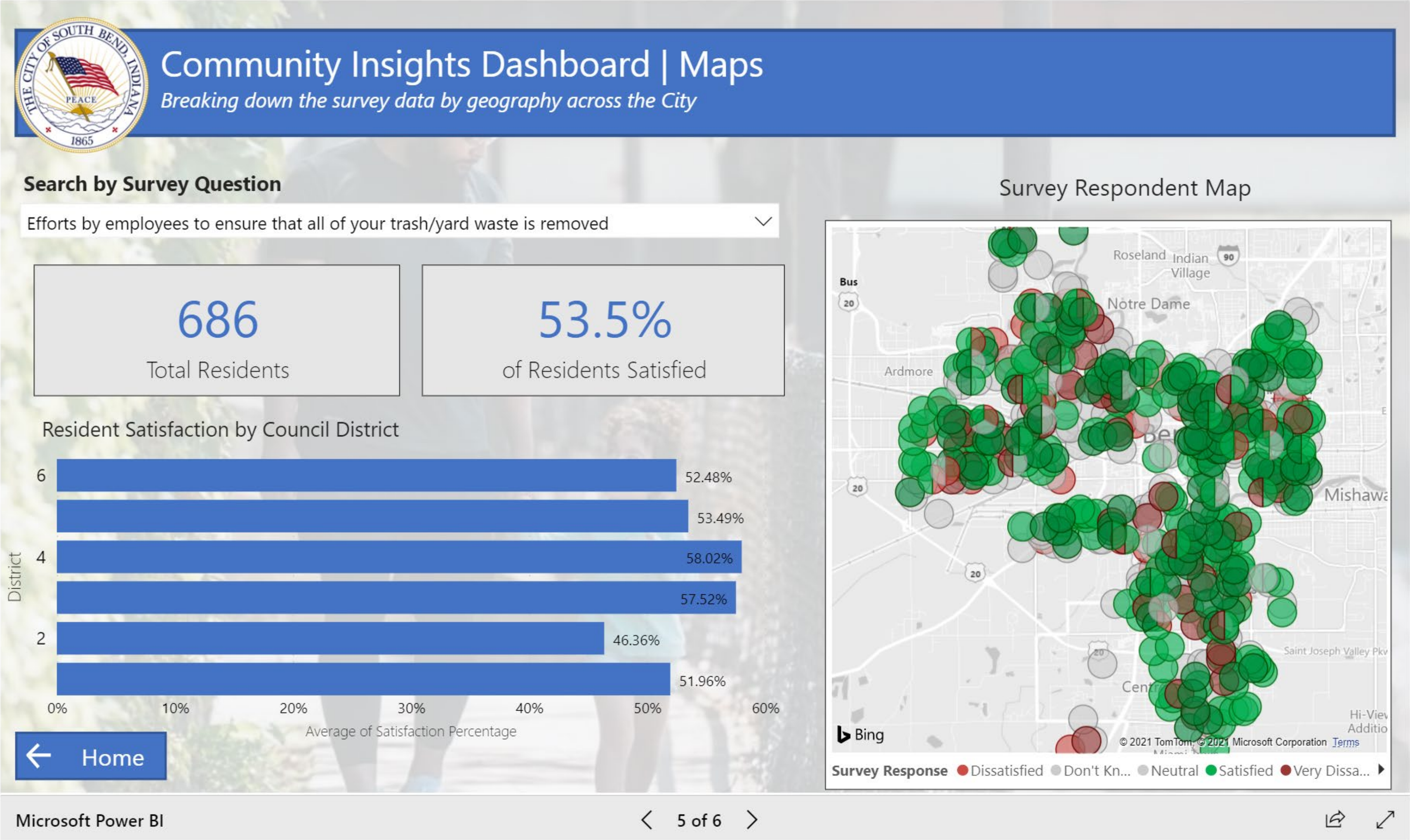
Satisfaction Comparison by Question

Efforts by employees to ensure that all of your trash/yard waste is removed



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Efforts by employees to ensure that all of your trash/yard waste is removed

686 Total Residents

53.5% of Residents Satisfied

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
Resident Satisfaction by Council District
District
6
52.48%
53.49%
4
58.02%
57.52%
2
46.36%
51.96%
0%
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Average of Satisfaction Percentage
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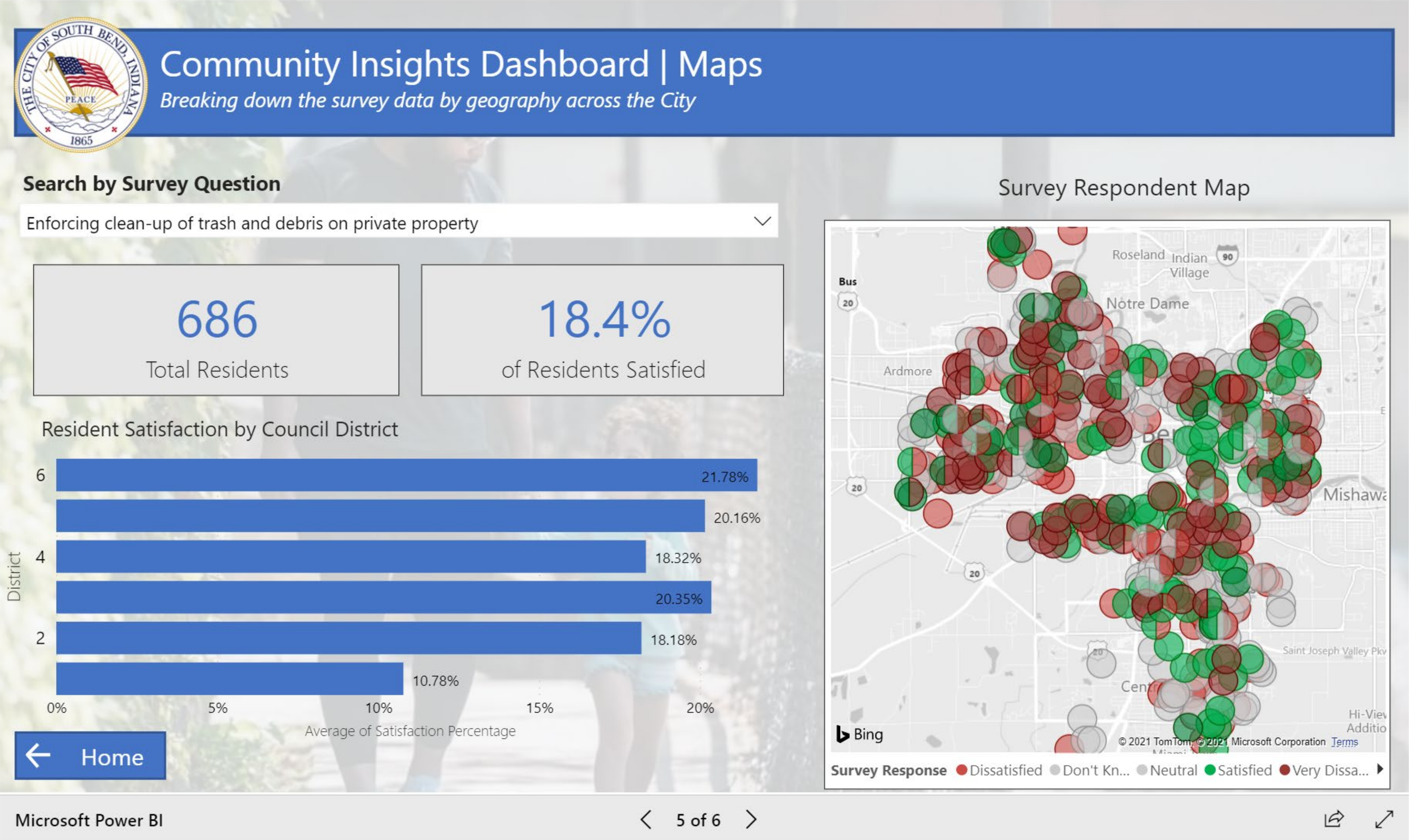
5 of 6

Satisfaction Comparison by Question

Enforcing clean-up of trash and debris on private property



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Enforcing clean-up of trash and debris on private property

686
Total Residents

18.4%
of Residents Satisfied

Resident Satisfaction by Council District

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
6
21.78%
20.16%
4
18.32%
20.35%
2
18.18%
10.78%
District
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Average of Satisfaction Percentage
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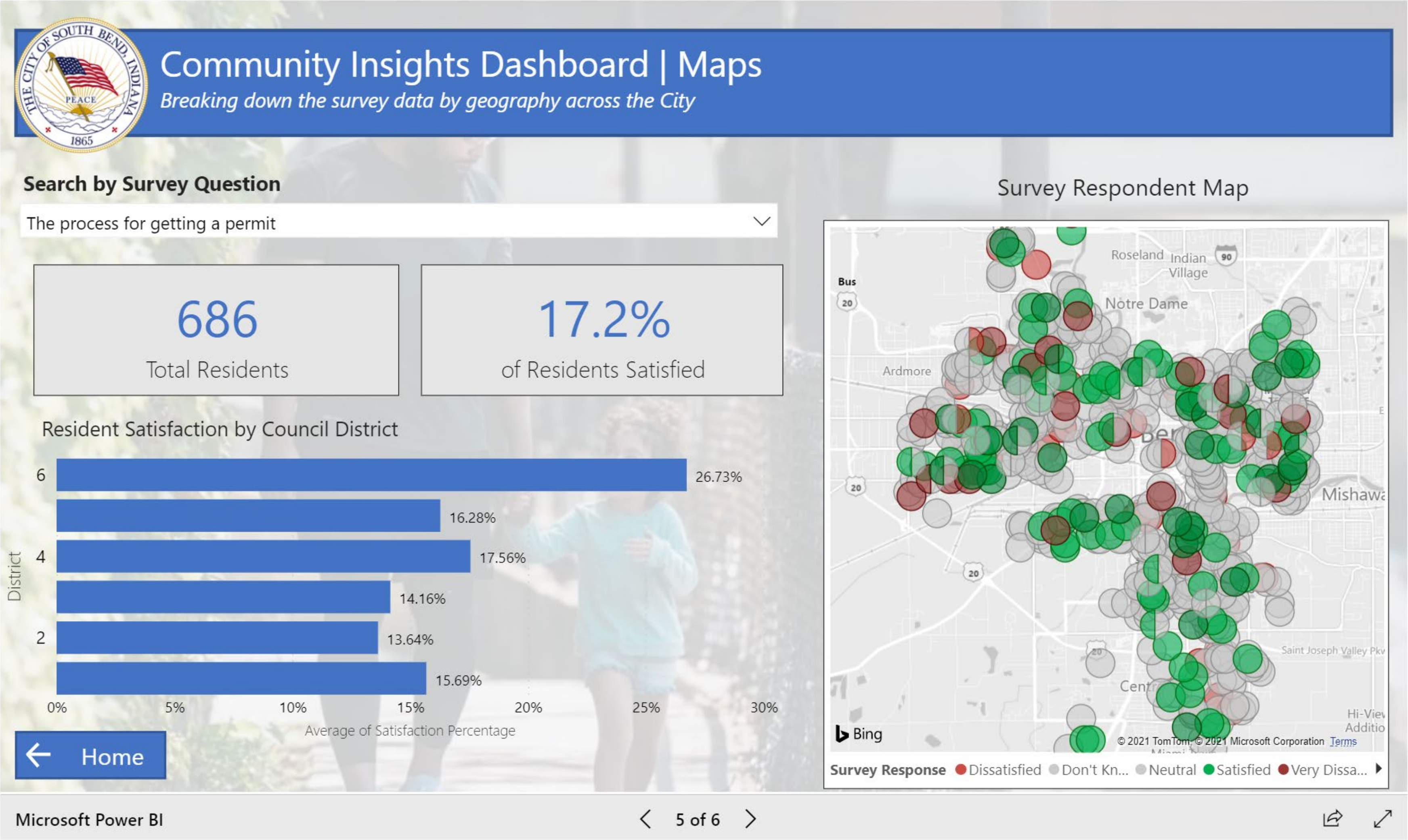
Satisfaction Comparison by Question

The process for getting a permit



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

The process for getting a permit

686
Total Residents

17.2%
of Residents Satisfied

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
Resident Satisfaction by Council District
6
26.73%
16.28%
4
17.56%
14.16%
2
13.64%
15.69%
District
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Survey Response
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Microsoft Power BI
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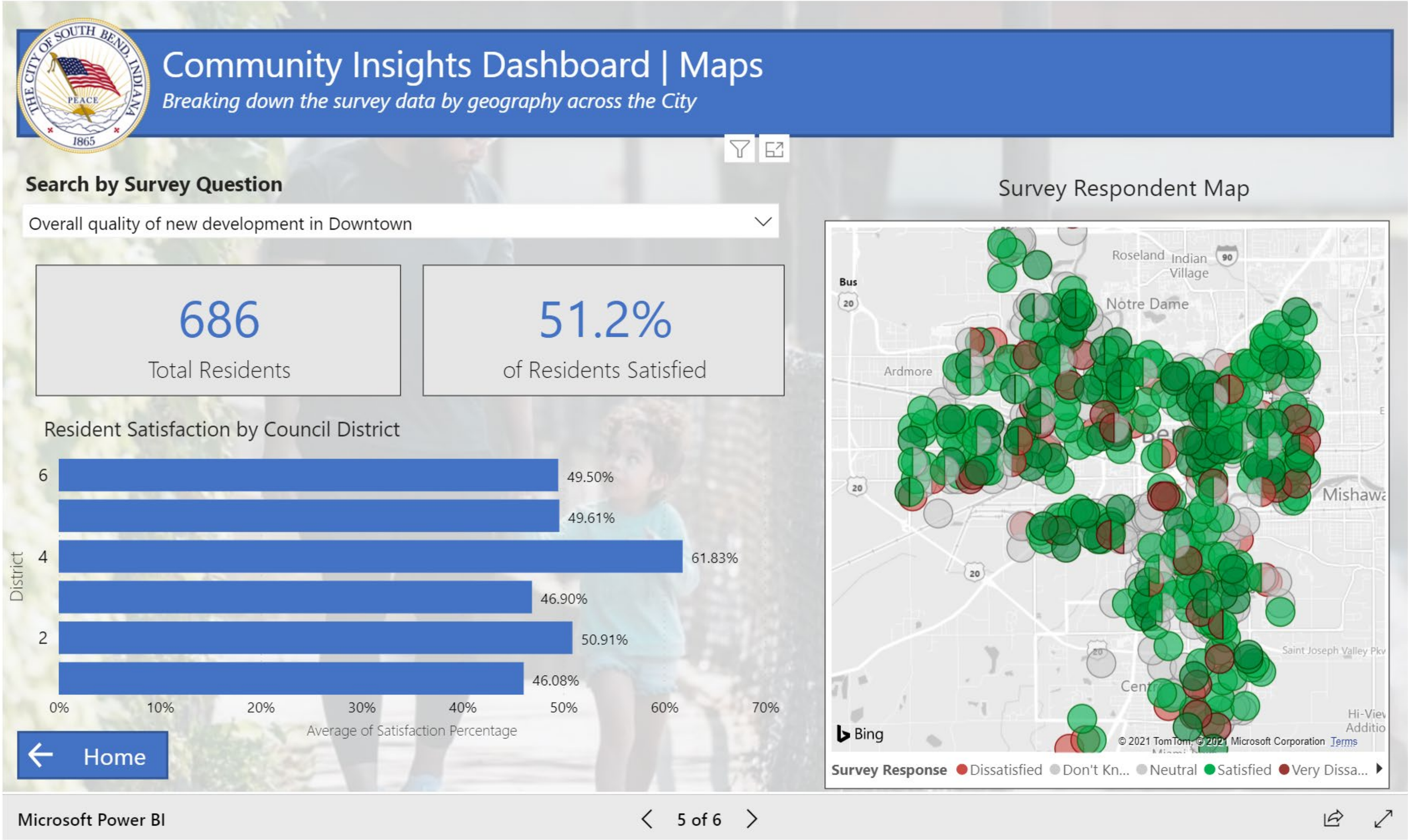
Satisfaction Comparison by Question

Quality of new development downtown



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Overall quality of new development in Downtown

686
Total Residents

51.2%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

6
4
2
District
49.50%
49.61%
61.83%
46.90%
50.91%
46.08%
0%
10%
20%
30%
40%
50%
60%
70%
Average of Satisfaction Percentage
Roseland
Indian Village
Notre Dame
Ardmore
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Saint Joseph Valley Pkv
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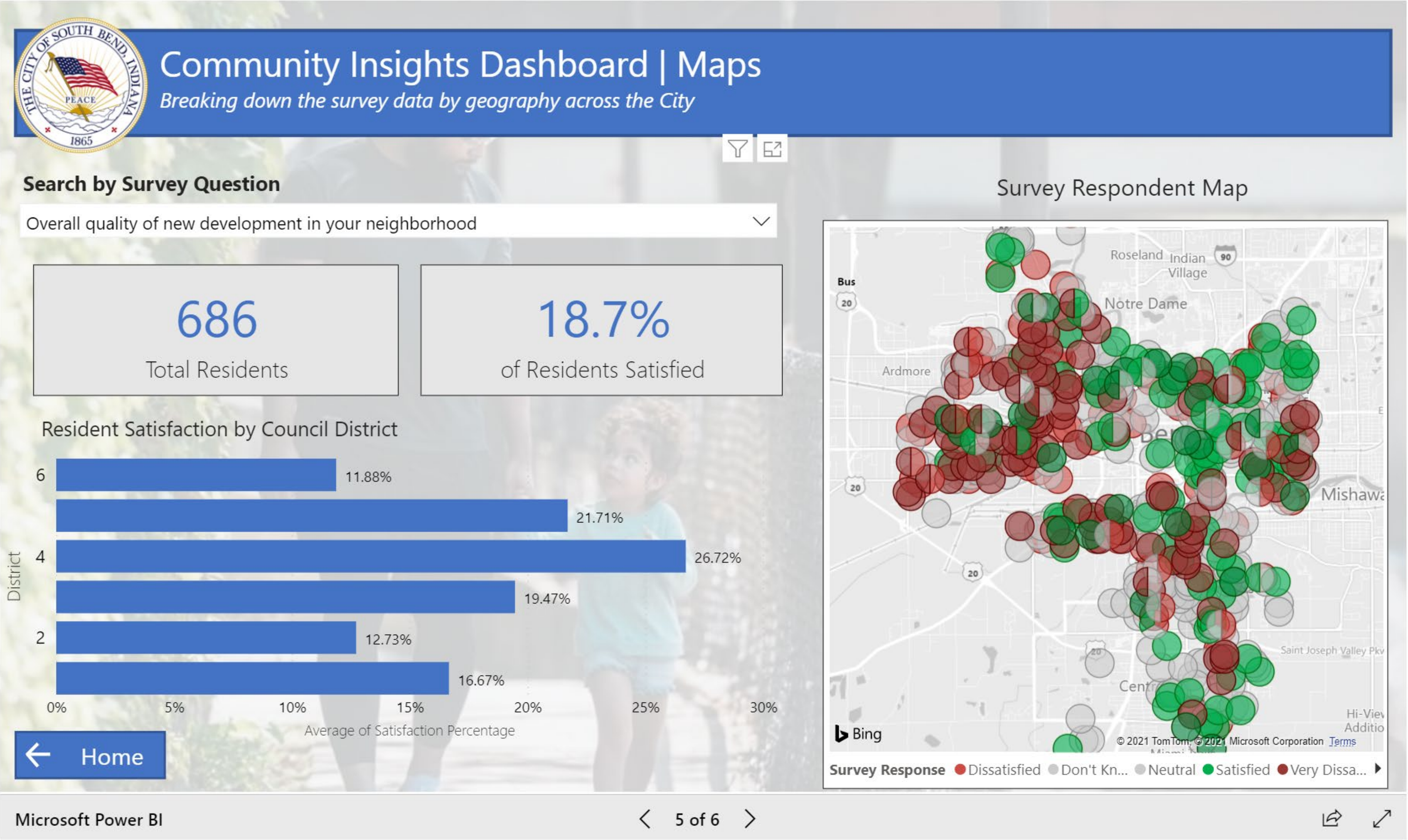
Home
Microsoft Power BI
5 of 6

Satisfaction Comparison by Question

Overall quality of new development in your neighborhood



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Overall quality of new development in your neighborhood

686
Total Residents

18.7%
of Residents Satisfied

Resident Satisfaction by Council District
6
4
2
District
11.88%
21.71%
26.72%
19.47%
12.73%
16.67%
0%
5%
10%
15%
20%
25%
30%
Average of Satisfaction Percentage
Home
Survey Respondent Map
Roseland
Indian Village
Notre Dame
Ardmore
Mishawa
Saint Joseph Valley Pkv
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Hi-Viev Additio
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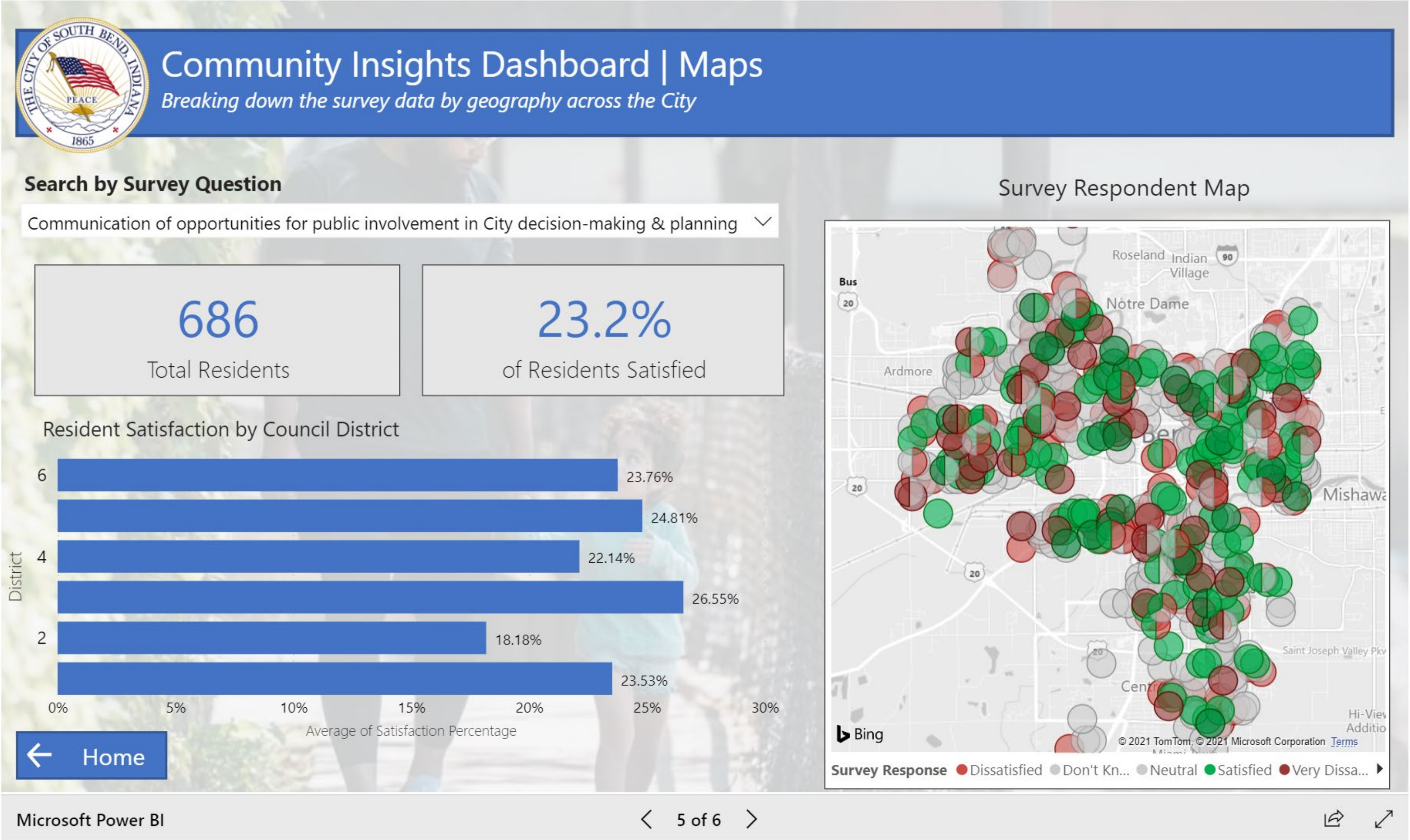
Satisfaction Comparison by Question

Communication of opportunities for public involvement in City decision-making & planning



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Communication of opportunities for public involvement in City decision-making & planning

686
Total Residents

23.2%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

Survey Response 🔴 Dissatisfied ● Don't Kn... ● Neutral 🟢 Satisfied 🔴 Very Dissa...

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
6
23.76%
24.81%
4
22.14%
26.55%
2
18.18%
23.53%
District
0%
5%
10%
15%
20%
25%
30%
Average of Satisfaction Percentage
Home
Roseland
Indian Village
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Mishawa
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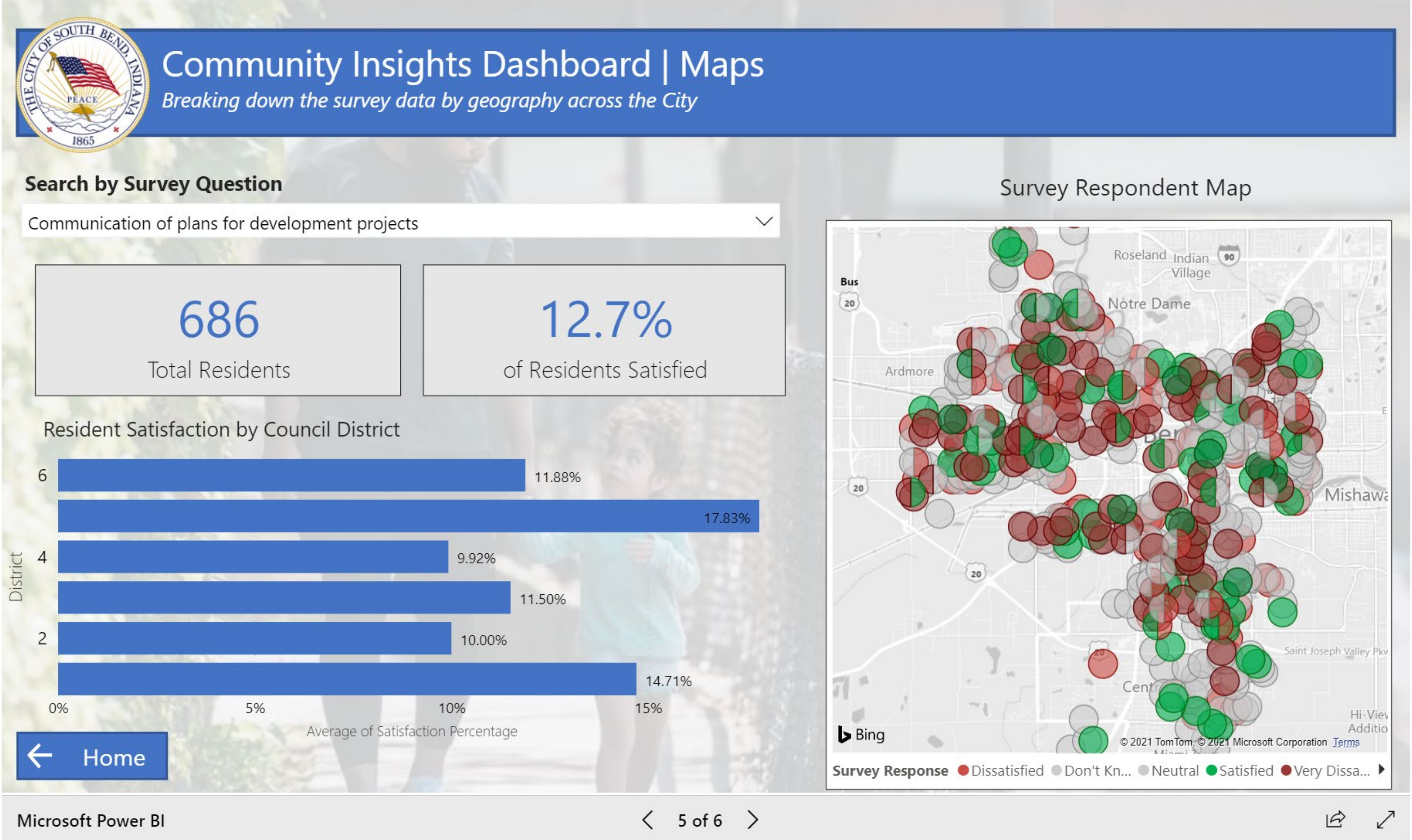
5 of 6

Satisfaction Comparison by Question

Communication of plans for development projects



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Communication of plans for development projects

686
Total Residents

12.7%
of Residents Satisfied

Resident Satisfaction by Council District

Survey Respondent Map

THE CITY OF SOUTH BEND, INDIANA
PEACE
1865
6
4
2
District
11.88%
17.83%
9.92%
11.50%
10.00%
14.71%
0%
5%
10%
15%
Average of Satisfaction Percentage
Home
Roseland
Indian Village
90
Bus
20
Notre Dame
Ardmore
Mishawa
20
20
Saint Joseph Valley Pkw
Cent
Hi-Viev
Additio
Bing
© 2021 TomTom, © 2021 Microsoft Corporation Terms
Survey Response ● Dissatisfied ● Don't Kn... ● Neutral ● Satisfied ● Very Dissa...
Microsoft Power BI
5 of 6

Key Influencers Visual

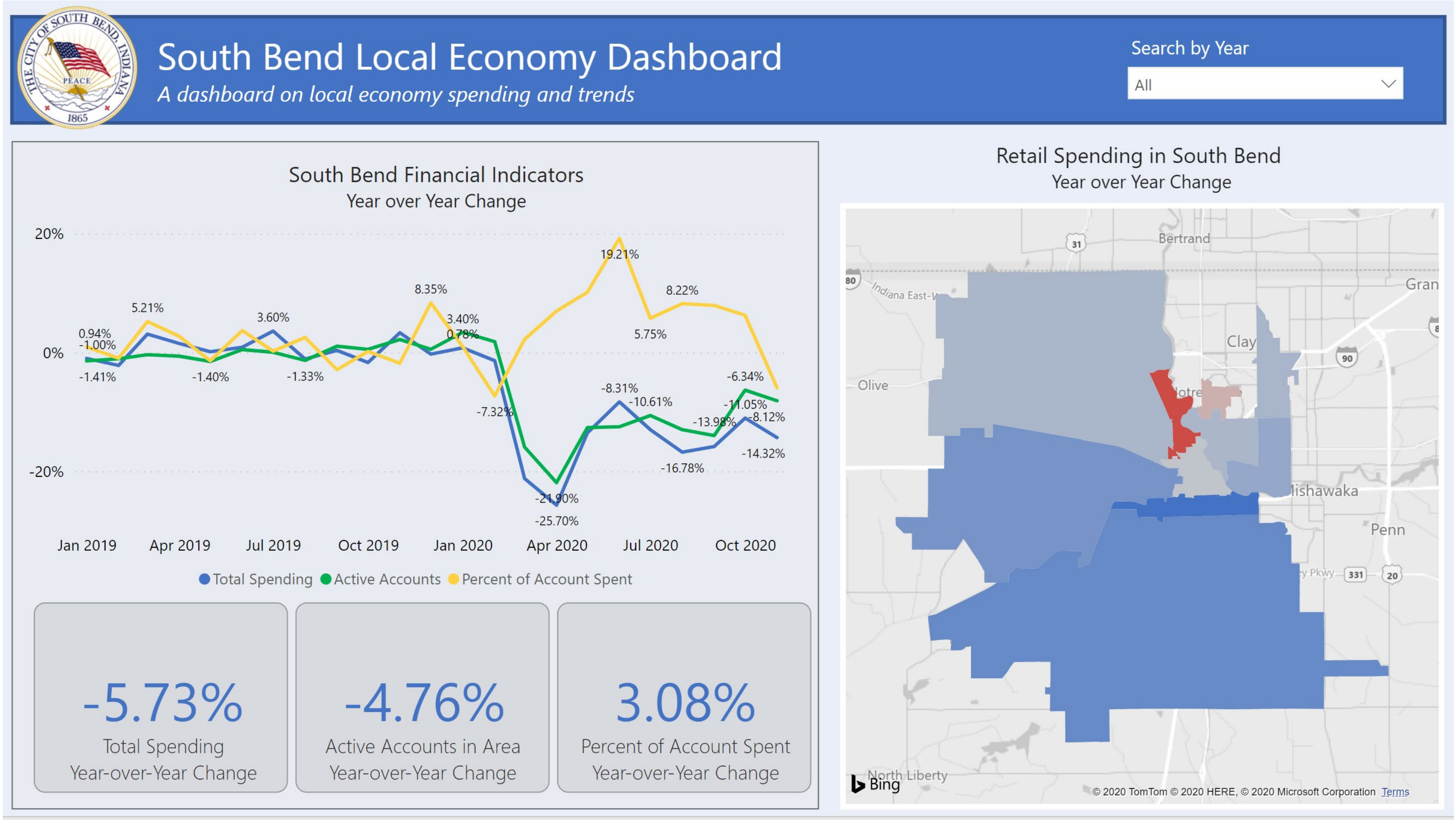
Using machine learning to understand what factors drive resident satisfaction

Discussion questions before closing out the topic

- General reactions or thoughts on the survey results broken down by geography?
  - Did this align with what you may have expected?
- What other research questions do you have? What should we look more deeply into?

Economy & Construction Data Overview

- Local Economy
- National Construction Outlook



South Bend Local Economy Dashboard

A dashboard on local economy spending and trends

Search by Year: All

South Bend Financial Indicators

Year over Year Change

20%
0%
-20%
0.94%
-1.00%
-1.41%
5.21%
-1.40%
3.60%
-1.33%
8.35%
3.40%
0.78%
-7.32%
19.21%
-21.90%
-25.70%
-8.31%
-10.61%
5.75%
8.22%
-16.78%
-13.98%
-11.05%
-6.34%
-8.12%
-14.32%
Jan 2019
Apr 2019
Jul 2019
Oct 2019
Jan 2020
Apr 2020
Jul 2020
Oct 2020
● Total Spending ● Active Accounts ● Percent of Account Spent

-5.73%
Total Spending
Year-over-Year Change

-4.76%
Active Accounts in Area
Year-over-Year Change

3.08%
Percent of Account Spent
Year-over-Year Change

Retail Spending in South Bend

Year over Year Change

31
Bertrand
80
Indiana East-W
Gran
Clay
90
Olive
Notre
Mishawaka
Penn
331
20
North Liberty
Bing

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A lookback at the local economy in 2020

Accommodation & Food Service was hit hardest

- South Bend MSA's accommodation & food services GDP is expected to shrink by 7.7% between 2019Q4 and 2020Q4. This compares with a 8.1% fall across the US and 7.4% in Indiana.

- South Bend MSA's accommodation & food services employment is expected to shrink by 11.6% (2,000 jobs) over the same period. This compares with a 11.7% fall across the US and 11.4% in Indiana.

In South Bend, low-skill jobs are expected to account for 78% of total job losses to 2020Q2

- Nonwhite population at higher risk of job loss

In South Bend nearly 11,000 households are at risk of falling below the living wage threshold due to job losses during this downturn

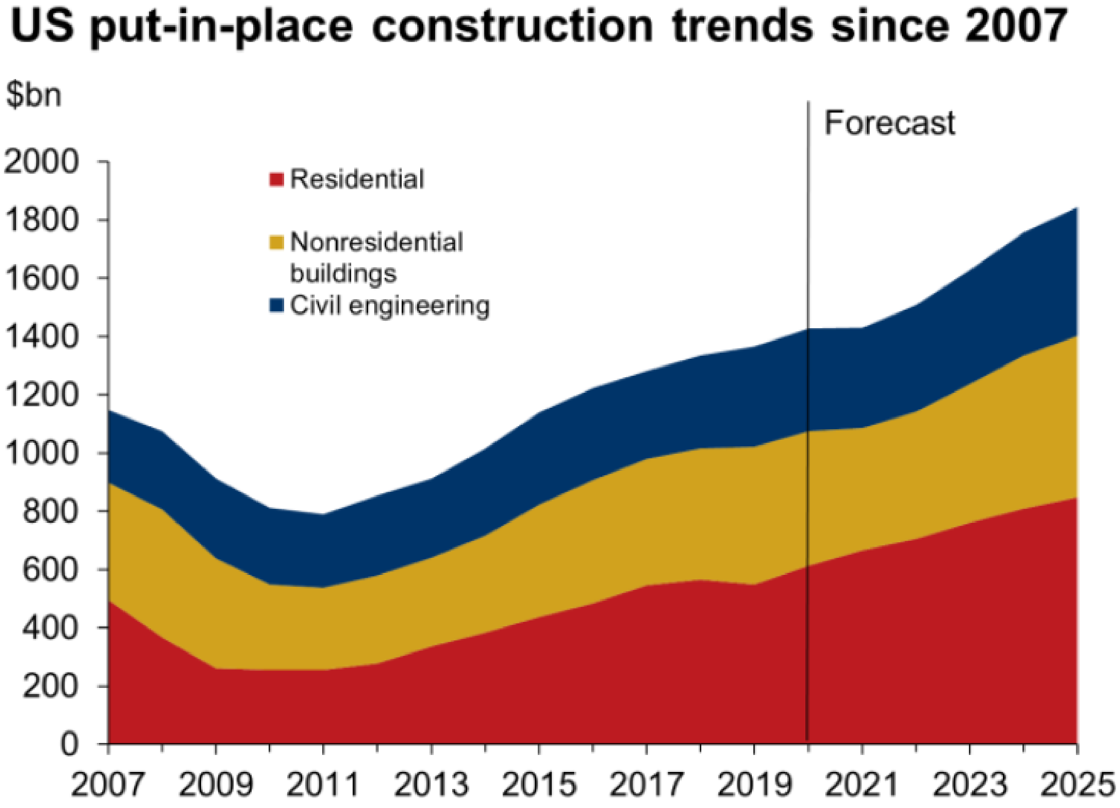
In St. Joseph County, unemployment peaked in April of 2020 at 20.4%; as of January 2021 was at 5.6%

- As a comparison, unemployment was 3-4% throughout 2019 and 10-13% throughout 2009.
- Additional burdens of childcare and health interacting with ability to work in 2020-2021

Source: Oxford Economics

US Construction Overview & Forecast

- Investment at home
  - The residential segment was the major driver of growth last year across the country; on an annual basis, residential construction spending increased 11% last year
  - Attributed to home renovations, relocations
- Office construction declines
  - It is highly likely that more flexible working arrangements will remain in place long after the pandemic is over
  - We expect further declines in office construction spending through 2022
- Upside risk to infrastructure
  - The infrastructure segment is set to grow 4.7% on average over the next five years, faster than its rate over the previous decade. The largest segment – power generation – is set to experience the fastest growth, with changes in policy offering additional upside risk.



Source: Oxford Economics

Quarterly Statistics- Neighborhood Stat

- Economy & Jobs
- Public Health
- Programmatic Data

New in 2021: Quarterly Statisitics Review

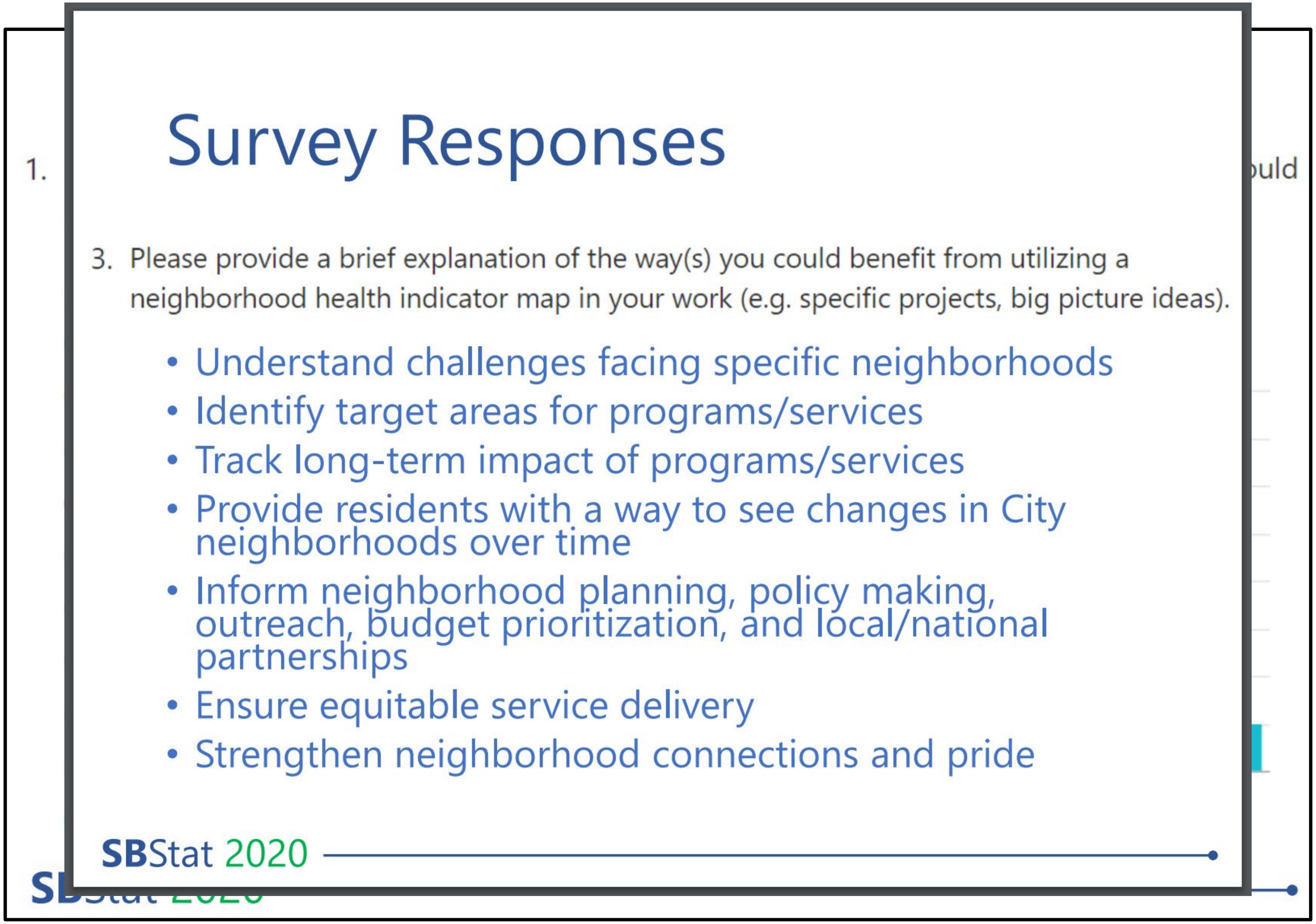
What's the Quarterly Statistics Review?

- New this year across all SB Stat Focus Areas is a review of recent data and statistics relevant to the Stat project portfolio.
- These reviews will occur in every Stat meeting to help the audience be data-driven in their thinking and ensure data important to residents stay top of mind.

How does this data help the City manage performance?

- Revisiting data frequently across departments helps the City develop common language for asking questions and working together.
- For Neighborhood Stat, this data will help City Leadership understand neighborhood equity and inform how city actions may affect outcomes.

March 2020 Survey Results



Survey Responses

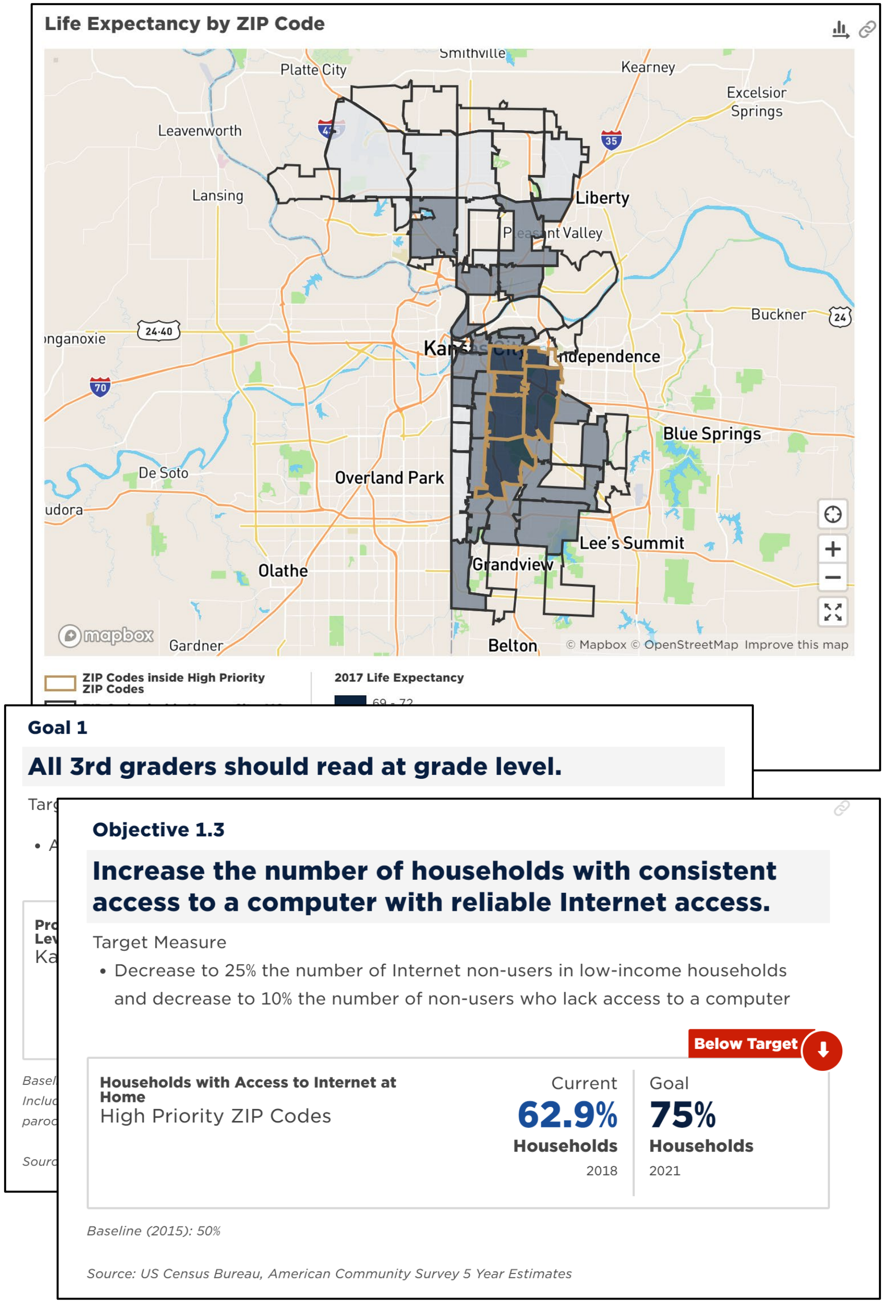
3. Please provide a brief explanation of the way(s) you could benefit from utilizing a neighborhood health indicator map in your work (e.g. specific projects, big picture ideas).

- Understand challenges facing specific neighborhoods
- Identify target areas for programs/services
- Track long-term impact of programs/services
- Provide residents with a way to see changes in City neighborhoods over time
- Inform neighborhood planning, policy making, outreach, budget prioritization, and local/national partnerships
- Ensure equitable service delivery
- Strengthen neighborhood connections and pride

SBStat 2020

Existing Use Cases – Community Indicators

- Public Health
- Education
- Income
- Resident Perceptions
- Housing Cost



Life Expectancy by ZIP Code

Smithville
Platte City
Kearney
Excelsior Springs
Leavenworth
Lansing
Liberty
Pleasant Valley
Buckner
Tonganoxie
Kansas City
Independence
Blue Springs
De Soto
Overland Park
Eudora
Lee's Summit
Grandview
Olathe
Gardner
Belton
© Mapbox © OpenStreetMap Improve this map
mapbox

ZIP Codes inside High Priority ZIP Codes

2017 Life Expectancy

69 - 72

Goal 1

All 3rd graders should read at grade level.

Targ
• A
Pro
Lev
Ka
Basel
Incluc
parod
Sourc

Objective 1.3

Increase the number of households with consistent access to a computer with reliable Internet access.

Target Measure

- Decrease to 25% the number of Internet non-users in low-income households and decrease to 10% the number of non-users who lack access to a computer

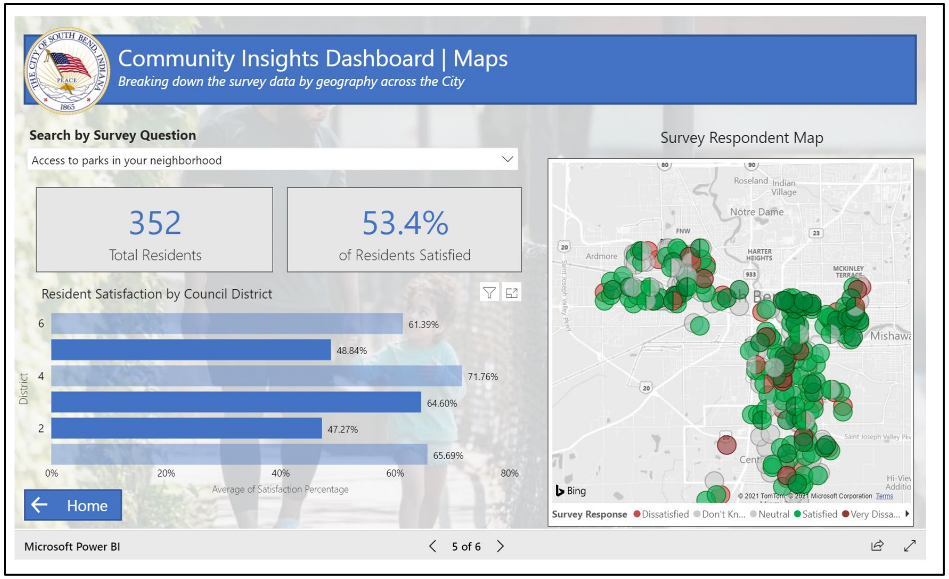
Below Target

Households with Access to Internet at Home
High Priority ZIP Codes

	Current	Goal
	62.9%	**75%**
	Households	**Households**
	2018	2021

Baseline (2015): 50%

Source: US Census Bureau, American Community Survey 5 Year Estimates



Community Insights Dashboard | Maps

Breaking down the survey data by geography across the City

Search by Survey Question

Access to parks in your neighborhood

352
Total Residents

53.4%
of Residents Satisfied

Resident Satisfaction by Council District

6
61.39%
48.84%
4
71.76%
64.60%
2
47.27%
65.69%
District
0%
20%
40%
60%
80%
Average of Satisfaction Percentage

Survey Respondent Map

Roseland
Indian Village
Notre Dame
FNW
Ardmore
HARTER HEIGHTS
MCKINLEY TERRACE
Mishawa
Saint Joseph Valley Pkwy
Cent
Hi-View Additio
Bing
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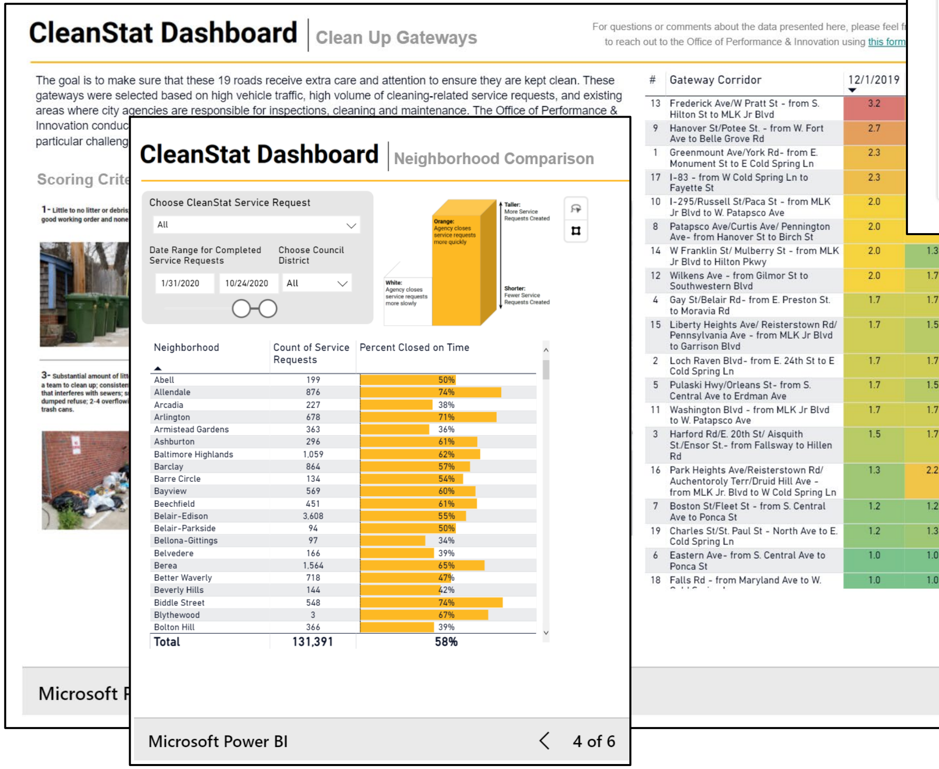
Survey Response
Dissatisfied
Don't Kn...
Neutral
Satisfied
Very Dissa...
Home
Microsoft Power BI
5 of 6

Existing Use Cases – Program Data

CleanStat Dashboard
Baltimore, MD



CleanStat Dashboard | Clean Up Gateways

For questions or comments about the data presented here, please feel f
to reach out to the Office of Performance & Innovation using this form

The goal is to make sure that these 19 roads receive extra care and attention to ensure they are kept clean. These gateways were selected based on high vehicle traffic, high volume of cleaning-related service requests, and existing areas where city agencies are responsible for inspections, cleaning and maintenance. The Office of Performance & Innovation conduc
particular challeng

Scoring Crite

1 - Little to no litter or debris
good working order and none

3 - Substantial amount of litt
a team to clean up; consisten
that interferes with sewers; s
dumped refuse; 2-4 overflowi
trash cans.

#	Gateway Corridor	12/1/2019		
13	Frederick Ave/W Pratt St - from S. Hilton St to MLK Jr Blvd	3.2		
9	Hanover St/Potee St. - from W. Fort Ave to Belle Grove Rd	2.7		
1	Greenmount Ave/York Rd- from E. Monument St to E Cold Spring Ln	2.3		
17	I-83 - from W Cold Spring Ln to Fayette St	2.3		
10	I-295/Russell St/Paca St - from MLK Jr Blvd to W. Patapsco Ave	2.0		
8	Patapsco Ave/Curtis Ave/ Pennington Ave- from Hanover St to Birch St	2.0		
14	W Franklin St/ Mulberry St - from MLK Jr Blvd to Hilton Pkwy	2.0	1.3	2.0
12	Wilkens Ave - from Gilmor St to Southwestern Blvd	2.0	1.7	1.7
4	Gay St/Belair Rd- from E. Preston St. to Moravia Rd	1.7	1.7	1.8
15	Liberty Heights Ave/ Reisterstown Rd/ Pennsylvania Ave - from MLK Jr Blvd to Garrison Blvd	1.7	1.5	1.7
2	Loch Raven Blvd- from E. 24th St to E Cold Spring Ln	1.7	1.7	1.5
5	Pulaski Hwy/Orleans St- from S. Central Ave to Erdman Ave	1.7	1.5	1.8
11	Washington Blvd - from MLK Jr Blvd to W. Patapsco Ave	1.7	1.7	1.3
3	Harford Rd/E. 20th St/ Aisquith St./Ensor St.- from Fallsway to Hillen Rd	1.5	1.7	2.0
16	Park Heights Ave/Reisterstown Rd/ Auchentoroly Terr/Druid Hill Ave - from MLK Jr. Blvd to W Cold Spring Ln	1.3	2.2	1.7
7	Boston St/Fleet St - from S. Central Ave to Ponca St	1.2	1.2	1.0
19	Charles St/St. Paul St - North Ave to E. Cold Spring Ln	1.2	1.3	1.2
6	Eastern Ave- from S. Central Ave to Ponca St	1.0	1.0	1.2
18	Falls Rd - from Maryland Ave to W.	1.0	1.0	

Microsoft P

CleanStat Dashboard | Neighborhood Comparison

Choose CleanStat Service Request: All

Date Range for Completed Service Requests: 1/31/2020 – 10/24/2020

Choose Council District: All

Orange: Agency closes service requests more quickly
White: Agency closes service requests more slowly
Taller: More Service Requests Created
Shorter: Fewer Service Requests Created

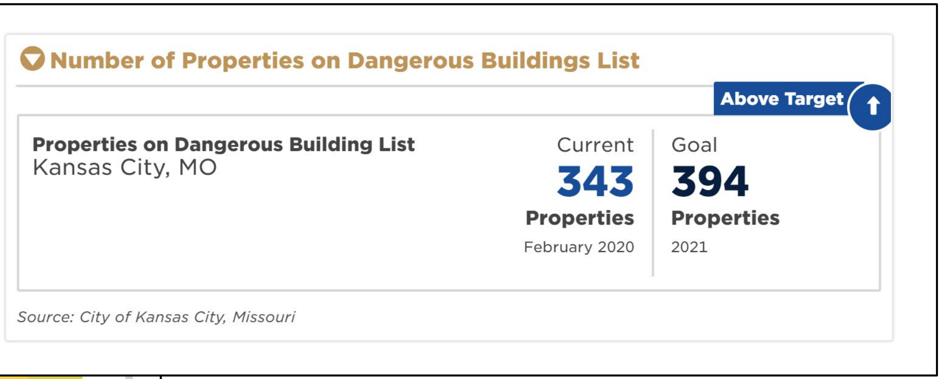
Neighborhood	Count of Service Requests	Percent Closed on Time
Abell	199	50%
Allendale	876	74%
Arcadia	227	38%
Arlington	678	71%
Armistead Gardens	363	36%
Ashburton	296	61%
Baltimore Highlands	1,059	62%
Barclay	864	57%
Barre Circle	134	54%
Bayview	569	60%
Beechfield	451	61%
Belair-Edison	3,608	55%
Belair-Parkside	94	50%
Bellona-Gittings	97	34%
Belvedere	166	39%
Berea	1,564	65%
Better Waverly	718	47%
Beverly Hills	144	42%
Biddle Street	548	74%
Blythewood	3	67%
Bolton Hill	366	39%
Total	**131,391**	**58%**

Microsoft Power BI

4 of 6

URL:
https://www.baltopi.com/cleanstat#:~:text=CleanStat%20is%20a%20CitiStat%20initiative,and%20other%20illegal%20dumping%20issues.

Community Health Dashboard
Kansas City, MO



Number of Properties on Dangerous Buildings List

Above Target

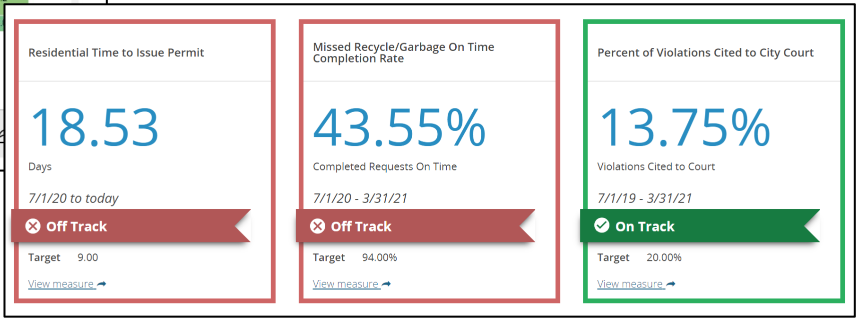
Properties on Dangerous Building List
Kansas City, MO

Current	Goal
343 Properties	**394 Properties**
February 2020	2021

Source: City of Kansas City, Missouri

URL: https://dashboards.mysidewalk.com/kansas-city-mo-chip-dashboard/the-story

Chattadata
Chattanooga, TN



Residential Time to Issue Permit	Missed Recycle/Garbage On Time Completion Rate	Percent of Violations Cited to City Court
18.53	43.55%	13.75%
Days	Completed Requests On Time	Violations Cited to Court
7/1/20 to today	7/1/20 - 3/31/21	7/1/19 - 3/31/21
Off Track	Off Track	On Track
Target 9.00	Target 94.00%	Target 20.00%
View measure	View measure	View measure

URL: https://internal.chattadata.org/stories/s/rvkz-7xbn

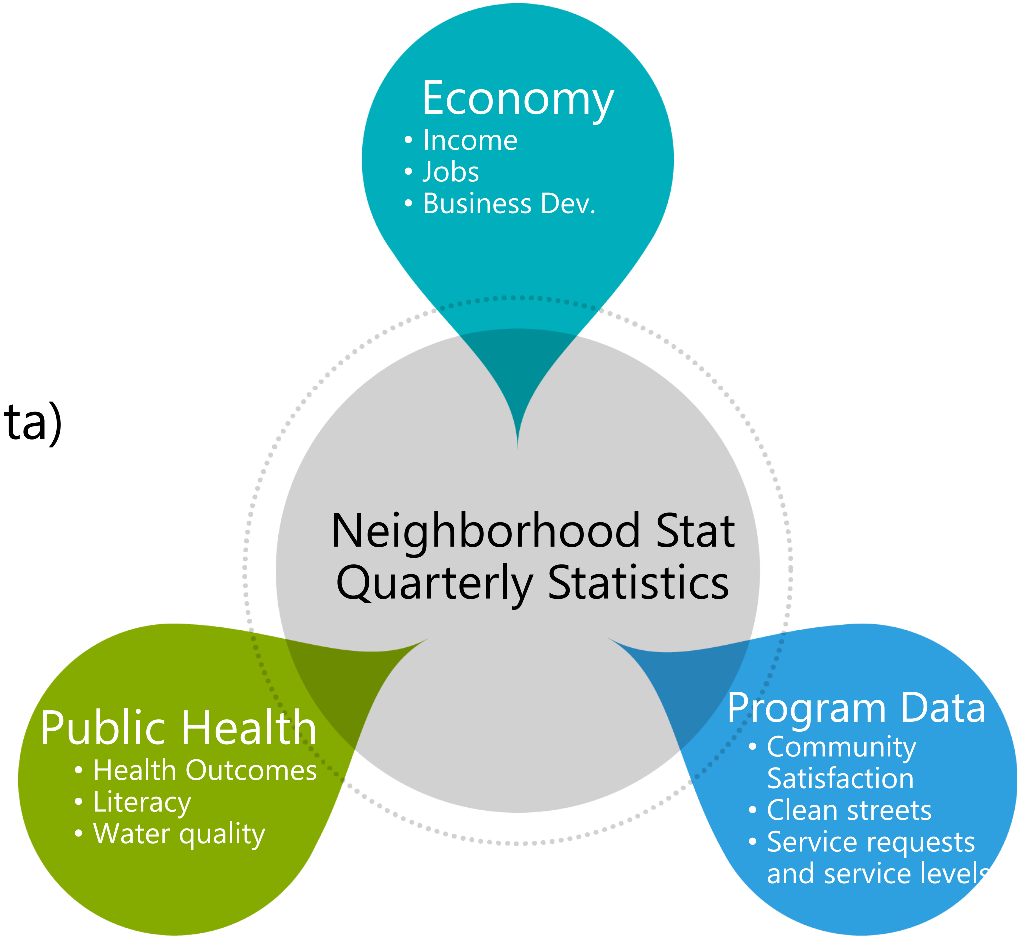
Initial metrics and geographic units of analysis

Initial Metrics

- Community Satisfaction
- Median Income
- 311 data
- Clean streets (routeware data)
- Health outcomes

Units of analysis

- Council District-level
- Census Tract



Economy
- Income
- Jobs
- Business Dev.

Neighborhood Stat
Quarterly Statistics

Public Health
- Health Outcomes
- Literacy
- Water quality

Program Data
- Community Satisfaction
- Clean streets
- Service requests and service levels

Discussion questions before closing out the topic

1. What did you like about the existing use cases shared? What didn't you like?
2. Is there anything missing from the initial metrics list that should be included?
3. What metrics would you love to see more analysis on?

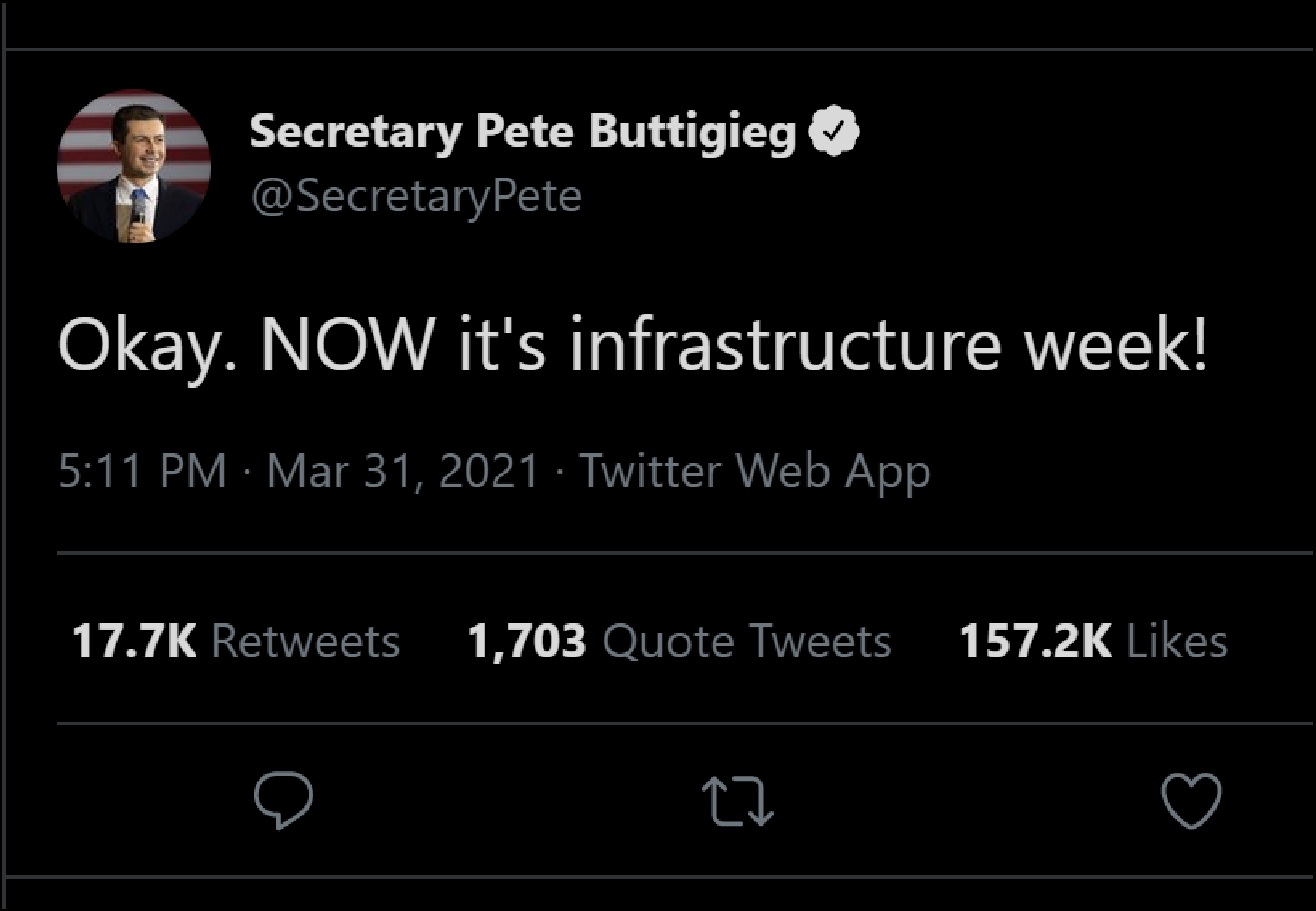
Deep-dive analysis & discussion

Diving deep into a few key initiatives being undertaken to improve city performance

- 2021 Infrastructure Planning & Monitoring
- Strategic Communications for Rebuilding Our Streets Plan

2021 Infrastructure Planning & Management

- 2021 Construction Overview
- Best practices/use cases for managing infrastructure portfolio
- Options to improve performance



Secretary Pete Buttigieg
@SecretaryPete

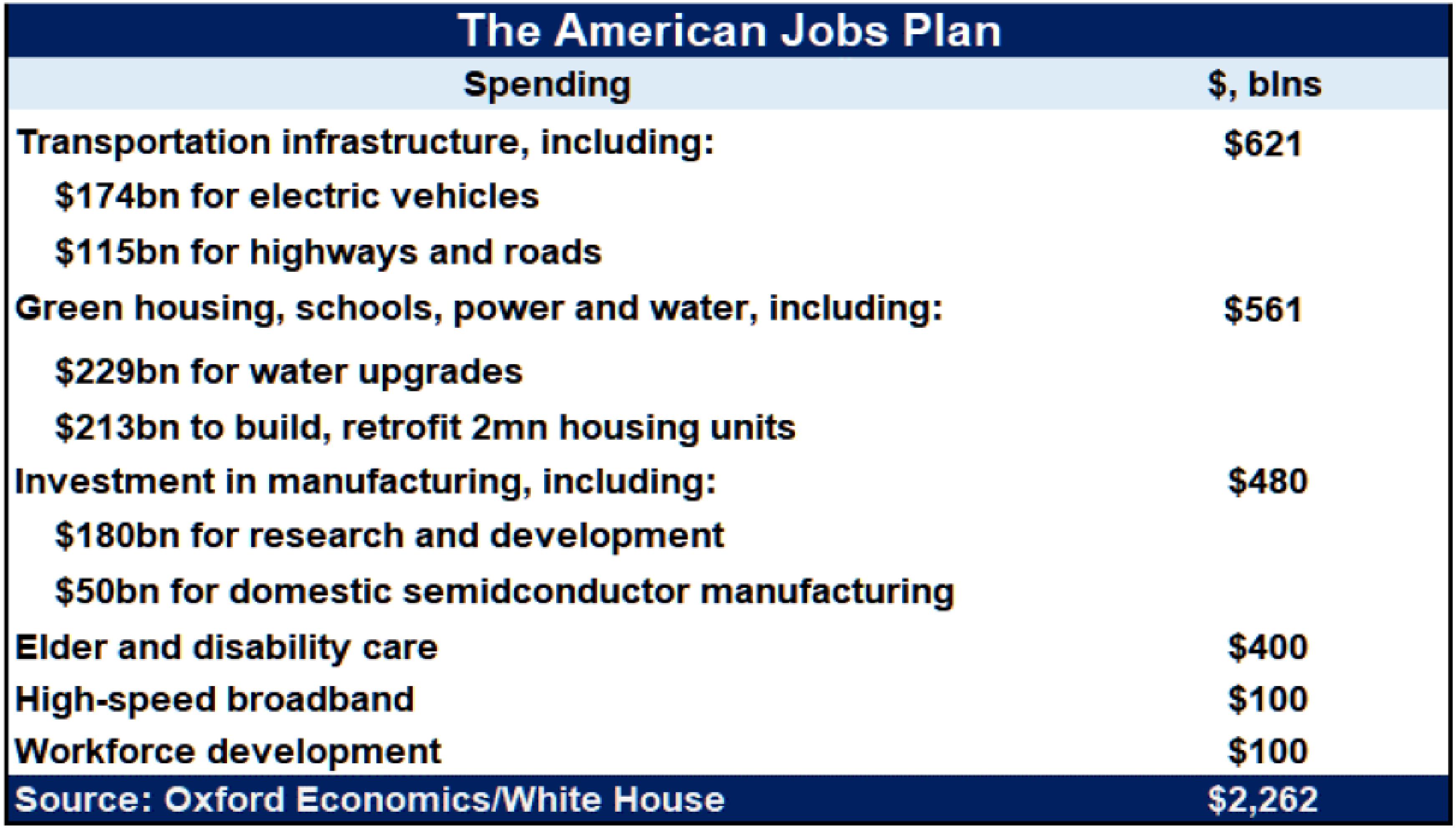
Okay. NOW it's infrastructure week!

5:11 PM · Mar 31, 2021 · Twitter Web App

17.7K Retweets **1,703** Quote Tweets **157.2K** Likes

National Context

American Jobs Plan Proposal



The American Jobs Plan

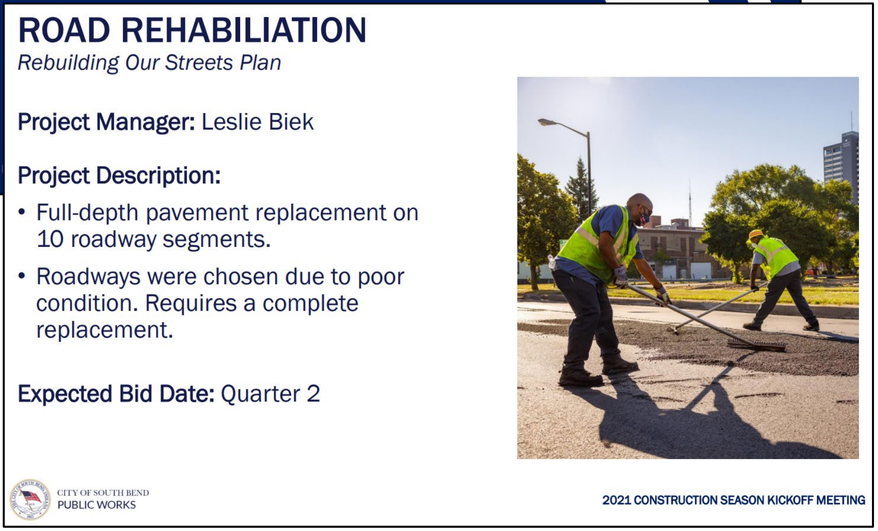
Spending	$, blns
Transportation infrastructure, including:	**$621**
$174bn for electric vehicles	
$115bn for highways and roads	
Green housing, schools, power and water, including:	**$561**
$229bn for water upgrades	
$213bn to build, retrofit 2mn housing units	
Investment in manufacturing, including:	**$480**
$180bn for research and development	
$50bn for domestic semidconductor manufacturing	
Elder and disability care	**$400**
High-speed broadband	**$100**
Workforce development	**$100**
Source: Oxford Economics/White House	**$2,262**

Back in South Bend

2021 Construction Overview

2021 CONSTRUCTION PROJECTS

CITY ENGINEER



ROAD REHABILIATION

Rebuilding Our Streets Plan

Project Manager: Leslie Biek

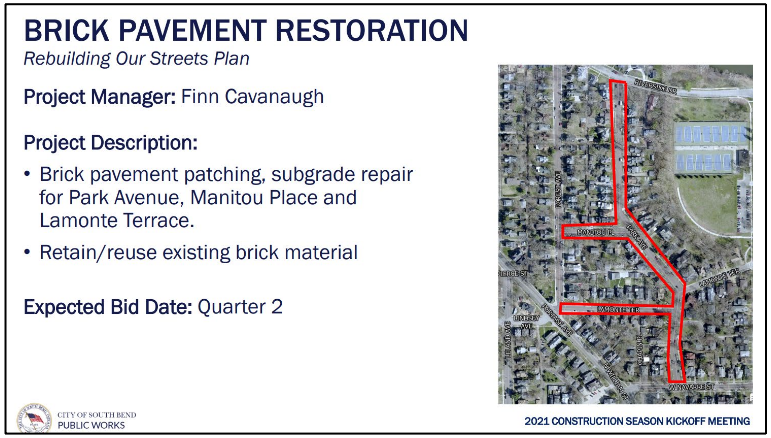
Project Description:

- Full-depth pavement replacement on 10 roadway segments.
- Roadways were chosen due to poor condition. Requires a complete replacement.

Expected Bid Date: Quarter 2

CITY OF SOUTH BEND
PUBLIC WORKS

2021 CONSTRUCTION SEASON KICKOFF MEETING



BRICK PAVEMENT RESTORATION

Rebuilding Our Streets Plan

Project Manager: Finn Cavanaugh

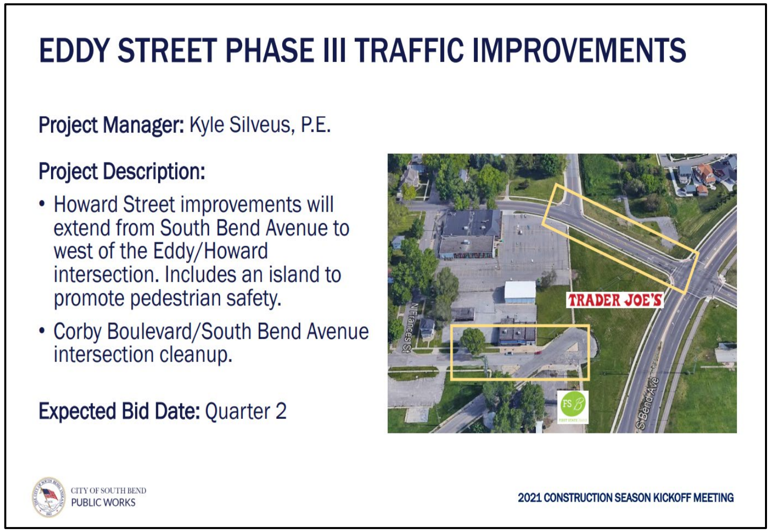
Project Description:

- Brick pavement patching, subgrade repair for Park Avenue, Manitou Place and Lamonte Terrace.
- Retain/reuse existing brick material

Expected Bid Date: Quarter 2

CITY OF SOUTH BEND
PUBLIC WORKS

2021 CONSTRUCTION SEASON KICKOFF MEETING



EDDY STREET PHASE III TRAFFIC IMPROVEMENTS

Project Manager: Kyle Silveus, P.E.

Project Description:

- Howard Street improvements will extend from South Bend Avenue to west of the Eddy/Howard intersection. Includes an island to promote pedestrian safety.
- Corby Boulevard/South Bend Avenue intersection cleanup.

Expected Bid Date: Quarter 2

TRADER JOE'S
S Bend Ave

CITY OF SOUTH BEND
PUBLIC WORKS

2021 CONSTRUCTION SEASON KICKOFF MEETING

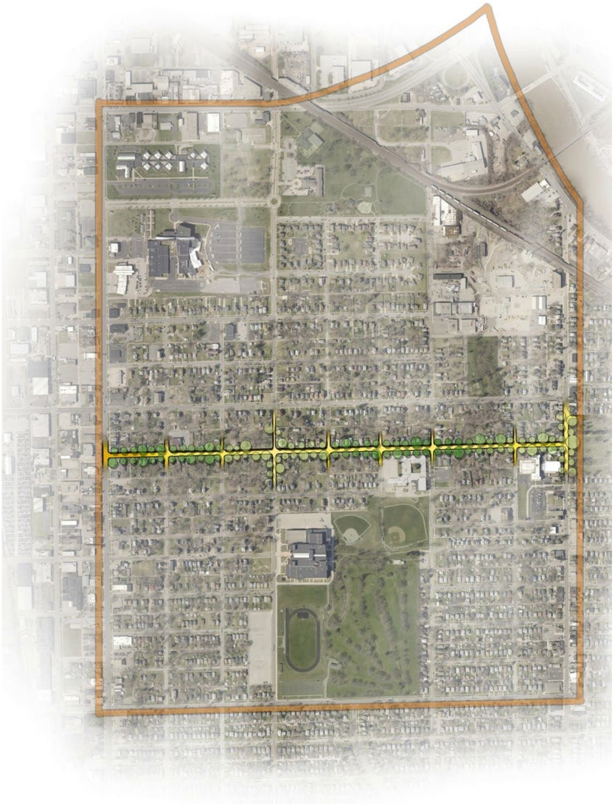
DUBAIL AVENUE STREETSCAPE

Project Manager: Charlie Brach

Project Description:

- Streetscape improvements along the Dubail corridor from Michigan to Miami streets including sidewalk replacement where needed.
- Traffic calming measures in line with the City's complete streets policy, including bumpouts at the intersections.

Expected Bid Date: Quarter 2



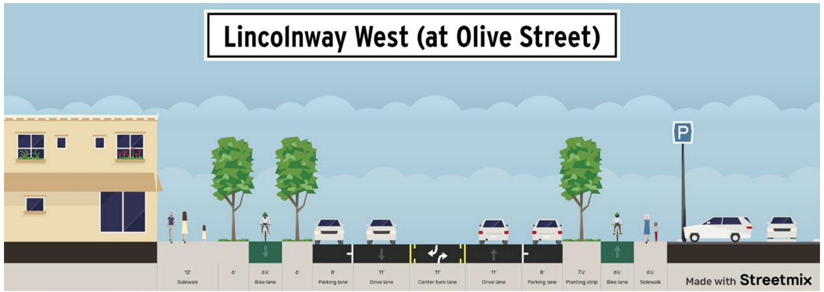
LINCOLN WAY WEST STREETSCAPE (OLIVE NODE)

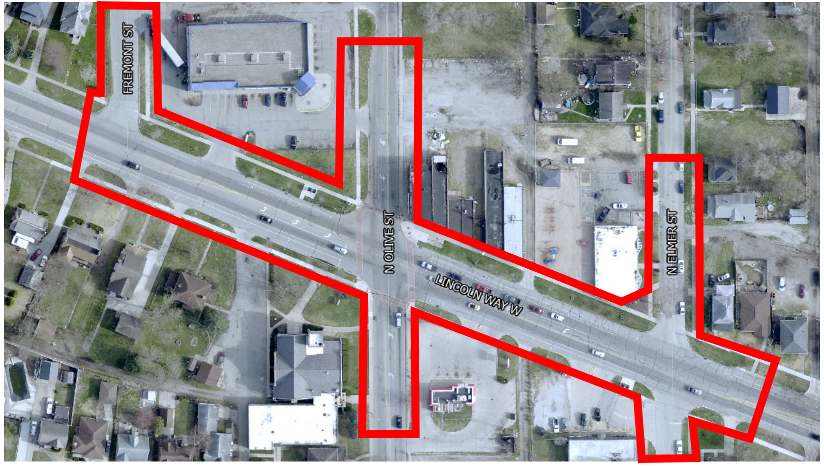
Project Manager:
Finn Cavanaugh & Kyle Silveus, P.E.

Project Description:

- Full streetscape redesign
- Bike lane addition, curb bumpouts
- Parking lanes, permeable pavers
- Stormwater collection
- Pavement milling/overlay

Expected Bid Date: Quarter 2


Lincolnway West (at Olive Street)
P
12′ Sidewalk
6′
6½′ Bike lane
6′
8′ Parking lane
11′ Drive lane
11′ Center turn lane
11′ Drive lane
8′ Parking lane
7½′ Planting strip
6½′ Bike lane
6½′ Sidewalk
Made with Streetmix


FREMONT ST
N OLIVE ST
LINCOLN WAY W
N ELMER ST

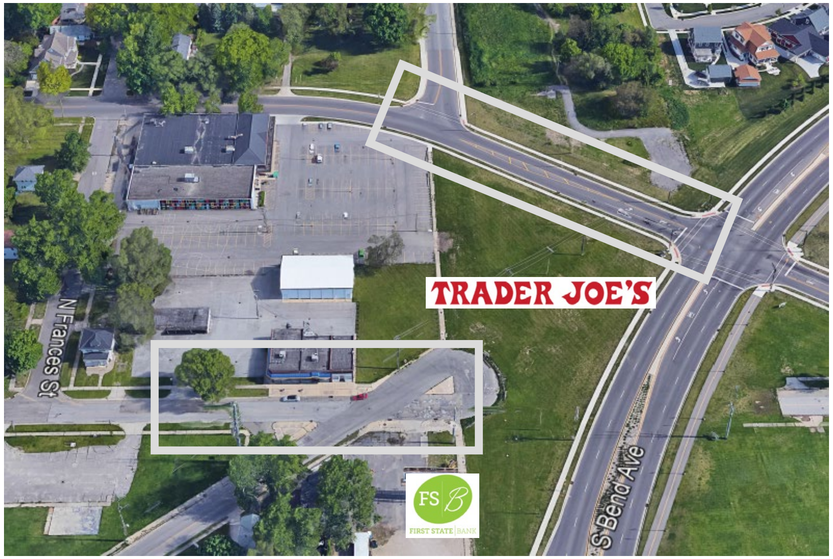
EDDY STREET PHASE III TRAFFIC IMPROVEMENTS

Project Manager: Kyle Silveus, P.E.

Project Description:

- Howard Street improvements will extend from South Bend Avenue to west of the Eddy/Howard intersection. Includes an island to promote pedestrian safety.
- Corby Boulevard/South Bend Avenue intersection cleanup.

Expected Bid Date: Quarter 2


TRADER JOE'S
N Frances St
S Bend Ave
FSB
FIRST STATE BANK

CURB AND SIDEWALK REPLACEMENT

Project Manager:
Alicia Pellegrino & Finn Cavanaugh

Project Description:

- Annual program to replace residential sidewalks, curbs and curb ramps in poor condition throughout the city.

Expected Bid Date: Quarter 2

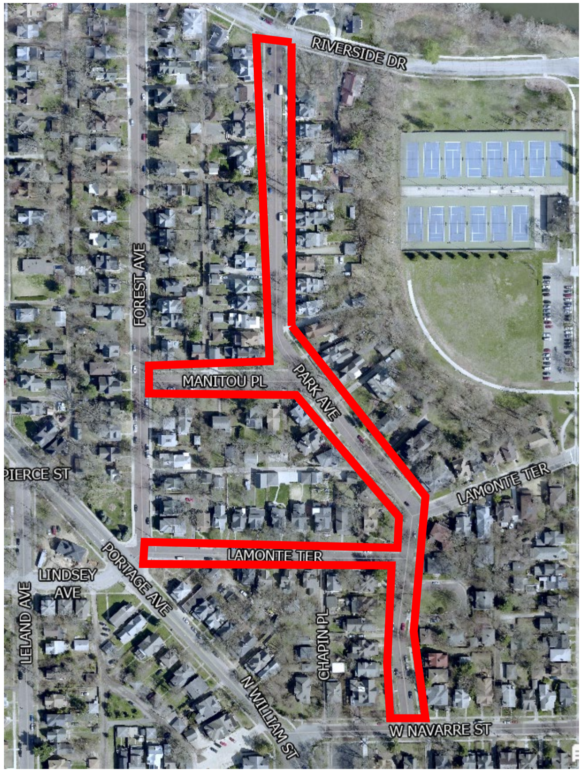
BRICK PAVEMENT RESTORATION

Project Manager: Finn Cavanaugh

Project Description:

- Brick pavement patching, subgrade repair for various streets across the City
- Retain/reuse existing brick material

Expected Bid Date: Quarter 2


RIVERSIDE DR
FOREST AVE
MANITOU PL
PARK AVE
PIERCE ST
LAMONTE TER
LAMONTE TER
LINDSEY AVE
PORTAGE AVE
LELAND AVE
CHAPIN PL
N WILLIAM ST
W NAVARRE ST

PAVEMENT CRACK SEALING (MAJOR STREETS)

Project Manager: Finn Cavanaugh

Project Description:

- Quoted project:
- ~20 lane miles asphalt crack sealing at various arterial and collector roads

Expected Bid Date: Quarter 2

PAVEMENT MICROSEALING (RESIDENTIAL STREETS)

Project Manager: Finn Cavanaugh

Project Description:

- Quoted project:
- ~10 lane miles microseal (with crack seal) for residential streets

Expected Bid Date: Quarter 2

2021 ROAD REHABILITATION

Rebuild Our Streets Plan

Project Manager: Leslie Biek

Project Description:

- Full-depth pavement replacement of 10 roadway segments.
- Roadways were chosen due to poor condition. Requires a complete replacement.

Expected Bid Date: Quarter 2

2020 COMMUNITY CROSSINGS ROUND 2

Project Manager: Scott Kreeger

Project Description:

- 3" mill and overlay
    - Bowman Street
    - Ridgedale Road
- Adjustment to structures to match the grade of the road

Expected Bid Date: Quarter 2

CCMG 2021 ROUND 1 ROAD PAVEMENT

Rebuild Our Streets Plan

Project Manager: Leslie Biek, P.E.

Project Description:

- 3" mill and overlay on six roadway segments.
- ADA curb ramp replacement and adjustment to structures are included.

Expected Bid Date: Quarter 2

CONTRACTOR PAVING ROUNDS 1 & 2

Rebuild Our Streets Plan

Project Manager: Scott Kreeger

Project Description:

- 3” mill and overlay of several roadways across the city
- Correction of drainage issues by structure readjustments and wedge and level

Expected Bid Date: Quarter 2 & 3

By the Numbers

2021 Construction

7

Data point 1

Projects out to bid this year for ‘Rebuilding Our Streets Plan’ projects

22

Data point 2

Projects scheduled to be bid in quarter 2 (April – June)

5

Data point 3

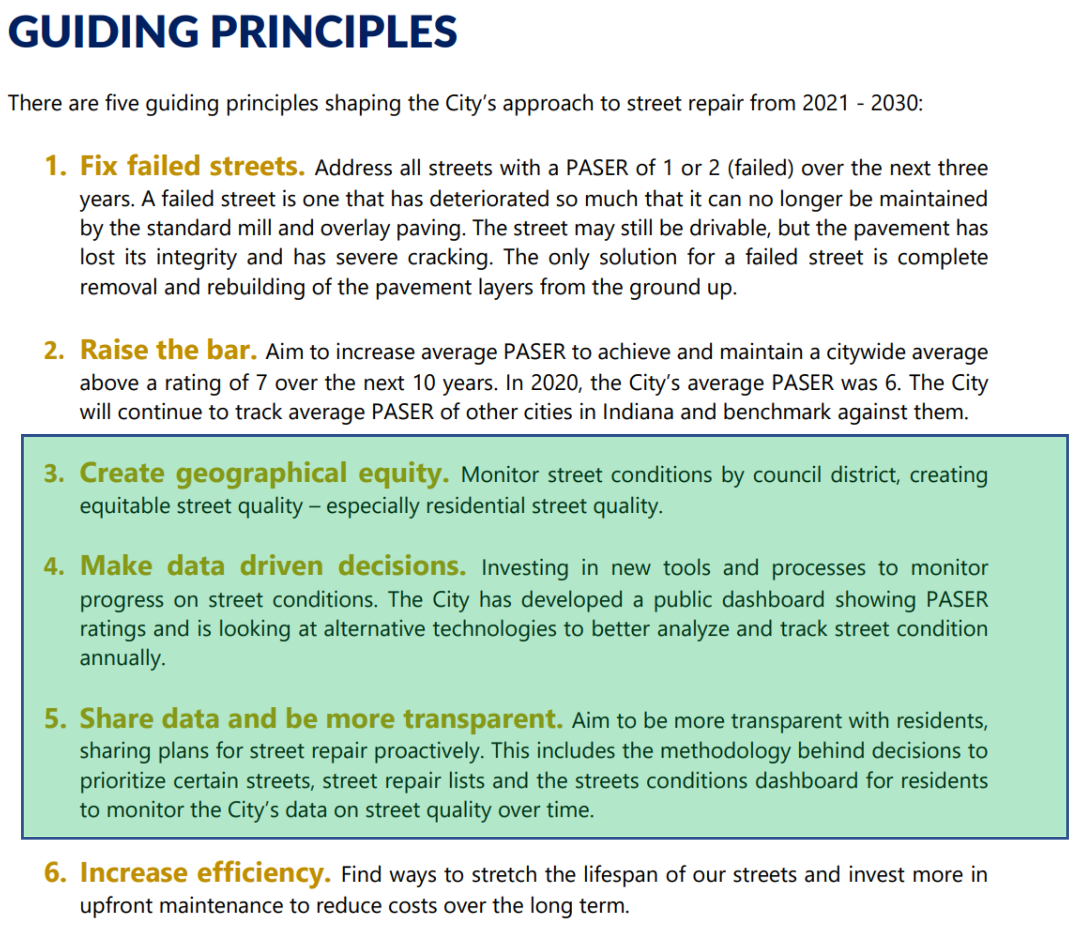
Projects scheduled to be bid in quarter 3 (July - September)

7

Data point 4

Projects scheduled to be bid in quarter 4 and beyond

‘Rebuilding Our Streets’ Plan framework



GUIDING PRINCIPLES

There are five guiding principles shaping the City’s approach to street repair from 2021 - 2030:

1. **Fix failed streets.** Address all streets with a PASER of 1 or 2 (failed) over the next three years. A failed street is one that has deteriorated so much that it can no longer be maintained by the standard mill and overlay paving. The street may still be drivable, but the pavement has lost its integrity and has severe cracking. The only solution for a failed street is complete removal and rebuilding of the pavement layers from the ground up.

2. **Raise the bar.** Aim to increase average PASER to achieve and maintain a citywide average above a rating of 7 over the next 10 years. In 2020, the City’s average PASER was 6. The City will continue to track average PASER of other cities in Indiana and benchmark against them.

3. **Create geographical equity.** Monitor street conditions by council district, creating equitable street quality – especially residential street quality.

4. **Make data driven decisions.** Investing in new tools and processes to monitor progress on street conditions. The City has developed a public dashboard showing PASER ratings and is looking at alternative technologies to better analyze and track street condition annually.

5. **Share data and be more transparent.** Aim to be more transparent with residents, sharing plans for street repair proactively. This includes the methodology behind decisions to prioritize certain streets, street repair lists and the streets conditions dashboard for residents to monitor the City’s data on street quality over time.

6. **Increase efficiency.** Find ways to stretch the lifespan of our streets and invest more in upfront maintenance to reduce costs over the long term.

SB Stat Principles for Infrastructure Portfolio Management

Building on the 'Rebuilding Our Streets' Plan framework

01

Create geographical equity

- *Build infrastructure with equity at the forefront of decision-making*
- *Monitor infrastructure by Council District and census tracts*

02

Share data and be more transparent

- *Invest in tools and new processes to monitor progress on infrastructure development and 2021 construction*
- *Publicize data through dashboards and public reporting*

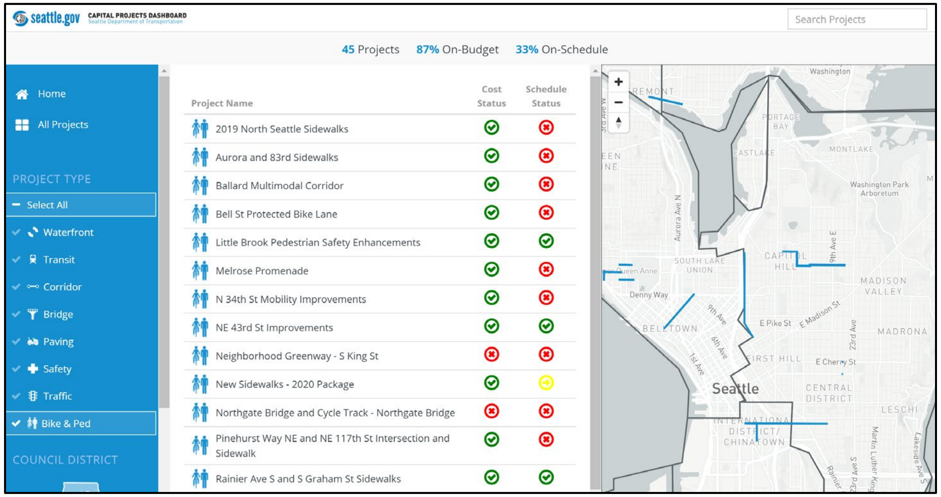
03

Make data-driven decisions

- *Identify metrics that matter to residents and city operations*
- *Revisit data frequently to develop common language for asking questions and working together*

Best Practices & Use Cases

Seattle, Washington
Capital Projects Dashboard

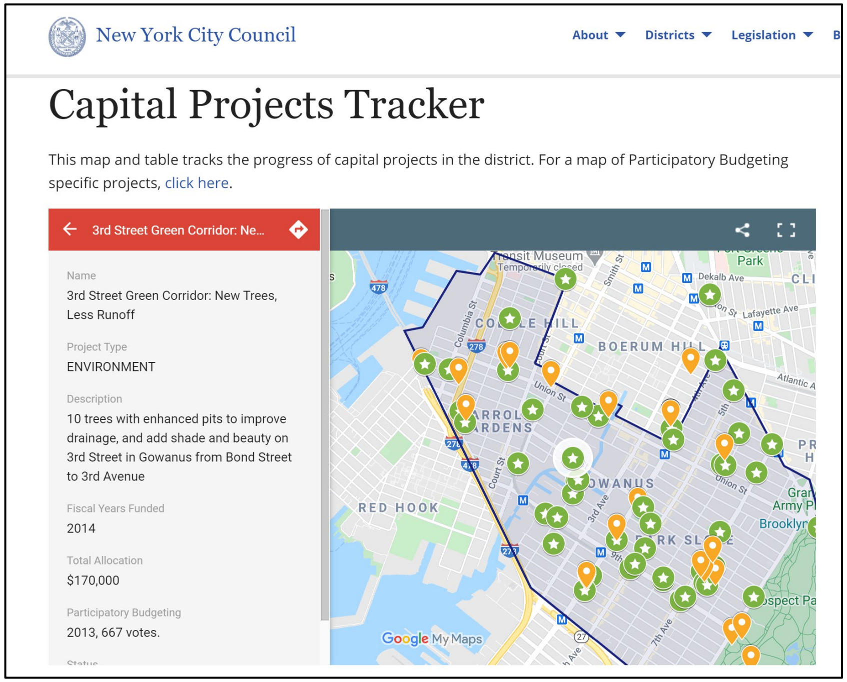

seattle.gov
CAPITAL PROJECTS DASHBOARD
Seattle Department of Transportation
Search Projects
Home
All Projects
PROJECT TYPE
Select All
Waterfront
Transit
Corridor
Bridge
Paving
Safety
Traffic
Bike & Ped
COUNCIL DISTRICT
Seattle

45 Projects 87% On-Budget 33% On-Schedule

Project Name	Cost Status	Schedule Status
2019 North Seattle Sidewalks	✓	✗
Aurora and 83rd Sidewalks	✓	✗
Ballard Multimodal Corridor	✓	✗
Bell St Protected Bike Lane	✓	✗
Little Brook Pedestrian Safety Enhancements	✓	✓
Melrose Promenade	✓	✗
N 34th St Mobility Improvements	✓	✗
NE 43rd St Improvements	✓	✓
Neighborhood Greenway - S King St	✗	✗
New Sidewalks - 2020 Package	✓	→
Northgate Bridge and Cycle Track - Northgate Bridge	✗	✗
Pinehurst Way NE and NE 117th St Intersection and Sidewalk	✓	✗
Rainier Ave S and S Graham St Sidewalks	✓	✓

URL: https://capitalprojects.seattle.gov/projects/WP00000357?categoryId=C99:&tab=list

New York, New York
Capital Projects Tracker


New York City Council
About
Districts
Legislation
3rd Street Green Corridor: Ne...
COBBLE HILL
BOERUM HILL
CARROLL GARDENS
GOWANUS
RED HOOK
PARK SLOPE
Union St
Atlantic Ave
Lafayette Ave
Dekalb Ave
Google My Maps

Capital Projects Tracker

This map and table tracks the progress of capital projects in the district. For a map of Participatory Budgeting specific projects, click here.

Name
3rd Street Green Corridor: New Trees, Less Runoff

Project Type
ENVIRONMENT

Description
10 trees with enhanced pits to improve drainage, and add shade and beauty on 3rd Street in Gowanus from Bond Street to 3rd Avenue

Fiscal Years Funded
2014

Total Allocation
$170,000

Participatory Budgeting
2013, 667 votes.

URL: https://council.nyc.gov/brad-lander/capital-projects-tracker/

Discussion questions before closing out the topic

1. What are metrics that matter to you when thinking about City infrastructure?

2. What did you like about the existing use cases? What was missing?

3. What questions should we provide an update on in Quarter 3 Stat (September 2021)?

Strategic Communications for Rebuilding Our Streets Plan

BACKGROUND / CONTEXT

DATA ANALYSIS

DISCUSSION

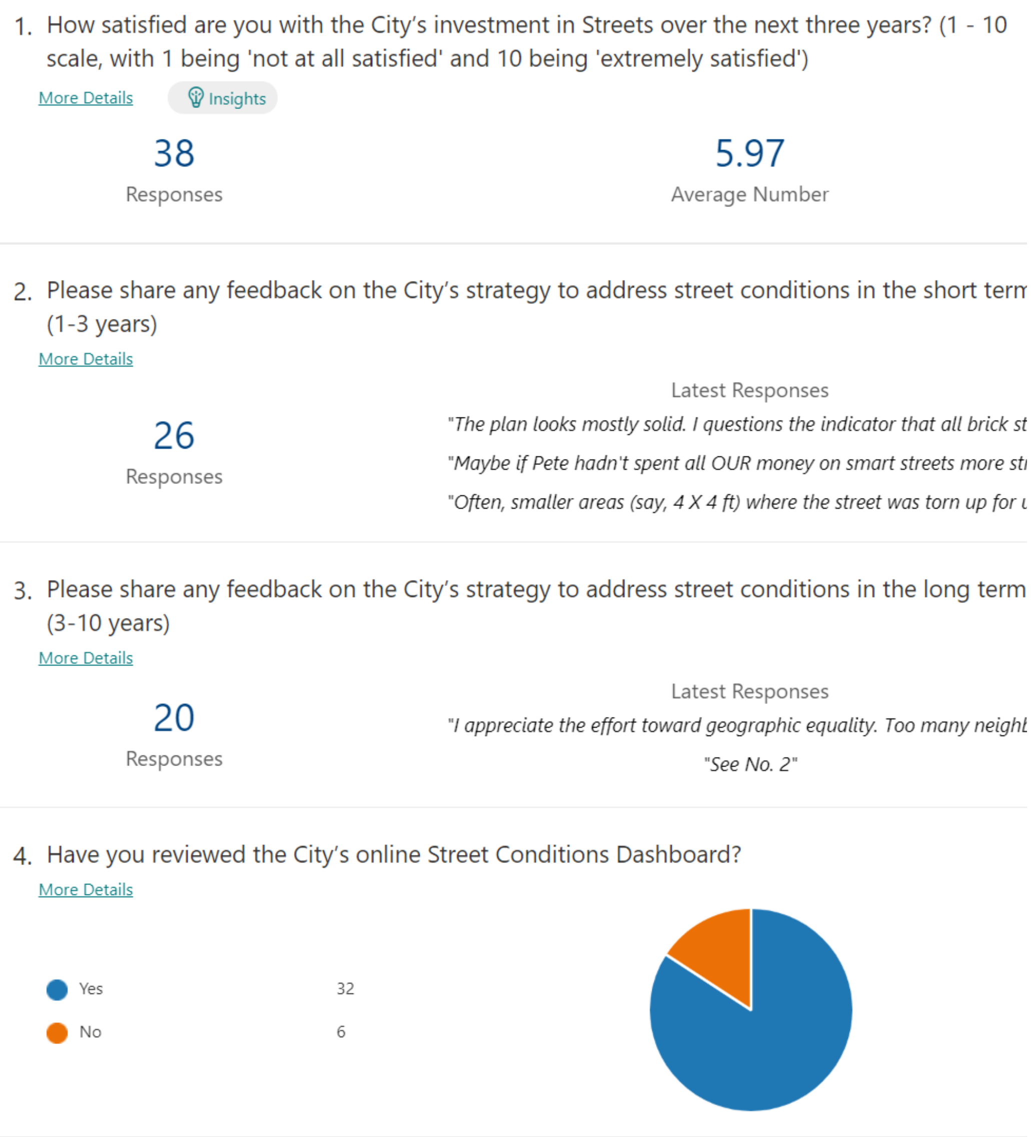
> “During my conversations with residents
> throughout our city,
> I am struck by one thing I hear
> repeatedly – our streets,
> especially those in residential areas, are
> in desperate need of
> improvement and only seem to be
> getting worse. We can and
> must do better.”
>
> — Mayor Mueller

Initial Project scope

- Document the progress of the Streets Plan (see southbendin.gov/streetsplan)
- Before and after pictures for the streets segments that were identified in the plan
- Pictures will be used throughout the year for social media campaigns and eventually for a story map showing residents the progress on the streets plan

Resident feedback on ‘Rebuilding Our Streets’ draft plan

- Residents encouraged to complete survey on streets plan as part of our draft plan roll out
- 40 total survey responses (n = 40)
- Most respondents stated they reviewed the draft plan and dashboard, and are interested in reviewing a dashboard that tracks streets plan progress



1. How satisfied are you with the City’s investment in Streets over the next three years? (1 - 10 scale, with 1 being 'not at all satisfied' and 10 being 'extremely satisfied')

38 Responses

5.97 Average Number

2. Please share any feedback on the City’s strategy to address street conditions in the short term (1-3 years)

26 Responses

Latest Responses

"The plan looks mostly solid. I questions the indicator that all brick st

"Maybe if Pete hadn't spent all OUR money on smart streets more st

"Often, smaller areas (say, 4 X 4 ft) where the street was torn up for u

3. Please share any feedback on the City’s strategy to address street conditions in the long term (3-10 years)

20 Responses

Latest Responses

"I appreciate the effort toward geographic equality. Too many neigh

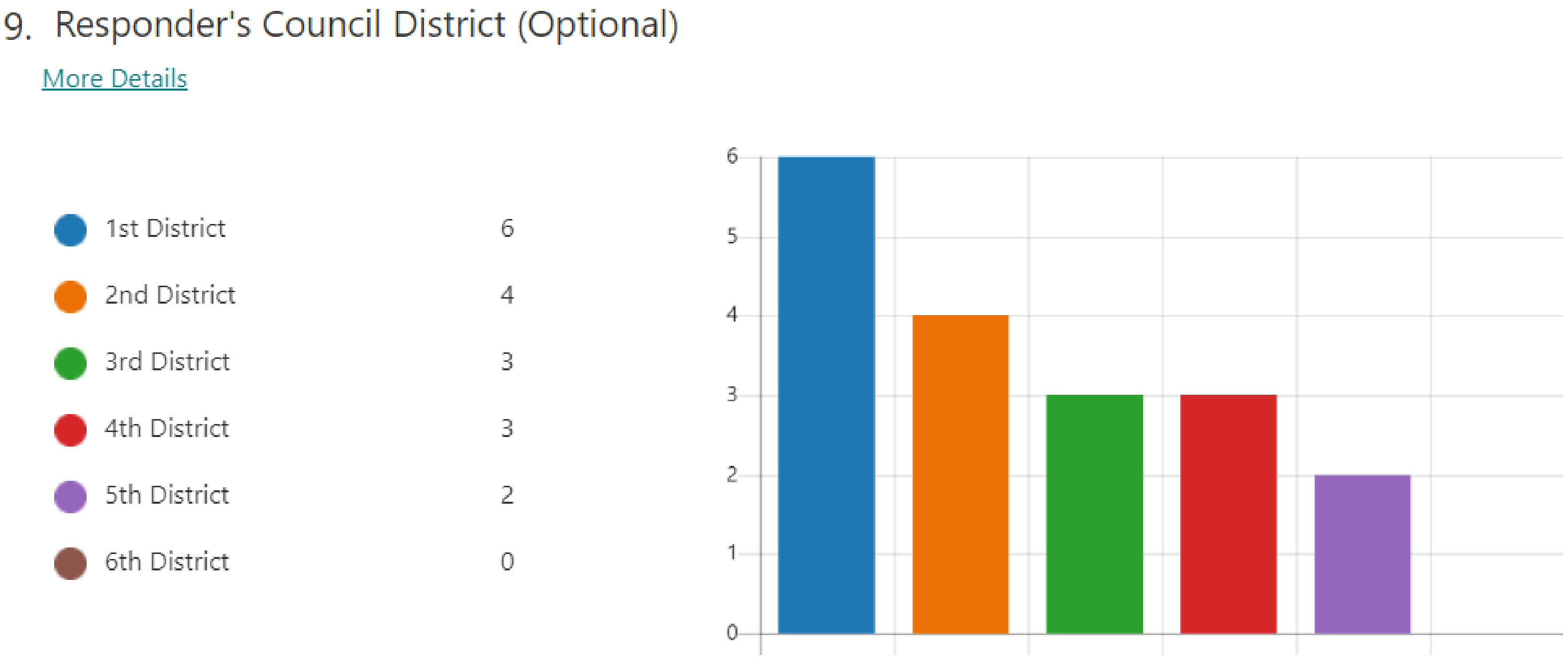
"See No. 2"

4. Have you reviewed the City’s online Street Conditions Dashboard?

● Yes	32
● No	6

Survey Response Breakdown

Responses by Council District



9. Responder's Council District (Optional)

More Details

● 1st District	6
● 2nd District	4
● 3rd District	3
● 4th District	3
● 5th District	2
● 6th District	0

Survey Results Overview

- How satisfied are you with the City's investment in Streets over the next three years? (1 - 10 scale, with 1 being 'not at all satisfied' and 10 being 'extremely satisfied')?
  - 5.97 average
    - 43% of respondents gave a high rating (7-10)
    - 25% of respondents gave a low rating (1-3)
- Most qualitative feedback referenced frustration with current quality of streets

"I would like to see other considerations than a PASER scale for road conditions. We have alerted the city several times to frequent flooding issues on our street…I am not sure if it is a road or drainage issue, but we would love for it to be addressed to make things safer."

"I love the transparency of the grading system and list of pending improvements. While I agree with the importance of ongoing maintenance, I'm hopeful this plan will also look for opportunities at improving…pedestrian friendliness and intersections."

"I appreciate the effort toward geographic equality. Too many neighborhood streets have been overlooked."

Data-driven

projects being explored by the Public Works department and Innovation & Technology department

1. Connecting streets division data tracking and reporting to public dashboard on streets
2. A project management dashboard that tracks progress for key street construction projects
3. A high-level dashboard on PASER rating that tracks progress towards data targets outlined in ‘Rebuilding Our Streets’ Plan

Storytelling

projects being explored by the Public Works department and Innovation & Technology department

1. ‘Before’ and ‘After’ photos of key street repairs from 2021 – 2023
2. A GIS-based story map that highlights improvement of street networks and successful construction projects

Tentative next steps

1. Before/After photos
    - Pictures will be used throughout the year for social media campaigns
    - Photos will also be compiled for a story map illustrating residents the progress on the streets plan.
2. Create project management dashboard that tracks progress for key street construction projects
3. Create high-level dashboard on PASER rating that tracks progress towards data targets outlined in ‘Rebuilding Our Streets’ Plan
    - Connect streets division data tracking and reporting to public dashboard on streets

Discussion questions before closing out the topic

1. What is important to communicate to residents as we complete the rebuilding our streets plan?

2. How can this storytelling on the streets plan complement other Mayoral initiatives?

3. How do we respond when residents request other streets to be paved?

Taking action

Offering policy alternatives, data-based frameworks, and decision points to take action in improving the lives of South Bend residents

Taking Action

A quick summary of next steps

Community Survey	• Department-level memos • Additional research questions

Quarterly Statistics	• Initial Metrics
	    • Community Satisfaction
	    • Median Income
	    • 311 data
	    • Clean streets (routeware data)
	    • Health outcomes
	• Units of analysis
	    • Council District-level
	    • Census Tract

Infrastructure Planning / Strategic Comms for Streets Plan	• Create project management dashboard that tracks progress for key street construction projects • Create high-level dashboard on PASER rating that tracks progress towards data targets outlined in ‘Rebuilding Our Streets’ Plan • Before/After photos

Neighborhood Stat Portfolio Summary

Status of SBStat projects in the queue for 2021

Project	Brief Description	Status
Community Survey Geographic Analysis	Breaking down community survey data to understand how perceptions vary across the City	🟢
2021 Infrastructure Planning & Monitoring	An overview of 2021 infrastructure projects and goals	🟢
Rebuilding our Streets Plan – Strategic Communications	Communicating progress towards goals established in the City's Rebuilding Our Streets plan	🟢
Street Dashboard (Phase II): High-level PASER Tracking	A public dashboard that tracks progress towards high-level PASER goals	🟢
Project Management Dashboard	A public dashboard that serves as a one-stop shop for information on construction projects	🟢

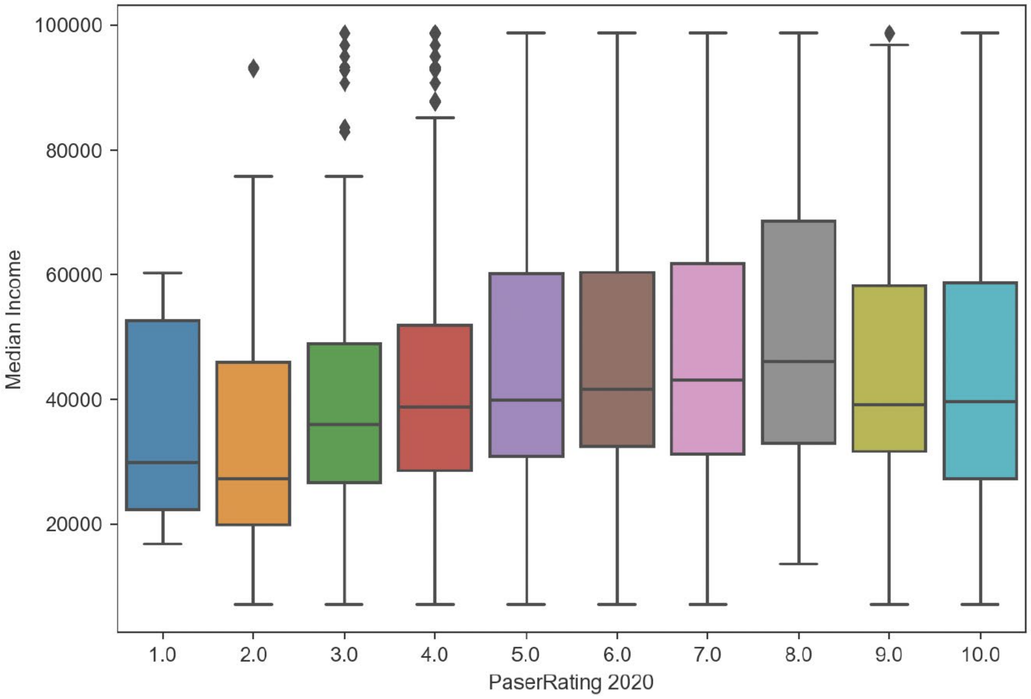
Legend 🟢 Project on schedule 🟡 Project delayed 🔴 Project cancelled 🟠 Project under consideration

Celebrating our values

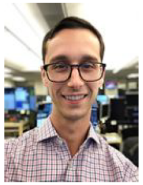
This section highlights exemplary work happening in the City to improve performance that may otherwise go unnoticed

Celebrating our Values

City staff working with data science graduate students



University of Notre Dame Team Background



Robert Caley

M.S. Data Science
University of Notre Dame 2021
B.S. Finance & Economics
Arizona State University 2009

U.S. Inflation Securities and Derivatives Trader at J.P. Morgan Chase. Robert's role as a trader includes an expansive Python coding and Excel based project portfolio that covers projects ranging from identifying market patterns, optimizing client pricing, risk management, and automated email reports generated from Python code. Lives in New York, NY.

Stephanie Loewen

M.S. Data Science
University of Notre Dame 2021
B.S. Mathematics
Grand Valley State University 2017

Mathematician at U.S. Army DEVCOM Ground Vehicle System Center. Stephanie utilizes Python to process data and conduct exploratory analysis to inform tactics, techniques, and procedures for concept vehicles and technologies. Lives in Metro Detroit, MI.

Jessica Owensby

M.S. Data Science
University of Notre Dame 2021
M.A. Philosophy
Georgia State University 2006
B.S. Computer Science
Carson-Newman College 2002
B.A. Philosophy
Carson-Newman College 2002

Principal Big Data Software Engineer in AT&T's Chief Data Office. Currently responsible for building robust Big Data pipelines and creating data sets Data Scientists train their models on. Jessica has extensive experience as a hands-on programmer, machine learning engineer, analyst and Hadoop Administrator. Lives in Alpharetta, GA.

SBStat | Neighborhood Stat

2021 Quarter 1 April 4, 2021

City of South Bend