SBStat | Neighborhoods

Citywide Performance Management

Improve **residents' lives**

Focus on **data**

Design **services**

Empower **departments**

1

2

3

4

Meeting ground rules

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.

Today's Agenda

I. Deep-dive analysis & discussion
- Neighborhood Asset & Safety Planning
- PASER v. Roadbotics Evaluation
- Eviction Monitoring and Intervention Approaches

II. Taking action
- Identifying clear action items and owners
- Prospective projects

III. Celebrating our values

Neighborhood Stat Portfolio Summary

Status of SBStat projects in the queue for 2021

Project	Brief Description	Status
Neighborhood Map	A map that breaks the city down by neighborhood for internal data analysis and operations planning	🟢
Tax Abatement Analysis	Measure and understand the impact of historical, commercial tax abatements in South Bend	🟢
Behavioral Insights – Lead Protection Program	Conducting resident engagement and using behavioral nudges to improve the lead protection program application experience for residents	🟢

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

Deep-dive analysis & discussion

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

- Neighborhood Asset & Safety Planning Discussion

- Paser vs Roadbotics Evaluation

- Eviction Monitoring

2022 Neighborhood Asset & Safety Planning Discussion

- Planning out the priorities, goals, and performance metrics ahead of several neighborhood infrastructure investments

Neighborhood Asset Planning Portfolio Review

Assets	Planning Status	Needs/Quality Scan Method	Prioritization Method Decided	Public Comms + Engagement	Partner(s)
Streets	🟢	Yes	Yes	Rebuilding our Streets Plan, Site, Dashboard	Roadbotics
Lights	🟡	TBD	No	TBD	TBD
Sidewalks	🟡	TBD	No	TBD	TBD
Traffic Calming	🟢	In Progress	In Progress	TBD	Lochmueller

🟢 On Track 🟡 Decisions Needed

Portfolio Discussion Questions

- Priority/Order? Confirm/Discuss
  - Goals for 2022 – what should be done by EOY?

- Public Plans/Public Performance Management
  - Option #1: Separate Plans for everything
    - Pros: Frame performance metrics in different ways, more timeline flexibility
  - Option #2: Neighborhood Safety Plan to communicate traffic calming work, lighting, some AR camera work. Sidewalks later.
    - Pros: Cohesive message and performance management

Deep Dive: Lighting

Assets	Planning Status	Needs/Quality Scan Method	Prioritization Method Decided	Public Comms + Engagement	Partner(s)
Streets	🟢	Yes	Yes	Rebuilding our Streets Plan, Site, Dashboard	Roadbotics
Lights	🟡	TBD	No	TBD	TBD
Sidewalks	🟡	TBD	No	TBD	TBD
Traffic Calming	🟢	In Progress	In Progress	TBD	Lochmueller

🟢 On Track   🟡 Decisions Needed

City	Plan Type	Framing/ Performance Metrics	Data Collection Method(s)	Prioritization Method/Criteria	Public Comms + Engagement	Link
Evanston	Future-facing, comprehensive plan with commitments	Modernization, Standardization, Safety	• Resident Survey • illumination light meters	High accident intersections	• Published Plans • Surveys	Plan
LA	Description of committed/in-work and values	Modernization, Safety, Sustainability	• Surveys • Focus Groups	NA	• Outreach Campaign (data collection) • LA Lights the Way	Plan
Pittsburgh	Future –facing, in-progress work	Modernization, sustainability	• Survey • Cyclomedia	85% area standard	• Survey • Bang the Table	Page
Seattle	Future-facing recommendations	Pedestrian Safety	Leveraged existing city data	Pedestrian High Priority Areas**	NA	Plan
Portland	Description of current work and standards	Vision Zero, Standardization	NA	Equity Matrix Blocks	NA	Page

Lighting Discussion Questions

- **Desired Timeline.**

- **Framing.** Safety? Modernization?

- **Prioritization.**
  - Standards vs. Priority Areas vs. Rating + Ranking

Deep Dive: Traffic Calming

Assets	Planning Status	Needs/Quality Scan Method	Prioritization Method Decided	Public Comms + Engagement	Partner(s)
Streets	🟢	Yes	Yes	Rebuilding our Streets Plan, Site, Dashboard	Roadbotics
Lights	🟡	TBD	No	TBD	TBD
Sidewalks	🟡	TBD	No	TBD	TBD
Traffic Calming	🟢	In Progress	Yes	TBD	Lochmueller

- Historical resident requests gathered via 311
- Lochmueller is vendor for Comprehensive Plan
- Engineering working with Lochmueller on prioritization method

SBStat 2021

Deep Dive: Sidewalks

Assets	Planning Status	Needs/Quality Scan Method	Prioritization Method Decided	Public Comms + Engagement	Partner(s)
Streets	🟢	Yes	Yes	Rebuilding our Streets Plan, Site, Dashboard	Roadbotics
Lights	🟡	TBD	No	TBD	TBD
Sidewalks	🟡	TBD	No	TBD	TBD
Traffic Calming	🟢	In Progress	Yes	TBD	Lochmueller

- Evaluating new/better ways to do an updated citywide quality and needs assessment
- Gathering cases/methods from cities on prioritization and rate structures (for when sidewalk responsibility is taken into City operations)
- Desired Timing?

Set the roadmap
Prospective 2022 projects

Street Light LED Conversion Dashboard

- Highlight lights in City that have been successfully converted to LED

- Track progress towards high-level sustainability goals (energy savings, carbon footprint reduction, etc.)

Paser vs Roadbotics Data

- AI vs. Manual Data Collection – Differences? Issues? Implications for future methods and City investments?

Background

- **Roadbotics** is a pavement assessment management software that uses dashboard mounted smartphone data and AI to assess road quality and take inventory

- **PASER ratings** are determined by trained teams that make manual evaluations of road conditions and transfer the information to a tablet where an overall score is calculated

How Does the Methodology Differ?

- **Paser** measures on a 1-10 scale
  - 10 = Excellent
  - 1= Failed

- While **Roadbotics** measures street conditions on 1-5 rating
  - 1=No or minor surface distress
  - 5=Major Surface Distress
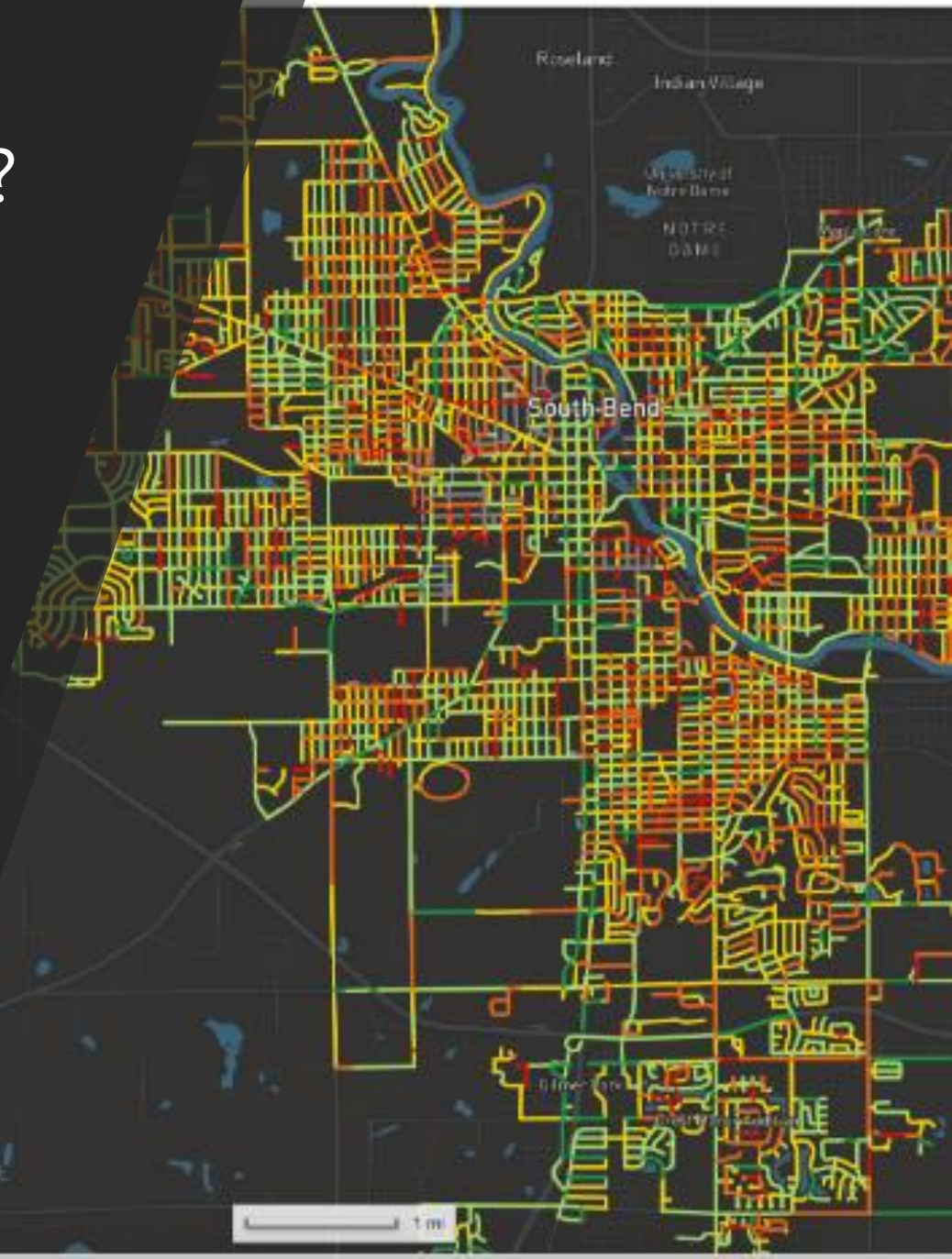
# Available Data and Analysis

Data Overview

- The Data examined looks at the year 2020 for both Roadbotics and Paser Data

- **5,176** segments of road were examined under **Paser** vs **9,675** with **Roadbotics**

- Brick roads were removed for the comparison

Research Questions

- Do Paser and Roadbotics ratings show comparable results?

- Is there a preferred method of rating the streets that is more time and cost effective?

- Is Roadbotics reliable enough to apply to other data needs (i.e. sidewalks)?

Distribution of PASER Rating
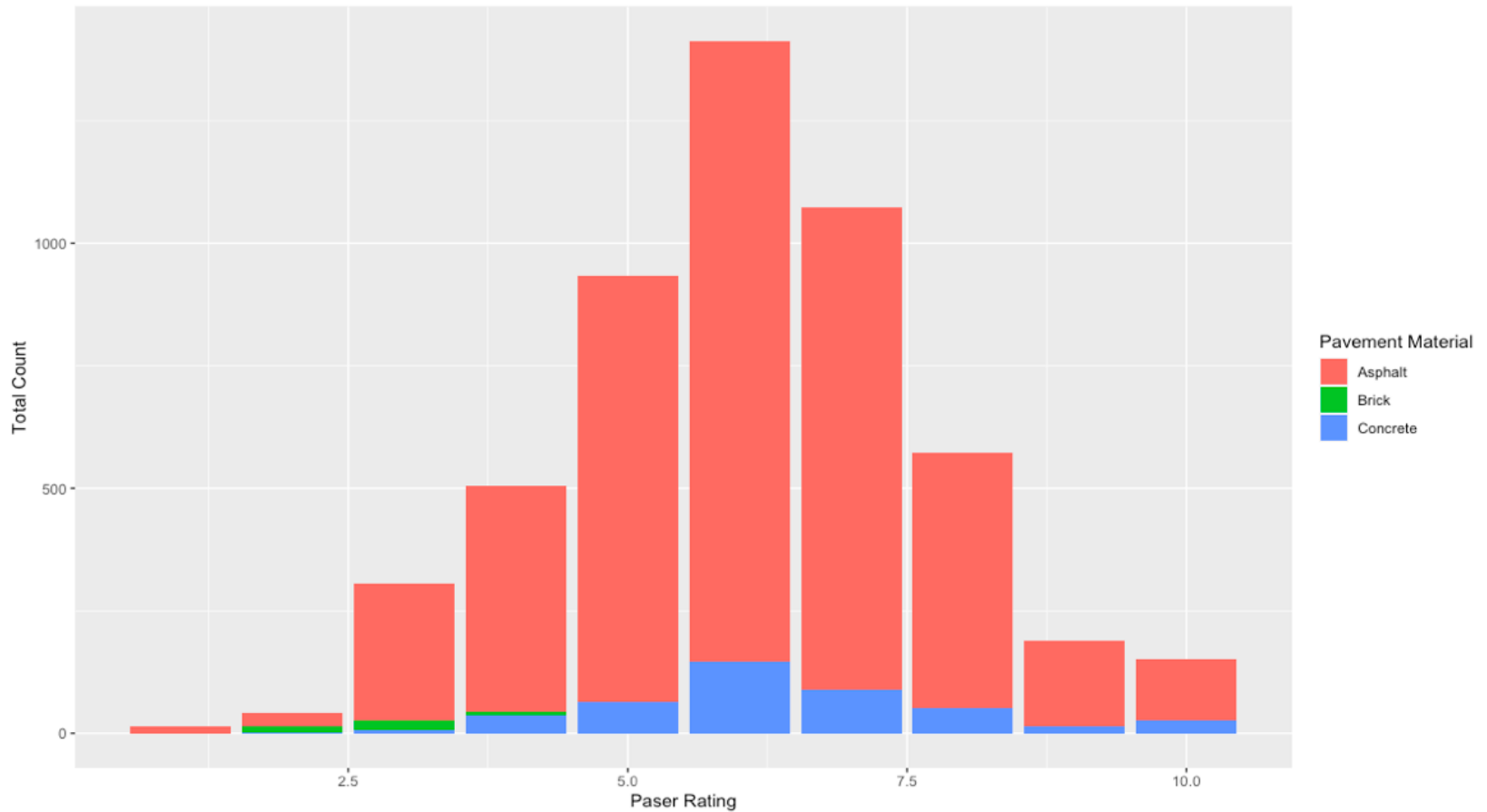
Scaled comparison of 2020 ratings

Paser Breakdown

Score Criteria	Percent of SB Streets
Excellent Condition (9 – 10)	6.5%
Very Slight to no raveling (7 - 8)	32%
Moderate to slight raveling (5 - 6)	45%
Transverse cracks showing, severe raveling (3 – 4)	16%
Failed or Very poor (1 – 2)	1%

Roadbotics

Score Criteria	Percent of SB Streets	Difference
No or Minor Distress (1)	6%	(.5%)
Minor Surface Damage (2)	29%	(3%)
Appearance of pervasive distresses (3)	44%	(1%)
Significant damage or emerging failures(4)	16%	-
Major Surface Damage (5)	1%	-

Discussion Questions

Can Roadbotics data collection replace traditional street and/or sidewalk inventory management?

What role does human measurement play in Paser ratings?

How would the City translate Roadbotics ratings to the state?

Eviction Monitoring

BACKGROUND / CONTEXT

AVAILABLE DATA & ANALYSIS

OPTIONS TO IMPROVE PERFORMANCE

Eviction Monitoring Tool

Background: Partnership with Datakind and New America to develop a public tool to analyze evictions and foreclosures in South Bend

Goal: Better understand the indicators and circumstances that lead to eviction. Create pathways for early intervention to halt or prevent future evictions and foreclosures.

# Evictions were on the rise prior to Spring 2020

Evictions in South Bend from 2015-2021
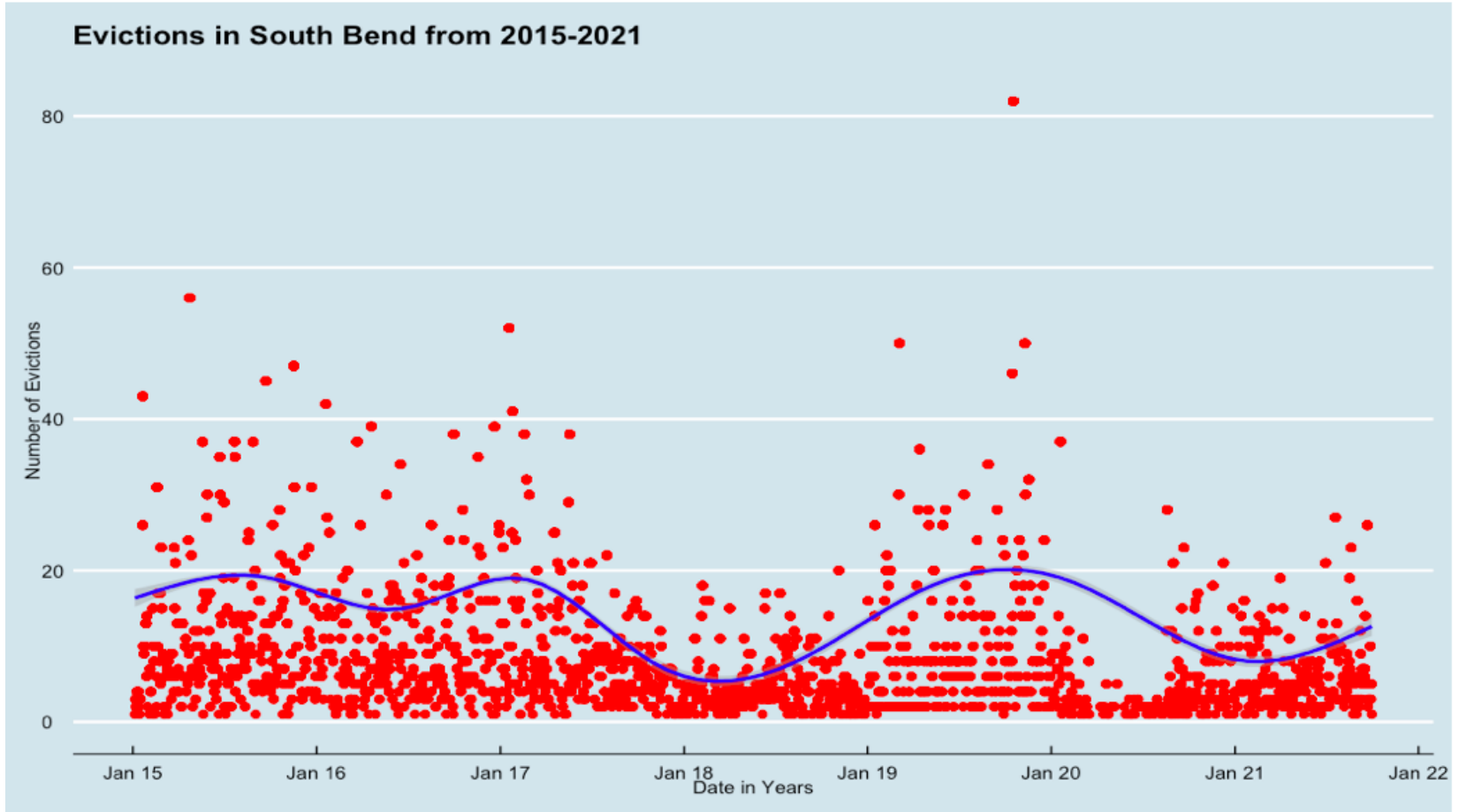
Covid related changes in Eviction Filings


housing loss timeseries by type
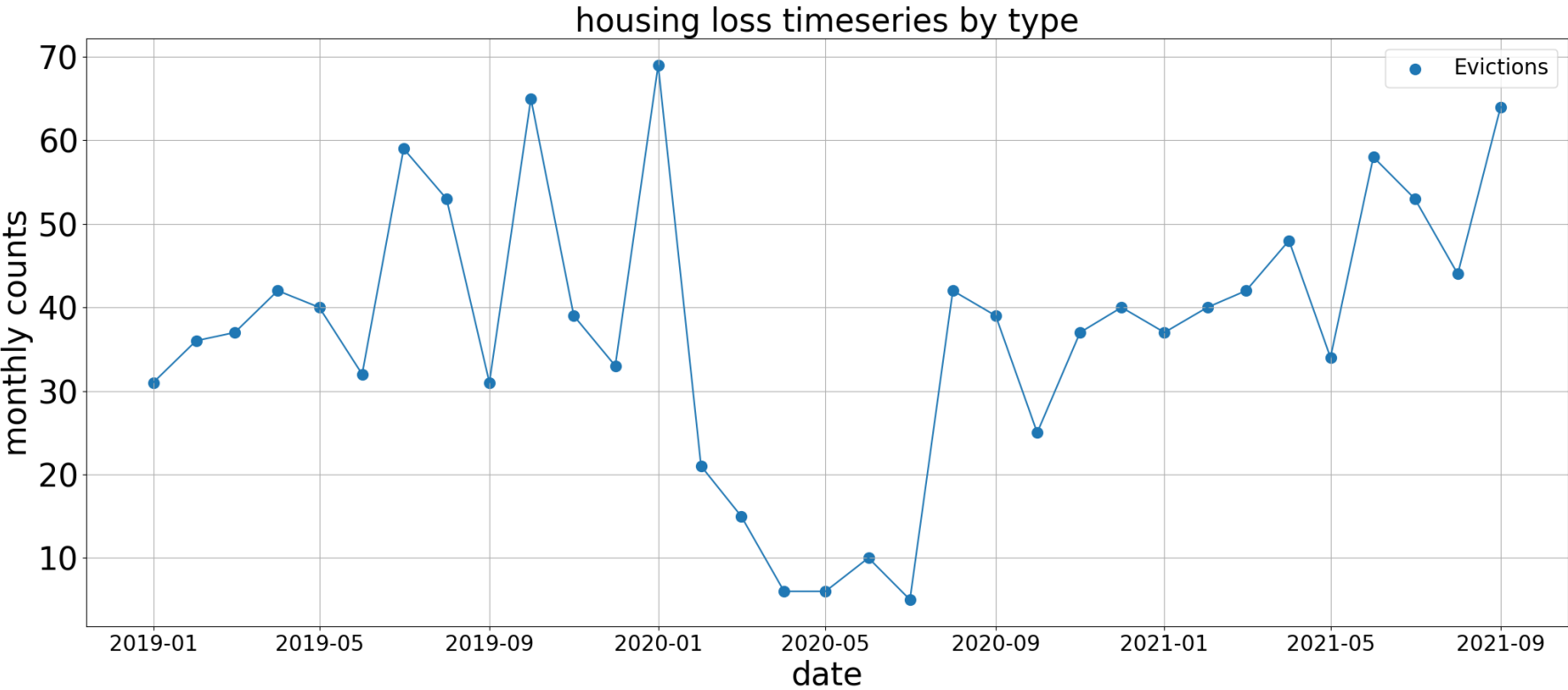
Which residents are most likely to face eviction?

- Areas with **high percentages of SNAP** usage and **African American residents** show the **greatest likelihood of also having high eviction rates**

- Alternatively, areas with high percentages of **computer ownership and white residents** are the **least correlated with having high eviction rates**

significant relationships with total_filings
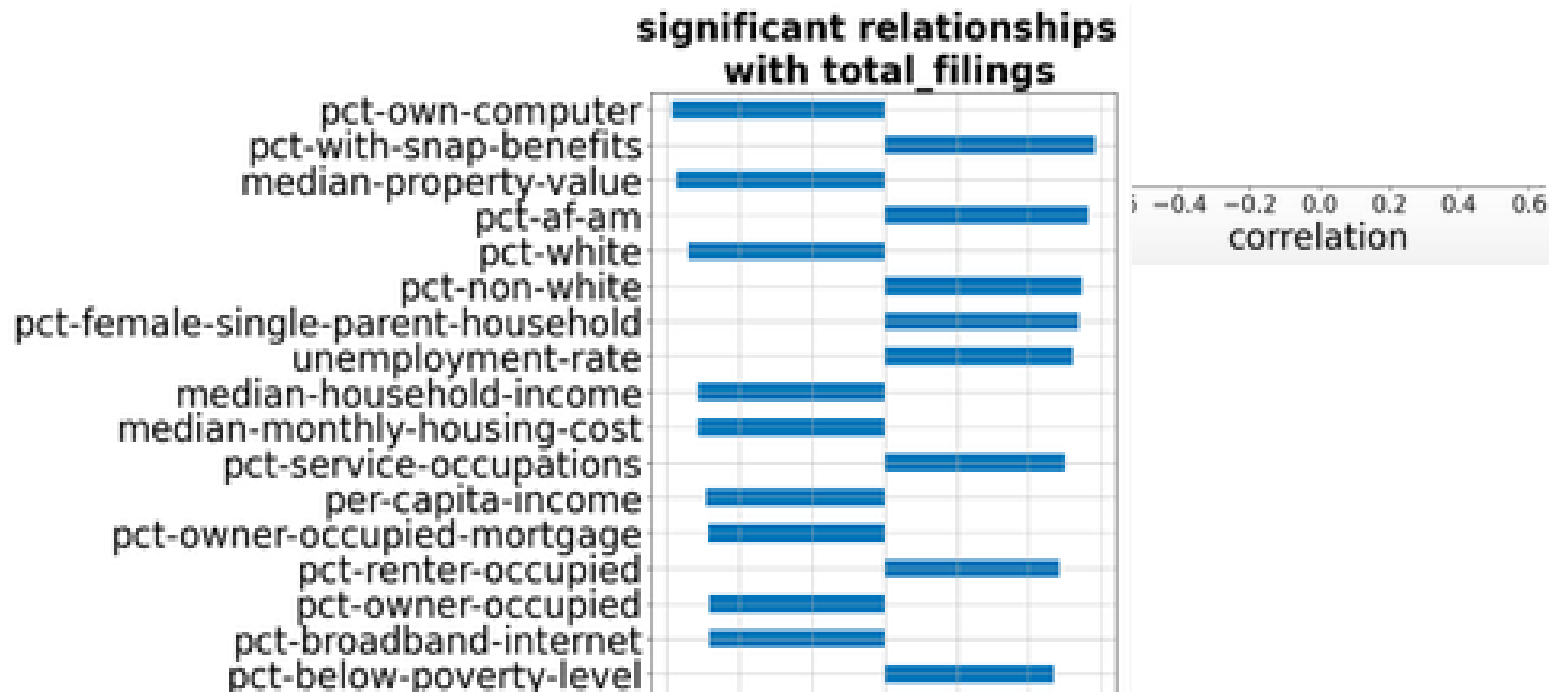
Eviction Lab Tool
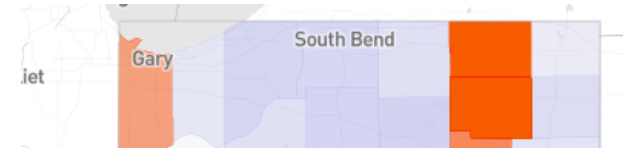
.EVICTION LAB

Eviction Hotspots

38.9% of all eviction filings come from the **top 100** buildings

Eviction filings aren't spread evenly across cities: a small number of buildings are responsible for a disproportionate share of eviction cases. This pattern, which existed before the pandemic, has continued in 2020 and 2021. We analyzed eviction records in St. Joseph County to determine where the most cases are being filed during the pandemic. This is a list of eviction hot spots—the 10 buildings responsible for the most filings—over the course of the full pandemic and over the last eight weeks. We also display the plaintiff name most often listed with a given building in the court filings.

Eviction Hotspot data will be updated monthly.
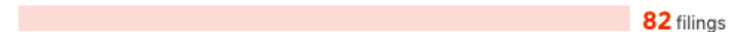
Data is current through 11-13-2021.

4228 HICKORY RD
HICKORY VILLAGE APARTMENTS
114 filings

4341 IRISH HILLS DR
IRISH HILLS APARTMENTS
82 filings

207 RUE BOSSUET
PROSPER SOUTH BEND
66 filings

1015 ROYAL VINEYARDS
CASTLE POINT APARTMENTS
60 filings

1512 MARBLEHEAD DR
VILLAGE GREEN
43 filings

Set the roadmap
Prospective 2022 projects

Utility delinquency data and evictions

- Quantify eviction vulnerability at various points of delinquency to pinpoint efficiently timed interventions

- Data sharing with homelessness and eviction prevention organizations via Urban Institute Pilot

- Incorporating foreclosure data

Discussion & Next Actions

- What kinds of eviction intervention can the City perform?

- What legal considerations should the City be mindful of before taking action on this topic?

- Prospective projects (2022)
  - Utility delinquency data and evictions – quantify eviction vulnerability at various points of delinquency to pinpoint efficiently timed interventions
  - Data sharing with homelessness and eviction prevention orgs via Urban Institute Pilot
  - Incorporating foreclosure data

Celebrating our values

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

Celebrating our Values

Behavioral Insights Team (BIT) supporting City's Lead Protection Program

SBStat | Neighborhoods

2021 Quarter 4 | December 16

City of South Bend

Appendix

Extra Slides