SBStat | Neighborhoods

2022 Quarter 2 | July 18, 2022

City of South Bend

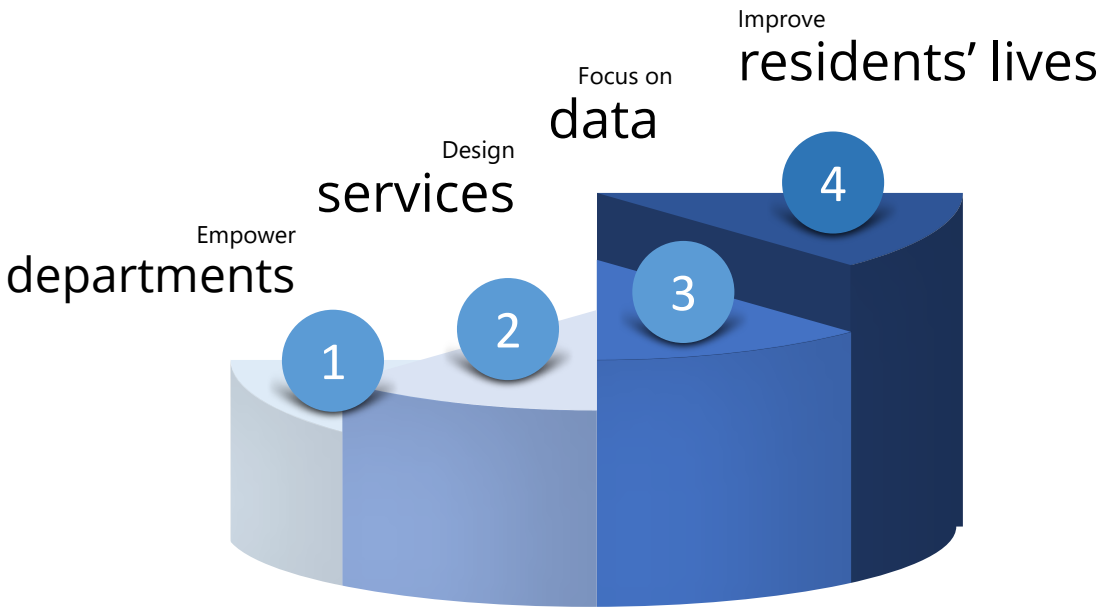
Why we're here

Citywide Performance Management

Our Goals:

1. Make the basics easy
2. Deliver good government
3. Invest in people and places

Our Process:



Today's Agenda

I. Data overview from previous Stat meeting

II. Deep-dive analysis & discussion
- Streetlight management plan development + resident engagement approach

III. Celebrating our values
- Sustainability performance management development

Our values at work in this meeting

Our Values	In the Administration	In the Community
EXCELLENCE	For each major area of service delivery, establish South Bend as the best in the state, and/or in the top 25% nationally, measuring and reporting progress.	Establish a path for major indicators of resident well-being to reach the status of best-in-state or top-25% nationally, including the means to measure progress.
ACCOUNTABILITY	Put residents first always, offering services at the greatest value to the taxpayer, with clear and transparent indications of how the government is using public resources.	Promote a culture of civic engagement in which we hold one another to a high standard of respect, stewardship, and support for our shared community.
INNOVATION	Deliver better services more efficiently by introducing creative approaches to government operations, questioning habit and using evidence to continually improve.	Foster a culture of innovation in South Bend's social and private sectors, seeking and developing the best ideas and practices from within and beyond our city limits.
INCLUSION	Ensure the city administration, as an employer and as a purchaser, reflects the community it serves and includes diverse voices in our decision-making and actions.	Develop a community in which everyone has an equal opportunity to thrive by expanding access and participation to all, incorporating diverse voices throughout the city.
EMPOWERMENT	Establish a work environment that enables employees to contribute richly to the administration and the community, taking pride and ownership in our work.	Support the ability of all residents to live a safe, healthy, meaningful life in South Bend, contributing as they are able and benefiting from all that our community offers.

Neighborhood Stat Portfolio Summary

Status of SBStat projects in the queue for 2022

Project	Brief Description
Develop Climate Action Plan performance management framework	Measure current, establish target activities to get to 2025 identified target numbers
Develop long term plan for electrical vehicle charging station locations	Best practice case research; Resident engagements/surveys; list of proposed locations
Improve the resident experience in Neighborhood Services processes	BI-informed outreach campaign; pre and post surveys
Maintain guidelines on City business incentives and track performance indicators	Dashboard that tracks performance indicators on private partnerships
Optimally and equitably place City lighting	Best practices re: analytical models for equity; final plan for new lighting installations
Leverage delinquency and code data to find best eviction prevention intervention window	Predictive analysis project informing a 311/EEE pilot

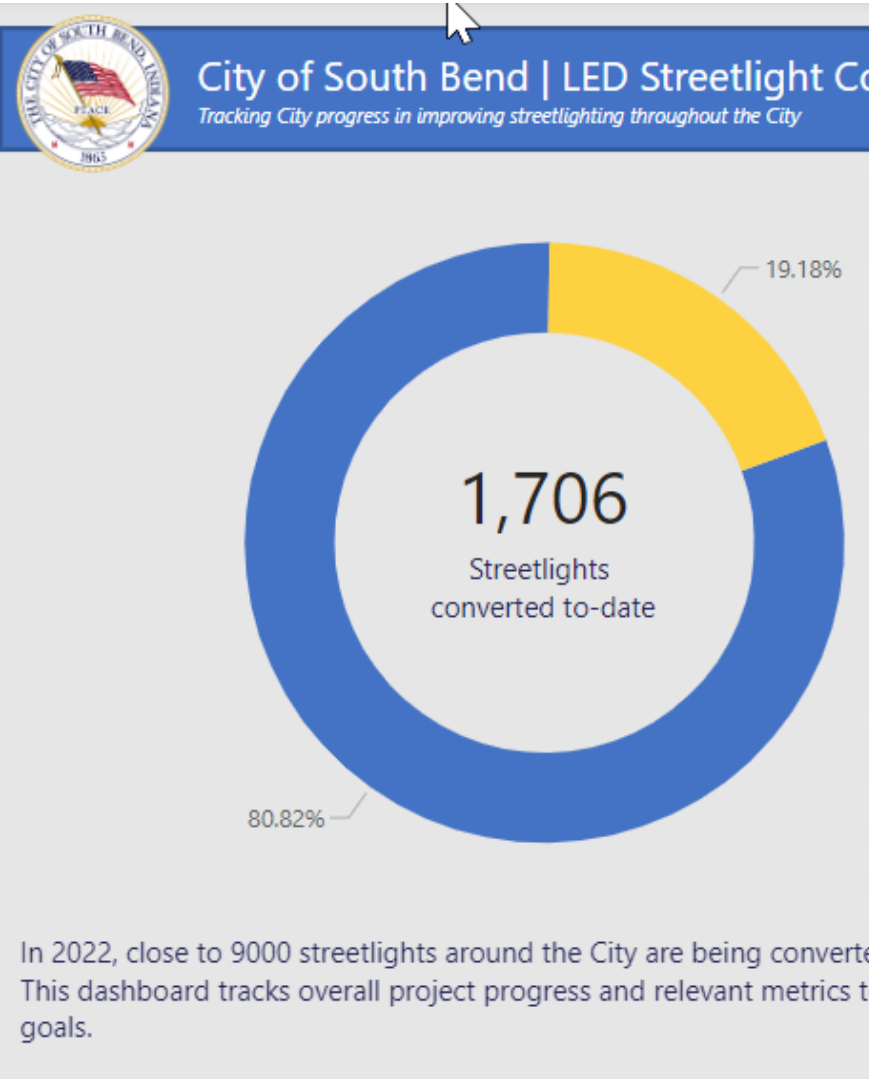
Data overview from previous Stat meeting

Summarizing data points and statistics from the past quarter related to core operations

Quarterly Metrics Review

Key Performance Indicators

About 20 percent of the LED Conversion project is complete, primarily in key corridors throughout the City. The project is expected to be complete in October 2022.



Indiana Michigan Power upgrading South Bend streetlights to LED lights

By 16 News Now

Published: Jun. 30, 2022 at 6:42 PM EDT

SOUTH BEND, Ind. (WNDU) - Indiana Michigan Power is upgrading South Bend streetlights to LED lights.

City leaders and I&M officials were on hand on Thursday morning as a crews replaced the fixture along Northside Boulevard.

The lights could help make the city a little safer by improving visibility on public roads. They're also better for the environment since they use less energy, but also last longer.

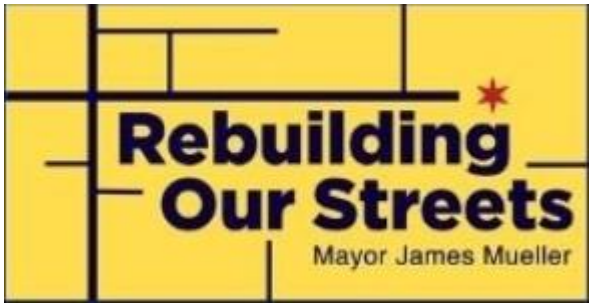
"We know these LED lights not only are they brighter and able to be more focused, which is good for both increasing the lighting in our neighborhoods, but also making sure that light pollution doesn't get up into the sky," says South Bend Mayor James Mueller. "So, it is going where it needs to go but nowhere else."

Quarterly Metrics Review

Key Performance Indicators

Comparing actual 2022 PASER scores to the 2022 projections found in the 'Rebuilding Our Streets' plan shows that City streets are degrading at a slower schedule than anticipated.

This leads to higher than expected scores for street segments at the very bottom and top of the PASER score scale.



2022 Projected	5.92
2022 Actual	6.17

Type	2022 Projected	2022 Actual	Difference
Excellent (9 - 10)	9%	40%	31%
Good (6 - 8)	57%	27.2%	(29.8%)
Fair (4 - 5)	18%	20%	2%
Poor (2 - 3)	10%	12%	2%
Failed (0 - 1)	6%	.8%	(5.2%)

City of South Bend | Street Conditions Dashboard

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

Search by street name

Search

6.17
Average PASER Score
(out of 10)

1,224.3
Total Lane Miles

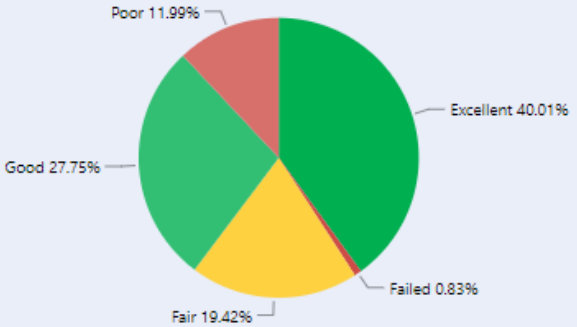
Pavement Type Breakdown

Asphalt
971.2
Lane Miles
6.13
Average PASER Score

Concrete
233.4
Lane Miles
6.15
Average PASER Score

Brick
19.3
Lane Miles
8.14
Average PASER Score

Street Conditions Breakdown



Master List of Streets in South Bend

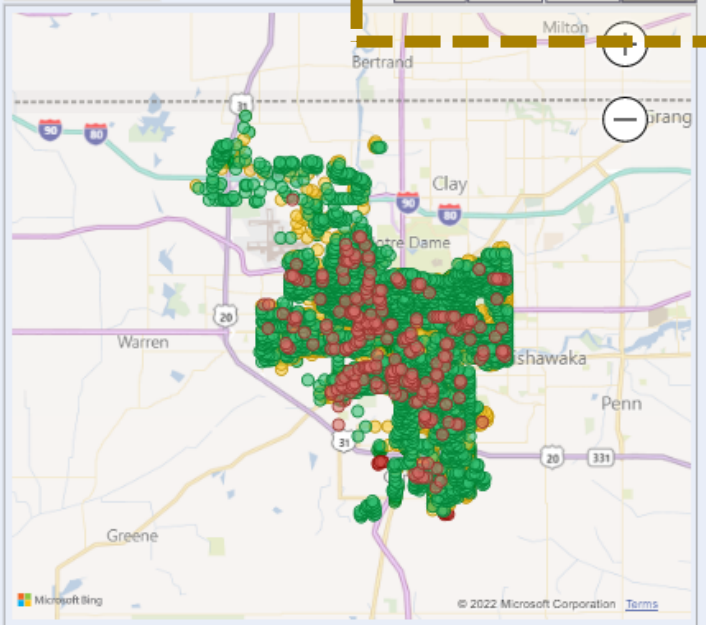
Street	Type	PASER Score
HILLSIDE AVE	Gravel	0.00
PHILLIPA ST	Gravel	1.50
TADE CT	Gravel	0.00
W Poland St	Gravel	2.00
WEBSTER ST	Gravel	4.00
ADDISON ST	Concrete	5.75
ALLEN ST	Concrete	10.00
ALPINE DR	Concrete	6.00
ARGYLE DR	Concrete	6.00
BALMORAL CT	Concrete	6.00
BARBERRY LN	Concrete	6.00
BELLE VISTA ST	Concrete	6.50

Street Conditions Map

Visualizing the quality of our streets

Pavement Type: All

2019 2020 2021 Current



Definition (Blank) Excellent Failed Fair Good Poor

Project Update - Community Survey

- Nearly 300 completed surveys (about halfway to our goal).
- Expect survey follow-ups over the next few weeks via post cards and Facebook ads

Deep-dive analysis & discussion

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

- Strategy overview and discussion on streetlight management plan and resident engagement approach

Streetlight management plan development + resident engagement approach

Meeting objectives

1

Best Practices.

Share best practice summary and approaches for resident engagement on City streetlight management practices

2

Recommendations.

Consider recommendations for South Bend resident engagement strategy and gap analysis methodology

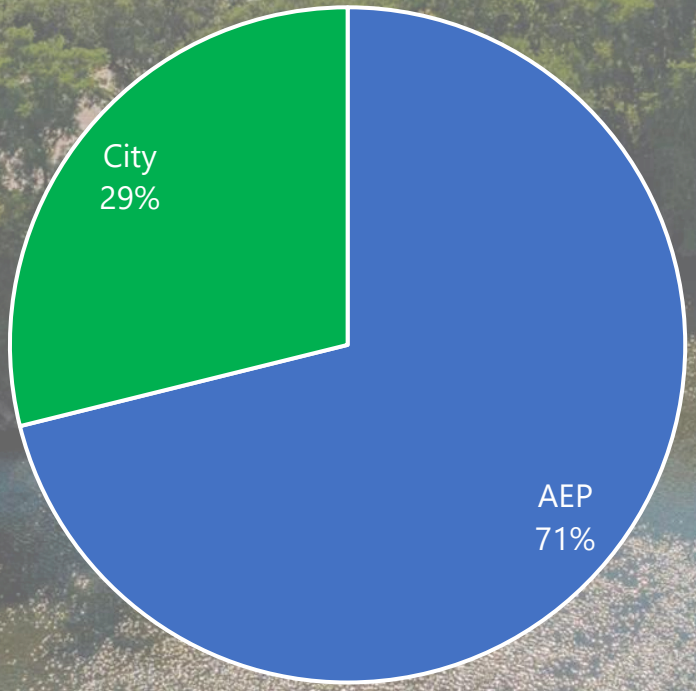
3

Proposed Actions.

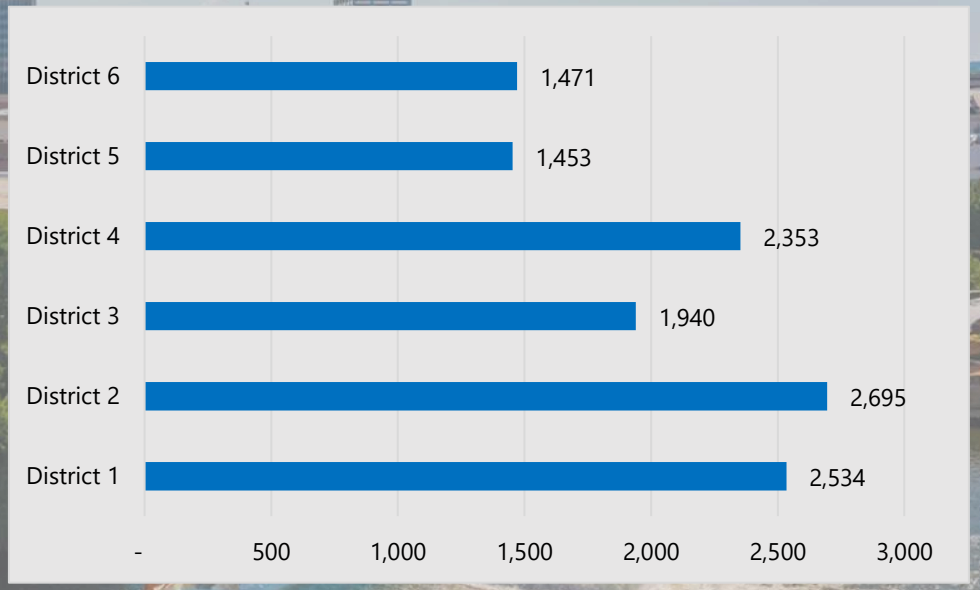
Determine timing for resident engagement tactics in context of ongoing LED upgrade and other resident engagement efforts (cameras, comprehensive plan update, etc.)

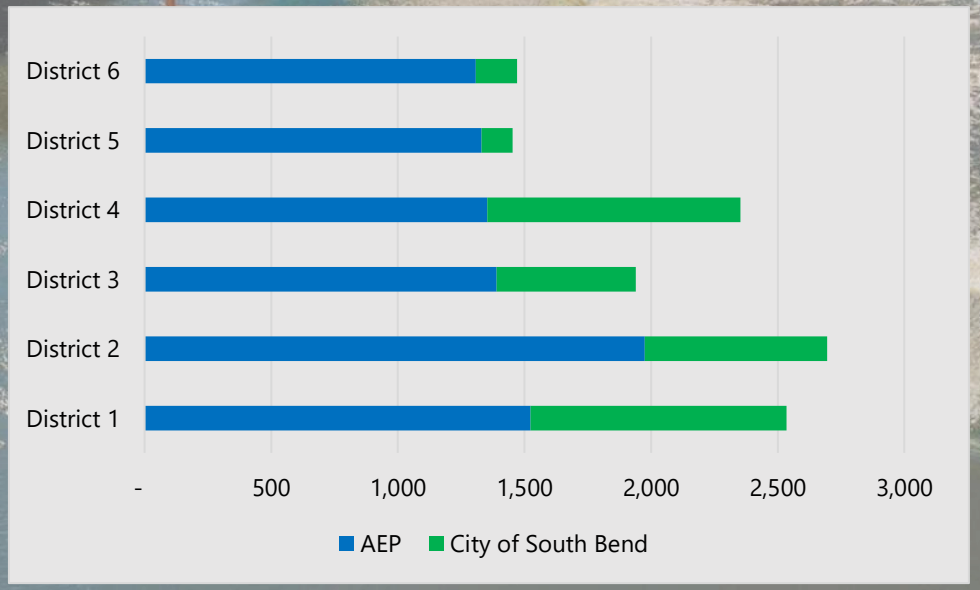
Street Lights in South Bend
Current State

Streetlight Ownership



Street Lights by Council District

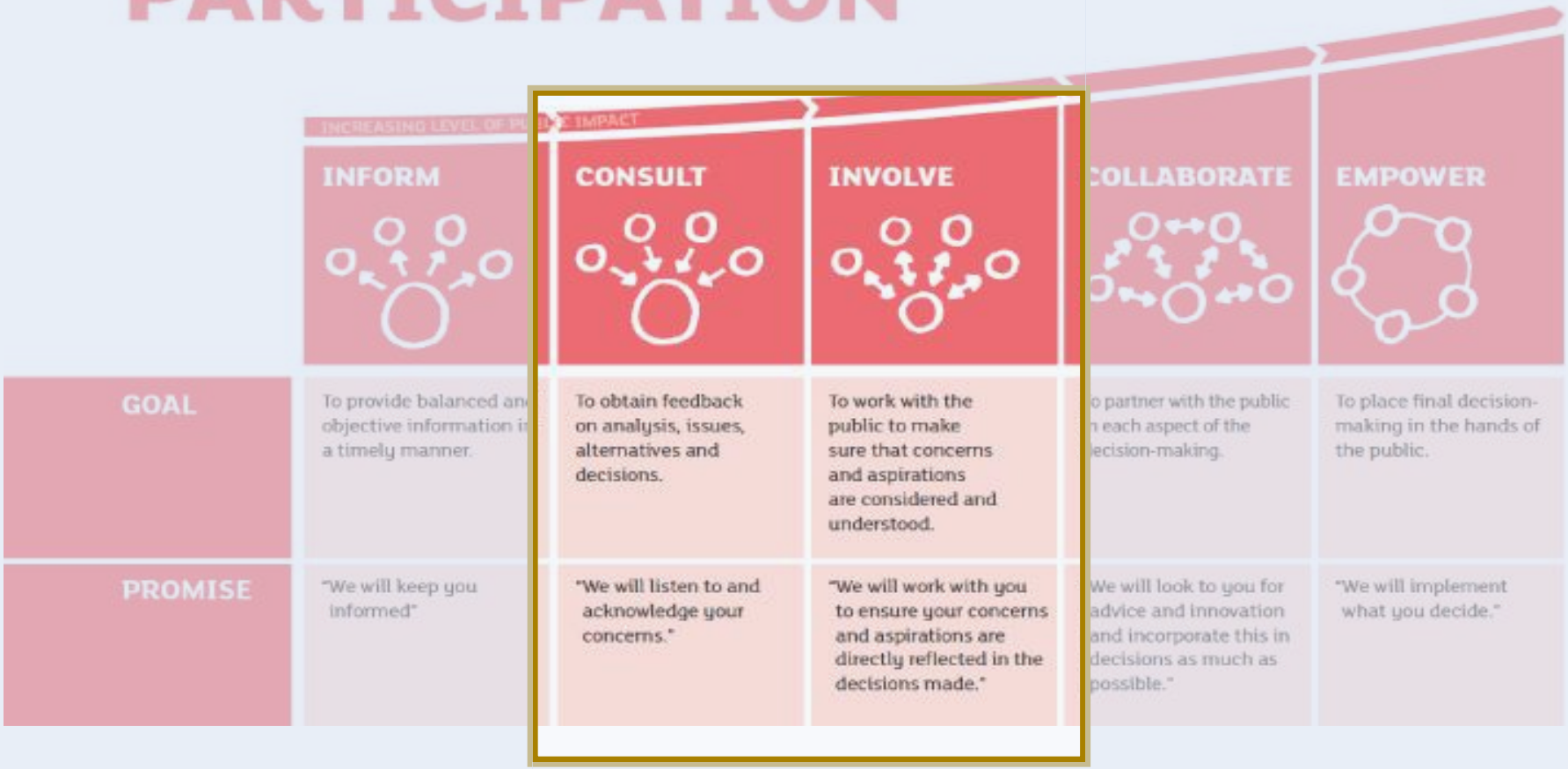




Best Practices Summary

City	Methods	Public Participation Level
Evanston, IL	- Held Public Hearing Meetings - Organized Steering Committee Meetings - Used Surveys and Feedback Forms to Get Community Input	3/4 (Involve/Collaborate)
Seattle, WA	- Organized Stakeholder Meetings - Held Virtual Town Hall Meetings - Published Surveys and Other Related Materials Online - Employee outreach - Conducted Employee and Customer Experience Outreach	3 (Involve)
Phoenix, AZ	- Gathered Resident Feedback on Test Fixtures Through Surveys	2 (Consult)
Pittsburgh, PA	- Conducted Community Survey to Get Resident Feedback on Streetlight - Published LED Conversion Related Materials Online for Public Use	2 (Consult)
Santa Fe, NM	- Held Public Hearing Meetings - Conducted Community Surveys to Get Resident Feedback - Published Online Materials on LED Conversion Plan and Related for Residents	2 (Consult)
Ann Arbor, MI	- Conducted Surveys on Test Fixtures to Gather Resident Feedback	2 (Consult)
Arlington County, VA	- Organized two field demonstration tours - Conducted Online Survey to Gather Resident Feedback - Organized an Advisory Panel that Participated in Streetlight Study, Analysis and Creation of Streetlight Management Plan	3 (Involve)

IAP2 SPECTRUM OF PUBLIC PARTICIPATION



Discussion

Resident engagement strategy

Resident Engagement Strategy

Recommendations
Level 2 - Consult Residents

- Walking tours with Council Members, community stakeholders
- Invite public comment on gap analysis (web page, dashboard, etc.)
- GIS Survey123 Tool
- Neighborhood-level surveys (too bright, too dark, etc.)

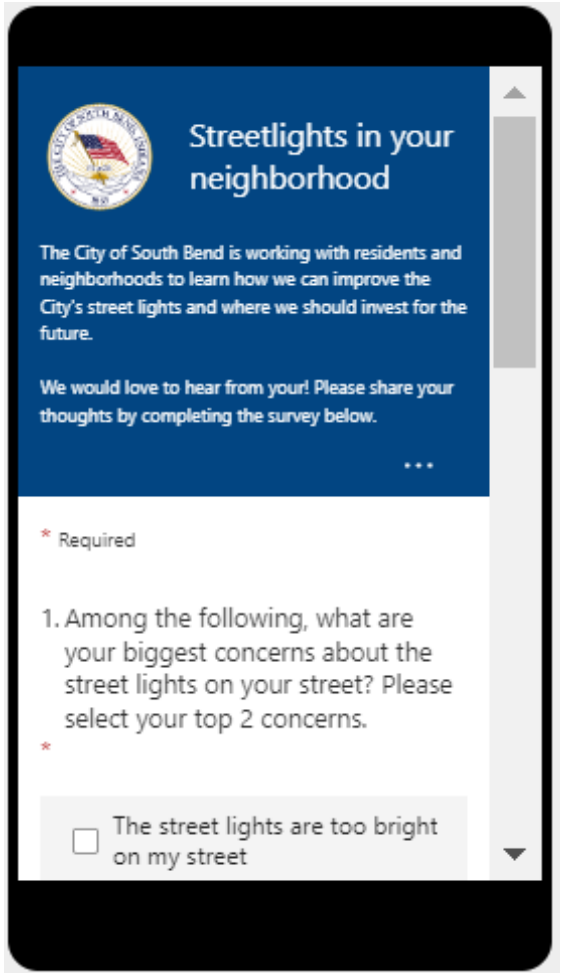
Recommendations
Level 3 - Involve Residents

- City-wide survey on streetlight guiding principles to inform gap analysis
- Council-Mayor Taskforce or Steering Committee

Recommendations
Level 2 - Consult Residents

	Benefits
Walking tours with Council Members, community stakeholders	In-person resident engagement between City staff, Council, and residents; opportunity to share nuance and context (where best to locate new lighting, concerns about brightness/darkness)
Invite public comment on gap analysis (web page, dashboard, etc.)	Web presence for media, Council, key stakeholders, that shares data analysis and illustrates data-driven strategy for future investment; opportunity to offer comment via Microsoft form
Neighborhood-level surveys (too bright, too dark, etc.)	Surveys conducted via canvassing, outreach, and/or signage on streetlights in neighborhood that takes resident to mobile-friendly survey
GIS Survey123 Tool	GIS tool that enables resident to offer specific feedback City-wide on street light interests, pin-pointing exact locations where street lighting is too bright, too dark, etc.

Neighborhood Surveys



Recommendations
Level 3 - Involve Residents

City-wide survey on streetlight guiding principles to inform gap analysis

Council-Mayor Taskforce or Steering Committee

Benefits

Statistically valid survey that gives direction on guiding principles for streetlights investment and overall management

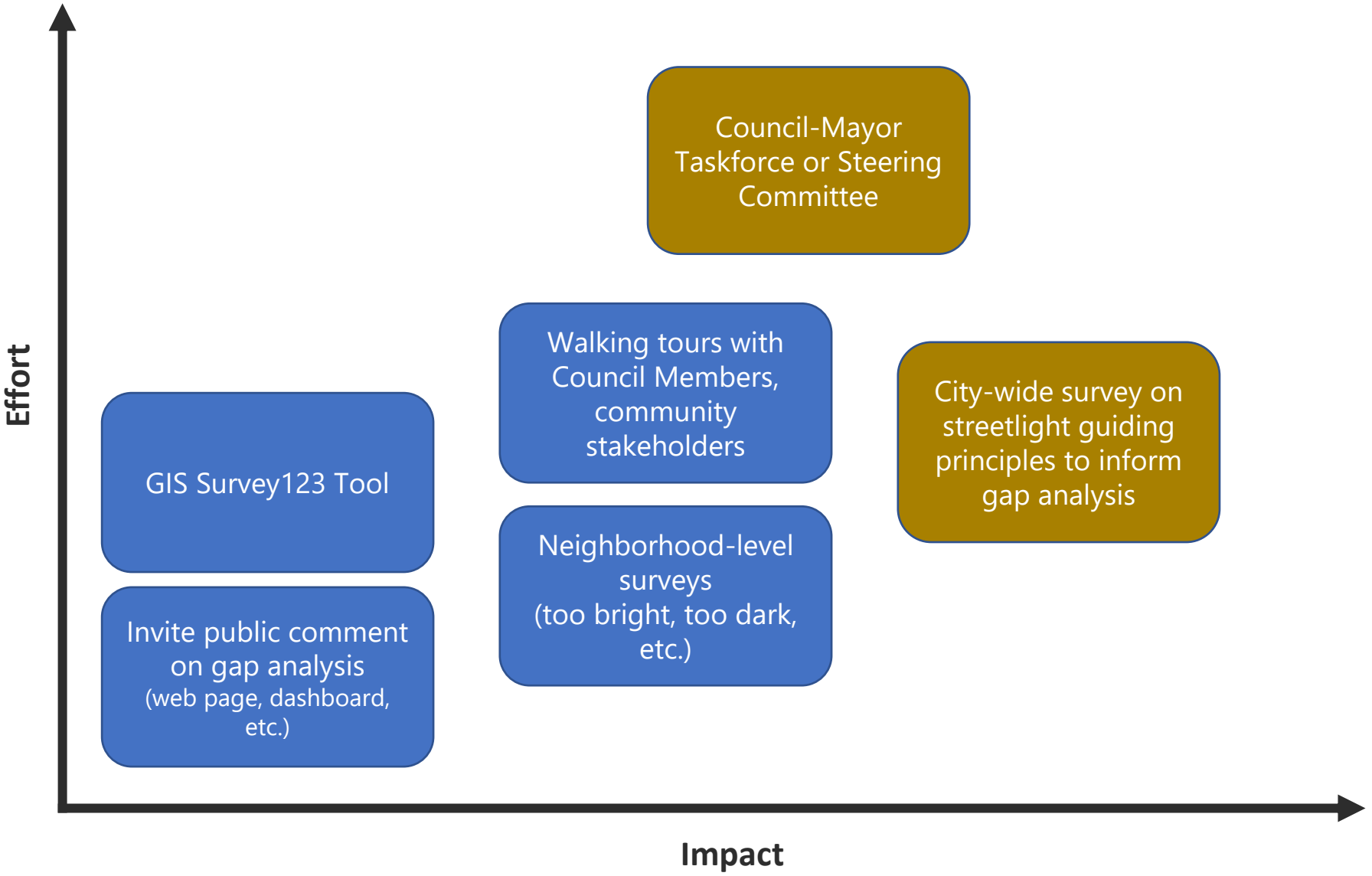
"On a scale of 1 to 5, how important to street lights are the following topics…"

- *Safety*. Increase feeling of safety when walking and biking
- *Sustainability*. Reduce our energy consumption
- *Placemaking*. Attracting foot traffic and economic investment
- *Cost Effectiveness*. Minimize tax burden for residents

Council-Mayor taskforce to receive updates on resident engagement progress, data analysis, and offer guidance

Education for Council members and residents on the diversity of resident interests and complexities to consider in street light investment

Recommendations



Discussion

From the perspective of DCI and PW, what resident engagement tactics would be most additive for your department?

From the perspective of Engineering and the Mayor's Office, when should the resident engagement be conducted?

After LED upgrade is complete? Or in parallel (late summer/early fall)?

How involved should Council be in this process?

Consult (level 2)?

Or involve (level 3, i.e. part of a steering committee that receives updates on resident engagement)?

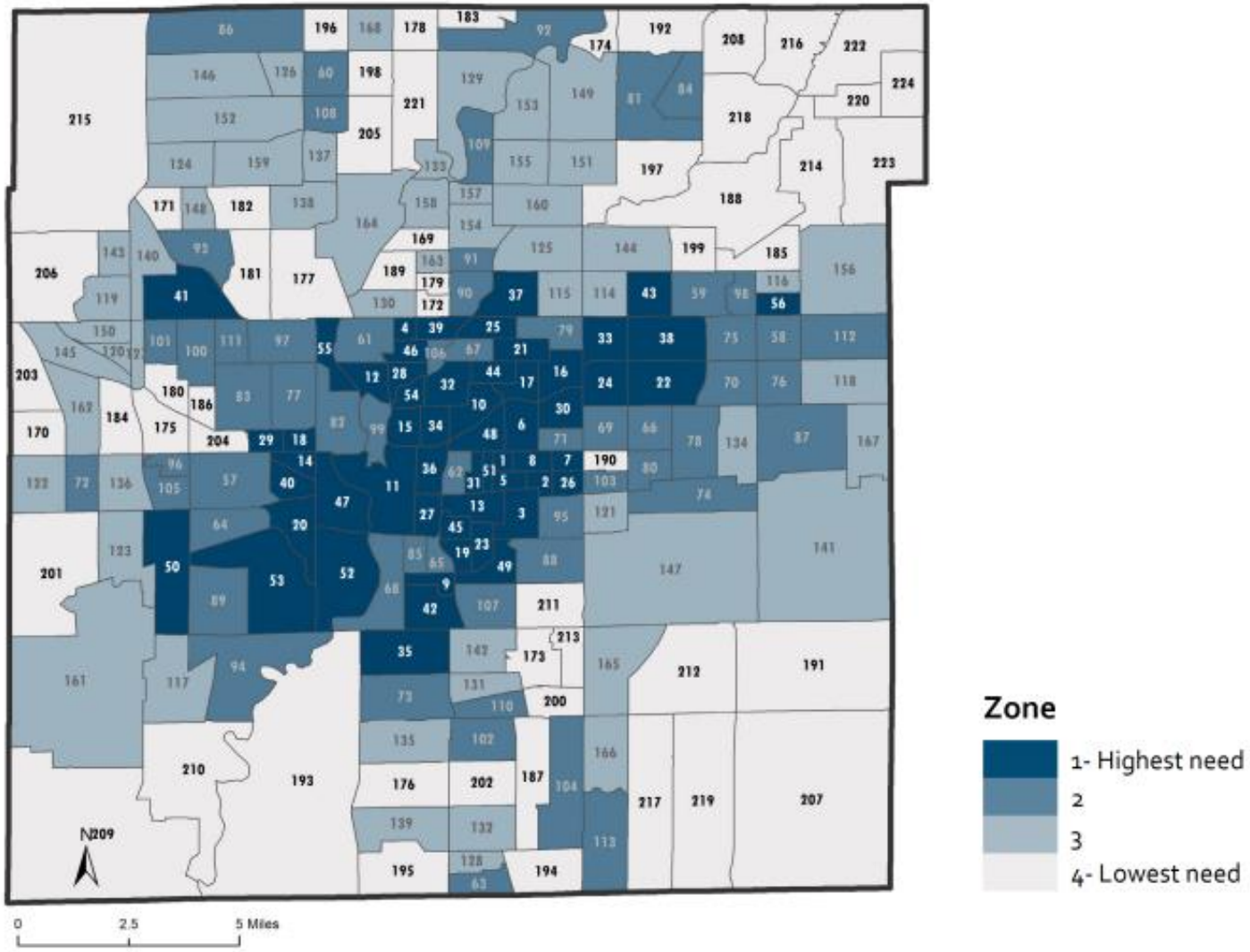
Discussion

Gap Analysis Methodology

MAP 2.

Priority ranking for street light/s placement

by census tracts in Marion County



Gap Analysis Methodology

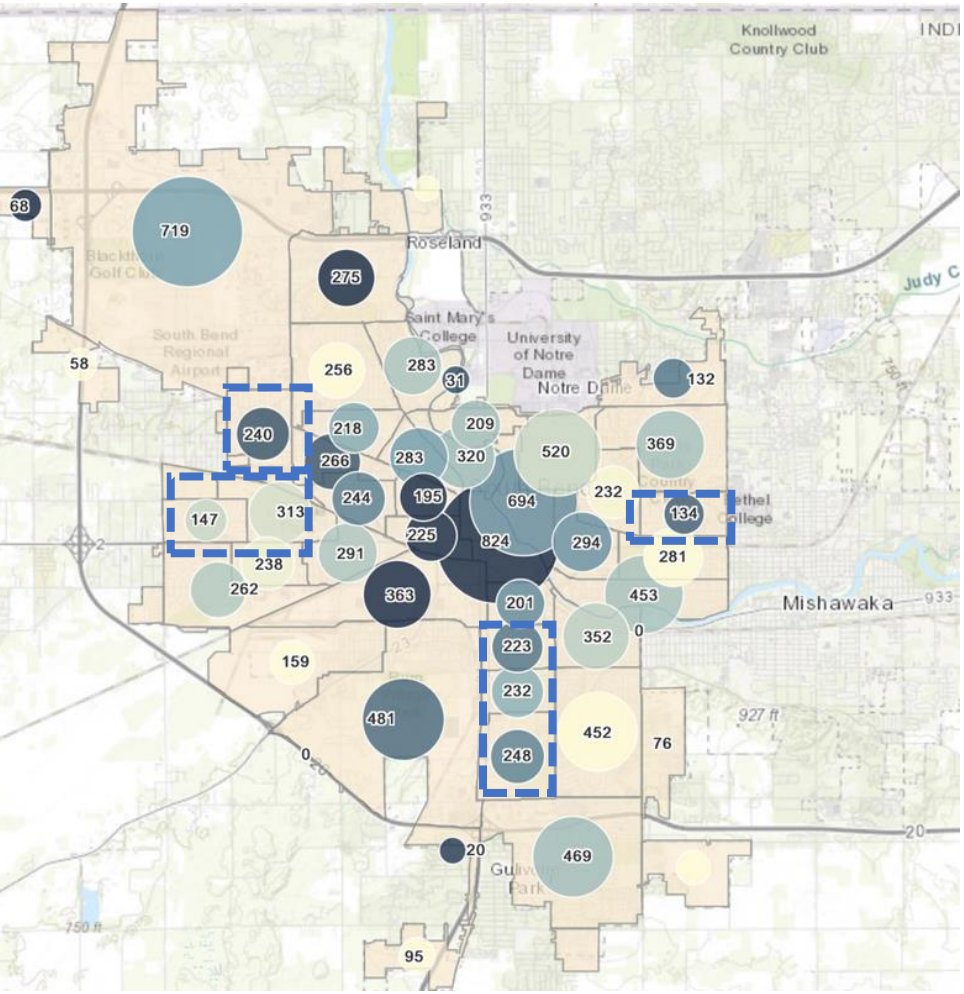
Equity index to prioritize neighborhoods for investment

Ranking census tracts or neighborhoods based on performance in equity index

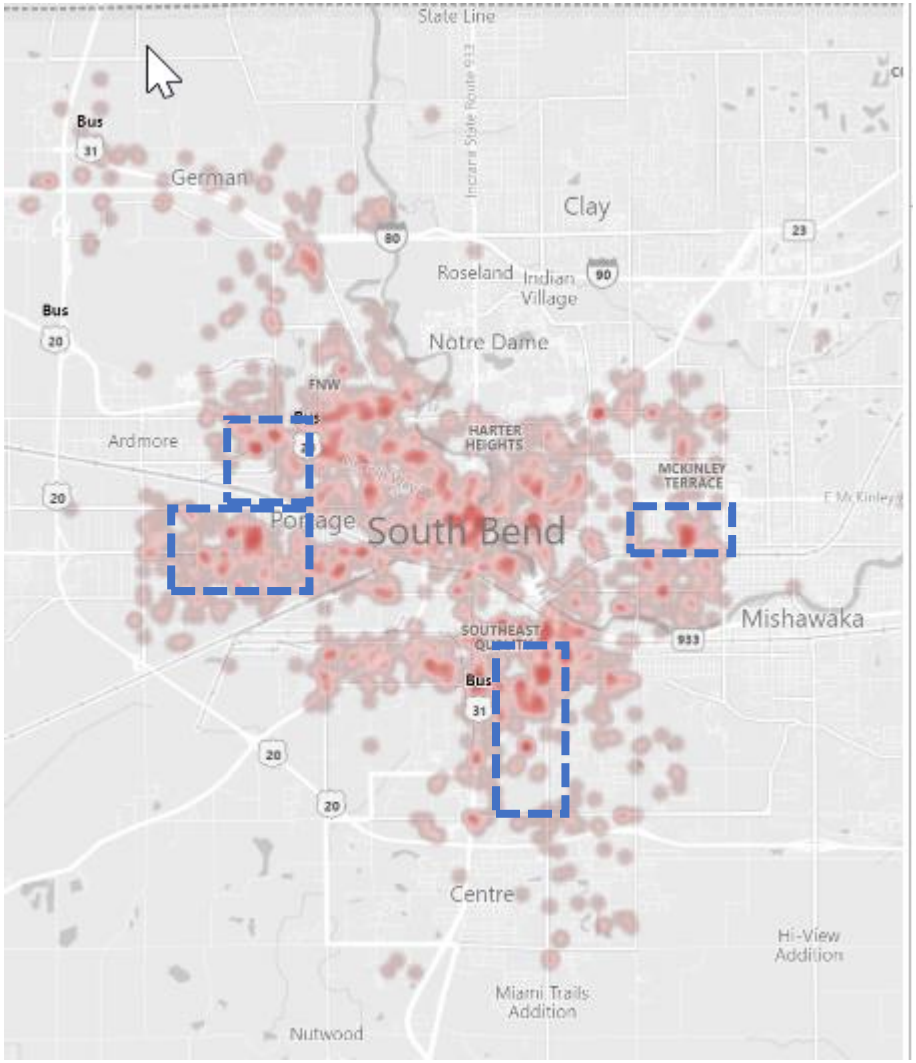
Measure	Measurement Plan
1. Street Light Density	Street light radius gap based on point locations of street lights + number of households
2. Violent and property crime incidents	Point location of Part I crimes
3. Pedestrian Safety	Point locations of vehicles hitting pedestrians
4. Median Income	Reported by census tract
5. Community Assets	Shapefile of polygons representing park locations, commercial corridors, others?

Gap Analysis Methodology

Street Light Density



Part I Crimes



Discussion Questions

What is the bigger priority – pedestrian lighting preferences (i.e. lights are too bright, not bright enough, etc.) or increasing street light funding so the City can build more street lights?

Is there other data the City should consider in its' equity index?

From the Mayor's Office or Engineering perspective, which neighborhoods is in most need of an initial resident engagement pilot?

Celebrating our values

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

City Data Alliance

22 mayors from No… America join City … new frontiers for … government

July 14, 2022

Participating mayors will receive a six-month acceleration program including executive education and individualized city coaching and consultation.

This suite of supports will position mayors **to set ambitious targets** for their work, ask tough questions, invest in proven practices, and **evaluate progress on their top goals**.

This will be followed by investment to improve a **critical data capacity such as performance management**. With hands-on support from an expert partner, the city will apply the practice to a top mayoral priority, while building the policies and infrastructure for that practice to be adopted citywide.

SBStat | Neighborhoods

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