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| **Measuring the City’s performance through residents’ eyes** | |
| *“Performance Seattle represents our city’s commitment to building the city of the future. Understanding and leveraging the data that cities like Seattle generate every day is a vital challenge – it will enable us to be accountable, improve services, and generate better outcomes for everyone."*  *- Mayor Jenny Durkan* | |
| **THE NEED**  The City of Seattle has 12,000 staff and a $6.5 billion operating budget. However, it can be challenging to understand what level of service to expect from this investment.  **OUR APPROACH**  IP identified three We followed three guiding principles in creating Performance Seattle:   * + **Resident-Focused**: Surface and be accountable to data that matters most to residents   + **Collaborative**: Work together to improve government use of citywide data shared across departments   + **Innovative**: Automate data to make it as real-time, accurate, and useful as possible   IP worked with nearly 200 staff across the city government to launch [Performance Seattle](https://performance.seattle.gov/stories/s/596j-asv2), a new centralized dashboard where Seattle residents can see what their City is doing to serve their residents in seven key priority areas: basic city services, safe and healthy communities, affordable housing and livability, homelessness response and supports, capital projects, environment and climate change, and future-ready workforce.  **THE RESULTS**  Residents can now keep track of how well the City is meeting key ongoing service targets and multi-year goals through interactive and user-friendly data visualizations and infographics. Performance Seattle also provides an opportunity for the public to engage with the City on its priorities and progress. Performance Seattle received 220,000 views at the launch in December 2019 and since then has stabilized at 25,000 views per month.  Since its launch, Innovation & Performance has continued to contribute to site enhancements, including data automation. | **DEPARTMENT PARTNERS**  All  **PROJECT**  **DURATION**  2018 – 2019  **IMPACT**  Improved transparency into citywide performance  **KEY DEPARTMENT**  **CONTACTS**   * Over 200 from across City government     **FOR MORE**  **INFORMATION**  **CONTACT**   * Leah Tivoli (IP) |