Austin Strategic Direction 2023
DRAFT Indicators and Metrics

The following is a list of work-in-progress indicators and metrics for the City of Austin Strategic Plan. They are organized around Council's Strategic Outcomes by two Types:

Community Indicators help the City understand – and explain to Austinites – whether we are making progress at achieving the stated outcome; as much as possible, these are "*people-centric*" and describe whether Austinites' quality of life is improving. In most cases, these indicators will measure things that are *beyond the control of the City government*.

City of Austin Contribution Metrics measure the *contribution* that the City government – through its programs and policies – is making toward achievement of the stated outcome. These metrics will likely involve data that is collected by the City government and demonstrate the quantity and/or quality of the City's efforts to positively "move the dial" on one or more of the community indicators.

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***Mobility** metrics being developed as part of Austin Strategic Mobility Plan development process.	

Economic Opportunity and Affordability

STRATEGIC OUTCOME

Economic Opportunity and Affordability: Having economic opportunities and resources that enable us to thrive in our community.

COUNCIL INDICATORS

- Employment

- Income equality

- Cost of living compared to income

- Housing

- Homelessness

- Skills and Capability of our community workforce (Including *Educational Attainment*)

- Economic mobility

LEAD STAFF

Outcome Champion: Jackie Sargent, Austin Energy General Manager

Project Manager: Annemarie Diaz

Council Indicator Category A: Employment

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
A1	Community Indicator	Unemployment Rate (%) (*Note: This is an Imagine Austin Indicator*)	Texas Workforce Commission	Monthly/ Annual	Existing metric
A2	Community Indicator	Number of businesses per capita (*Note: Imagine Austin may change its "Small-business growth" metric to "Small-business density"*)	U.S. Census American Community Survey (ACS)/State	Annual	New metric using existing data sources
A3	City Contribution	Percentage of commercial and mixed-use development permits in Imagine Austin Activity Centers & Corridors (*Note: This is an Imagine Austin Indicator*)	Permit data, Development Services Department	Quarterly	Existing metric
A4	City Contribution	Percentage of commercial and mixed-use plan reviews completed on-time [Development Review Processing Time - Commercial]	Development Services Department	Monthly	Existing metric
A5	City Contribution	Percentage of City of Austin contracts meeting goals at time of award. [Small and Minority Business Resource Department (SMBR) Program]	Small and Minority Business Resource Department (SMBR)/ Purchasing	Quarterly	Existing metric
A6	City Contribution	Number of small businesses supported by COA programs designed to support small businesses. *[Small and Minority Business Resources Department (SMBR) and Economic Development Department (EDD) Programs]*	SMBR, EDD		Existing metric

Council Indicator Category B: Income Equality

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
B1	Community Indicator	Percentage of residents living below poverty level (poverty rate)	American Community Survey	Annual	New metric using existing data source
B2	Community Indicator	Distribution of household income *(Note: The Gini index may serve as a good supporting metric. While distribution of household income provides a better picture of what is happening in Austin, The Gini index can be used to benchmark Austin against other cities. Gini index is an annual index published by the U.S. Census to measure income inequality.)*	American Community Survey	Annual	New metric using existing data source
B3	Community Indicator	Number of census tracts meeting R/ECAP (racially or ethnically concentrated areas of poverty) criteria. *(Note: R/ECAP criteria include: 1) a non-White population of 50 percent or more, and 2) a poverty rate that exceeds 40 percent <u>or</u> is three or more times the average tract poverty rate for the metropolitan area, whichever threshold is lower)*	Neighborhood Housing and Community Development / U.S. HUD	Annual	New metric using existing data source
B4	City Contribution	Number of living-wage jobs provided by City of Austin (employees, contract, temporary) *(Note: Could include segment of City-"supported" jobs via Chapter 380 and workforce development programs.)*	Human Resources Department and Purchasing	Annual	New metric using existing data source
B5	Community Indicator	Median Family Income ($) (*Note*: *This is an Imagine Austin indicator.*)	Imagine Austin	Annual	Existing metric

Council Indicator Category C: Cost of Living Compared to Income

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
C1	Community Indicator	Percentage of households paying 30/50 percent of income toward housing (*Note: This is an Imagine Austin indicator to measure cost-burdened households.*)	Imagine Austin	Annual	Existing metric
C2	Community Indicator	Percentage of household that are cost-burdened based on calculation of costs related to Housing + Transportation (*Note: goal to include Utilities and Child Care costs when data becomes available. EOA will refer to Health and Environment Outcome tracking of % residents with health insurance*)	U.S. HUD (Housing + Transportation)	Annual	Existing metric
C3	Community Indicator	Self-sufficiency wage ($/hr) (*Note: This is the hourly rate an individual must earn to support a family in Austin*)	Living Wage Calculator developed by Massachusetts Institute of Technology, with local data	Annual	New metric requiring creation of new data source
C4	City Contribution	Percentage of residential units permitted in Imagine Austin Activity Centers and Corridors (*Providing Austinites with options to live near transportation and job hubs, can impact cost of living for individuals. In addition, it costs the city less to serve denser connected communities than the current sprawling development pattern*)	Permit data, Development Services	Annual (quarterly?)	Existing metric
	More on next page…				

C5	City Contribution	Utility affordability metrics *(Note: for Austin Energy: System average rates at or below 2 percent annual compound growth rate October 2012 baseline; Average annual system rate in the lower 50 percent of all Texas utilities serving residential, commercial and industrial customers; For Austin Water: Typical water bill as percentage of Median Family Income (MFI) for family of four)*	Energy Information Administration Form 861 Data; Water metric from Typical Ratepayer Table and HUD MFI	Annual	Existing metric
C6	City Contribution	Percentage of residents living in Complete Communities, e.g. access to amenities, essential services, infrastructure *(Note: this could be a place to include measure of residents benefitting from Small-Area Planning services)*	TBD	Annual	New metric requiring creation of new data source

Council Indicator Category D: Housing

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
D1	Community Indicator	Number of unsubsidized affordable market-rate rental units	Neighborhood Housing (NHCD), CoSTAR Database	Quarterly	New metric using existing data source
D2	Community Indicator	Percent Residential Vacancy Rate (%) *(Note: This is an Imagine Austin Indicator)*	Imagine Austin	Annual	Existing metric
D3	Community Indicator	Median House Values ($) *(Note: This is an Imagine Austin Indicator)*	Imagine Austin	Annual	Existing metric
D4	City Contribution	Number of affordable City of Austin subsidized rental units *(Note: This is an Imagine Austin Indicator)*	NHCD Affordable Housing Inventory	Quarterly	Existing metric
D5	City Contribution	Percent of residential plan reviews completed on-time (Development Review Processing Time - Residential)	Development Services	Monthly	Existing metric
D6	City Contribution	Percentage of new housing that is "missing middle," i.e. a range of housing types from small lot single-family to eight-plexes to help address Austin's need for multigenerational housing."	Permit data	Annual	New metric using existing data source

Council Indicator Category E: Homelessness

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
E1	Community Indicator	Number of persons experiencing homelessness	Homeless Management Information System (HMIS), Homeless Point in Time Count	Annual	Existing metric
E2	Community Indicator	Number of persons who successfully exit from homelessness	HMIS	Annual	Existing metric
E3	Community Indicator	Number of new people entering into homelessness	HMIS	Annual	Existing metric
E4	City Contribution	Percentage of people receiving homeless services through COA contracts and DACC case management who move into housing *(Note: we will leverage the Health Outcome metric of percentage of clients served through health equity contracts who report an improvement in physical, mental, emotional and social functioning" which can be segregated for housing status.)*	Austin Public Health (APH) and Downtown Community Court (DACC)	Annual	Existing metric
E5	City Contribution	Percent of target met for permanent supportive housing (400 units in 2015)	Neighborhood Housing and Community Development (NHCD)	Quarterly	Existing metric
E6	City Contribution	Number of persons served by Homeless Outreach Street Team and estimated system savings ($)	Homeless Outreach Street Team (HOST) / Emergency Medical Services (EMS)	Quarterly	Existing metric

Council Indicator Category F: Skills and Capability of Community Workforce (including Educational Attainment)

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
F1	Community Indicator	Percent of students graduating from public high school	National Center for Education Statistics, Local School Districts	Annual	Existing metric
F2	Community Indicator	Number of students attending schools rated as "Improvement Required" by the Texas Education Agency	Texas Education Agency (TEA) Accountability list, Local School Districts	Annual	Existing metric
F3	City Contribution	Number of apprenticeships and internships offered by City of Austin	TBD	Annual	New metric requiring creation of new data source
F4	City Contribution	Number of people who have completed Workforce Development training *(Note: Goal to capture data to measure job placement)*	Workforce Development Master Plan/ Economic Development Department	Annual	Existing metric
F5	City Contribution	Number/percentage of digital inclusion program participants who report improved basic digital skills	Telecommunications and Regulatory Affairs (TARA)	Annual	Existing metric

Council Indicator Category G: Economic Mobility

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
G1	Community Indicator	Percent of residents who are working and living under 200 percent of the federal poverty level	Community Action Network (CAN)	Annual	New metric using existing data source
G2	Community Indicator	Percent of leased dwelling units with look-back periods meeting a local fair housing standard *(Note: Intent is to measure support for successful re-entry of ex-offenders and people with criminal history, focusing on housing access in public and private multifamily housing)*	Re-entry Round Table	Annual	New metric requiring creation of new data source
G3	Community Indicator	Displacement *(Note: Exact metric TBD; Need to develop methodology and data set to determine number and cause where economically marginalized persons are leaving Austin)*	TBD	Annual	New metric requiring creation of new data source
G4	City Contribution	Number of persons placed out of poverty into middle skill jobs (Middle Skill Employment)	Economic Development Dept./ Community Workforce Master Plan	Annual	Existing metric
G5	City Contribution	Number of households that have benefitted from Customer Assistance Program (CAP)	Austin Energy	Monthly / Annual	Existing metric
G6	City Contribution	Lived Experience. Track a subset of households (e.g. CAP households, ex-offenders, previously homeless) over time to see if they are experiencing economic mobility, qualitative and quantitative metric TBD.	TBD	Quarterly	New metric requiring creation of new data source

Culture and Lifelong Learning

STRATEGIC OUTCOME

Culture and Lifelong Learning: Being enriched by Austin's unique civic, cultural, ethnic, and lifelong learning opportunities.

COUNCIL INDICATOR CATEGORIES

- Quality, accessibility, and diversity of civic and cultural venues, events, programs, and resources

- Vibrancy and sustainability of creative industry ecosystem

- Appreciation, respect, and welcoming of all people and cultures

- Honoring and preservation of historical and ethnic heritage

- Lifelong learning opportunities [Replaces *Educational Attainment*]

LEAD STAFF

Outcome Champion: Ray Baray, Chief of Staff

Project Manager: Lara Foss

Council Indicator Category A: Quality, Accessibility, and Diversity of venues and Civic and Cultural venues, events, programs and resources

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
A1	Community Indicator	Percentage of residents who report being satisfied or very satisfied with the quality of cultural and learning **services and programs**.	Austin Community Survey (Potentially); Event based surveys	Annually	New metric requiring creation of new data
A2	Community Indicator	Percentage of residents who report being satisfied or very satisfied with the quality of cultural and learning **facilities** provided by the City.	Parks and Recreation Department	Per event/ program	New metric using existing data sources
A3	Community Indicator	Percentage of creatives who report that they have access to creative space	Survey of Creatives	Ongoing	New metric using existing data sources
A4	City Contribution	Percentage of residents who report that they have attended a cultural event or program organized by the City in the past 6 months	Austin Community Survey (Potentially)	Annually	New metric requiring creation of new data
A5	City Contribution	Percent of recreation program participants reporting an improvement to their quality of life as a result of the program	Parks and Recreation Department	Monthly?	New metric using existing data sources

Council Indicator Category B: Vibrancy and sustainability of creative industry ecosystem					
ID	**Type**	**Indicator/Metric Description** (maximum of 3 measures per Type)	**Data Source**	**Frequency**	**Status**
B1	Community Indicator	Median earnings of Metro Area Creative Sector jobs (as defined by specific North American Industry Classification System [NAICS] codes)	Creative Vitality Suite	Annually	New metric using existing data sources
B2	Community Indicator	Number of people employed in the Creative Sector (as defined by specific North American Industry Classification System [NAICS] codes) in the Metro Area	Creative Vitality Suite	Annually	New metric using existing data sources
B3	Community Indicator	Austin's "score" on the Creative Vitality Suite Index	Cultural Arts Divisions	Annually	New metric using existing data sources
B4	City Contribution	Number of creative-sector professionals who indicated they benefited from a City-sponsored Professional Development Opportunity	Economic Development Department	Per Event	New metric using existing data sources
B5	City Contribution	Number of people who attended performances/events arranged through cultural and music contracts	Economic Development Department	Annually	New metric using existing data sources

Council Indicator Category C: Appreciation, respect, and welcoming of all people and cultures

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
C1	Community Indicator	Percentage of residents who report feeling welcome in Austin.	Austin Community Survey (Potentially)	Annually	New metric requiring creation of new data
C2	Community Indicator	Percentage of all Austin ZIP Codes where 70 percent or more of residents are the same race. (*geographic segregation is a potential barrier to building a more inclusive, welcoming community; this is a commonly used measure of segregation*)	Census Data	Annually	New metric using existing data sources
C3	City Contribution	Number of attendees at City-supported multicultural activities	Cultural Contract Applications and Final Report	Annually	New metric using existing data sources
C4	City Contribution	Percentage of participants in City supported events who report that they increased their knowledge and understanding of culture, history, and/or art.	PARD, APL and other departments	Per event	New metric using existing data sources
C5	City Contribution	Percentage of residents who attended a City supported cultural event who reported that they have a deeper appreciation of a culture different from their own.	Austin Community Survey (Potentially), APL	Annually and per event	New metric requiring creation of new data

Council Indicator Category D: Honoring and preservation of historical and ethnic heritage

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
D1	Community Indicator	Percentage of residents who feel that Austin is a place that honors and preserves their personal heritage (buildings, traditions, festivals, etc.)	Austin Community Survey (Potentially)	Annually	New metric requiring creation of new data
D2	Community Indicator	Number of historic facilities (homes, businesses, landmarks, etc.) preserved.	Planning and Zoning (Preservation Office); Preservation Austin	Annually	New metric using existing data sources
D3	City Contribution	Number of archival items processed	Library/Austin History Center	Monthly	Existing metric

Council Indicator Category E: Lifelong learning opportunities (*replaces 'Educational Attainment' indicator, which moved to the Economic Opportunity and Affordability Outcome as part of Workforce category*)

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
E1	Community Indicator	Percentage of residents who report participating in a lifelong learning activity in the past 3 months	Austin Community Survey (Potentially)	Annually	New metric using new data source
E2	City Contribution	Number of participants in City-offered lifelong learning events, activities, and resources	Library, Parks and Recreation, Other departments	Bi-Annually	New metric using existing data sources
E3	City Contribution	Number of library items circulated	Library	Monthly	Existing metric

Government That Works for All

STRATEGIC OUTCOME

Government that Works For All: Believing that city government works effectively and collaboratively for all of us—that it is equitable, ethical, and innovative.

COUNCIL INDICATOR CATEGORIES

- Financial cost and sustainability of City government

- Condition/quality of City facilities and infrastructure and effective adoption of technology

- Satisfaction with City services

- Employee engagement

- Stakeholder engagement and participation

- Equity of City programs and resource allocation

- Transparency and ethical practices

STAFF

Outcome Champion: Mark Washington, Assistant City Manager

Project Manager: Zach Baumer

		Council Indicator Category A: Financial cost and sustainability of City government			
ID	**Type**	**Indicator/Metric Description** (maximum of 3 measures per Type)	**Data Source**	**Frequency**	**Status**
A1	Community Indicator	Percent of median family income that goes to median City tax bill.	Budget Office	Annual	New metric using existing data sources
A2	Community Indicator	Cost of City Services per capita	Budget Office	Annual	Existing metric
A3	City Contribution	Ratio of current reserves to overall annual General Fund budget	Budget Office	Annual	Existing metric
A4	City Contribution	City bond ratings (General Government, Utilities, etc.)	Treasury Office	Annual	Existing metric
A5	City Contribution	Percent variance of actual revenue to budgeted revenue	Budget Office	Annual	New metric using existing data sources

Council Indicator Category B: Condition/quality of City facilities and infrastructure and effective adoption of technology

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
B1	City Contribution	Percentage of time that City owned infrastructure are operational	Multi-Departmental Incident Tracking Data	Annual	New metric using existing data sources
B2	City Contribution	Percentage of City facilities rated as "good" in the Facilities Condition Index. (Industry Benchmark with three categories, good, fair, and poor)	Building Services	Annual	Existing metric
B3	City Contribution	Total time that critical city services were unavailable due to information security risk. (Measures in minutes per year)	Chief Information Security Office	Annual	Existing metric
B4	City Contribution	Percentage of all City buildings with ENERGY STAR scores greater than 75	ENERGY STAR Portfolio Manager	Annual	Existing metric
B5	City Contribution	Number of City Services provided online through the City of Austin Web Portal (austintexas.gov)	Project Management Portfolio, IT Governance, Smart Cities Project Inventory	Annual	Existing metric
B6	Community Indicator	Percent of residents and employees that are satisfied with condition (clean, open, safe, accessible) of City-owned facilities	Austin Community Survey (potentially)	Annual	New metric requiring creation of new data

Council Indicator Category C: Satisfaction with City services

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
C1	Community Indicator	Satisfaction of services provided by the City's 3-1-1 assistance telephone number	Austin Community Survey (potentially)	Annual	New metric
C2	Community Indicator	Percentage of Austin residents who report being satisfied or very satisfied with the overall quality of services provided by the City	Austin Community Survey	Annual	Existing metric
C3	Community Indicator	Percentage of residents who report being satisfied or very satisfied with the value they receive from the City of Austin for their taxes and fees	Austin Community Survey	Annual	Existing metric
C4	City Contribution	Percentage of departments meeting established service standards	ePerf	Annual	New metric using existing data sources
C5	City Contribution	Percent operational availability of City Fleet Vehicles	Fleet Services Department	Daily	Existing metric

Council Indicator Category D: Employee engagement

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
D1	Community Indicator	Percentage of employees who feel that their ideas and suggestions are valued by department management	Listening to the Workforce Survey	Annually	Existing metric
D2	Community Indicator	Percentage of employees who report overall satisfaction with promotion or career opportunities	Listening to the Workforce Survey	Annually	Existing metric
D3	City Contribution	Percentage of City employees who believe the City uses results of the Listening to the Workforce to make improvements in the workplace	Listening to the Workforce Survey	Annually	Existing metric
D4	City Contribution	Employee attrition rate (categorized by reason for leaving)	Human Resources Department	Annually	New metric using existing data sources
D5	City Contribution	Percentage of employees who feel that their department values diversity	Listening to the Workforce Survey	Annually	Existing metric

Council Indicator Category E: Stakeholder engagement and participation

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
E1	Community Indicator	Percentage of eligible voters who are registered and who participate in City elections (disaggregated by race and geography).	City Clerk	Annual	New metric using existing data sources
E2	Community Indicator	Percentage of residents who express high levels of satisfaction with the outcomes of their engagement with the city	Austin Community Survey	Annual	Existing metric
E3	Community Indicator	Percentage of residents who believe Austin values dialogue between residents and government	ePerf	Annual	Existing metric
E4	City Contribution	Number of engagement/outreach activities by department, Council district, time and type of activity	ePerf	Annual	Existing metric

Council Indicator Category F: Equity of City programs and resource allocation

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
F1	Community Indicator	Percent variation of satisfaction rates with City services (disaggregate data based on race, sex, religion, ethnicity, age, and ability)	Austin Community Survey	Annual	Existing metric
F2	City Contribution	Demographic representation on City Boards and Commissions	City Clerk	Annual	New metric
F3	City Contribution	Percentage of city departments implementing the equity assessment tool	Equity Office	Annual	New metric using existing data sources
F4	City Contribution	Percentage of Departments that have completed diversity / racism / bias training	HRD - Org. Development	Annual	New metric using existing data sources

Council Indicator Category G: Transparency & Ethical Practices

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
G1	Community Indicator	Percentage of residents who report employees of the City of Austin are ethical in the way they conduct City business	Austin Community Survey	Annual	Existing metric
G2	City Contribution	Number of findings of fraud, waste, and abuse	Office of the City Auditor	Quarterly	Existing metric
G3	City Contribution	Percentage of employees who report that those in their work group generally behave ethically in the work place.	Human Resources Department	Annual	New metric using existing data sources
G4	City Contribution	Percentage of data sets published in the Open Data portal that are being utilized frequently (such as through an application programming interface (API) connection)	Open Data Portal, Google Analytics	Annual	Existing metric
G5	City Contribution	Number of findings of unethical behavior by the Ethics Review Commission	Law Department	Quarterly	New metric using existing data sources

Safety

STRATEGIC OUTCOME
Safety: Being safe in our home, at work, and in our community.

COUNCIL INDICATORS
- Success of emergency response outcome

- Community compliance with laws and regulations (actual and perceived)

- Prevention and preparedness for emergencies

- Administration of justice

- Quality and reliability of safety-related infrastructure and utility services

LEAD STAFF
Outcome Champion: Rey Arellano, Assistant City Manager

Project Co-Managers: Molly Bolte and Keith Simpson

Council Indicator Category A: Success of emergency response outcome

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
A1	Community Indicator	Percentage of residents and visitors who say they feel safe anywhere, anytime in the City. (At home, at work, and in my community)	To Be Determined (TBD)	TBD	New metric requiring creation of new data source
A2	Community Indicator	Percentage of residents who say they trust (*different than satisfaction*) the City's public safety services.	TBD	TBD	New metric requiring creation of new data source
A3	Community Indicator	Percent of customers *(Public Safety Consumers)* that feel the response to their emergency was delivered effectively.	TBD	TBD	New metric requiring creation of new data source
A4	City Contribution	Percentage of all responders who have completed training to serve vulnerable and diverse populations *(mental and behavioral health conditions for populations including homelessness)*.	TBD	TBD	New metric requiring creation of new data source
A5	City Contribution	Percentage of emergency responses that meet established time standards for response. *(Would include Police, Fire, EMS, Austin Energy, etc.)*	Computer Aided Dispatch (CAD)	Monthly	New metric using existing data sources

Council Indicator Category B: Community compliance with laws and regulations (*actual and perceived*)

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
B1	Community Indicator	Part I Violent & Property Crime Rate per 1,000 Population.	Open Data	Annually	Existing metric
B2	Community Indicator	Percentage of residents who say they have knowledge and understanding of community laws, codes and ordinances.	TBD	TBD	New metric requiring creation of new data source
B3	Community Indicator	Percentage of residents who feel that they are safe within their workplace.	TBD	TBD	New metric requiring creation of new data source
B4	Community Indicator	Occupational injury/illness rates per full time workers (private sector).	Texas Department of Insurance	Annually	Existing metric
B5	City Contribution	Percentage of actual staff time spent on community engagement compared to the projected staff time committed to community engagement by safety departments *(Note: Metric seeks to ensure Public Safety Departments intentionally build community relationships).*	TBD	TBD	New metric using existing data sources

Council Indicator Category C: Prevention and preparedness for emergencies

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
C1	Community Indicator	Percentage of residents, in high-risk areas for top natural disasters, enrolled to receive regional emergency alerts.	CAPCOG	Monthly	New metric using existing data sources
C2	Community Indicator	Percentage of residents, in high risk areas for natural disasters, who report having access to information and education pertaining to disasters and other major emergencies.	TBD	TBD	New metric requiring creation of dew data source
C3	Community Indicator	Percentage of residents who report that they are prepared to help themselves, their families, and their neighbors in response to disasters and major emergencies.	TBD	TBD	New metric requiring creation of dew data source
C4	City Contribution	Percentage of City high-risk areas for floods and wildfires that have defined specific disaster mitigation plans and public preparedness initiatives.	TBD	TBD	New metric requiring creation of dew data source
C5	City Contribution	Percentage of partner safety agencies and organizations participating in local and regional emergency exercises.	Homeland Security and Emergency Management	Bi-Annually	New metric using existing data sources
C6	City Contribution	Percentage of City of Austin employees who have completed emergency management preparedness and response training (as appropriate).	City Departments	Monthly	New metric using existing data sources

Council Indicator Category D: Administration of justice

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
D1	Community Indicator	Difference between the percentage of citations, motor vehicle stops, and arrests issued to individuals of a particular race compared to the percentage of that race in the Municipal Statistical Area (MSA). *(The purpose of this metric is to illuminate potential racial inequities in City enforcement processes).*	City Departments	Monthly	New metric using existing data sources
D2	Community Indicator	Percentage of people who agree they were treated fairly during city enforcement and judicial processes.	City Courts	Annual	New metric requiring creation of new data source
D3	Community Indicator	Percentage of instances where people access court services other than in person. *(e.g kiosk, mobile application, online, expanded hours)*	City Courts	TBD	New metric requiring creation of new data source
D4	City Contribution	Percentage of cases that are adjudicated within case processing time standards.	City Courts	Monthly	New metric using existing data sources
D5	City Contribution	Percentage of all cases granted alternate form of adjudication *(e.g. community service)* in lieu of monetary penalties for those not able to pay.	City Courts	Monthly	New metric using existing data sources

Council Indicator Category E: Quality and reliability of critical infrastructure and utility services

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
E1	Community Indicator	Percentage of critical infrastructure assets with positive performance ratings.	TBD	TBD	New metric requiring creation of new data source
E2	City Contribution	Percentage of critical infrastructure with current disaster recovery and Continuity of Operations Plans (COOP).	TBD	TBD	New metric using existing data sources
E3	City Contribution	Percentage of critical infrastructure for which vulnerabilities have been assessed and addressed via protective and/or mitigation strategies.	TBD	TBD	New metric requiring creation of new data source
E4	City Contribution	Number of buildings, roadways, and properties that received decreased flood risk due to City efforts.	TBD	TBD	New metric using existing data sources

Health & Environment

STRATEGIC OUTCOME

Health & Environment: Enjoying a sustainable environment and a healthy life, physically and mentally.

COUNCIL INDICATOR CATEGORIES

- Healthy conditions among individuals [absence of unhealthy conditions]

- Accessibility to quality health care services, both physical and mental

- Accessibility to quality parks, trails, and recreational opportunities

- Environmental quality and resilience

- Food security and nutrition

LEAD STAFF

Outcome Champion: Sara Hensley, Interim Assistant City Manager

Project Co-Managers: Cassandra DeLeon and Lewis Leff

Council Indicator Category A: Healthy conditions among individuals (absence of unhealthy conditions)

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
A1	Community Indicator	Years of potential life lost before age 75 per 100,000 population	Texas Department of State Health Services, local analysis through Austin Public Health	Annual	Existing metric
A2	Community Indicator	Percentage of individuals who report 5 or more poor mental health days within the last 30 days	Behavioral Risk Factor Surveillance System	Annual	Existing metric
A3	Community Indicator	Percentage of children whose body mass index (BMI) is considered obese	Texas Education Agency - FitnessGram	Annual	Existing metric
A4	Community Indicator	Percentage of residents with cardiovascular disease	Behavioral Risk Factor Surveillance System	Annual	Existing metric
A5	City Contribution	Percentage of clients served through the health equity contracts who achieve healthy outcomes. (Outcomes are defined by each contracted provider)	Austin Public Health	Annual	Existing metric

Council Indicator Category B: Accessibility to quality health care services, both physical and mental

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
B1	Community Indicator	Percentage of residents with health insurance coverage	Behavioral Risk Factor Surveillance System	Annual	Existing metric
B2	Community Indicator	Percentage of respondents ≥ 65 years of age who received a core set of preventive clinical services in the past 12 months	Behavioral Risk Factor Surveillance System	Annual	Existing metric
B3	Community Indicator	Infant mortality rate (*lack of access to care increases risk to infant mortality*)	Texas Department of State Health Services Center for Health Statistics, local APH analysis,	Annual - Data has lag from State data source	Existing metric
B4	City Contribution	Percentage of clients supported through the City of Austin who followed through with referrals to a healthcare provider or community resource	Austin Public Health	Monthly	Existing metric
B5	City Contribution	Percentage of newly-diagnosed HIV+ clients linked to HIV-related medical care	Austin Public Health	Monthly	Existing metric
B6	City Contribution	Number of eligible clients receiving services through City immunizations program	Austin Public Health	Monthly	New metric using existing data sources

Council Indicator Category C: Accessibility to quality parks, trails, and recreational opportunities

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
C1	Community Indicator	Percentage of residents who have access to parks and open spaces (¼ mile in urban core and ½ mile outside of urban core)	Parks and Recreation Department	Annual	Existing metric
C2	Community Indicator	Trust for Public Land ParkScore and ranking (*allows for comparison with other cities; however, the methodology may have a different focus on specific amenities than our community focus*)	Trust for Public Land website	Annual	Existing metric
C3	City Contribution	Percentage of residents satisfied with Parks and Recreation programs and facilities	Resident Survey	Annual	Existing metric
C4	City Contribution	Percentage of Parks and Recreation facilities that comply with ADA standards (*existing metric which focuses on facilities, not programs*)	Parks and Recreation Department	Annual	Existing metric
C5	City Contribution	Linear miles of sidewalks and urban trails constructed in ZIP codes with disproportionate burden of chronic diseases or conditions (*will need to define burden thresholds*)	Public Works, Austin Public Health	Annual	New metric using existing data source

Council Indicator Category D: Environmental quality and resilience

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
D1	Community Indicator	Community carbon footprint (*as measured by metric tons of carbon dioxide emissions*)	Office of Sustainability	Annual	Existing metric
D2	Community Indicator	Percent of creeks and lakes in good or excellent health	Watershed Protection Department	Annual	Existing metric
D3	Community Indicator	Overall satisfaction with the level of support residents have through friends and neighbors outside of their home (*Intended to measure social cohesion - an important piece to strong communities, mental health, and preparedness to deal with major events*)	Resident survey – proposed new question	Annual	New metric using existing data source
D4	City Contribution	Renewable power generated as a percent of consumption	Austin Energy	Annual	Existing metric
D5	City Contribution	Average per capita water use in gallons (*Water conservation*)	Austin Water Utility	Annual	Existing metric
D6	City Contribution	Percentage of materials diverted from landfill	Austin Resource Recovery	Annual	Existing metric

Council Indicator Category E: Food Security & Nutrition

ID	Type	Indicator/Metric Description (maximum of 3 measures per Type)	Data Source	Frequency	Status
E1	Community Indicator	Percentage of residents experiencing food insecurity	Feeding America	Annual	Existing metric
E2	Community Indicator	Percentage of residents living in food focus areas (*"food focus area" wording may change, but it means low income areas that have low access to healthy food and low vehicle availability*)	Office of Sustainability - Food Environment Analysis	Every 2 years	New metric using existing data source
E3	Community Indicator	Number of students participating in free and reduced lunch programs at local schools	School districts	Annual	Existing metric
E4	City Contribution	Percentage of those eligible for SNAP and WIC who are enrolled in the program	SNAP – US Department of Agriculture, Texas Health and Human Services; WIC – Austin Public Health	Annual	Existing metric
E5	City Contribution	Number of city-supported fresh food access points in food focus areas	Office of Sustainability and Austin Public Health	Annual	New metric using existing data source