



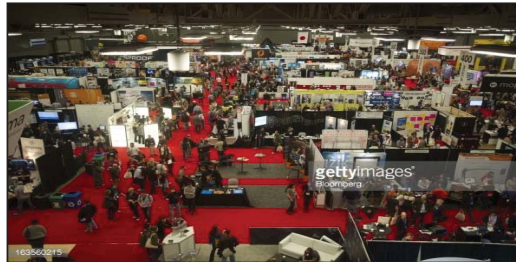
ECONOMIC OPPORTUNITY & AFFORDABILITY



"Having economic opportunities and resources that enable us to thrive in our community."



Redevelopment Services



Conventions and Tourism



Development Permits



Green Energy Initiatives



Affordable Housing



Weatherization



Homeless Services



Small Business Programs



Planning & Zoning



IMAGINEAUSTON
Vibrant. Livable. Connected.



Customer Assistance Program



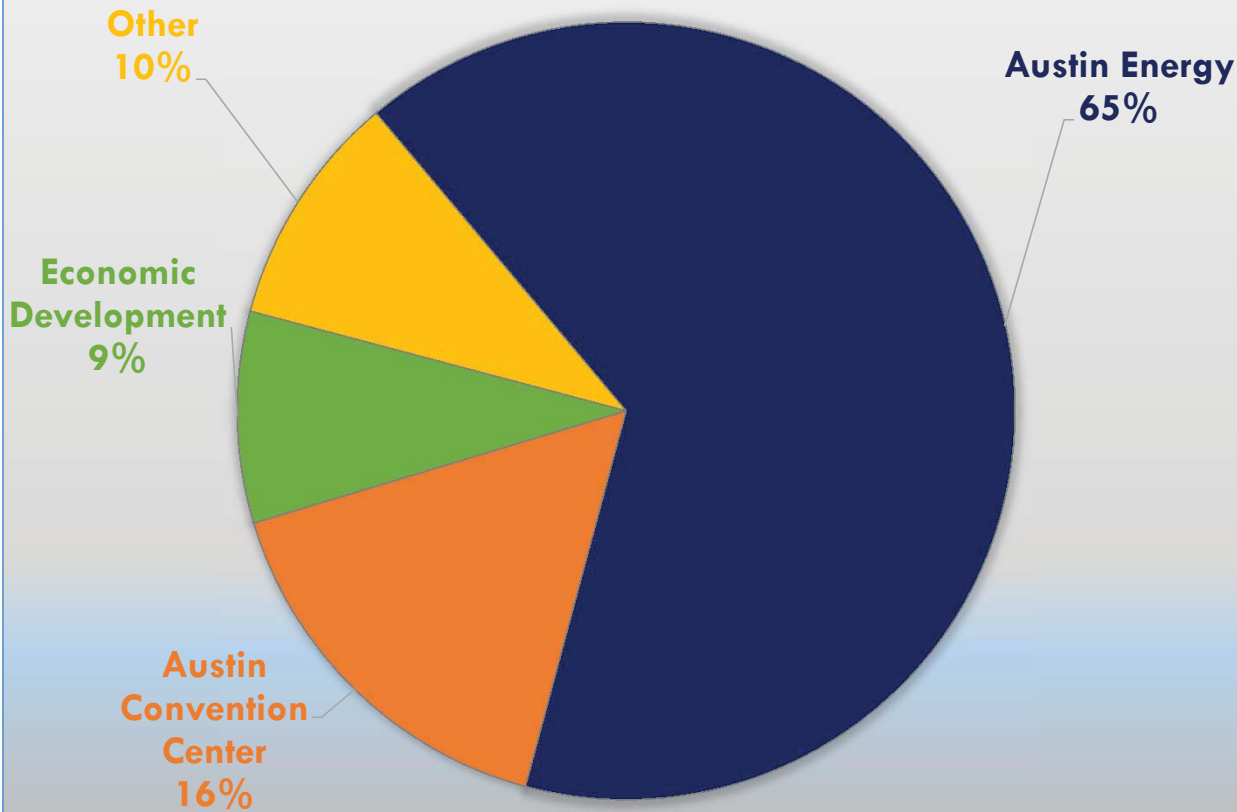
Economic Opportunity & Affordability Funding Indicators

Employs 40 metrics to measure progress for the below Indicators:

- ✓ Employment
- ✓ Income equality
- ✓ Cost of living compared to income
- ✓ Housing
- ✓ Homelessness
- ✓ Skills and Capability of our community workforce
- ✓ Economic mobility

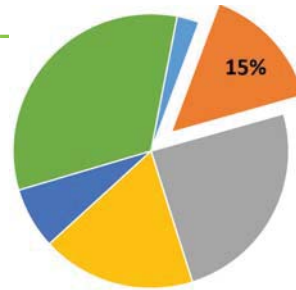
FY 2018 Operating Funding

FY 2018 OPERATING ECONOMIC BUDGETS:
\$428.8M



Quick Stats:

- ✓ About 90% the funding for this Outcome comes from enterprise departments
- ✓ Other category is primarily comprised of Public Health, Neighborhood Housing, and Financial Services





Economic Opportunity & Affordability Funding Highlights

- Slightly less than 30% of Austin Energy
 - Energy Market Operations engages in daily management of market operations and fuel supply management to keep rates as low as possible for all AE customers
 - AE's customer assistance programs provides bill and energy efficiency assistance for AE customers struggling with their energy bills
 - Maintaining a reliable fuel supply allows AE to minimize fluctuations in fuel costs and keeps costs low for AE customers
 - Multifamily rebates and weatherization program help customers reduce the demand for electricity to keep bills low
- 100% of Austin Convention Center corresponds to this outcome due to the nature of its business



Economic Opportunity & Affordability Funding Highlights

- **80% of the Economic Development Department, such as:**
 - Provides support for economic development policies and programs
 - Catalyzes urban core mixed-use redevelopment
 - Provides direct services, resources and information to small businesses so they can grow
 - Manages economic incentives program and agreements
 - Operates the HUD Section 108 Family Business Loan Program which provides low-interest loans to qualified Austin small business owners
- **70% of Small Minority Business Resources Department**
 - Provides resources to small, minority-owned, and disadvantaged businesses so they can have access to City procurement opportunities



Economic Opportunity & Affordability Funding Highlights

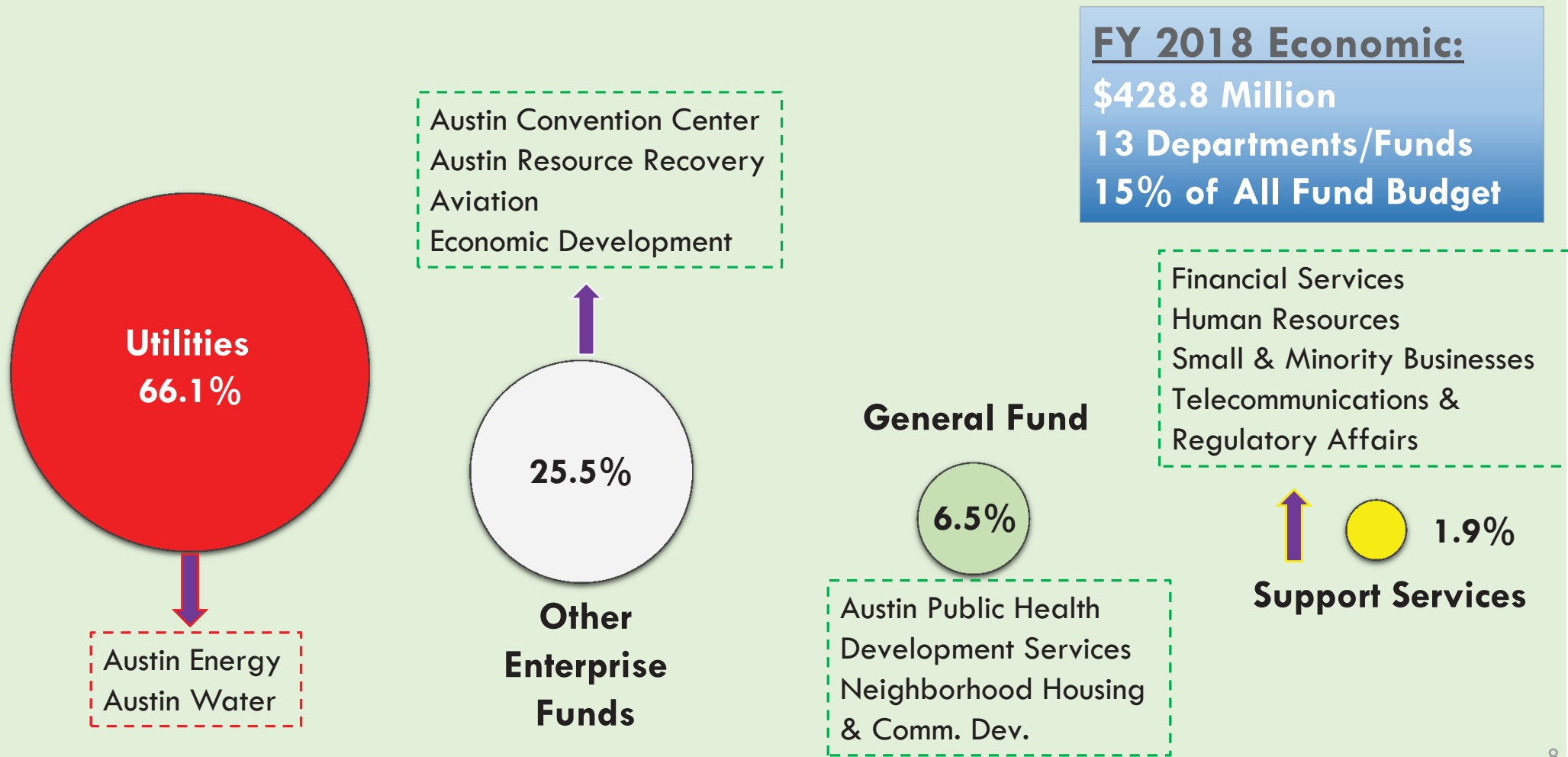
- **More than 25% of the Austin Public Health Department for**
 - Training and technical assistance to childcare program providers
 - Services to transition homeless to stable housing
 - Workforce Development services to improve self-sufficiency and increase household income
 - Essential services to low-income persons at neighborhood centers (50%)
- **100% of Neighborhood Housing & Community Development**
 - Mission: To provide housing and community development services to benefit eligible residents so they can have access to livable neighborhoods and increase their opportunities for self-sufficiency



Economic Opportunity & Affordability Funding Highlights

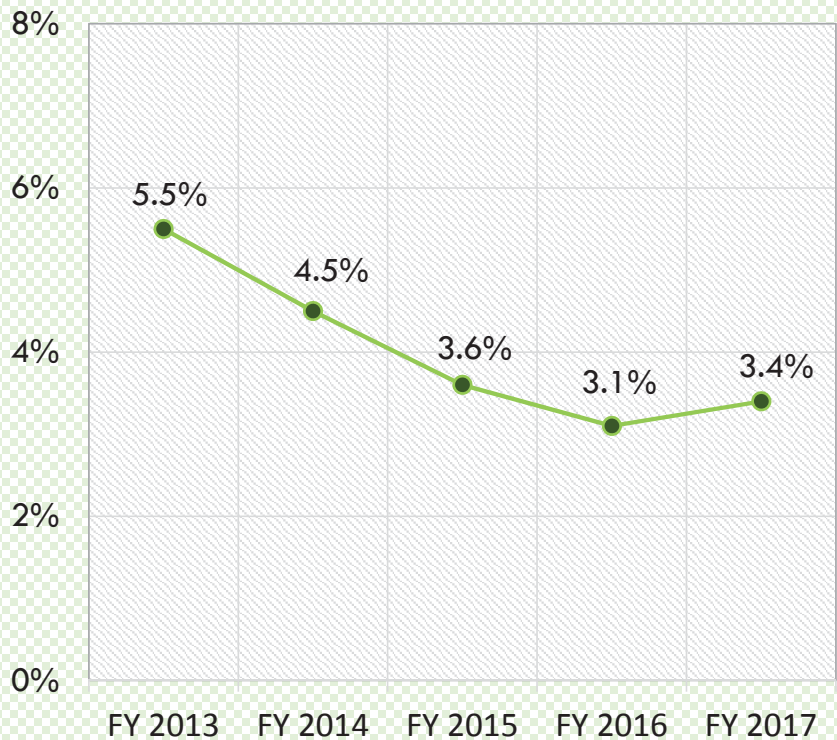
- Airport Property Management activity manages lease and concession agreements that benefit local businesses, airport customers, and the department
- Portion of Austin Water's rebate and conservation activities which help customers reduce the demand for water thereby reducing bills
- 50% of Telecommunications and Regulatory Affairs' Credit Access Business Administration
 - The remaining 50% is in Government That Works

Economic Opportunity & Affordability Outcome by Funding Source

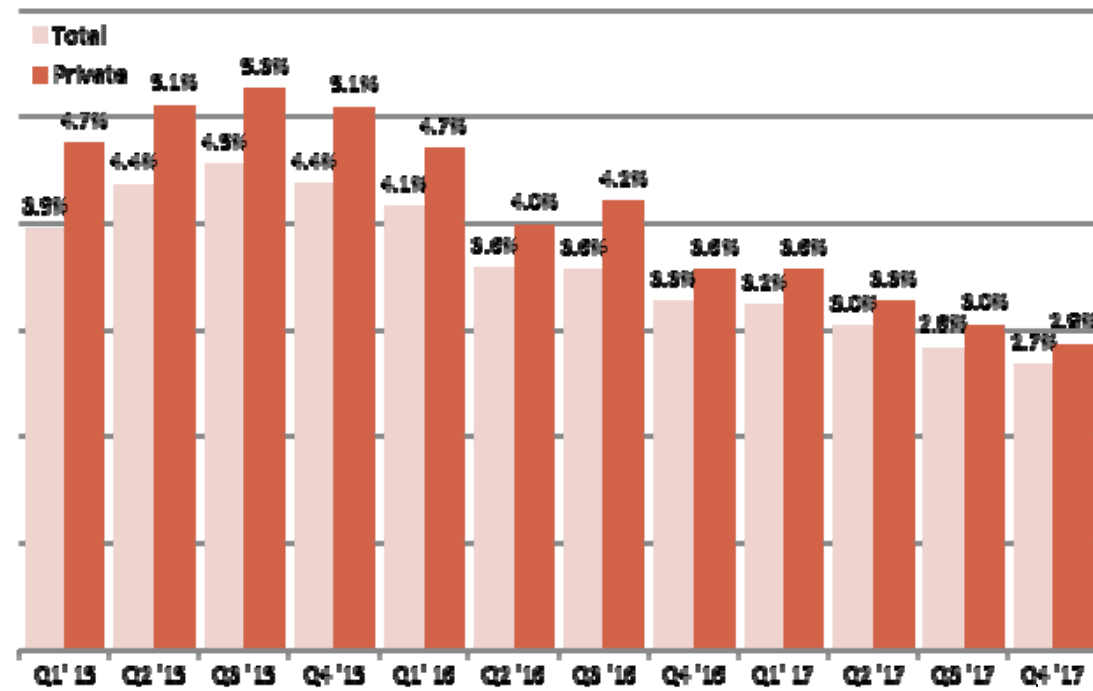


Performance Data: Employment

Percentage Unemployment Rate

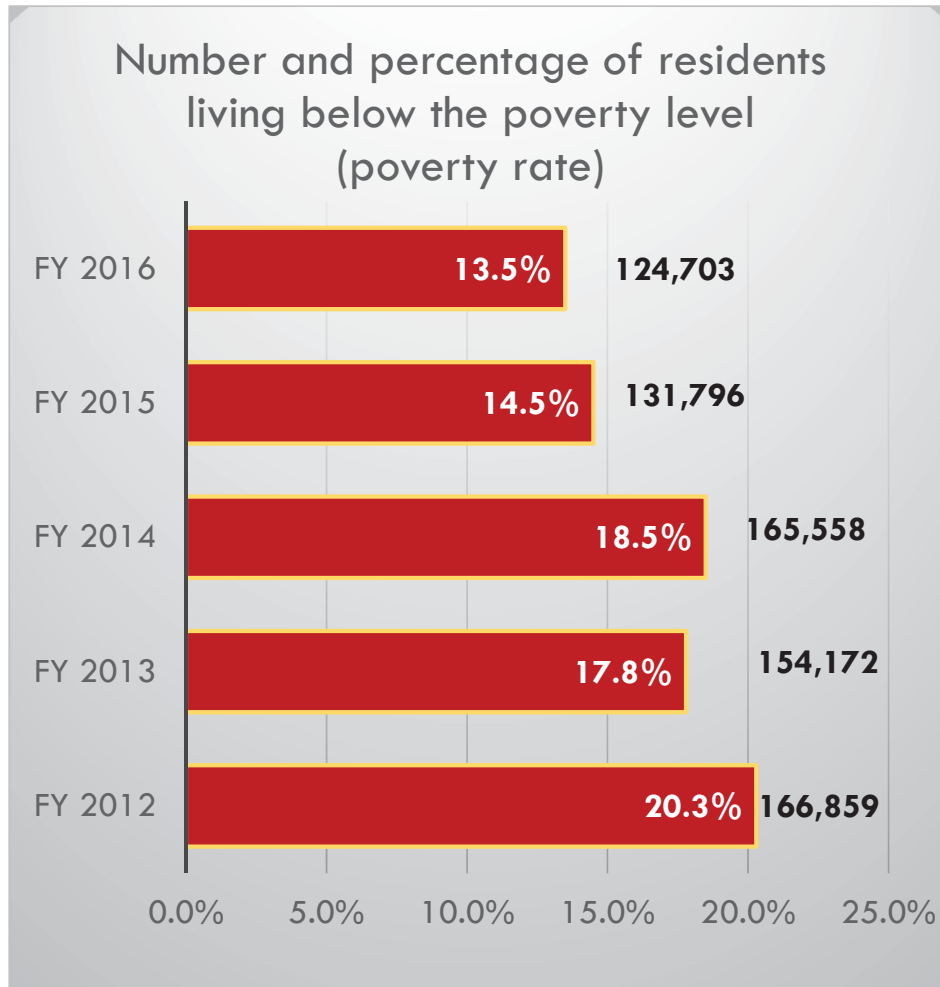


Employment Growth Rate



Source: Bureau of Labor Statistics, Non-Farm Payrolls

Performance Data: Income Equality



2012-2016 American Community Survey 5-Year Estimates



Gender	Percent	Count
Women	15.6%	69,771
Men	17.8%	78,150

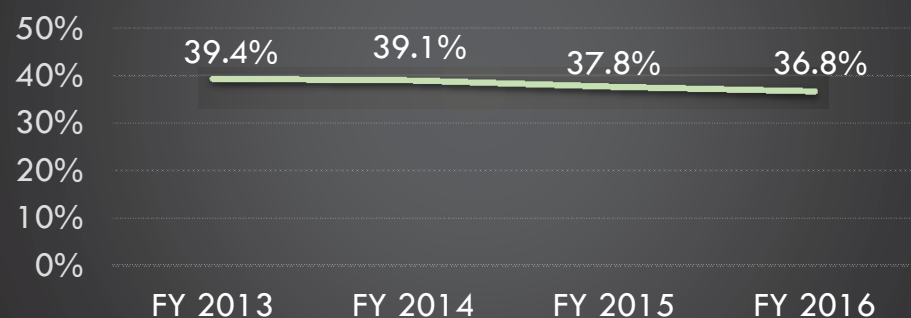
Race/Ethnicity	Percent	Count
Hispanic or Latino origin	25.1%	77,138
White alone, not Hispanic or Latino	9.7%	42,082
Black or African American alone	25.1%	16,507
Asian alone	14.8%	9,031



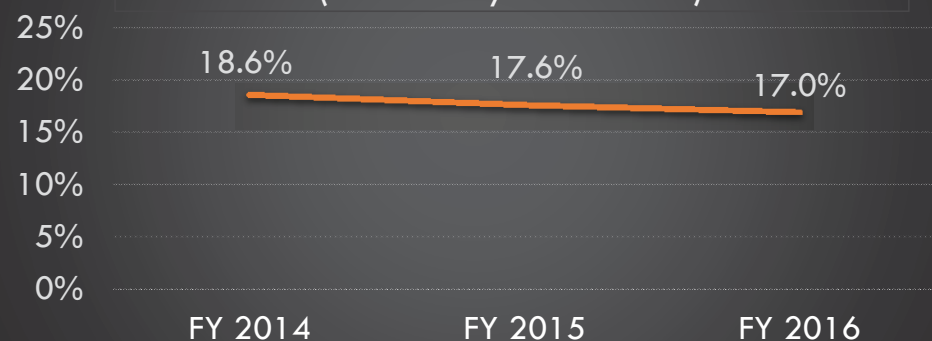
Age	Percent	Count
18 years and under	23.8%	45,551
18 to 34 years	21.0%	60,646
35 to 64 years	10.5%	35,303
65 years and older	9.2%	6,421

Performance Data: Cost of Living Compared to Income

Percentage of households paying more than 30 percent of income toward housing (burdened)



Percentage of households paying more than 50 percent of income toward housing (extremely burdened)



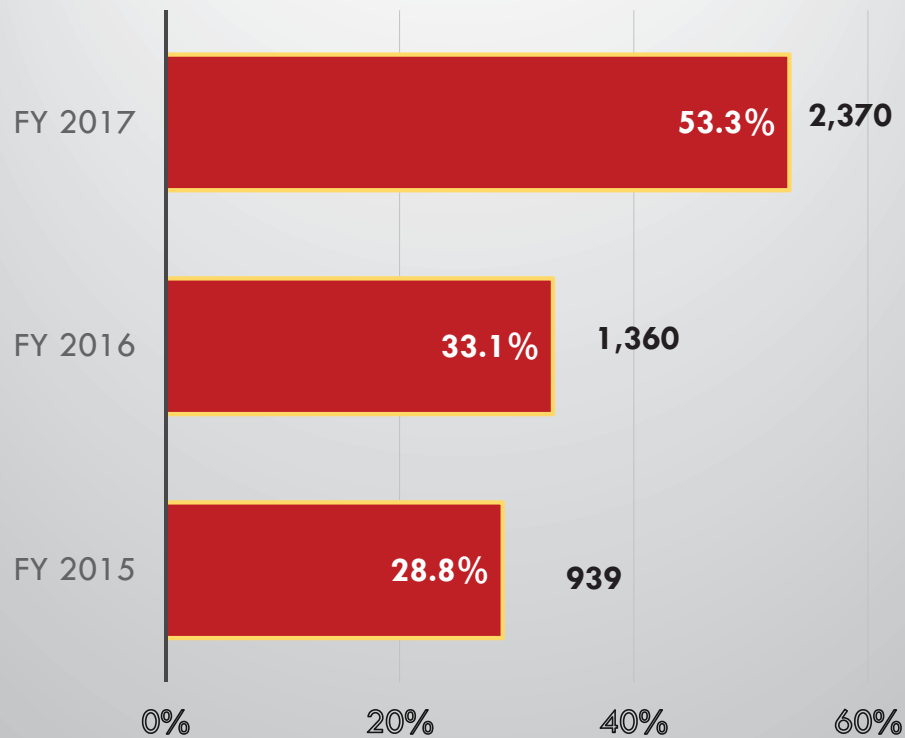
Data Subset :

	FY 2013	FY 2014	FY 2015	FY 2016
Renter	49.29%	49.12%	47.78%	47.24%
Owner	27.31%	26.66%	25.39%	24.18%

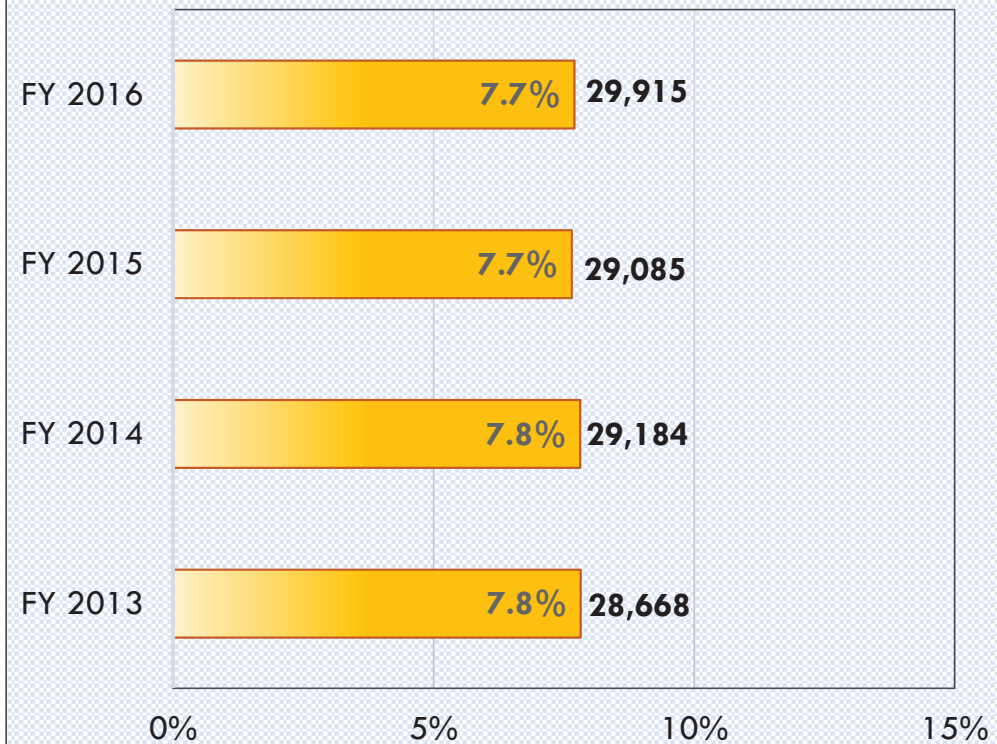
	FY 2013	FY 2014	FY 2015	FY 2016
Renter	25.34%	25.08%	23.76%	23.09%
Owner	N/A	10.63%	10.07%	9.53%

Performance Data: Housing

Number and percentage of on-time new initial residential reviews

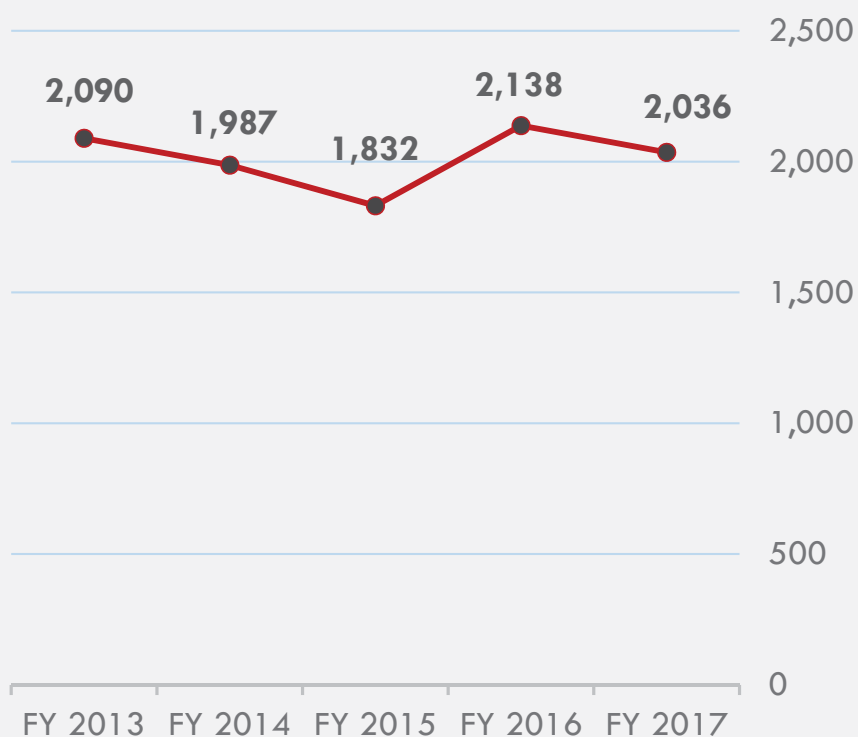


Number and percentage of residential units that are considered vacant



Performance Data: Homelessness

Number of persons experiencing homelessness (point-in-time count)



Data Subset :

Sheltered vs. Unsheltered

Description	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Sheltered	1,325	1,539	1,165	1,322	1,202
Unsheltered	765	448	667	816	834



Highlights of New Investments (*Past Three Years*)

General Fund

Outcome Investment Description	Ongoing	One-time	Outcome %
Participation in the Homeless Outreach Street Team (HOST)	\$242,000	—	75%
Planning & Zoning funding for improved Neighborhood Plan Process Pilot to aide in creating a collaborative relationship between the community and the City	\$176,000	—	100%

* Percentages listed reference the percent of the Economic Opportunity & Affordability Outcome only

Highlights of New Investments (*Past Three Years*)

Non-General Fund

Outcome Investment Description	Ongoing	One-time	Outcome %
Convention Center investments in technology improvements	\$1.9 million	—	100%
Convention Center funding for 46.75 positions, temporary staff, and overtime to support an increased number of events and conference attendees, including additional cleaning, supervisor support, database application changes and workload due to more weekday business	\$4.0 million	—	100%

* Percentages listed reference the percent of the Economic Opportunity & Affordability Outcome only

Highlights of New Investments (*Past Three Years*)

Non-General Fund

Outcome Investment Description	Ongoing	One-time	Outcome %
Implementing a tenant relocation program funded by Austin Code	\$167,000	—	100%
Human Resources Volunteer Services Coordinators for Youth & Family Services , new programs, internships and summer programs	\$166,000	—	100%
One position and one-time support for the development of the Colony Park Sustainable Communities Initiative Master Plan in Economic Development	\$44,000	\$173,000	100%

* Percentages listed reference the percent of the Economic Opportunity & Affordability Outcome only



Continuing Conversations

Council Resolutions regarding homelessness

Homelessness issues

Affordable housing funding strategies



ECONOMIC OPPORTUNITY & AFFORDABILITY



Discussion



CITY OF AUSTIN
STRATEGIC DIRECTION

ADDITIONAL INFORMATION

APPENDIX:

List of Council Economic Opportunity & Affordability Metrics



Employment

Metric	Data Available
Percentage unemployment rate	✓
Number of small businesses per capita	✓
Number and percentage of new non-residential development within Imagine Austin Centers and Corridors	✓
Number and percentage new of on-time new commercial reviews	✓
Number and percentage of City of Austin contracts meeting Small & Minority Business Resources goals	✓
Number of small businesses supported by City of Austin programs	✗

Income equality

Metric	Data Available
Number and percentage of residents living below the poverty level (poverty rate)	✓
Distribution of household income	✓
Number and percentage of census tracts meeting criteria for R/ECAP (Racially/Ethnically Concentrated Areas of Poverty)	✗
Number of jobs provided by City of Austin (regular, contract, and temporary employees) that do not pay a living wage	✗
Median Family Income	✓

Cost of living compared to income

Metric	Data Available
Percentage of households paying more than 30 percent (and more than 50 percent) of income toward housing	✓
Percentage of household that are considered cost-burdened based on calculation of housing and transportation costs relative to income (utilities, child care, property tax and health care costs to be added when data becomes available)	✓
Dollars-per-hour wage that an individual must earn to support a family in Austin (self-sufficiency wage)	✗
Number and percentage of residential units permitted in Imagine Austin Activity Centers and Corridors	✓
Rates and Fees affordability metrics	✗
Number and percentage of residents living in an area considered to be a “Complete Community” (i.e. a community where people’s basic needs can be met with short trips)	✗

Housing

Metric	Data Available
Number of unsubsidized affordable market-rate rental units *	✗
Number and percentage of residential units that are considered vacant	✓
Median House Values	✓
Number of subsidized and incentivized rental units considered to be affordable *	✓
Number and percentage of on-time initial new residential reviews	✓
Number and percentage of newly constructed housing units that are in a range of housing types from small lot single-family to eight-plexes	✗

** tracked in relationship to Strategic Housing Blueprint targets*

Homelessness

Metric	Data Available
Number of persons experiencing homelessness (point-in-time count)	✓
Number and percentage of persons who successfully exit from homelessness	✗
Number of new people experiencing homelessness	✓
Number and percentage of people receiving homelessness services through COA contracts and DACC case management who move into housing	✗
Number of new permanent supportive housing units constructed	✓
Number of persons served by Homeless Outreach Street Team and estimated dollars of resulting avoided system costs related to those individuals	✗

Skills and capability of our community workforce

Metric	Data Available
Number and percentage of students graduating from high school (including public, charter, private, and home schools and students earning high school equivalent if data is available)	✓
Number and percentage of students attending schools rated as "improvement required" by the Texas Education Agency	✓
Number of apprenticeship and internship positions offered by City of Austin	✗
Number and percentage of people who successfully complete Workforce Development training (goal to have data on number and percentage who obtain employment)	✗
Number and percentage of digital inclusion program participants who report improved digital skills	✓
Number and percentage of children enrolled in quality Early Childhood Education programs (as evidenced by meeting Texas Rising Star criteria)	✓

Economic mobility

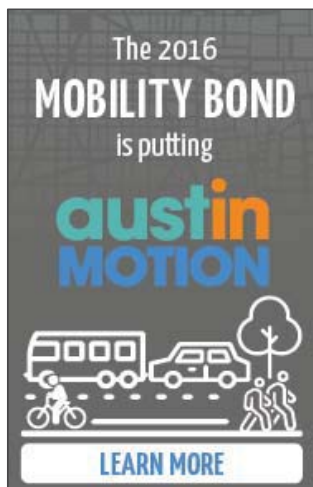
Metric	Data Available
Number and percentage of residents who are working and earning less than 200 percent of the federal poverty level	✓
Number and percentage of leased dwelling units with look-back periods meeting a local fair housing standard	✗
Number of persons placed out of poverty into middle-skill jobs	✗
Number of households benefitting from the City's Customer Assistance Program (CAP)	✓
TBD Metrics on displacement and economic mobility services over multi-year period	N/A



MOBILITY



"Getting us where we want to go, when we want to get there, safely and cost-effectively"



Traffic Signs



Airport



Parking Enforcement



Bike Lanes



Sidewalk Construction



Austin-Bergstrom International Airport



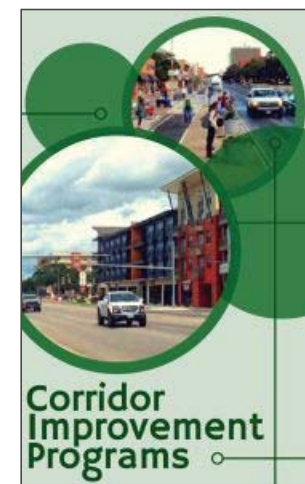
ABIA Parking Services



Bridge Maintenance



Street Maintenance



Corridor Improvement Programs



Traffic Signals



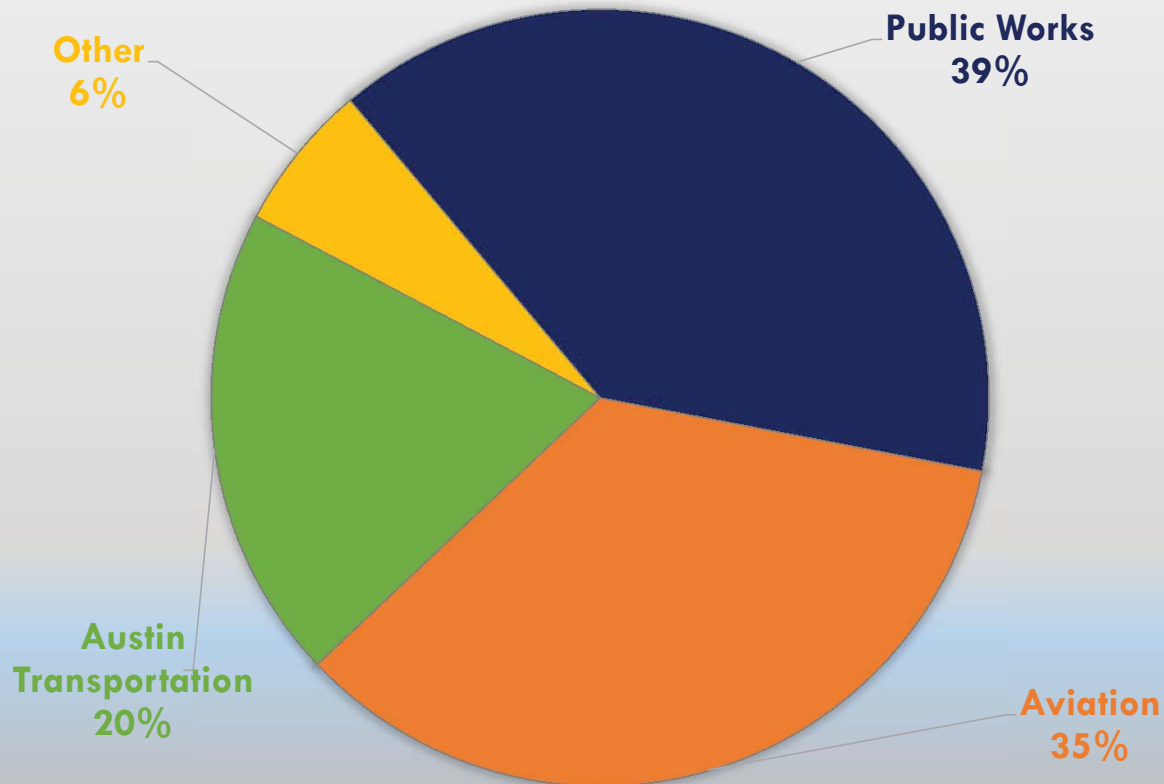
Mobility Funding Indicators

Mobility metrics are currently in progress/development:

- ✓ System efficiency and congestion
- ✓ Transportation cost
- ✓ Accessibility to and equity of multi-modal transportation choices
- ✓ Safety
- ✓ Condition of transportation-related infrastructure

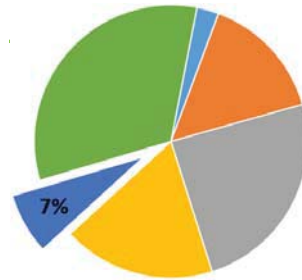
FY 2018 Operating Funding

FY 2018 OPERATING MOBILITY BUDGETS:
\$207.0M



Quick Stats:

- ✓ Public Works and Austin Transportation combined equal 59% of the mobility outcome
- ✓ Aviation is 35%
- ✓ Other is primarily comprised of APD
 - Traffic-related activities
 - DWI enforcement





Mobility Funding Highlights

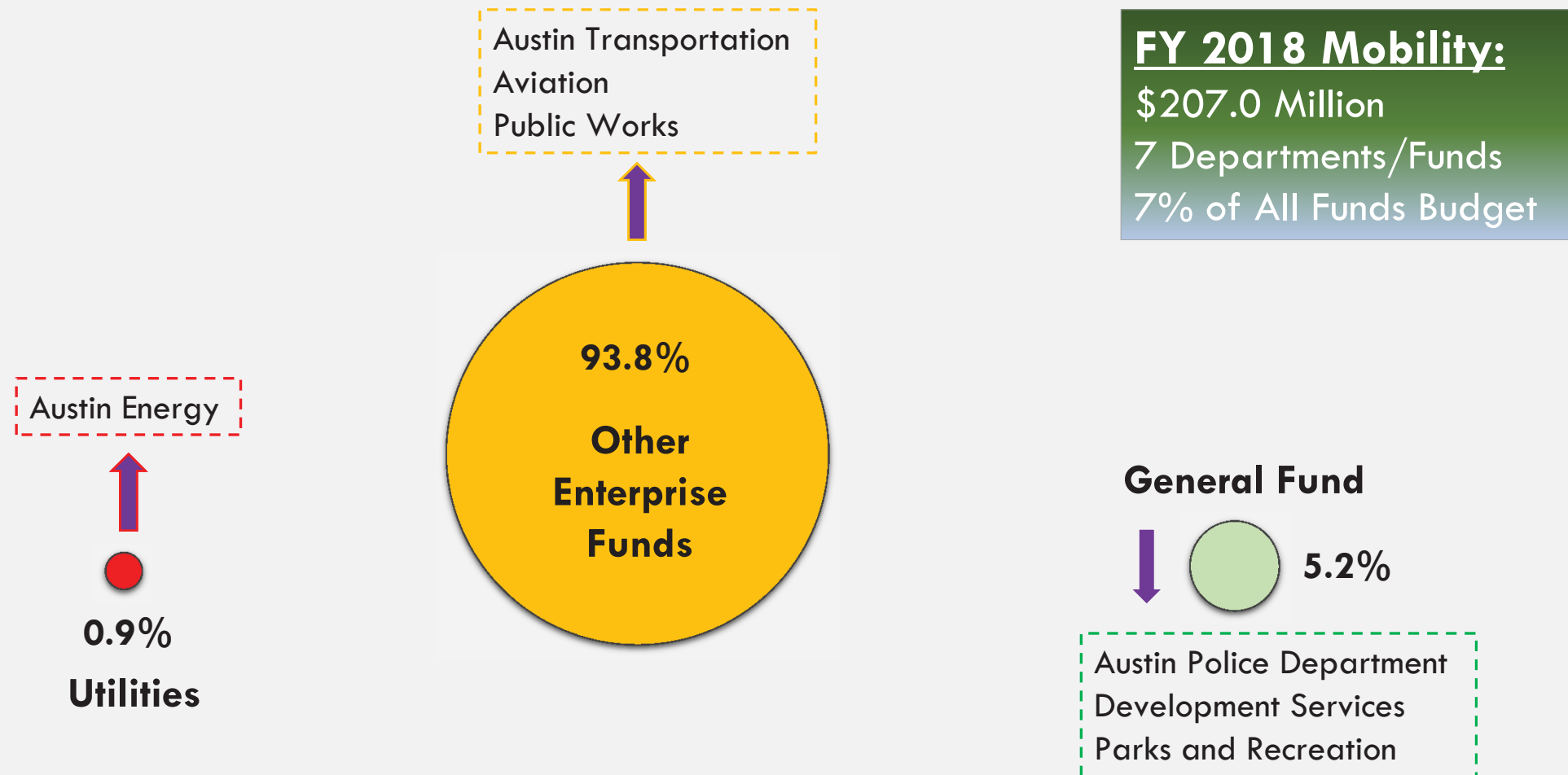
- **90% of Public Works**
 - Street and Right-of-Way Maintenance
 - Sidewalk Program
 - Urban Trails
 - School Crossing Guards/Child Safety Education
 - 75% of Capital Projects Delivery
- **70% of Aviation – rest in Safety and Government that Works**
- **Austin Police Department**
 - Half of DWI enforcement
 - Traffic administration and investigations and special events traffic management
 - Motorcycle patrol for school zones and major highways



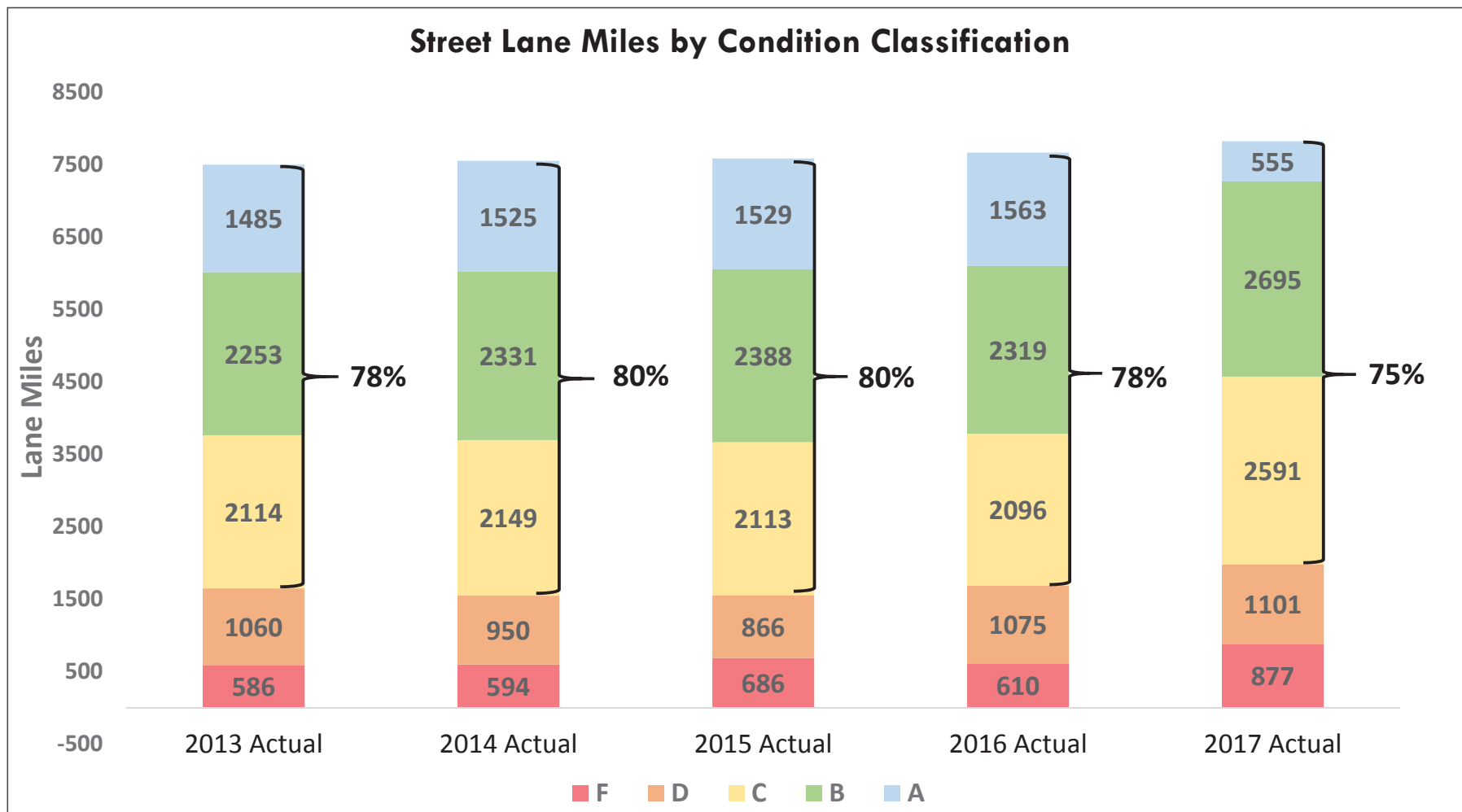
Mobility Funding Highlights

- Nearly 100% of Austin Transportation
 - Corridor Program Office
 - Traffic signals, signs and markings
 - Transportation engineering and street design
 - Parking management
 - Special events (50%)
- PARD's senior transportation services and trail maintenance
- Austin Energy's electric vehicles program and incentives
- DSD inspections and contracts for concrete testing of the public infrastructure within subdivisions and the egress and ingress of subdivisions to major roadways

Mobility Outcome by Funding Source

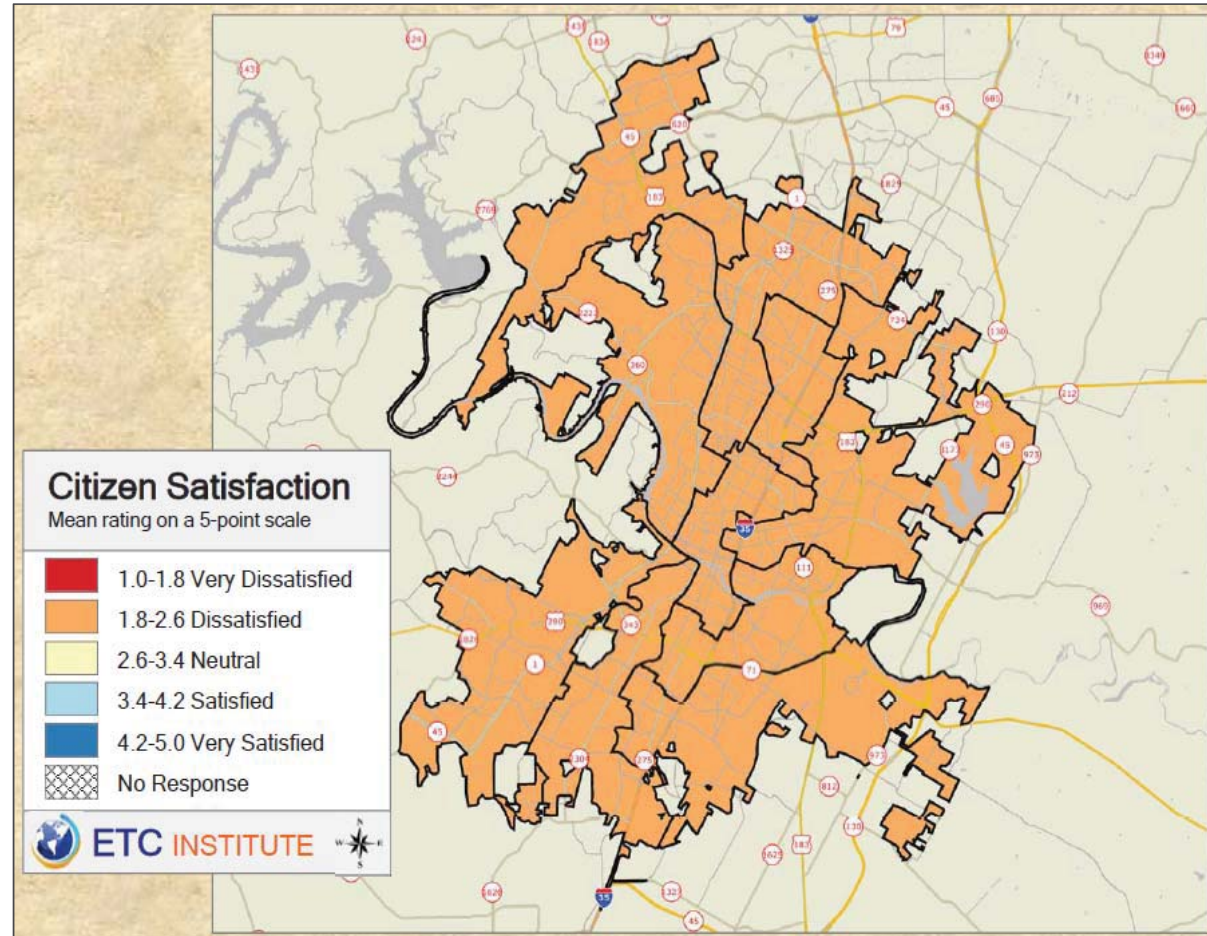
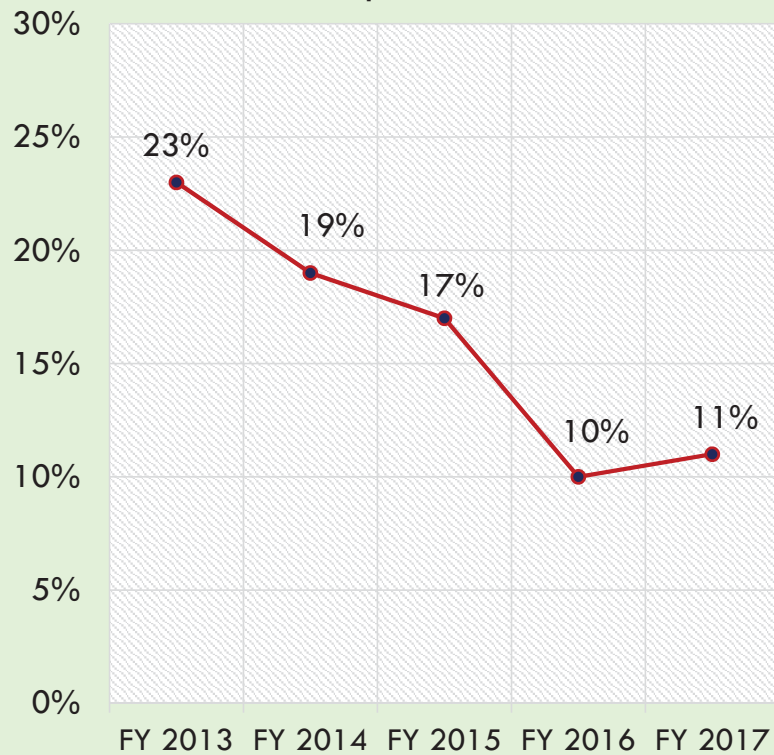


Performance Data



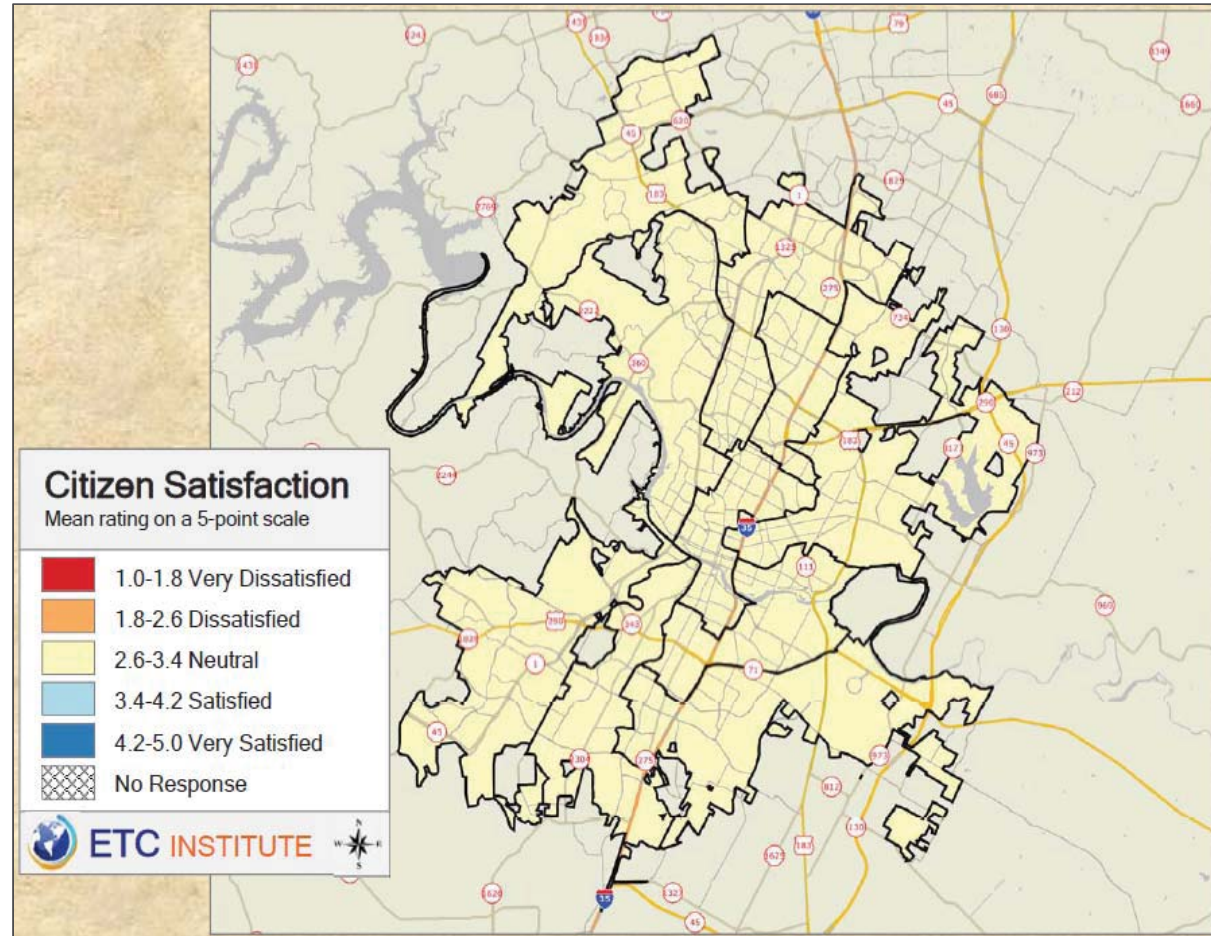
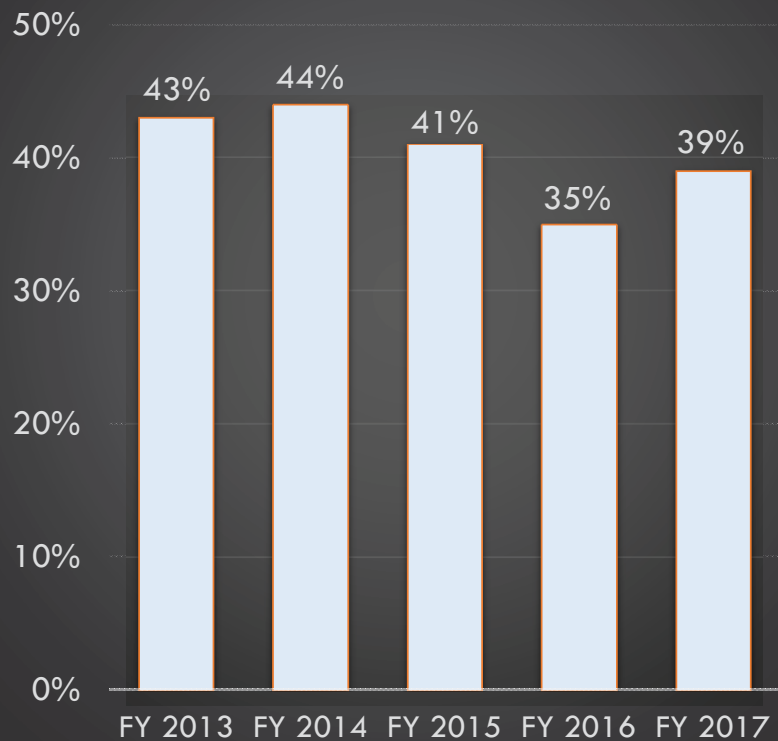
Performance Data

Percent of residents "satisfied" or "very satisfied" with traffic flow on major streets



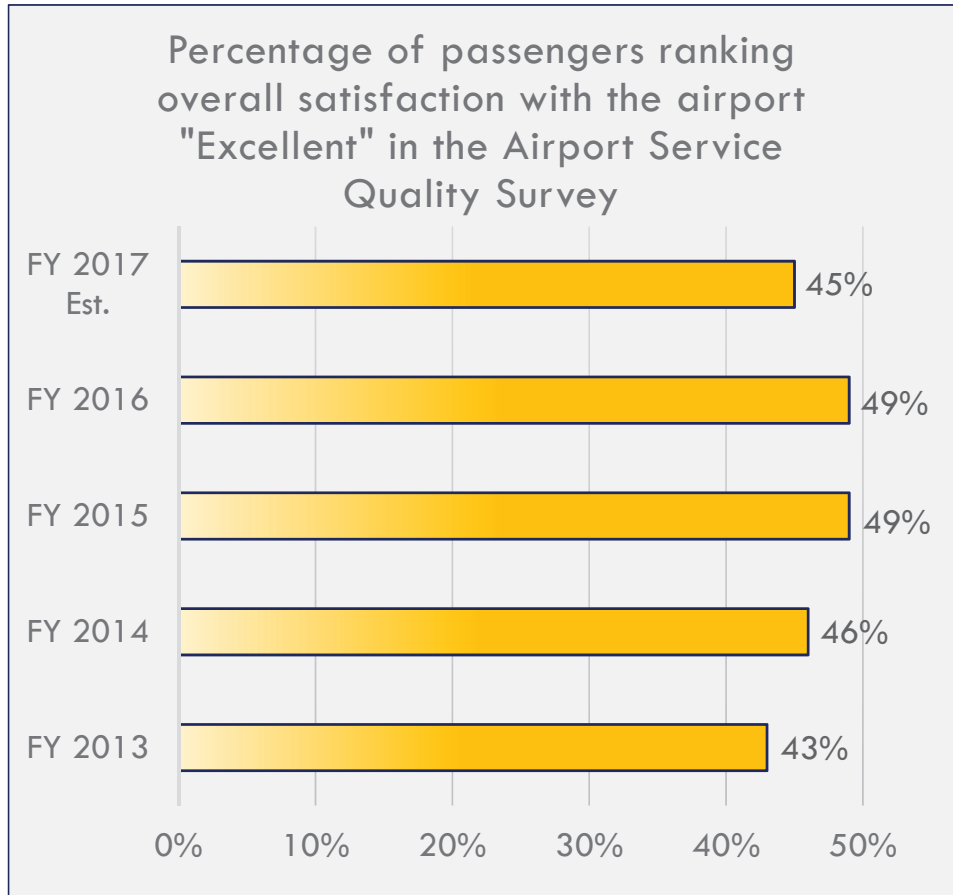
Performance Data

Percent of residents "satisfied" or "very satisfied" with signal timing on major streets

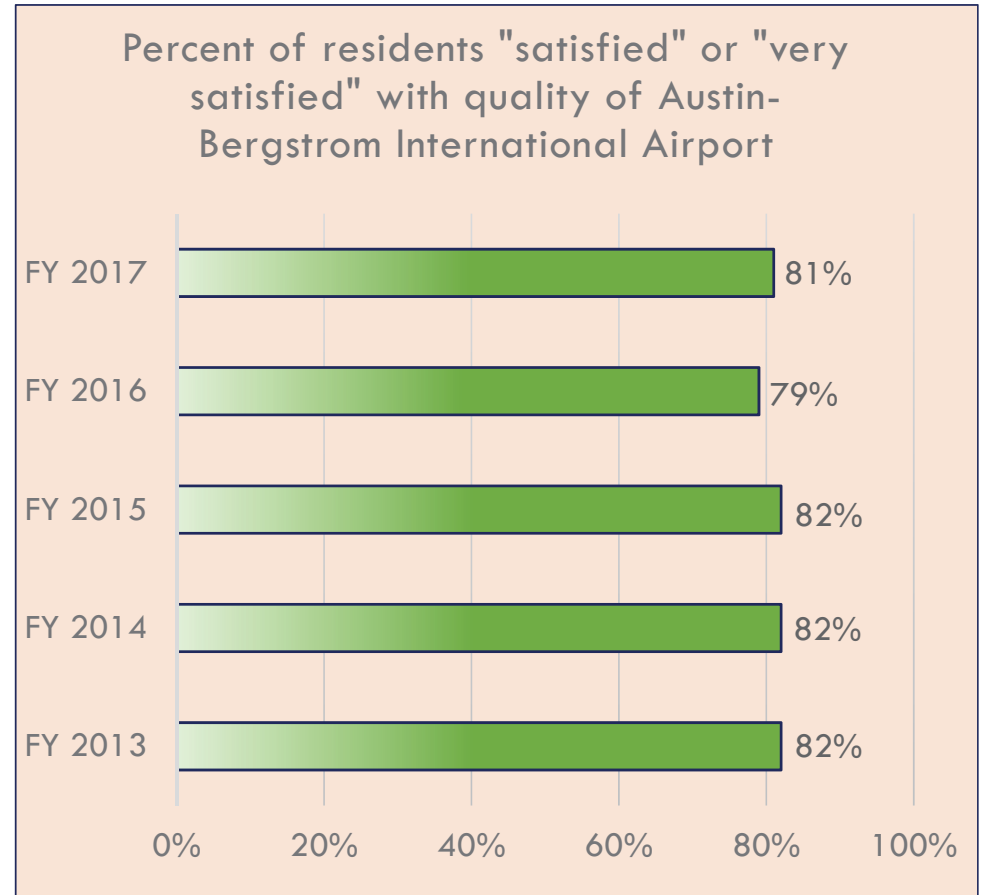


Performance Data

City Key Indicator



Community Survey



Highlights of New Investments (Past Three Years)

Non-General Fund/Austin Transportation

Outcome Investment Description	Ongoing	One-time	Outcome %
<u>Mobility/Corridor/Arterials:</u>			
Arterial Management contracts to improve safety, data analysis, and mobility	–	\$4,900,000	75%
7 positions to support mobility programs	\$723,000	–	100%
<u>Traffic Signal System:</u>			
Downtown wayfinding, new signals, and new pedestrian hybrid beacons	–	\$2,000,000	75%
10 positions to perform traffic signal preventative maintenance and enhance signal timing efforts	\$822,000	–	75%

* Percentages listed reference the percent of the Mobility Outcome only

Highlights of New Investments (*Past Three Years*)

Non-General Fund/Austin Transportation

Outcome Investment Description	Ongoing	One-time	Outcome %
<u>Parking/Right-of-way Management:</u>			
6 positions to enhance parking enforcement and management	\$445,000	–	75%
13 positions for right-of-way management and enforcement and administration of ground transportation services	\$1,315,000	–	50%
<u>Development:</u>			
Contract for engineering and traffic impact analysis	–	\$2,200,000	75%
<u>Bike/Pedestrian:</u>			
Funding for bike share expansion and pedestrian infrastructure.	\$400,000	–	50%

* Percentages listed reference the percent of the Mobility Outcome only

Highlights of New Investments (Past Three Years)

Non-General Fund/Public Works

Outcome Investment Description	Ongoing	One-time	Outcome %
<u>Infrastructure Maintenance/Capital Renewal:</u>			
Contract increases for asphalt overlay, bridge maintenance , street condition survey, ADA ramps , curb and gutter improvements, minor bridge/culvert repairs	\$3,500,000	–	100%
8 positions and contracts to address utility cuts backlog	\$524,000	\$5,000,000	100%
<u>Capital Delivery:</u>			
11 positions to support delivery of capital projects ; creation of the Project Systems Intelligence Office	\$1,356,000	–	100%

* Percentages listed reference the percent of the Mobility Outcome only

Highlights of New Investments (*Past Three Years*)

Non-General Fund

Outcome	Investment Description	Ongoing	One-time	Outcome %
<u>Aviation:</u>				
	88 positions over 3 years for Airport to keep pace with unprecedented growth in passenger traffic and to open new facilities	\$8.7 million	–	100%

* Percentages listed reference the percent of the Mobility Outcome only



MOBILITY



Discussion



CITY OF AUSTIN
STRATEGIC DIRECTION

ADDITIONAL INFORMATION

APPENDIX:

List of **Potential** Mobility Metrics (under development)



System Efficiency and Congestion

Metric	Data Available
Commuter Delay:	
Vehicle Miles Traveled	?
Vehicle Hours Traveled	?
Average Travel Time, by Auto	?
Average Speed, by Auto	?
Total Vehicle Trips Generated	?
Total Person Trips	?
Percent of residents "satisfied" or "very satisfied" with signal timing on major streets	?

Accessibility to and equity of multi-modal transportation choices

Metric	Data Available
Travel Choice:	
Population within 1/4 mile of high capacity transit	?
Miles of new and rehabilitated sidewalks	?
Miles of Urban Trails	?
Miles of Premium Bicycle Facilities	?
Transit Ridership	?
Miles of High Capacity Transit Facilities	?
Mode Split	?

Transportation Cost

Metric	Data Available
Affordability:	
Number of affordable units within 1/4 mile of high capacity transit	?
Number of affordable units within 1/4 mile of premium Bicycle facilities	?
Number of sidewalks, premium bicycle facilities, and high capacity transit facilities	?
Cost of Transportation for average household	?





Safety

Metric	Data Available
Air Quality	
Active Trips	?
Miles of High capacity transit, premium bicycle facilities, and/or sidewalks along high risk and high crash corridors	?
Number of top 200 Safety Intersections with roadway/intersection capacity projects	?
Percent reduction in crashes at all locations with completed safety program improvements	?
Fatality per 100,000 population	?



Condition of Transportation-related Infrastructure

Metric	Data Available
% of Streets in Satisfactory or better Condition	
% of Major Bridges in Good or better Condition	



GOVERNMENT THAT WORKS



"Believing that city government works effectively and collaboratively for all of us—that it is equitable, ethical and innovative."



Building Services



Court Operations



AE Maintenance



Wireless Communications



Capital Projects Delivery



Development Services



Utility Customer Care & Billing



Pipeline Maintenance



Listening to the Workforce Employee Survey



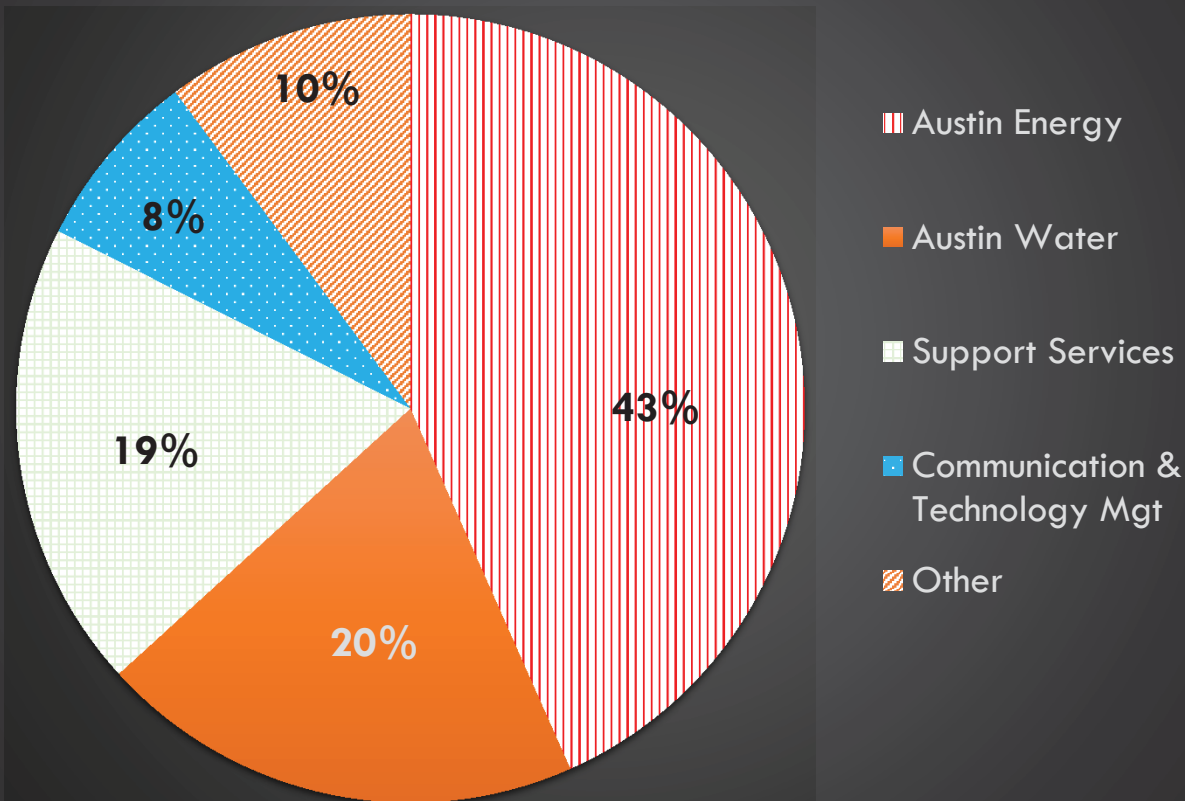
Government That Works Indicators

Employs 40 metrics to measure progress for the below Indicators:

- ✓ 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

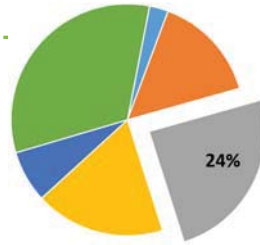
FY 2018 Operating Funding

FY 2018 Operating Government Budgets:
\$702.4M



Quick Stats:

- ✓ Austin Energy and Austin Water combined are 63% of this outcome
- ✓ Support Services Departments comprise 19% of total (e.g. Financial Services, Law, Human Resources, City Clerk, etc.)
- ✓ Other includes portions of 20 departments





Government That Works Funding Highlights

➤ 30% of Austin Energy

- Network and system maintenance to reduce the frequency and duration of unplanned outages
- 311 Call Center and customer care and billing
- Public affairs which ensures AE's compliance with all applicable laws
- Corporate management and oversight including the recruitment and retention of a high performing, ethical workforce
- System Control Center
- Half of ERCOT recoverable expenses
- Risk management
- 25% of power supply expenses



Government That Works Funding Highlights

➤ Nearly 60% of Austin Water

- Water distribution system operations and maintenance to reduce the frequency of water leaks and broken water lines
- 311 Call Center and customer care and billing
- Public affairs which ensures AW's compliance with all applicable laws
- Corporate management and oversight including the recruitment and retention of a high performing, ethical workforce
- Half of collections and distribution engineering and treatment
- Portion of wildland management and conservation programs



Government That Works Funding Highlights

- **85% of Support Services departments and functions**
 - Audit, Law, Human Resources, Financial Services, Building Services, Mayor & Council, Management Services, City Clerk, etc.
- **60% of Communications and Technology Management (CTM) Department for support of IT Infrastructure and applications**
- **10% of Public Works**
 - 25% of Capital Projects Delivery to capture work on maintaining City infrastructure
- **20% of the Development Services**
 - Proper and ethical administration of the City's adopted codes
 - Actively seeks opportunities for stakeholder engagement and technological improvements to streamline development processes throughout the city



Government That Works Funding Highlights

- 10% of Emergency Management Services for employee safety, wellness, and development and quality assurance and improvement
- Less than 10% of Aviation for information technology support
- All of Planning & Zoning except Historic Preservation
 - Long range planning, urban design, zoning case management, annexations, code amendments, CodeNext
- Slightly more than 10% of Watershed Protection for intergovernmental compliance, planning, and watershed modeling and analysis



Government That Works Funding Highlights

- The Office of Vital Records, which primarily manages birth and death records and provides reports on mortality and natality
- Municipal Court's Civil Parking Administration
- City-wide costs such as accrued payroll, Workers' Compensation, bad debt, and liability insurance

Government That Works Outcome by Funding Source

FY 2018 Government:

\$702.4 Million

All Departments

24% of All Funds Budget

62.9%
Utilities

3.6%

Other
Enterprise
Funds

Internal
Services

7.9%

5.2%

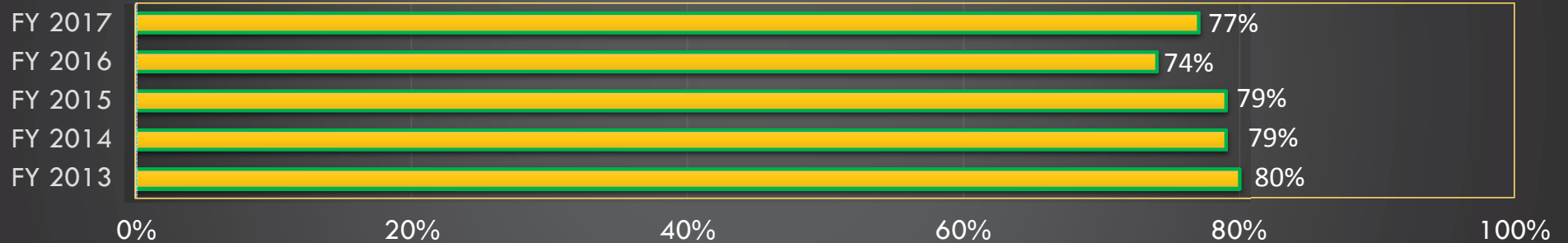
General
Fund

Support
Services /
Other

20.4%

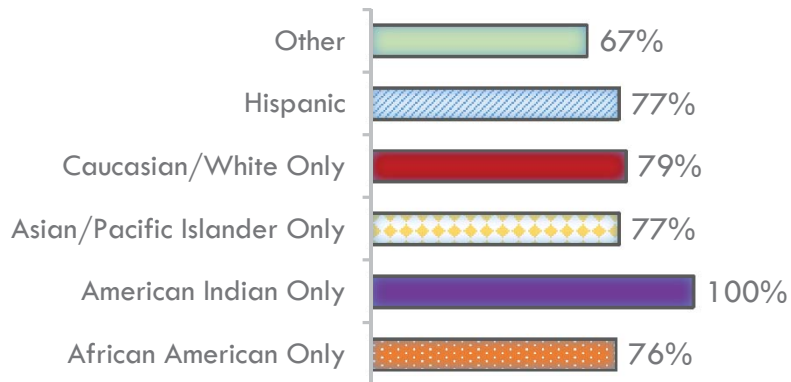
Performance Data

Percentage of callers who report being satisfied with the services provided when they contacted the City's 3-1-1 assistance telephone number

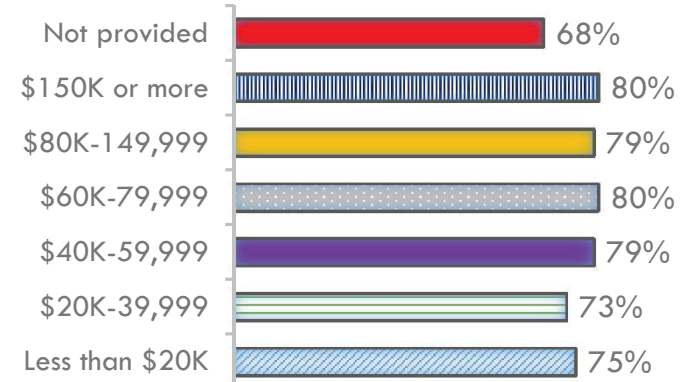


2017 Citizen Survey Data:

Race/Ethnicity

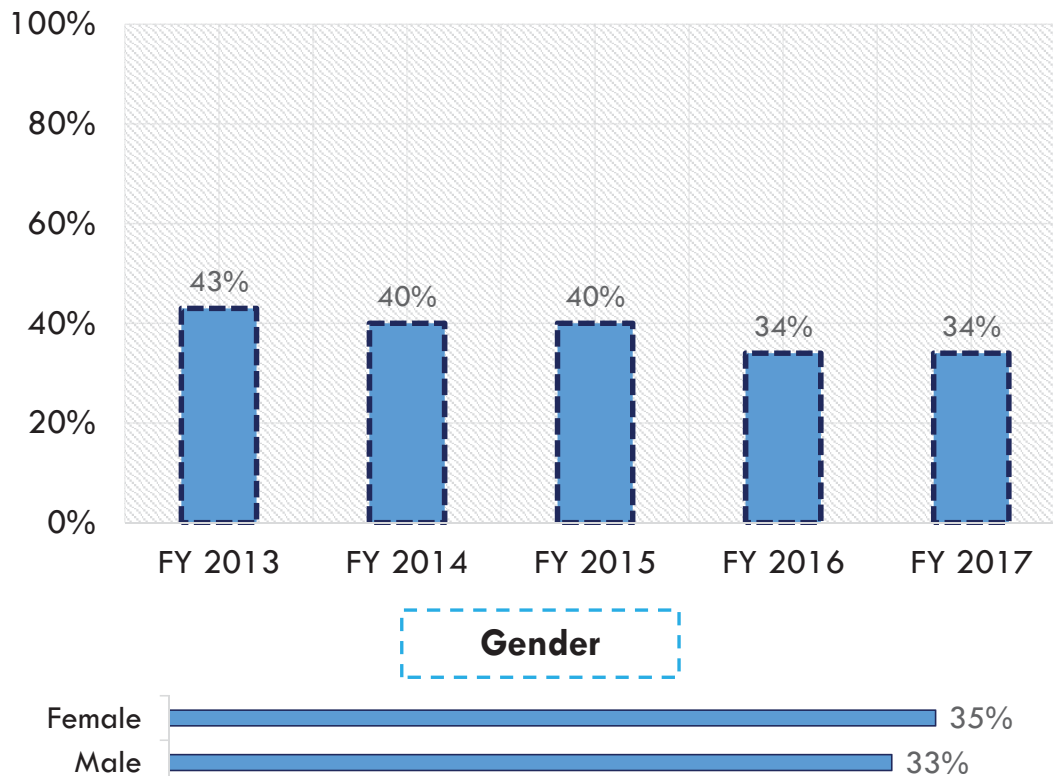


Income



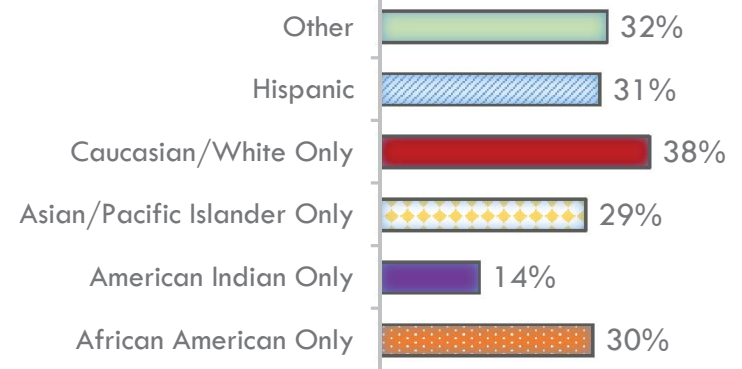
Performance Data

Percentage of residents who report being satisfied or very satisfied with the value they receive from the City of Austin for the taxes and fees they paid

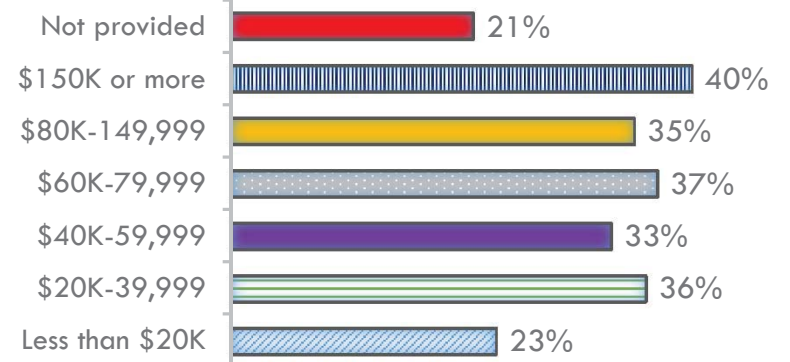


2017 Citizen Survey Data:

Race/Ethnicity

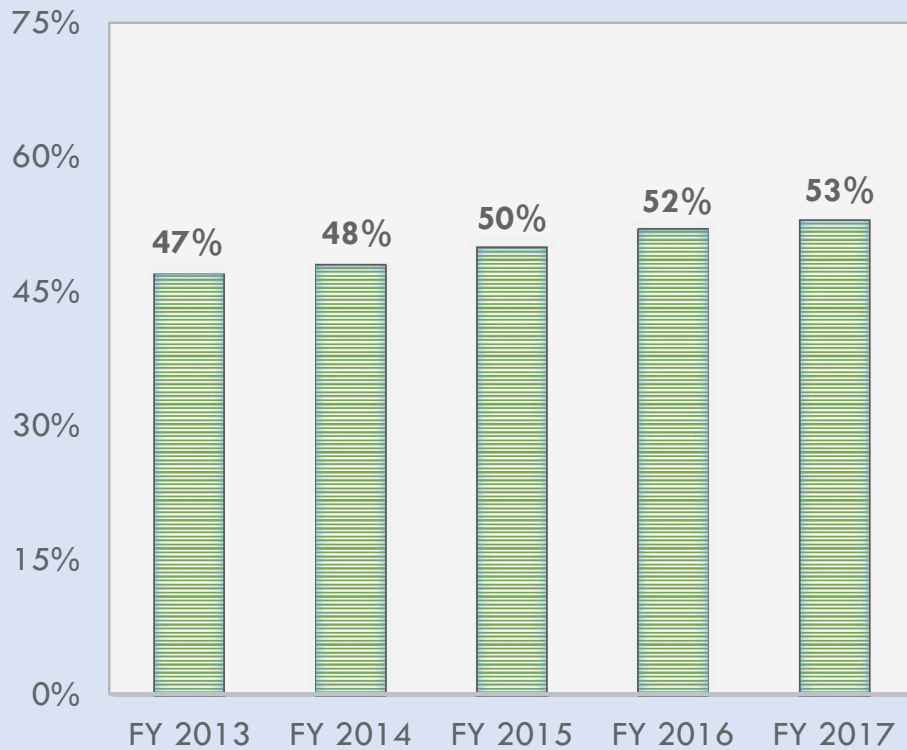


Income



Performance Data

Percentage of employees who feel that their ideas and suggestions are valued by department management



* Listening to the Workforce Survey "Favorable" ratings



2017 Survey Results*:

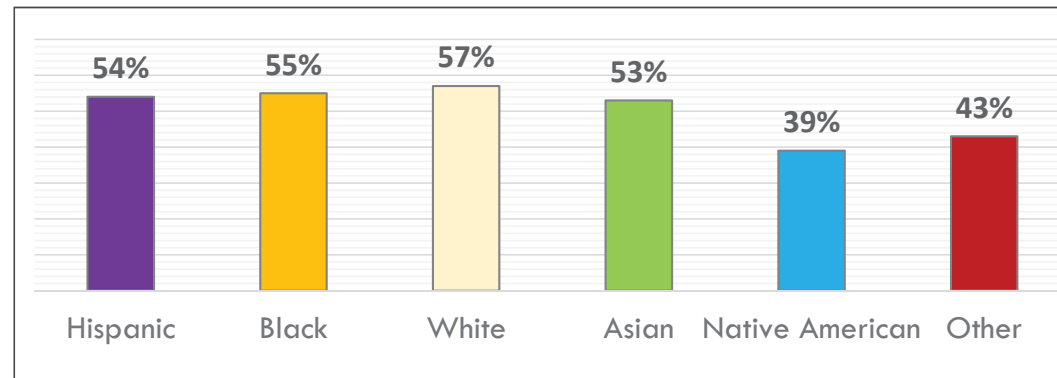
❖ Gender Identity:

- Female: 56%
- Male: 52%
- Other: 43%

❖ Tenure:

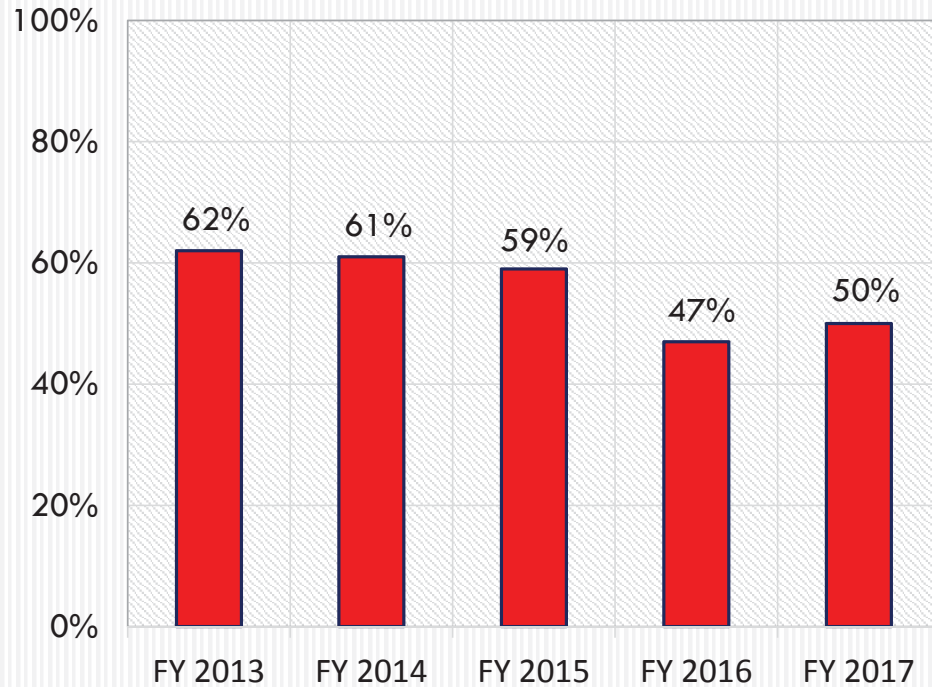
- 0-3 Years: 64%
- 3-7 Years: 54%
- 7-15 Years: 49%
- 15+ Years: 50%

❖ Race/Ethnicity:

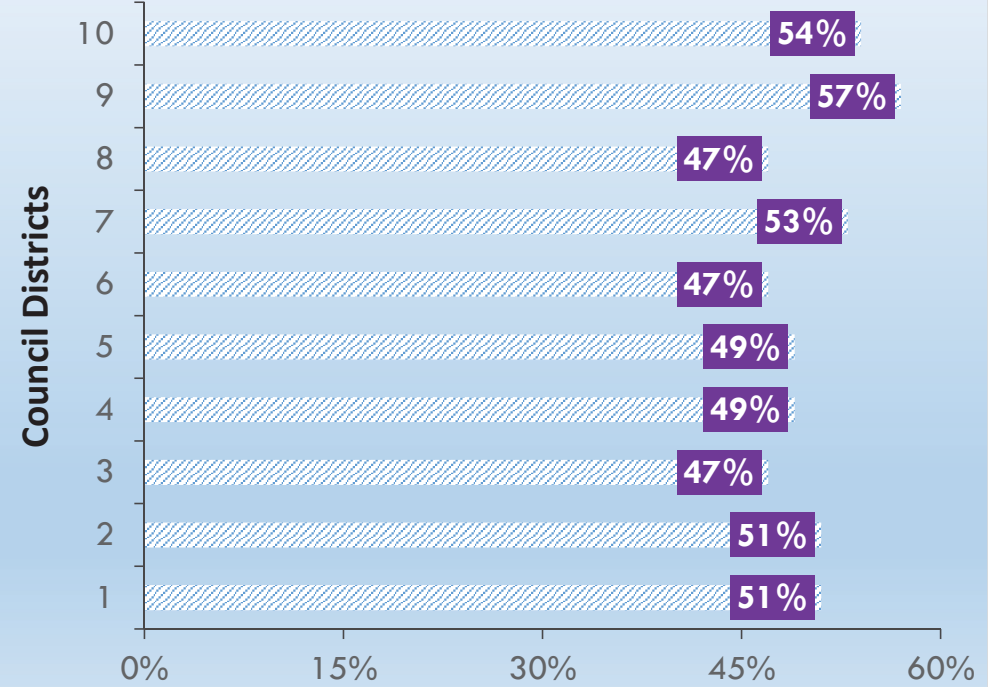


Performance Data

Percentage of Austin residents who report being satisfied or very satisfied with the overall quality of services provided by the City

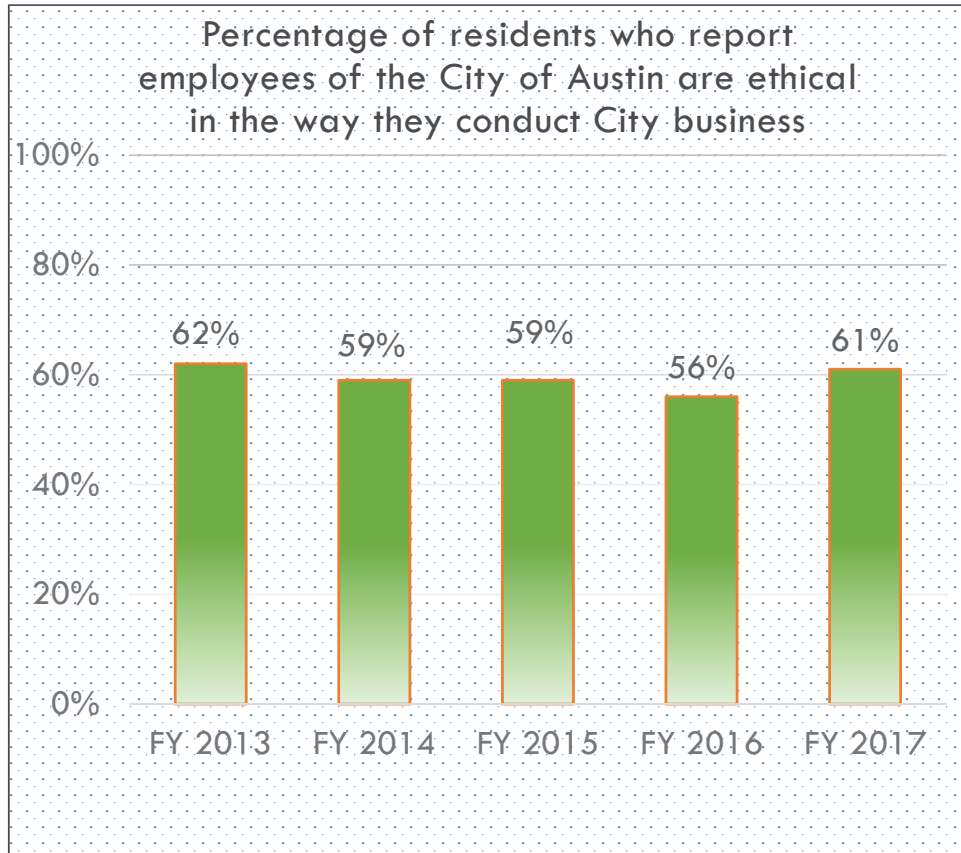


Percentage of Austin residents who report being satisfied or very satisfied with the overall quality of services provided by the City



* Austin Community Survey Data

Performance Data



➔ 2017 Citizen Survey Data:

District	
1	63%
2	61%
3	57%
4	54%
5	60%
6	53%
7	67%
8	56%
9	66%
10	73%

Race	
African American Only	49%
American Indian Only	43%
Asian/Pacific Islander Only	64%
Caucasian/White Only	65%
Hispanic	58%
Other	67%

Highlights of New Investments (*Past Three Years*)

General Fund

Outcome Investment Description	Ongoing	One-time	Outcome %
Partnering with 3-1-1 Call Center to provide 24/7 support for Development Services Department customers	\$449,000	—	100%
Preventative maintenance funding to improve facility conditions and operational efficiency	\$2.0 million	—	100%

* Percentages listed reference the percent of the Government that Works Outcome only

Highlights of New Investments (*Past Three Years*)

Non-General Fund

Outcome Investment Description	Ongoing	One-time	Outcome %
Funding for the newly created Equity Office including 4 new positions	\$514,000	—	100%
Relocation of the City's data center	\$874,000	\$2.9 million	75%
Website redesign project	—	\$911,000	100%
Electronic time keeping	\$803,000	—	100%
3 new positions for the Fair Chance Hiring initiative in Human Resources	\$289,000	\$38,000	100%
Funding for four new Council offices and additional support for transitioning to the new 10-1 Council	\$1.4 million	—	100%

* Percentages listed reference the percent of the Government that Works Outcome only

Highlights of New Investments (*Past Three Years*)

Non-General Fund

Outcome Investment Description	Ongoing	One-time	Outcome %
2 positions to monitor living wage compliance in Human Resources	\$177,000	\$20,000	100%
3 positions to provide support for the 2016 Mobility Bond	\$345,000	—	100%
3 positions in the Office of the City Clerk to support campaign finance reporting and lobbying registration initiatives	\$267,000	\$79,000	100%

* Percentages listed reference the percent of the Government that Works Outcome only



Continuing Conversations

Competitive pay and benefits to include living wage and sick leave

Technology enhancements (i.e. Human Capital Management and Smart City investments)

Addressing deferred facility maintenance



GOVERNMENT THAT WORKS



Discussion

ADDITIONAL INFORMATION

APPENDIX:

List of Council Government that Works Metrics



Financial cost and sustainability of City government

Metric	Data Available
Median annual City property tax as percentage of median family income	✓
City tax percentage of full property tax bill	✓
Adopted operations and maintenance (O&M) tax rate as a percentage of the effective O&M tax rate	✓
Cost of City services per capita adjusted for inflation (General Fund only)	✓
Ratio of current reserves to overall annual General Fund budget	✓
Financial Stability of the City of Austin Employees' Retirement Systems	✓
City Bond ratings	✓
Percent variance between actual and budgeted revenue	✓

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

Metric	Data Available
Percentage of time that City-owned infrastructure is operational	✓
Percentage of City facilities rated as “good” in the Facilities Condition Index	✓
Total time that critical city services were unavailable due to information security risk	✗
Percentage (number and square footage) of all City buildings with ENERGY STAR scores greater than 75	✗
Number of City Services provided online through the City of Austin Web Portal	✓
Percentage of residents and employees who are satisfied with the condition of City-owned facilities (cleanliness, safety, accessibility, etc.)	✓
Percentage of infrastructure that is classified as poor or failing condition in the Comprehensive Infrastructure Assessment	✓

Satisfaction with City services

Metric	Data Available
Percentage of callers who report being satisfied with the services provided when they contacted our Austin 3-1-1 assistance telephone number	✓
Percentage of Austin residents who report being satisfied or very satisfied with the overall quality of services provided by the City	✓
Percentage of residents who report being satisfied or very satisfied with the value they receive from the City of Austin for the taxes and fees they paid	✓
Percentage of departments meeting established service standards	✓
Percent operational availability of City's fleet vehicles	✓

Employee engagement

Metric	Data Available
Percentage of employees who feel that their ideas and suggestions are valued by department management	✓
Percentage of employees who report overall satisfaction with promotion, career opportunities, and competitiveness of salary	✓
Percentage of City employees who believe the City uses results of the Listening to the Workforce survey to make improvements in the workplace	✓
Employee attrition rate (categorized by reason for leaving)	✓
Percentage of employees who feel that their department values diversity	✓

Stakeholder engagement and participation

Metric	Data Available
Percentage of eligible residents who are registered to vote and who participate in City elections	✓
Percentage of residents who express high levels of satisfaction with the outcomes of their engagement with the City	✓
Percentage of residents who believe Austin values dialogue between residents and government	✗
Number of engagement/outreach activities by department, Council district, time and type of activity	✗

Equity of City programs and resource allocation

Metric	Data Available
Percent variation of residents' satisfaction rates with City services based on race, sex, religion, ethnicity, age, and ability	✓
Difference between the percentage of community members of a particular race represented on City Boards and Commissions compared to the percentage of that race in the overall community population	✓
Percentage of City departments implementing the equity assessment tool	✗
Percentage of City employees who have completed diversity / anti-racism / implicit bias training	✗
Number and percentage of public-facing City services that can be performed online	✓

Transparency and ethical practices

Metric	Data Available
Percentage of residents who report employees of the City of Austin are ethical in the way they conduct City business	✓
Number of findings of fraud, waste, and abuse by employees, officials, and contractors	✓
Percentage of employees who report that those in their work group generally behave ethically in the workplace	✗
Percentage of datasets published in the Open Data portal that are being utilized frequently (such as through an application programming interface (API) connection)	✗
Number of findings of unethical behavior as determined by the Ethics Review Commission	✓
Percentage of residents who report that they are satisfied with their ability to engage the City in a fair and transparent manner	✓