

Irving, TX

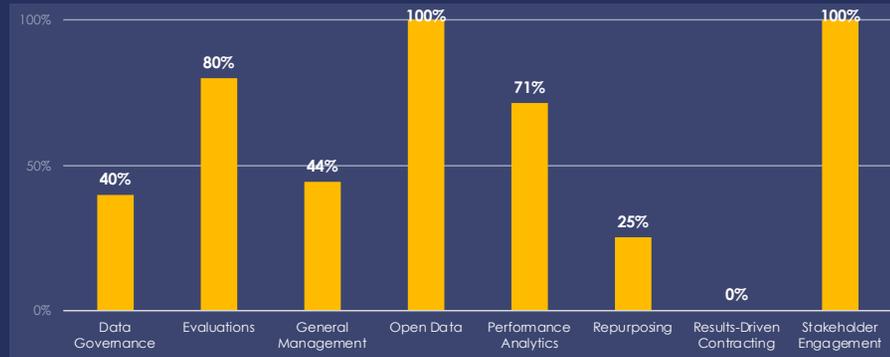
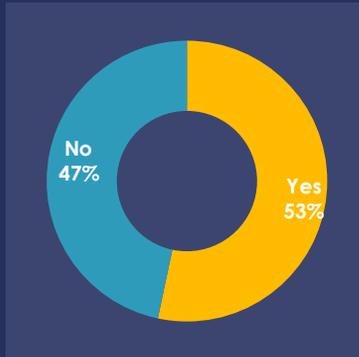
WHAT WORKS CITIES CERTIFICATION REPORT

June 2021



WHAT WORKS CITIES | FOR MORE INFORMATION PLEASE VISIT [WHATWORKSCITIES.BLOOMBERG.ORG](https://www.whatworkscities.com)

YOUR STATUS REPORT



Keep it up! Your city has achieved 24 of 45 criteria across eight foundational practice areas.

Thank You!

How Your City Was Assessed



Online Application & Documentation

Cities submit an online assessment and supporting documentation to evaluate and validate their overall performance across 45 criteria.



Certification Report

Cities that submit an assessment will receive a report benchmarking their current state of practice and outlining a customized path for improvement.



Debrief Call

Cities will have the option to participate in a debrief call. The call will focus on the city's customized path for improvement and further explanation of audited responses.

ABOUT WHAT WORKS CITIES

What Works Cities helps local governments improve residents' lives by using data and evidence effectively to tackle pressing challenges.

Launched by Bloomberg Philanthropies in April 2015, What Works Cities helps local governments across the country improve residents' lives by using data and evidence effectively to tackle pressing challenges.

In its first three years, What Works Cities helped 100 cities use facts to better define problems and make progress in crucial areas, such as health and safety, homelessness, and blight. Those cities are home to more than 31 million residents and have combined budgets exceeding \$104 billion.

What Works Cities has set the national standard of excellence for data-driven, well-managed local government: What Works Cities Certification. By aspiring toward Certification and implementing the program's best practices, cities across the country are more effectively delivering results for residents.

ABOUT CERTIFICATION

What Works Cities Certification is the national standard of excellence for data-driven, well-managed local government.

What Works Cities Certification Tiers

WHAT WORKS CITIES

Silver Certification

51-66% of criteria met

Cities are **GOOD** at understanding data, tracking progress, and using data and evidence to inform decisions

WHAT WORKS CITIES

Gold Certification

67-84% of criteria met

Cities are **GREAT** at understanding data, tracking progress, and using data and evidence to inform decisions

WHAT WORKS CITIES

Platinum Certification

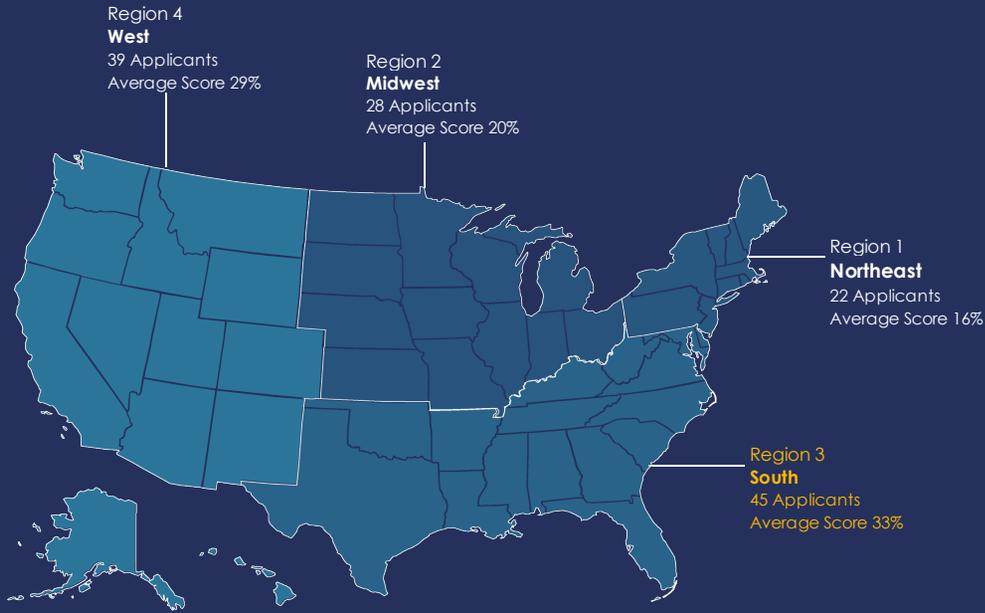
85-100% of criteria met

Cities are **EXEMPLARY** and set the precedent in understanding data, tracking progress, and using data and evidence to inform decisions

What Works Cities Certification helps cities benchmark their progress and develop a roadmap for using data and evidence to drive effective change and deliver results for residents.

By recognizing local governments excelling in this work, the program provides models others can learn from.

HERE'S YOUR PLAYING FIELD



Cities applied with a population of
30K-100K

32

Cities applied with a population of
100K-250K

55

Cities applied with a population of
250K-500K

25

Cities applied with a population of
500K+

26

HOW DOES YOUR CITY MEASURE UP?

FOUNDATIONAL PRACTICES

A brief explanation of the 8 Foundational Practices.

Data Governance

The active presence of an authoritative body to lead and oversee data inventory in alignment with citywide technical, privacy, and strategic objectives.

Evaluations

Systematic assessments using standard research methods to help local governments gain insights into the design, implementation, or effects of a policy, program, or practice, and make continual improvements.

General Management

A strong foundation for the effective use of data and evidence to drive decision-making in local governments starts with the chief executive and local government leadership explicitly communicating and demonstrating to staff that governing with data and evidence is an organizational expectation.

Open Data

The practice of proactively making electronic data records publicly available - in whole or in part - and legally open without restriction on use or re-use. Included in this practice is the creation of sustainable open data systems that promote informed decision-making, transparency, and robust citizen engagement.

Performance & Analytics

The practice of studying how to perform better and inserting those insights into the operational decision-making process, solving local government problems through performance management systems, and creating a culture of accountability.

Repurposing

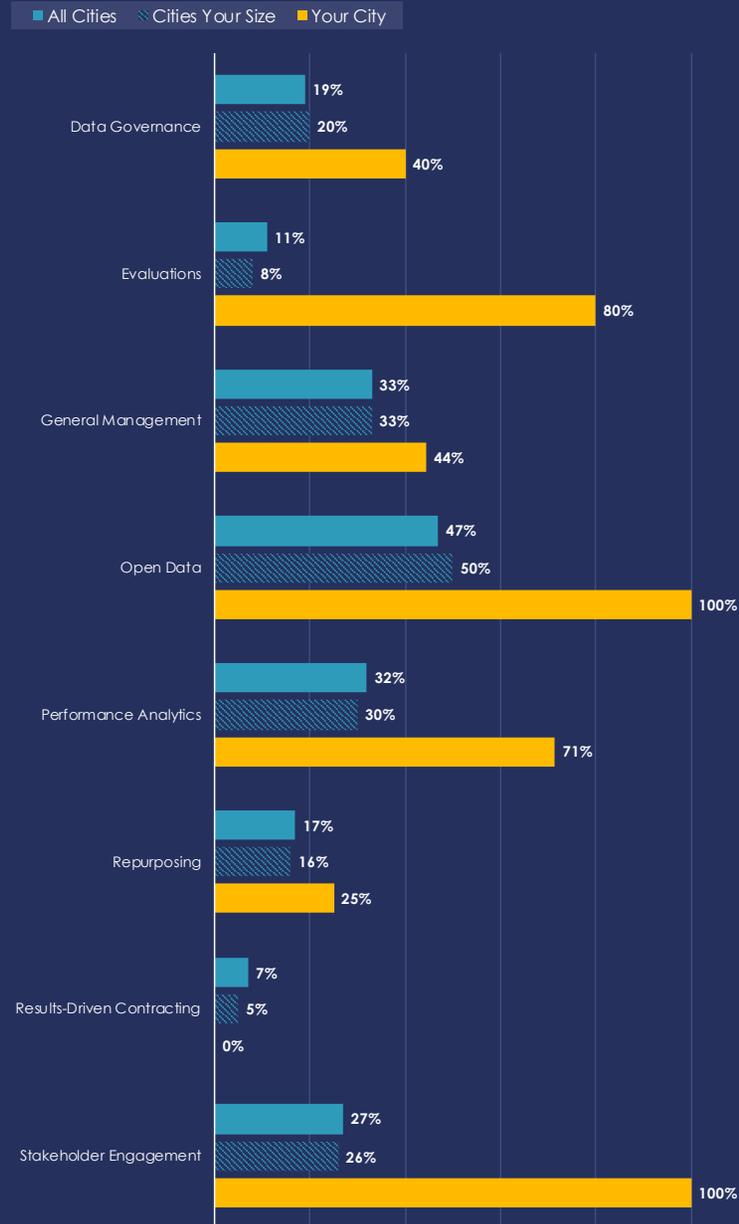
A strategic process that local governments use to shift funding and resources from ineffective programs and services, to those that are evidence-based and resident-focused.

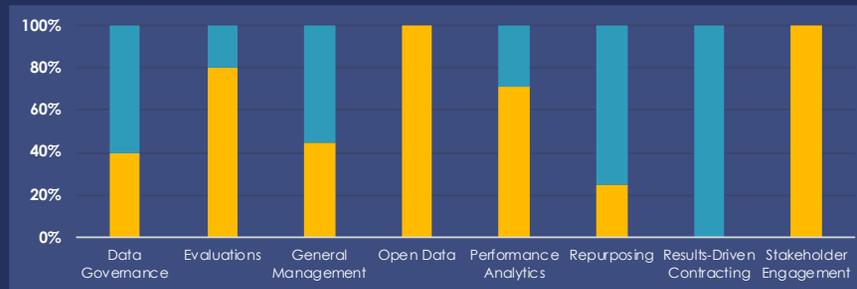
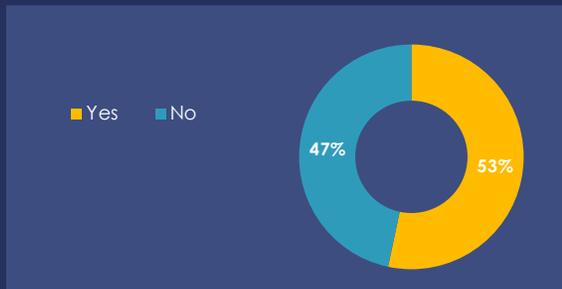
Results-Driven Contracting

A set of strategies to structure, evaluate, and actively manage contracts strategically, using data to help local governments leverage procurement as a tool to make progress on their highest priority goals.

Stakeholder Engagement

The practice of facilitating opportunities for the community use of open data to solve pressing challenges, going beyond open data policies and portal.





DATA GOVERNANCE

Your city has achieved 40% of Data Governance Criteria.

Benchmarks

All applicant cities have achieved on average 19% of the Data Governance criteria. Cities of your size on average have achieved 20% of the Data Governance criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
DG1 Your local government maintains a detailed and comprehensive data inventory that makes its data more discoverable and accessible.	Yes	22%	17%	
DG2 Your local government maintains a documented list of data governance responsibilities and meets at least quarterly to carry out those responsibilities.	Yes	27%	33%	
DG3 Your local government has and carries out documented policies or practices to improve data quality.	In Progress*	15%	17%	The response was changed from YES to IN PROGRESS. To fully meet the criterion, the city needs to demonstrate that data quality audits are conducted to identify data quality issues, that there are documented standards for internal data so that certain common fields are consistent across the organization, and/or there are feedback channels for data users to identify ongoing data quality issues.
DG4 Your local government has documented policies or practices to protect privacy and confidentiality.	In Progress*	27%	28%	The response was changed from YES to IN PROGRESS. The documents shared for review were more about the city's computer network security practices than data privacy efforts. To fully meet this criterion, the city needs to demonstrate that city staff are offered information or training about how to assess and reduce privacy risks associated with handled data, such as a classification schema for levels of classification with definitions as a guide or a data privacy process.
DG5 Your local government has a documented and user-friendly process to expedite the sharing of data -- including protected data -- both cross-departmentally within the local government and with trusted outside partners.	In Progress	9%	6%	

*Questions indicate they were audited and corrected by the What Works Cities team.

EVALUATIONS

Your city has achieved 80% of Evaluations Criteria.

Benchmarks

All applicant cities have achieved on average 11% of the Evaluations criteria.
 Cities of your size on average have achieved 8% of the Evaluations criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
EVAL 1 Your local government has a policy or ordinance that encourages the use of rigorous evaluation methods for practices, programs, and/or policies.	No	5%	4%	
EVAL 2 Your local government has defined standards, methodologies, or tools to help staff rigorously evaluate practices, programs, and/or policies.	Yes	10%	7%	
EVAL 3 Your local government requires that, as a condition of funding, new or renewed programs will be rigorously evaluated.	Yes	2%	0%	
EVAL 4 In the past 12 months, your local government has launched two or more experimental or quasi-experimental evaluations.	Yes	21%	17%	
EVAL 5 In the past 12 months, your local government has used the results from experimental or quasi-experimental evaluations to make different, or to newly justify, decisions.	Yes*	20%	17%	The response was changed from NO to YES because the city plans to refine and replicate trials to improve recruitment of minority candidates to complete the Fire Department entrance exam.

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GENERAL MANAGEMENT

Your city has achieved 44% of General Management Criteria.

Benchmarks

All applicant cities have achieved on average 33% of the General Management criteria.

Cities of your size on average have achieved 33% of the General Management criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
GM1 Your mayor and/or chief executive communicates and demonstrates to staff that governing with data and evidence is an organizational expectation.	In Progress	33%	41%	
GM2 Your mayor and/or chief executive uses data and evidence to publicly communicate the work and impact of government.	In Progress	22%	13%	
GM3 Your local government regularly uses public communications to share examples of how it is governing using data and evidence and/or stories of progress made as a result.	In Progress	31%	33%	
GM4 Your local government has a designated leader and/or team responsible for developing and implementing citywide performance management practices.	Yes	58%	61%	
GM5 Your local government has a designated leader and/or team responsible for developing and implementing citywide data governance practices and policies.	Yes	52%	54%	
GM6 Your local government has a designated leader and/or team responsible for helping departments conduct experimental or quasi-experimental evaluations.	Yes	23%	19%	
GM7 Your local government has a designated leader and/or team responsible for applying results-driven contracting strategies to its portfolio of upcoming key procurements, contracts, and/or grants citywide or within departments.	No	25%	26%	
GM8 Your local government provides access to trainings for all local government staff on how to use data and evidence to make decisions.	Yes	35%	41%	
GM9 Your local government has documented and carried out strategies to embed, deepen, and/or spread the strategic use of data within and across your government.	In Progress*	18%	19%	The response was changed from YES to IN PROGRESS. To fully meet this criterion, the city needs to share two of the following: (1) a policy or strategy document mandating the use of data and evidence in decision-making; (2) evidence that departments' successful examples of using data and evidence are shared internally; (3) plans to upskill staff on the use of data and evidence to make decisions.

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OPEN DATA

Your city has achieved 100% of Open Data Criteria.

Benchmarks

All applicant cities have achieved on average 47% of the Open Data criteria.
Cities of your size on average have achieved 50% of the Open Data criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
OD1 Your local government has a publicly-available codified open data policy that commits to data transparency and proactive public disclosure of local government data and data practices.	Yes	53%	57%	
OD2 Your local government has a documented process for publishing open data.	Yes	31%	39%	
OD3 Your local government publishes open data to a central, public online location.	Yes	71%	74%	
OD4 Your local government adopts Civic Data Standards.	Yes	34%	30%	

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PERFORMANCE ANALYTICS

Your city has achieved 71% of Performance & Analytics Criteria.

Benchmarks

All applicant cities have achieved on average 32% of the Performance Analytics criteria.

Cities of your size on average have achieved 30% of the Performance Analytics criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
PA1 Your local government identifies strategic goals, aligns a diverse set of measures with those goals, and uses data to evaluate progress toward them.	Yes	46%	43%	
PA2 Your local government holds performance management meetings during which it reviews data, discusses insights, and makes decisions about its strategic goals at least quarterly.	In Progress	24%	24%	
PA3 Your local government regularly shares its strategic goals, performance measures, and progress toward achieving those goals with the public.	Yes	29%	26%	
PA4 Your local government has documented policies or practices to manage risk of data breach, loss, or unauthorized manipulation.	Yes	35%	35%	
PA5 Your local government has documented policies or practices aimed at harnessing the benefits of artificial intelligence (AI) while reducing associated risks.	No	1%	0%	
PA6 Your local government leaders have the ability to access and incorporate data analysis when necessary for strategic decision-making.	Yes	55%	50%	
PA7 Your local government uses analysis produced as part of your local government's performance and/or analytics program to inform decisions about resource allocation, hiring, and/or service delivery.	Yes	35%	39%	

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REPURPOSING

Your city has achieved 25% of Repurposing Criteria.

Benchmarks

All applicant cities have achieved on average 17% of the Repurposing criteria.
 Cities of your size on average have achieved 16% of the Repurposing criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
RP1 Your local government uses data to align its budget process with its strategic priorities.	Yes	40%	41%	
RP2 Your local government has a documented process, informed by data analysis and resident feedback, for determining when a program should be discontinued.	In Progress	2%	2%	
RP3 Your local government has made a different or newly justified budget decision about a practice, program, or policy based on analyzed data.	In Progress*	16%	9%	The response was changed from YES to IN PROGRESS. To fully meet this criterion, the city must both demonstrate that the city has a documented process, informed by data analysis and resident feedback, to make different or newly justified budget decisions and that the example shared followed that process.
RP4 In the past 24 months, your local government has shifted (or begun the process of shifting) funding away from a program that has failed to achieve its desired outcomes toward a new program.	In Progress*	13%	13%	The response was changed from YES to IN PROGRESS. The example shared of discontinuing Code Enforcement extended hours does not demonstrate if and how resident feedback played a role, in addition to data analysis, in the determination that desired outcomes were not being met.

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RESULTS-DRIVEN CONTRACTING

Your city has achieved 0% of Results-Driven Contracting Criteria.

Benchmarks

All applicant cities have achieved on average 7% of the Results-Driven Contracting criteria.
 Cities of your size on average have achieved 5% of the Results-Driven Contracting criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
RDC 1 Your local government defines strategic goals and desired outcomes for key procurements, contracts, and/or grants.	In Progress	13%	11%	
RDC 2 Your local government measures outcomes, impacts, and/or cost-effectiveness for key procurements, contracts, and/or grants.	In Progress	5%	4%	
RDC 3 Your local government has mechanisms in place to compare the performance of similar contractors and determine which are most effective.	No	13%	7%	
RDC 4 Your local government structures procurements, contracts, and/or grants to align the vendor's incentives with the local government's strategic goals.	No	3%	4%	
RDC 5 Your local government actively manages contracts, using performance data to troubleshoot challenges and achieve desired outcomes, by engaging with contractors at least monthly during the course of the contract.	No	3%	2%	
RDC 6 Your local government reviews vendor performance data to inform future contracting decisions, including the selection of vendors, renewal of contracts, and/or expansion of existing scopes.	No	7%	6%	
RDC 7 Your local government proactively shares data, documents, and information about contracts, procurement, and/or vendor performance, in order to increase bid competitiveness and strengthen procurement transparency and accountability.	No	5%	2%	

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STAKEHOLDER ENGAGEMENT

Your city has achieved 100% of Stakeholder Engagement Criteria.

Benchmarks

All applicant cities have achieved on average 27% of the Stakeholder Engagement criteria.

Cities of your size on average have achieved 26% of the Stakeholder Engagement criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL APPLICANT CITIES THAT DO THIS	% OF CITIES YOUR SIZE THAT DO THIS	AUDITED RESPONSES
SE1 Your local government tracks and documents insights about open data users and open data applications, and incorporates user needs into the design and implementation of its open data and transparency practices.	Yes	27%	30%	
SE2 Your local government provides clear how-to guidance to help residents access and use city data.	Yes	34%	37%	
SE3 Your local government provides a clear process for partnership and collaboration with data users for the purpose of inviting community members to use public city data to solve pressing community issues.	Yes	18%	11%	
SE4 Your local government supports efforts to educate, activate, or upskill partners (e.g., civic groups, vendors, service providers) to better understand and utilize administrative and performance data to deepen community impact.	Yes	31%	28%	

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