



COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	January 16, 2022
SUBJECT:	City Dashboard - Beta Release (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Cyrus Tehrani Chief Digital Officer & Director of Innovation City Manager's Office
SIGNATURE:	

As part of the City's efforts to promote transparency, continue to expand its Open Data inventory and advance its data capabilities, the City of Hamilton has launched a City Dashboard (Beta Release), now available at www.hamilton.ca/citydashboard.

The City Dashboard beta release provides information about the community, the services provided by the City and the City's strategic priorities, bringing together various public-facing data that the City currently reports on into one central place on hamilton.ca. The City Dashboard data replaces static data that previously existed as part of the service profiles, with the aim to improve access, transparency and accountability.

A dynamic data visualization tool designed to facilitate storytelling through data, the City Dashboard:

- Consolidates demographic and City service performance data into a consistent format that allows for expansion and growth in data reporting
- Allows for tracking core metrics over time
- Creates transparency and clarity around data the City is using to inform program decisions and system planning
- Helps to streamline responses to data requests by pointing people to one data source
- Includes data notes that define what the data represents, why the data is important, an assessment of performance, and links to additional information and contacts

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

- Aims to ensure underlying data sets in the City Dashboard are also available via City's Open Data Portal at open.hamilton.ca.

The City Dashboard presents data in an interactive format, connected to the City's Open Data program, to contribute to building trust and confidence in City government by ensuring information used in decision-making is readily available and accessible to Council and the public.

The information presented shows data tracking over time where applicable and highlights where the City is doing well and where we can focus more attention to ensure we meet the needs of our community.

At launch, there are 78 measures incorporated into the City Dashboard, divided into three core sections:

- **Our City:** This section includes key demographic characteristics of the population of the City of Hamilton, consisting of 19 measures
- **Our Services:** This section includes performance data about services that the City provides, consisting of 59 measures
- **Our Priorities:** This section (to be updated in 2023) will include metrics in support of strategic goals and priorities adopted by the new term of Council

As the City's performance, continuous improvement and innovation journey evolves, new data sets and reporting capabilities will continue to be added, including reference to levels of service and targets, with enhancements to the user experience. Evolving our digital assets further supports the City's commitment to inclusion, openness, transparency, dialogue and building a sense of belonging.

Note that metrics included in the City Dashboard do not reflect the totality of performance related work of the City, nor all the data monitored internally to support decision-making.

The Dashboard will be reviewed in its entirety on an annual basis during Q1 each year. Where data is more readily available, the data is updated more frequently as applicable. Some data, such as data that is tied to census data, is updated less often.

Questions about the City Dashboard can be directed to performance@hamilton.ca.

Questions related to the data within the dashboard can be directed to the respective contacts noted within the Dashboard itself.

Questions about the City's Open Data program can be directed to opendata@hamilton.ca.