

Using technology to engage citizens

City of San Diego

April 30, 2019

Alaska Smart Communities Forum





Who are we? Performance & Analytics Department!

Our vision

Exceed expectations

Our mission

Challenge status quo

Our goals

Simplify the customer experience!

Champion data-informed decision making!

Promote a culture of continuous improvement & accountability!



How PANDA impacts delivery of City services



Simplify the customer experience

We strive to make it easy to communicate with and receive services from the City. With a focus on the end user, we apply innovative technology and seamless communications to directly connect our communities with the services we provide.



How PANDA impacts delivery of City services

A photograph of the San Diego skyline at dusk, with buildings illuminated and their lights reflected in the water. The text 'Champion data-informed decision making' is overlaid in white, italicized font.

*Champion data-informed
decision making*

In order to achieve maximum levels of service, we believe in applying data to make informed decisions. Through data science and analytics, we learn how to create efficiencies and transition from reactive to predictive solutions.



How PANDA impacts delivery of City services

A photograph of the San Diego Convention Center, a large, modern building with a distinctive, curved, metallic facade. The building is set against a clear blue sky with some light clouds. In the foreground, there are some green leaves and a palm tree.

Promote a culture of continuous improvement and accountability

We seek to be on the cutting edge of service delivery. In order to do so, we apply process mapping, performance and change management techniques to optimize the delivery of services.



Project links

- [*Open Data Portal*](#)
- [*Street repair map*](#)
- [*OpenGov budget visualizations*](#)
- [*PerformSD*](#)
- [*OpenDSD*](#)
- [*NextRequest portal for public records*](#)
- [*Open source automation system*](#)
- [*Open source data portal*](#)
- [*Smart streetlight data API*](#)