

# Wake County Public Dashboard

Demo of our Work in Progress



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# Great Government Objective 4

- Implement data-driven decision-making processes and methods wherever possible across the County.
  - **Initiative 4.2** - *Establish a public-facing performance dashboard to capture, document and display key performance measures for the organization.*
  - **Initiative 4.3** - *Establish a countywide performance management program, including guidance for departments to use for development of qualitative and useful performance metrics.*
- Both initiatives are included in the Top 22 priorities for 2018 and are closely linked

# Building a Transparency Portal

- **Current Resources:**
  - **Public Records Request** – Request public records online
  - **Wake Accountability Tax Check (WATCH)** – Review detailed Wake County financial transactions
  - **Open Data Portal** – Download dozens of Wake County data sets
  - **Wake County By the Numbers** – Review community indicators of the quality of life of our residents, the diversity of our citizens, the stability of our businesses, and the health of our infrastructure

# Incorporating Dashboards “Version 1.0”

- **Board Goal Measures** – Review the County’s progress towards the Board of Commissioners’ Goals, Objectives & Initiatives
  - Highlighting priorities and accomplishments
  - Linking to additional information
  - Updated (at least) quarterly
- **County Operational Measures** – Review the goals and measures that track the performance of County operations
  - Focused on representative measures that make sense to the general public with little to no explanation
  - Continue to refine and add measures over time

# What Makes a Good Dashboard?

- Easy-to-understand
- Visually appealing
- Minimal government lingo and acronyms
- Automated data sources for more timely updates
- One-stop overview of performance
- Includes links to additional details and data sources for follow-up
- Goal-oriented



# Where Do We Go From Here?

- Incorporate BoC feedback and launch Transparency Portal – *Sept/Oct*
- Work with departments to continue improvement of Operational Measures – *Ongoing*
- Update Board Goal Measures – *Ongoing (Quarterly)*
- Establish formal performance management program - *Ongoing*
- Update Board Goals/Objectives/Initiatives - (January)



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