



City of Providence
Angel Taveras, Mayor



WHAT PROVSTAT COLLECTS & ANALYZES

ProvStat gathers and analyzes data related to the City of Providence's operations and services. The data and analyses serve as the basis for discussion at regularly held meeting between the Mayor and City department Directors where the focus is on performance, operating methods, resources and allocation and, sometimes, about the need to develop strategies for improving City service delivery .

By assisting with the development and maintenance of databases and data systems, ProvStat supports City department directors with the tools necessary for decisions re: day-to-day operation, efficiency, and meeting constituent expectations.

Below, is a dynamic list, by City department, of many of the output measures, demand measures and performance measures applied by ProvStat. Essentially, these describe data that ProvStat is either currently collecting and or *working toward* collecting.

NOTE: Often, effectiveness in gathering data at the department level depends on factors such as hardware, software applications, network status, connectivity and computer literacy in that department.

FIRE

- Total number of incidents, by type (ex: Structure fires, False alarms, EMS runs),
- % change in Number of incidents over X period of time
- Incidents, by type, by Neighborhood
- Number of calls-for-service, by Neighborhood
- % of Fire runs that meet National Standard of 4-minute response time
- % of EMS runs that meet National Standard of 8-minute response time
- Mutual Aid given, Mutual Aid received
- Calls for service (Fire) by time of day
- Calls for service (EMS) by time of day
- Total number of Arson Investigations, citywide, by Neighborhood

POLICE

- Crime Rates Citywide, by Type, by Neighborhood
- Crime Clearance Rates by Type
- Gun Crimes, Calls for Service, and Arrests
- Complaints against Police - Number, nature, resolution
- Calls for service (POLICE) – by type, location

TELECOMMUNICATIONS

- Number of complaints received re: dispatch
- Number of requests for repair, installation services by other City Departments
- Number of inspections done per month, year

PUBLIC WORKS

- Road Repair/Potholes activity
- Sewer Div. - Number of catch basins cleaned per month
- Traffic Engineering – Number, location of Requests for Service
- % of parking meters 'in operation' (not broken, vandalized, or 'full'); time to repair 'broken' meters
- Engineering - % of city projects completed 'on-time' and 'on-budget'
- Projects by type, Estimated vs. actual
- Number of Permits issued for road work
- Rodent abatement – Geo-coded map of baiting activity, locations
- Snow Removal - Complaints received, resolved

INSPECTIONS & STANDARDS

- Buildings
 - Plan Review timeliness - Target: X business days
 - Number, Type of Inspections
 - Number, Type of Notice of Violations (NOVs) issued
 - Collection rate - fines issued
- Construction Activity - location and \$ value of permits, fees
- Minimum Housing (Code Enforcement)
 - Number, Type of complaints received
 - Inspections made per inspector, per day, month
 - Number, Type of Notice of Violations (NOVs) issued
 - Re-Inspection fees collected
- Zoning Board - Number of applications, average Number of days to be heard
 - Number of Variances/Special Use permits granted v. denied, by type
- Plumbing, Electrical, Mechanical
 - Inspections -number per day per inspector
 - Number, Type of permits issued, fees
- Prosecution
 - Total number cases, number of days for case to be heard, resolved

PARKS

- Number of Neighborhood Parks serviced
- Frequency of service
- Number requests for Tree Service, by type, location
- % tree service requests completed (abated)
- % requests un-abated, by age
- Number of burials, requests for grave maintenance (N. Burial Ground)
- Number of events booked at Casino, Botanical Center

VITAL STATISTICS

- Requests for service by type (applications processed in-person, by Mail by Phone)
- Fees Collected for all documents issued, by type
- Customer Volume
- Document Volume, by type

RECORDER OF DEEDS

- Number of Recorded Documents, by type
- Number of Documents Recorded by Month
- Documents Recorded for City, State, and Federal Government
- Fees Collected by Month
- Real Estate Conveyance Taxes Collected, by Month

ASSESSOR

- Appeals - Total Number of 1st Appeals
- Total Number of 2nd Appeal
- BTR (Board of Tax Assessment Review) – Number of cases reviewed, timeliness of review
- % of Appeals heard within 2 weeks

TAX COLLECTOR

- Collection Rate
- Total \$\$ Projected, Collected Current Tax
- Total \$\$ Projected, Collected Back Tax
- Collection Activity by Mail-in, lock box
- Total Delinquent Notices Mailed
- Tax Sale – Total number of Properties sold, Total \$\$\$ collected at Tax Sale,