

LEWISVILLE CITY COUNCIL

REGULAR SESSION

SEPTEMBER 11, 2017

Present:

Rudy Durham, Mayor

Council Members:

TJ Gilmore

Bob Troyer

R Neil Ferguson

Brent Daniels, Mayor Pro Tem

Brandon Jones, Deputy Mayor Pro Tem

City Staff:

Donna Barron, City Manager

Eric Ferris, Deputy City Manager

Claire Swann, Assistant City Manager

Melinda Galler, Assistant City Manager

Julie Worster, City Secretary

Lizbeth Plaster, City Attorney

WORKSHOP SESSION – 5:00 P.M.

With a quorum of the Council Members present, the workshop session of the Lewisville City Council was called to order by Mayor Durham at 5:00 p.m. on Monday, September 11, 2017, in the City Council Conference Room of the Lewisville City Hall, 151 West Church Street, Lewisville, Texas. All City Department Heads were in attendance.

**Open Data Policy and Operational
Performance Dashboard Presentation**

(Agenda Item A)

City Manager Barron reminded the City Council that staff had been working on the Performance Dashboard. She reviewed the way this had started up and the goals that the information that comes from the Dashboard will help to inform future decisions. City Manager Barron acknowledged all the work from City staff to get the Dashboard to this point and indicated that additional metrics will be added in the future.

Director of Strategic Services Gina Thompson introduced the following representatives from What Works Cities that have been working with the City on this process: Katherine Klosek with GovEx and Noel Isama with the Sunlight Foundation. Both Ms. Klosek and Mr. Isama addressed the City Council with favorable comments regarding the process and Dashboard product the City staff had created.

WORKSHOP SESSION – 5:00 P.M.

**Open Data Policy and Operational
Performance Dashboard Presentation
(cont'd)**

(Agenda Item A)

Director of Strategic Services Gina Thompson and Director of Information Technology Services Chris Lee conducted the attached PowerPoint regarding Open Data Policy and Operational Performance Dashboard Presentation.

All members of the Lewisville City Council moved to the 3rd Floor of Lewisville City Hall at 6:05 p.m. to participate in the Youth Council Program Reception.

**Youth Council Program Reception
(City Council will move to the 3rd Floor of
Lewisville City Hall)**

(Agenda Item B)

The City Council attended the Youth Council Program Reception on the 3rd Floor of Lewisville City Hall from 6:05 p.m. – 6:35 p.m.

**Discussion of Regular Agenda Items and
Consent Agenda Items
(City Council will move back to the City
Council Conference Room located on the 1st
Floor of Lewisville City Hall)**

(Agenda Item C)

(Councilman Gilmore was not present in the City Council Conference Room.)

Mayor Durham reviewed Agenda Item A, Invocation. There was no discussion on this item.

Mayor Durham reviewed Agenda Item B, Pledge to the American and Texas Flags. There was no discussion on this item.

Mayor Durham reviewed Agenda Item C, Proclamation: Declaring the Month of September, 2017, as “Live United Month”. There was no discussion on this item.

Mayor Durham reviewed Agenda Item D, Presentation: Certificates of Appointment and Oaths-of-Offices to Newly Appointed Members of the Youth Council. There was no discussion on this item.

(Councilman Gilmore arrived at the City Council Conference Room at 6:36 p.m.)

WORKSHOP SESSION – 5:00 P.M.

**Discussion of Regular Agenda Items and
Consent Agenda Items**

**(City Council will move back to the City
Council Conference Room located on the 1st
Floor of Lewisville City Hall)
(cont'd)**

(Agenda Item C)

Mayor Durham reviewed Agenda Item E-1, Public Hearing: Consideration of an Ordinance Granting a Zone Change Request From Light Industrial District (LI) to Warehouse District (WH), on Approximately 6.68 Acres Legally Described as Lots 11 & 12, Block A, ARTX Park Addition, Bounded by East Valley Ridge Boulevard on the Northeast Side and Mario Court on the West Side, and an Ordinance Granting a Special Use Permit and Four Associated Variances to Allow a Wholesale Establishment With Outside Storage on More Than 10% of the Platted Lot on the Above-Referenced Land, Both Requested by Richard DeOtte, DeOtte Inc., on Behalf of Jim Bedworth Jr., of REW Gray Properties, LLC, the Property Owner (Case No. PZ-2017-07-15 and Case No. SUP-2017-07-11). City Manager Barron advised that the documents were still being worked through on this item. There was no further discussion on this item.

Mayor Durham reviewed Agenda Item E-2, Public Hearing: Consideration of the Proposed FY 2017-2018 Budget, Property Tax Revenue Increase and Proposed Property Tax Rate. City staff advised that there was video that they would like to be shown during the public hearing. There was no further discussion on this item.

Mayor Durham reviewed Agenda Item F, Visitors/Citizens Forum. There was no discussion on this item.

Mayor Durham reviewed Agenda Item G-3, a) City Council Minutes of the August 7, 2017, Workshop Session and Regular Session; and b) City Council Minutes of the August 21, 2017, Workshop Session and Regular Session. There was no discussion on this item.

Mayor Durham reviewed Agenda Item G-4, Approval of Contract Award to Midwest Employers Casualty Company for Excess Workers' Compensation Insurance in the Amount of \$106,788 Annually for a Two Year Contract with an Option to Renew for Two Additional Years; and Authorization for the City Manager to Execute All Required Contracts. There was no discussion on this item.

WORKSHOP SESSION – 5:00 P.M.

**Discussion of Regular Agenda Items and
Consent Agenda Items**

**(City Council will move back to the City
Council Conference Room located on the 1st
Floor of Lewisville City Hall)
(cont'd)**

(Agenda Item C)

Mayor Durham reviewed Agenda Item G-5, Approval of a Professional Services Agreement Amendment for Additional Design Services With Nathan D. Maier Consulting Engineers, Inc., in the Amount of \$63,000 and Delete Unused Design Services Included in the Previous Agreement in the Amount of \$199,726.45 for a Net Reduction of \$136,726.45 Related to the Main and Mill Street Pedestrian and Landscape Improvements Project; and Authorization for the City Manager to Execute the Agreement. There was no discussion on this item.

Mayor Durham reviewed Agenda Item H-6, Consideration of an Ordinance of the City of Lewisville Approving the 2017-2018 Annual Service Plan Update to the Service and Assessment Plan and Assessment Roll for Public Improvements for the Josey Lane Public Improvement District. There was no discussion on this item.

Mayor Durham reviewed Agenda Item H-7, Consideration of the Adoption of the Old Town Lewisville Transit Oriented Development Master Update, the Northern Gateway Plan and the Southern Gateway Plan. There was no discussion on this item.

Mayor Durham reviewed Agenda Item H-8, Consideration of a Resolution Nominating Candidates to the Denton Central Appraisal District Board of Directors. Mayor Durham advised that as he was employed by the Denton Central Appraisal District, he would be abstaining from any discussion on this item. Mayor Durham left the City Council Conference Room. Discussion was held regarding the members that were interested in being appointed. City Secretary Julie Heinze reminded the City Council that this was just the nomination portion of this process, they would be casting the City votes in December. Discussion was held that Mike Hassett had submitted an email to the City Council indicating his desire to be re-nominated. There was no further discussion on this item. Mayor Durham returned to the City Council Conference Room.

Mayor Durham reviewed Agenda Item I, Reports. There was no discussion on this item.

Mayor Durham reviewed Agenda Item J-Closed Session. There was no discussion on this item.

With no further discussion, the workshop session of the Lewisville City Council was adjourned at 6:41 p.m. on Monday, September 11, 2017.

REGULAR SESSION – 7:00 P.M.

With a quorum of the Council Members present, the regular session of the Lewisville City Council was called to order by Mayor Durham at 7:00 p.m. on Monday, September 11, 2017, in the Council Chambers of the Lewisville City Hall, 151 West Church Street, Lewisville, Texas.

Invocation

(Agenda Item A)

At the request of Mayor Durham, Mayor Pro Tem Daniels gave the invocation.

Pledge to the American and Texas Flags

(Agenda Item B)

At the request of Mayor Durham, Councilman Gilmore gave the pledge to the American and Texas flags.

**Proclamation: Declaring the Month of
September, 2017, as “Live United Month”**

(Agenda Item C)

Mayor Pro Tem Daniels read and presented a proclamation declaring the month of September, 2017, as “Live United Month” to United Way representative Gary Henderson.

**Presentation: Certificates of Appointment
and Oaths-of-Offices to Newly Appointed
Members of the Youth Council**

(Agenda Item D)

Deputy Mayor Pro Tem Jones presented certificates of appointment to newly appointed members of the Youth Council, and oaths-of-offices by Judge Holman.

Public Hearing: Consideration of an Ordinance Granting a Zone Change Request From Light Industrial District (LI) to Warehouse District (WH), on Approximately 6.68 Acres Legally Described as Lots 11 & 12, Block A, ARTX Park Addition, Bounded by East Valley Ridge Boulevard on the Northeast Side and Mario Court on the West Side, and an Ordinance Granting a Special Use Permit and Four Associated Variances to Allow a Wholesale Establishment With Outside Storage on More Than 10% of the Platted Lot on the Above-Referenced Land, Both Requested by Richard DeOtte, DeOtte Inc., on Behalf of Jim Bedworth Jr., of REW Gray Properties, LLC, the Property Owner (Case No. PZ-2017-07-15 and Case No. SUP-2017-07-11)

(Agenda Item E-1)

The property owner, REW, is proposing to relocate from their current site on South Mill Street to the subject site in ARTX Park. The zone change is necessary to consider a Special Use Permit. The following four variances are requested: a) to allow a reduction in exterior material requirements from 80% brick veneer to 30% brick veneer for the main building; b) to allow a reduction in exterior material requirements from 80% brick veneer to 0% brick veneer for the two outside storage three-sided sheds; c) to allow storage to exceed the height of the screening wall; and d) to allow precast panel screening wall within 25 feet of the street right-of-way in lieu of the required brick or stone screening wall. The Planning and Zoning Commission recommended unanimous approval (6-0) of the zone change request and the SUP request at their meeting on July 18, 2017.

The City staff's recommendation was that the City Council continue the public hearing to the September 18, 2017 City Council meeting.

Richard E. Luedke, Planning Director, was present to respond to any questions posed by the City Council.

Mayor Durham opened the public hearing.

MOTION: Upon a motion made by Councilman Troyer and seconded by Councilman Ferguson, the Council voted five (5) "ayes" and no (0) "nays" to continue the public hearing to the September 18, 2017 City Council Meeting. The motion carried.

**Public Hearing: Consideration of the
Proposed FY 2017-2018 Budget, Property
Tax Revenue Increase and Proposed
Property Tax Rate**

(Agenda Item E-2)

In accordance with the City Charter and state law, a public hearing is being held on the proposed FY 2017-18 budget, property tax revenue increase and proposed property tax rate to provide an opportunity for citizen comment. The proposed FY 2017-18 property tax rate is .436086, equal to the current .436086 tax rate. The proposed budget includes changes made by City Council at the budget workshop held on August 12th. The first public hearing was held on September 5, 2017. Today's hearing is the second, and final, public hearing to be held. An agenda item to adopt the budget, property tax revenue increase, and property tax rate will be on the September 18, 2017 City Council meeting at 7:00 p.m. in the Council Chambers.

The City staff's recommendation was that the City Council conduct the Public Hearing.

Mayor Durham opened the public hearing. City staff showed a video reviewing the General Fund and Tax Rate.

MOTION: Upon a motion made by Councilman Gilmore and seconded by Deputy Mayor Pro Tem Jones, the Council voted five (5) "ayes" and no (0) "nays" to close the public hearing. The motion carried.

Visitors/Citizens Forum

(Agenda Item F)

Chris Nelson, 422 Mullins, Lewisville, Texas, spoke before the City Council regarding his concern that the Denton Central Appraisal District was cheating the City out of taxes. He indicated that he was pretty happy with the City; however, his concern was not getting answers from the County and Appraisal District that had been asked. He indicated that even though this may not technically be City business, he felt there were answers the City could get for them.

No one else appeared to speak at this time.

CONSENT AGENDA

(Agenda Item G)

MOTION: Upon a motion made by Councilman Ferguson and seconded by Councilman Troyer, the Council voted five (5) "ayes" and no (0) "nays" to approve and adopt all remaining items on the Consent Agenda, as recommended and as follows:

3. APPROVAL OF MINUTES: a) City Council Minutes of the August 7, 2017, Workshop Session and Regular Session; and b) City Council Minutes of the August 21, 2017, Workshop Session and Regular Session.

CONSENT AGENDA (cont'd)

(Agenda Item G)

4. Approval of Contract Award to Midwest Employers Casualty Company for Excess Workers' Compensation Insurance in the Amount of \$106,788 Annually for a Two Year Contract with an Option to Renew for Two Additional Years; and Authorization for the City Manager to Execute All Required Contracts.
5. Approval of a Professional Services Agreement Amendment for Additional Design Services With Nathan D. Maier Consulting Engineers, Inc., in the Amount of \$63,000 and Delete Unused Design Services Included in the Previous Agreement in the Amount of \$199,726.45 for a Net Reduction of \$136,726.45 Related to the Main and Mill Street Pedestrian and Landscape Improvements Project; and Authorization for the City Manager to Execute the Agreement.

The motion carried.

END OF CONSENT AGENDA

**Consideration of Ordinance No. 4414-09-2017
of the City of Lewisville Approving the 2017-
2018 Annual Service Plan Update to the
Service and Assessment Plan and Assessment
Roll for Public Improvements for the Josey
Lane Public Improvement District**

(Agenda Item H-6)

On October 6, 2014, the City created the Josey Lane Public Improvement District for construction of street and water/wastewater improvements in a designated area located along Josey Lane north of FM544 and south of Windhaven Drive. An update to the Service Plan and Assessment Roll must be considered and approved by City Council. This plan identifies public improvement costs to be provided by the PID along with the manner of assessing the property in the PID and the assessment roll.

The City staff's recommendation was that the City Council consider and approve the ordinance as set forth in the caption above.

**Consideration of Ordinance No. 4414-09-2017
of the City of Lewisville Approving the 2017-
2018 Annual Service Plan Update to the
Service and Assessment Plan and Assessment
Roll for Public Improvements for the Josey
Lane Public Improvement District (cont'd)**

(Agenda Item H-6)

City Attorney Lizbeth Plaster read the ordinance caption into the record as follows:

“An Ordinance of the City of Lewisville Approving the 2017-2018 Annual Service Plan Update to the Service and Assessment Plan and Assessment Roll for Public Improvements for the Josey Lane Public Improvement District With Chapter 372, Texas Local Government Code, as Amended; Providing a Repealer, Severability, and an Effective Date; and Declaring an Emergency”

MOTION: Upon a motion made by Councilman Ferguson and seconded by Deputy Mayor Pro Tem Jones, the Council voted five (5) “ayes” and no (0) “nays” to approve and adopt **Ordinance No. 4414-09-2017**, as captioned previously. The motion carried.

**Consideration of the Adoption of the Old
Town Lewisville Transit Oriented
Development Master Update, the Northern
Gateway Plan and the Southern Gateway
Plan**

(Agenda Item H-7)

The Old Town Transit Oriented Development (TOD) Master Plan was adopted in October 2010 upon completion of Denton County Transit Authority’s (DCTA) A-Train passenger rail station in Old Town Lewisville. The Master Plan Update is intended to serve as a supplement to the 2010 Master Plan focusing on current market conditions and strategies to accelerate redevelopment in the area. Furthermore, in the spring of 2015, following the adoption of the I-35E Corridor Redevelopment Plan and the Lewisville 2025 plan, efforts were made to analyze development potential in the northern and southern gateways. A design workshop was held, and the input from the land owners in the focus areas formed the basis and vision for the overall plans. Staff has now identified the benefit of formally adopting these plans. The Planning and Zoning Commission recommended unanimous approval (5-0) for the adoption of all three plans on August 15, 2017.

The City staff’s recommendation was that the City Council adopt the plans as presented.

Richard E. Luedke, Planning Director was present to respond to any questions posed by the City Council.

Consideration of the Adoption of the Old Town Lewisville Transit Oriented Development Master Update, the Northern Gateway Plan and the Southern Gateway Plan (cont'd)

(Agenda Item H-7)

MOTION: Upon a motion made by Mayor Pro Tem Daniels and seconded by Deputy Mayor Pro Tem Jones, the Council voted five (5) “ayes” and no (0) “nays” to approve and adopt the Old Town Lewisville Transit Oriented Development Master Update, the Northern Gateway Plan and the Southern Gateway Plan. The motion carried.

Mayor Durham advised that he would be abstaining from discussion and consideration of the following item as he is employed by the Denton Central Appraisal District. The appropriate Conflict of Interest Affidavit had been filled out and filed with the City Secretary. Mayor Durham stepped away from the dais.

Consideration of Resolution No. 4415-09-2017 (R) Nominating Candidates to the Denton Central Appraisal District Board of Directors

(Agenda Item H-8)

The Denton Central Appraisal District has requested that the City nominate up to five individuals to serve as the DCAD Board of Directors prior to October 15th. After all entities have made their nominations and votes have been cast, the five candidates that receive the most votes become the Board of Directors as of January 1st. Board members serve a two-year term. All board members are up for reelection and wish to be re-elected, with the exception of Robert Gallagher. Denton Central Appraisal District’s current Board of Directors include Charles Stafford, Connie Smith, David Terre, Robert Gallagher, Mike Hassett, and Michelle French (serves as an ex officio member).

The City staff’s recommendation was that the City Council approve the resolution as set forth in the caption above.

MOTION: Upon a motion made by Deputy Mayor Pro Tem Jones and seconded by Councilman Gilmore, the Council voted five (5) “ayes” and no (0) “nays” to approve and adopt Resolution No. 4415-09-2017 (R), a Resolution of the City of Lewisville, Texas Nominating the following: Charles Stafford, Connie Smith, David Terre, and Mike Hassett to be a Member of the Board of Directors of the Denton Central Appraisal District. The motion carried.

(Mayor Durham returned to the dais.)

Reports

(Agenda Item I)

- Assistant City Manager Melinda Galler introduced the City of Lewisville's new Emergency Management Coordinator Thomas Quinn. Mr. Quinn addressed the City Council and advised he was excited to be here.
- Public Works Manager Ron Carson gave an update on the status of the lake level.
- Assistant City Manager Claire Swann advised of the upcoming DIY Home Improvement Mini-Expo being held on September 16th from 9 a.m. – 1 p.m. at the MCL Grand. She stated this event was a joint sponsored event of the City of Lewisville, Frost Bank and Home Depot and will include hands-on classes about patching a hole in a wall, interior painting tips and DIY decor. Information will be available on how to fix minor home repairs on a budget, home safety, home repair financing, the Property Enhancement Program (PEP), Neighbors Leading Neighbors Volunteer Outreach Program, Keep Lewisville Beautiful and LLELA.
- Director of Engineering David Salmon gave the following update on Valley Ridge Boulevard: the permanent closure of North Cowan Avenue at the railroad underpass on Thursday September 21 are in preparation for the opening of Valley Ridge. This will allow the contractor to build the cul de sac turn around and be completed by October 31. We plan to distribute door hangers, send out a news release to all affected departments & entities, and are working with the Director of Communications James Kunke to get information posted on social media and the city website. We are also deploying two message boards later this week in advance of the closure. A ribbon cutting ceremony for Valley Ridge Blvd. is currently being tentatively planned for Thursday October 5 at 9:00 AM. We are still working on details and logistics, however we have determined the ceremony will take place on Valley Ridge immediately west of Kealy Avenue.
- Mayor Pro Tem Daniels indicated his excitement at the Performance Dashboard that had been presented during the City Council Workshop. He also reminded everyone that September 14th was National Giving Day and encouraged everyone to consider donating to a worthy cause. Mayor Pro Tem Daniels reminded everyone that Western Days was coming up at the end of the month.
- Deputy Mayor Pro Tem Jones acknowledged the newest members of the Youth Action Council and the work of Assistant City Manager Melinda Galler in getting this program moving forward.
- Councilman Gilmore acknowledged the events that had happened on 9/11 and the sense of community in the weeks that followed, working together regardless of disagreement. Councilman Gilmore acknowledged the loss of Doug Killough, mentor, leader, friend, community. He asked everyone to put a corner of their heart aside for Mr. Killough's family and encouraged residents to meet their neighbors.
- City Manager Barron advised of the ribbon cutting of the new Visitors Center and encouraged everyone to utilize these services.
- Mayor Durham encouraged everyone to remember all the hurricane victims and that the hard work was just getting started.

Reports (cont'd)

(Agenda Item I)

- Councilman Ferguson encouraged everyone to remember both 9/11 and Doug Killough. He referenced the Performance Dashboard all the layers and tools that are now available to the citizen's. He stated that he would like to see this showcased at NLC or TML next year. He reviewed upcoming events at the MCL Grand.
- Councilman Troyer echoed comments already stated regarding the Dashboard, Western Days, and the Visitor's Center.
- Mayor Durham thanked the Police Officer's present for their dedication to the community.

There were no additional reports at this time.

Mayor Durham adjourned the regular session of the Lewisville City Council into Closed Session at 7:41 p.m. Monday, September 11, 2017, in accordance with the requirements of the Open Meetings Law.

Closed Session

(Agenda Item J)

In accordance with Texas Government Code, Subchapter D, Section 551.072 (Real Estate), the Lewisville City Council convened into Closed Session at 7:41 p.m. on Monday, September 11, 2017, City Council Conference Room of the Lewisville City Hall, 151 West Church Street, Lewisville, Texas, in order to discuss matters pertaining to the following:

Section 551.074(Personnel)

1. City Attorney Lizbeth Plaster

Section 551.072 (Real Estate)

2. Property Acquisition

Section 551.087 (Economic Development):

3. Deliberation Regarding Economic Development Negotiations.

The Closed Session was adjourned at 8:38 p.m. on Monday, September 11, 2017.

**Reconvene into Regular Session and
Consider Action, if any, on Items Discussed
in Closed Session**

(Agenda Item K)

Mayor Durham reconvened the Regular Session of the Lewisville City Council at 8:38 p.m. on Monday, September 11, 2017, in the Council Chambers of the Lewisville City Hall.

Mayor Durham opened the floor for action to be taken on the items discussed in the Closed Session.

MOTION: Upon a motion made by Councilman Ferguson and seconded by Deputy Mayor Pro Tem Jones, the Council voted five (5) “ayes” and no (0) “nays” to approve and adopt **Resolution No. 4416-09-2017 (R)**, a Resolution of the City of Lewisville, Texas, Providing Compensation Increases for Fiscal Year 2017/2018 for Certain Employees Reporting Directly to the City Council. The motion carried.

There was no further action taken on the items discussed during the Closed Session.

Adjournment

(Agenda Item L)

MOTION: Upon a motion made by Councilman Troyer and seconded by Deputy Mayor Pro Tem Jones, the Council voted five (5) “ayes” and no (0) “nays” to adjourn the Regular Session of the Lewisville City Council at 8:39 p.m. on Monday, September 11, 2017. The motion carried.

These minutes approved by the Lewisville City Council on the 18th day of September, 2017.

APPROVED

Rudy Durham
MAYOR

ATTEST:

Julie Worster
CITY SECRETARY

Open Data Policy and Performance Dashboard

SEPTEMBER 11, 2017

Introduction

By Donna Barron, City
Manager

- Launch of Performance Dashboard
 - Result of a Council directive in 2016
 - Substantial amount of work by staff over the past year and a half
 - Provides instant data to the public
 - No cleaning up of reports prior to publishing data in order to correct mistakes
 - Data is available as operations occur
 - An enormous amount of data is included
 - Will be modified, added to, and clarified on an on-going basis
- Open Data Policy
 - Proactive approach to disseminating data
 - Access to data sets in multiple formats
- These initiatives:
 - Enhance transparency efforts
 - Provide an additional benefit of allowing the City to showcase not only what we do daily, but how well we do it

What Works Cities

- Launched by Bloomberg Philanthropies in April 2015
 - To elevate and accelerate cities' use of data and evidence to engage citizens, make government more effective, and improve people's lives
 - **Partners**
 - Sunlight Foundation
 - Behavioral Insights Team
 - Harvard Kennedy School - Government Performance Lab
 - John Hopkins University - Center for Government Excellence (GovEx)
- Lewisville was selected in 2016 as a WWC
 - Open data policy
 - Assessing infrastructure condition, enhancing how we report outcomes, and full utilization of data
- Through WWC
 - Gained framework for best practices to ensure success of our programs and invaluable guidance along the way

Open Data Policy

Effective Date: July 1, 2017

Approval: 

**CITY OF LEWISVILLE
ADMINISTRATIVE DIRECTIVE**

**SECTION: TECHNOLOGY SERVICES
TOPIC: OPEN DATA PROGRAM
REFERENCE: 5.14.0**

I. DEFINITIONS

- A. "Data" means statistical, factual, quantitative, or qualitative information that is maintained or created by or on behalf of a City department. This definition is inclusive of software source code developed or maintained by or on behalf of the City.
- B. "Open data" means data that is available online, in an open format, with no legal encumbrances on use or reuse, and is available for all to access and download in full without fees [or a requirement of registration]. "Legal encumbrance" includes federal copyright protections and other, non-statutory legal limitations on how or under what conditions a dataset may be used. This definition is also inclusive of any software source code made available online ("open source software").
- C. "Open format" means any widely accepted, nonproprietary, platform-independent, machine-readable data format, which permits automated processing of such data and facilitates analysis and search capabilities.
- D. "Dataset" means a named collection of related records, with the collection containing data organized or formatted in a specific or prescribed way, often in tabular form.

Open Data Policy

- Open data program and policy will allow the City to
 - Further the City's transparency initiative
 - Incorporate best practices in how we disseminate data
 - Proactively release all publishable City data
 - Make data available in appropriately varied and useful open formats
 - Provide access to historical archives of City data
 - Reduce public information requests by providing the data up front
 - Support innovative uses of the City's data
- Committee made up of employees from across the organization

Open Data

- Datasets available to the public
- Based on live data
- Downloadable
- Tabular data and GIS data
- Based on ESRI's Open Data Hub (free)

Lewisville Open Data Sign In

Open Data Hub

City of Lewisville

zoning My Data Sign In

Location density of 24,210 features

Overview Data API Explorer

Zoning

★ Favorite Download APIs

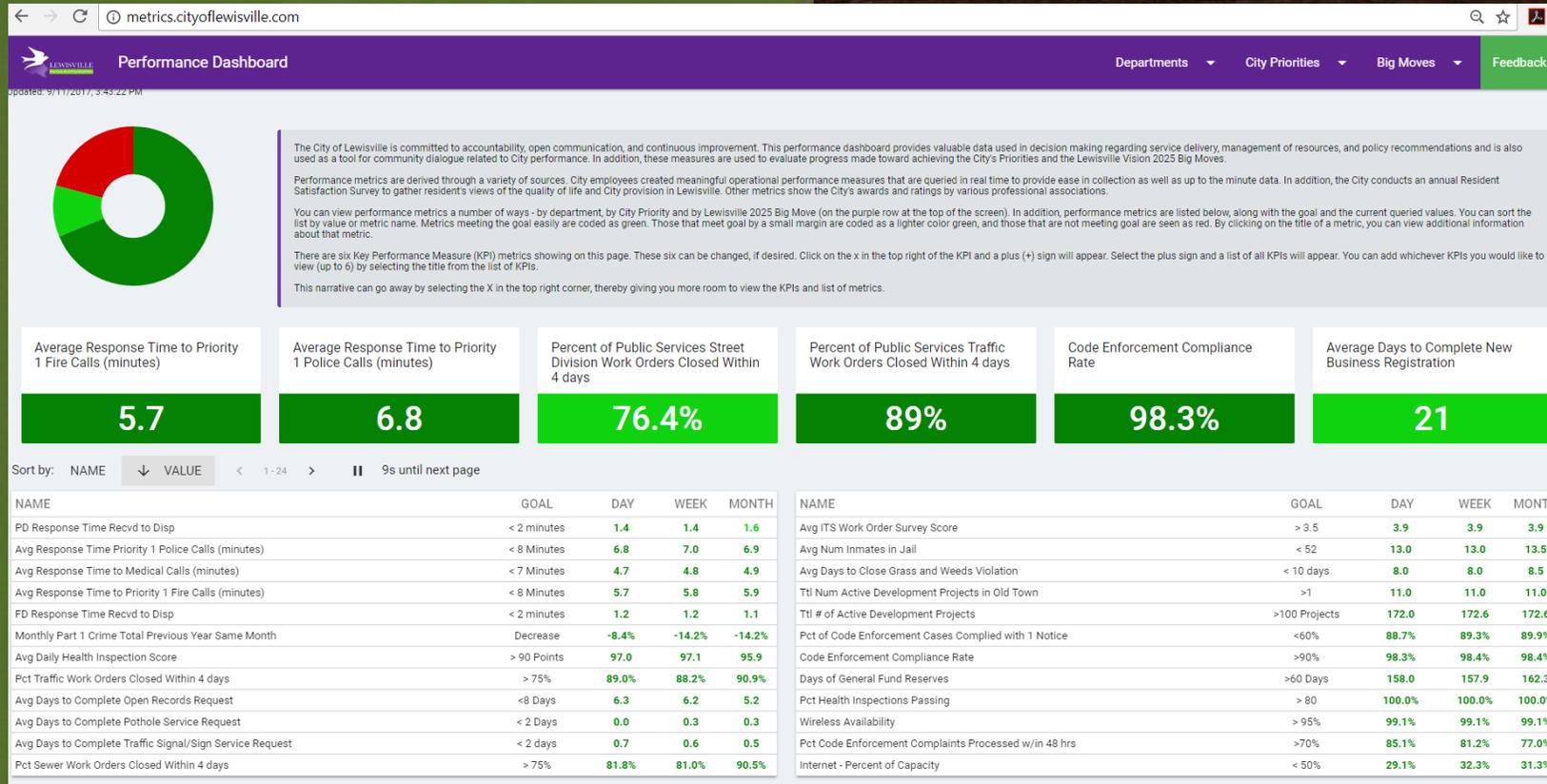
Showing 1 to 10 of 24,210 Hint: Click on ▼ to filter columns.

OBJECTID	Zoning Class	ICON	LINK	Z
571021	AO - Agricultural Open Space	FFFFFF80	https://www.municode.com/libra...	AO -
571022	CP - City Park	33FF0080	https://www.municode.com/libra...	CP -
571023	ETH - Estate Townhouse	CC999980	https://www.municode.com/libra...	ETH
571024	GB - General Business	CC002280	https://www.municode.com/libra...	GB -
571025	HI - Heavy Industrial	66666680	https://www.municode.com/libra...	HI - i
571026	MF2 - Multi-Family 2	66330080	https://www.municode.com/libra...	MF2
571027	PU - Public Use	00660080	https://www.municode.com/libra...	PU -

loading open data, discovering and building
analyze and combine Open Datasets using maps, as
our great community even better, together!

Categories

the categories below. Data is continually updated



Performance Dashboard

Why A Dashboard?



- Council initiative
 - City of Boston example
 - 2016 direction at City Council Retreat to begin work on a performance dashboard
- Desire to make city operations more open and transparent
- More fully utilize evidence and facts in decision making

Change in Operations

- Council commitment
- City Manager engagement
- This work is enabling greater access to facts and evidence than ever before at all levels of the organization
- Will allow current data to drive decisions rather than anecdotal type information or information gained from delayed reporting
- This system is not a fad or a new performance management program. No one is learning new lingo and having to enter data into a different system. We are simply accessing and viewing the information already in our databases in a new and more effective manner
 - We are taking the enormity of Lewisville operations and condensing into digestible bits of information

How Data Will Be Used

- The City of Lewisville is committed to accountability, open communication, and continuous improvement. Dashboard provides valuable data used
 - As a method to educate the public on city operations
 - In decision making regarding service delivery
 - In management of resources
 - In policy recommendations
 - As a tool for community dialogue related to City performance
 - To evaluate progress made toward achieving the City's Priorities and the Lewisville Vision 2025 Big Moves
 - To identify trends and issues more quickly
 - To better manage infrastructure assets

Lewisville's Dashboard Development

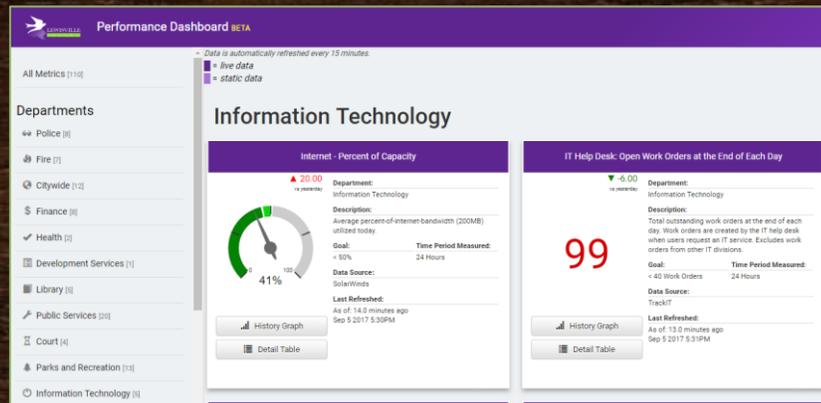
- There are various methods for implementing a dashboard for tracking operational performance
 - Many cities use an outside vendor to develop and maintain a dashboard
 - Staff time to gather and upload data into a separate system – which equates to additional workload
 - Is normally done once a month or quarterly which makes the data not as timely or beneficial as live data
 - Lewisville's dashboard was developed using internal ITS staff
 - Allows data to be queried live (every 20 minutes) from all databases across the City
 - No redundant data entry or uploads required
 - Staff can modify and create queries based on internal priorities

Lewisville's Dashboard Development

ITS Staff:

- Jason Kirkland
- Elizabeth Mayes
- Tarig Ahmed
- Colton Wood
- Caleb Faught
- Christina Larson
- Laura Fischer

metrics.cityoflewsville.com (Architecture)

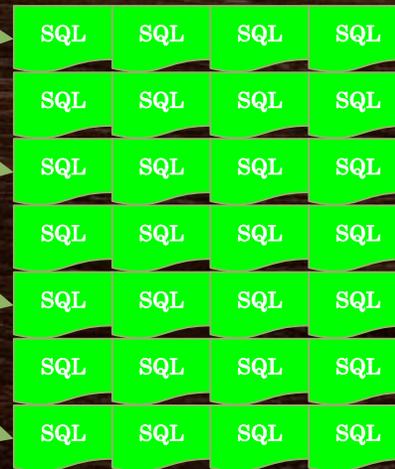


Web App

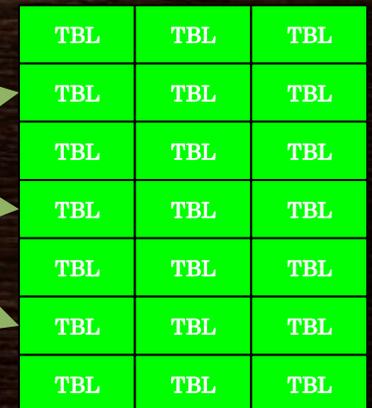
Databases used in City Departments



50+ SQL Queries (Written by Business Information Analysts)



Caches of Query Results



All queries get registered/unregistered here. Agent executes all queries every 20 minutes. Results are cached for use by the web app.

metrics.cityoflewsville.com (Technology Stack)

- Web app
 - Html,CSS,Javascript (VueJS and AngularJS frameworks used)
 - API-based - All data is retrieved via AJAX from central city-wide API app.
- Command and Control App
 - Microsoft SQL Server
 - Tables
 - Stored Procedures (business logic)
- SQL Queries
 - Individually written by city's Business Information Analysts
 - All written in Microsoft SQL Server stored procedures (some are 100+ lines long)
 - Some GIS/spatial-query SQL procedures
- Datasources
 - Microsoft SQL Server, DB2, ProgressDB
 - Web APIs, Google Spreadsheets

Challenges

- Off-premise databases
- Not having technology in place to utilize for metrics such as at the LLELA gate, storm sewer video inspections, etc.
- Clean data
- Quickly learn the structure of the databases well enough to retrieve the data needed, write and maintain the queries
- Departmental understanding and ownership of the metrics
- Prioritizing metrics due to demand outpacing resources

How Metrics Are Prioritized And Selected

- Metrics are evaluated on the following factors:
 - Benefit to the department
 - Value/interest to the Public
 - Linkage to City priorities
 - Infrastructure – due to age of City, capital project cost increases
 - Linkage to Lewisville 2025 Plan
 - Concerns related to resident survey responses
 - Data set availability
 - Availability and specialty of IT staff to create a query
 - Professional association or mandate from the State
 - Level of engagement from the department

Queried vs Static Metrics (100+ metrics)

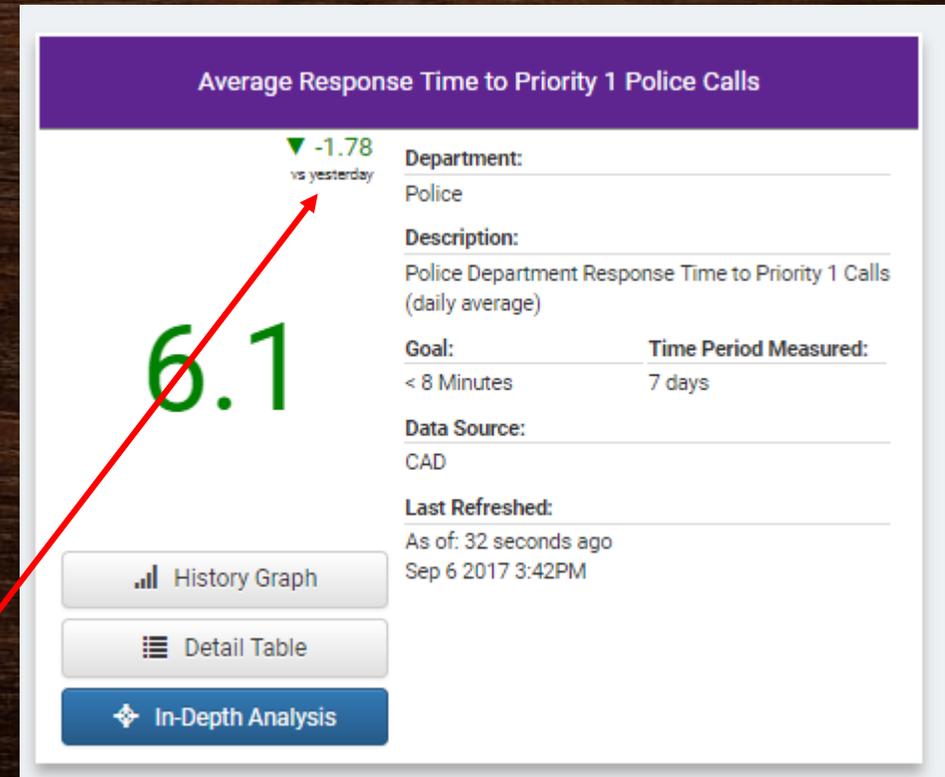
- Dynamic Dashboard - metrics are routinely modified, clarified, added to and even deleted
- Queried (48 metrics currently)
 - Performance metrics that are queried from operational databases in real time
- Static (61 metrics currently)
 - Static measures are not on the landing page for the Dashboard, however, they are included in the separate category pages
 - Annual Report information
 - Annual Resident Satisfaction Survey that rate City service provision
 - City awards and ratings by various professional associations

How metrics can be viewed

- By Department
- By City Priority
- By Lewisville 2025 Big Move
- There are six Key Performance Indicator (KPI) metrics that default on the landing page. (These can be changed to reflect what is most important to the viewer)
- Queried performance metrics are listed on a landing page, which scrolls every 15 seconds
- Metrics can be sorted by name or value
- On the landing page, metric values are included for the day, week, and month to more easily identify anomalies and trends
- By clicking on the title of a metric, you can view additional information about that metric

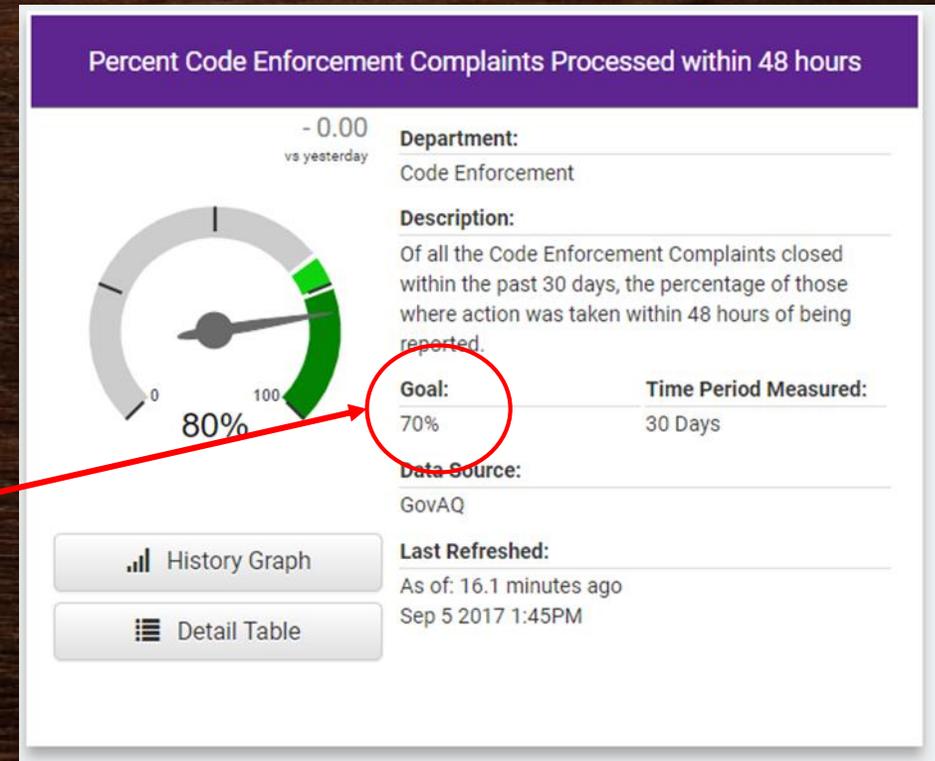
Metric Information Provided

- Metric Title
- Value (either as a number or letter , or as a gauge (%))
- Department
- Description of the Metric
- Goal
- Time Period Measured
- Source of Data
- When metric was last refreshed
- Historical Graph
- Details used to derive value
- In-depth Analysis or Further information
- How today's value compares to yesterday's value



Metric Values Compared to Goals

- Each metric's goal is agreed upon by Administration and the department
- The value of the metric is compared against the goal
- If value is delayed in meeting the goal, metric shows up as red
- If value meets goal, metric shows up as one of two shades of green (light green for on-track and meeting goal, dark green for exceeding expectations)
- In this example, the goal is 70%. The current value is 80% (which indicates that of all code enforcement complaints closed within the past 30 days, the percentage where action was taken within 48 hours was 80%). Since 80% is well above the 70% goal, the metric gauge is reflected as dark green



Metrics in Development

- Currently have over 150 additional metrics proposed
- Following are metrics currently in development
 - Response time for sidewalk repair service requests
 - Recreation class / activity participation metrics (including LLELA)
 - Library circulation and collection information, program participation, etc.
 - City of Lewisville organization sustainability metrics - water, fuel and electricity consumption. City wide water consumption
 - Length of time to complete Planned Development (PD) and Special Use Permit (SUP) planning processes
- Next Steps: Development of departmental dashboards

Introduction to current
dashboard metrics...