

***OFFICE OF URBAN ANALYTICS & INNOVATION***  
**(URBAN AI)**

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**OVERVIEW &**  
**JANUARY-SEPTEMBER 2022 REPORT**

# Urban Analytics & Innovation

## Overview

### Vision:

Urban AI is the data and process center for excellence in the City of Cleveland.

### Mission:

Incorporate efficient, effective, and equitable analytics, processes, procedures, and policies while ensuring high levels of accountability, and quality deliverables.



### URBAN DATA LAB | DATA TEAM

To serve as the data center of excellence for the City by enabling improved decision making through data analytics, increasing transparency through access to data; and establishing data governance.



### INNOVATION, ASSESSMENT & ANALYSIS

To facilitate innovation and modernization by assessing and evaluating administrative, operational, and programmatic performance of departments/divisions.



### QUALITY CONTROL

To inspect service requests received from the public through the 311 Call Center and city systems.

*“Without data, you’re making decisions based on the wrong assumptions.”*  
- Mayor Justin M. Bibb

# *Important Definitions*

**3-1-1:** 311 is a citizens' hotline. It's a simple way for people to report problems or ask questions about the community.

**CityWorks:** The City's public asset management platform that supports issues and tracks data from 311 calls and Urban AI inspections.

**Inspection:** An on-site visit by a Urban AI Inspector to a 311 complaint that has been reported as complete by a Department/Division. The purpose is to verify that work has been completed to community standards.

**Referral:** An issue reported by a Urban AI Inspector observed while out in the field, that has not yet been submitted by the public - these submissions help us be proactive and quickly address unidentified service needs not reported.

**Closed Case:** A service request that has been marked as complete or 'closed' in Cityworks. These are the cases Urban AI inspects and verifies.

# Role of Quality Control Inspectors

## Meet our Quality Control Inspectors

There are currently two Urban AI Quality Control Inspectors that are assigned as follows:

Johnnie Session - Region 1  
Wards 1, 2, 4, 6, 8, 9, 10

Robert Jordan - Region 2  
Wards 3, 5, 7, 11, 12, 13, 14, 15, 16, 17

## Responsibilities

### STEP ONE

The inspector's access CityWorks and **review 3-1-1 requests closed** within the last 2 days.



### STEP TWO

20 closed 3-1-1 cases are selected at random **to verify the job has been completed and satisfies standards.**

### STEP THREE

**Inspectors visit wards and on-site inspections are performed for the day.**

### STEP FOUR

**Inspectors document cases that are incomplete or below standards** and forward to the appropriate Division/Department.

### STEP FIVE

The Division/Department notifies Urban AI when a staff member is assigned to the job and **again when the job has been completed.**

## Referral Process

**In addition to 311 calls,** Inspectors make referrals for follow-up based on observations in the field.

*Note: If a referral needs immediate follow-up, emergency email or call is sent to appropriate Department/Division.*

Referrals and inspections are **tracked daily and reported on monthly.** Monthly reports are generated based on:

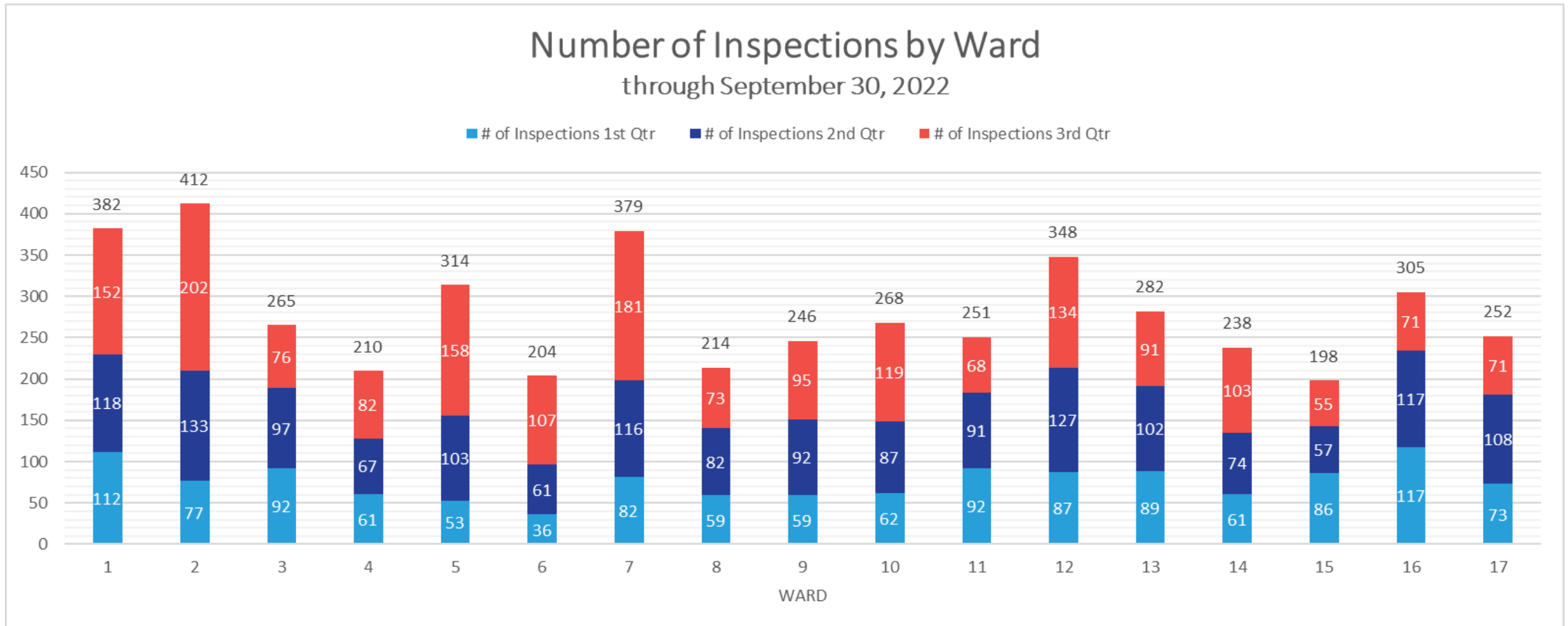
- Inspections per month\*
- Referrals per month\*

*\*Both are accumulated year-to-date*

# Inspection Outcomes

In the first three quarters of 2022, the Urban AI team analyzed 4,768 requests for service through 311 for verification of completion.

First Quarter total: 1,298   Second Quarter total: 1,632   Third Quarter Total: 1,838

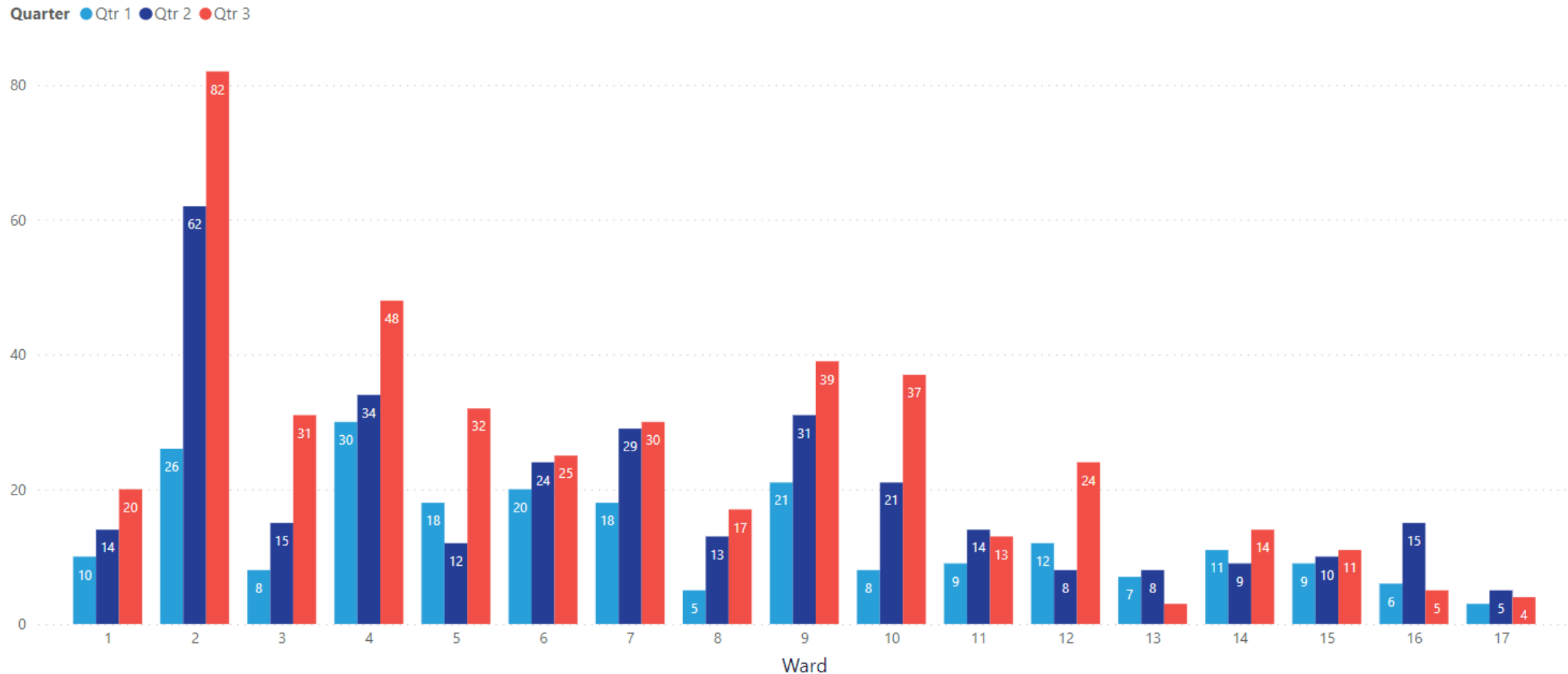


*\*Cases are selected at random so ward distribution fluctuates over time. Inspections completed January - September 2022.*

# Referral Outcomes

From the beginning of 2022 to the end of September, our inspectors flagged 980 additional issues observed while in the field and verified completion.

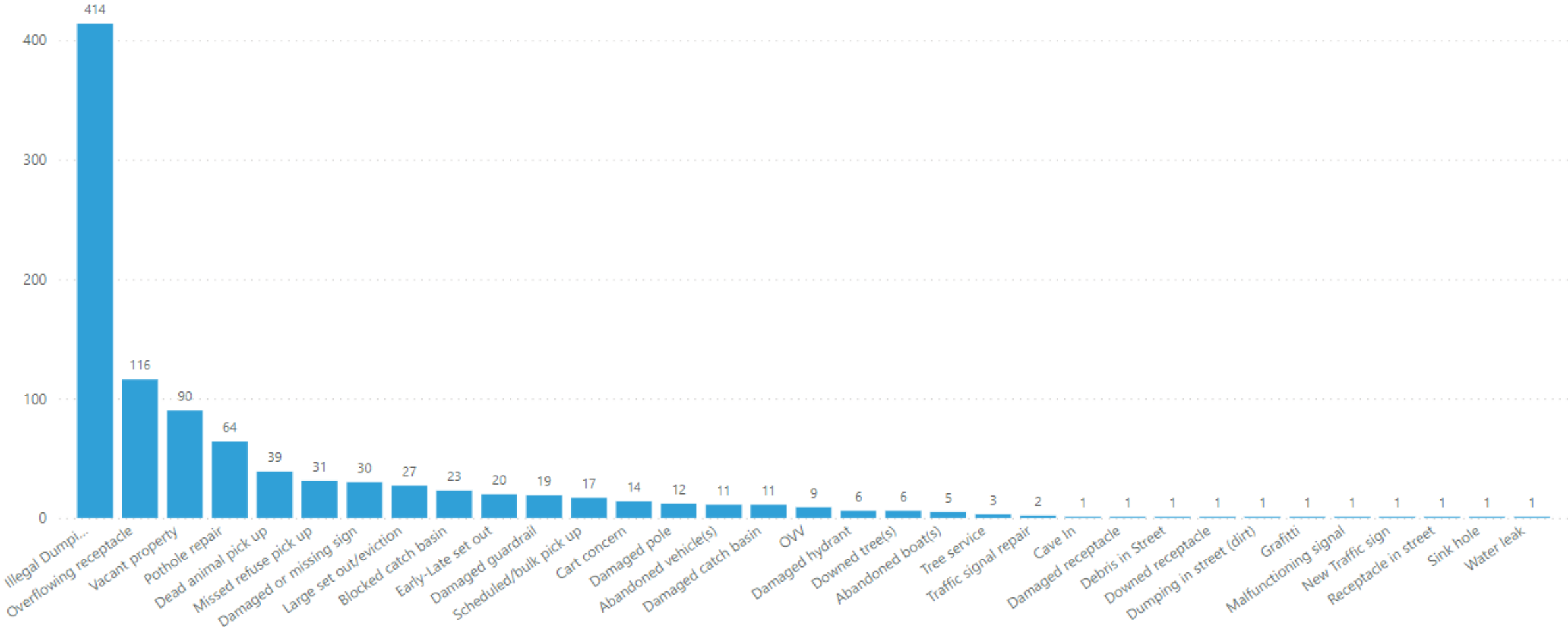
Referrals by Ward, Year-to-Date through 9/30/2022



\*Referrals made by Urban AI inspectors, January – September 2022.

# Types of Referrals

Referrals by Type, Year-to-Date through 9/30/2022



\*Referrals made by Urban AI inspectors, January – September 2022.

# Referral Location (Q3)



Urban Analytics & Innovation - Inspector's Referrals 3rd Quarter 2022 (Total 435)

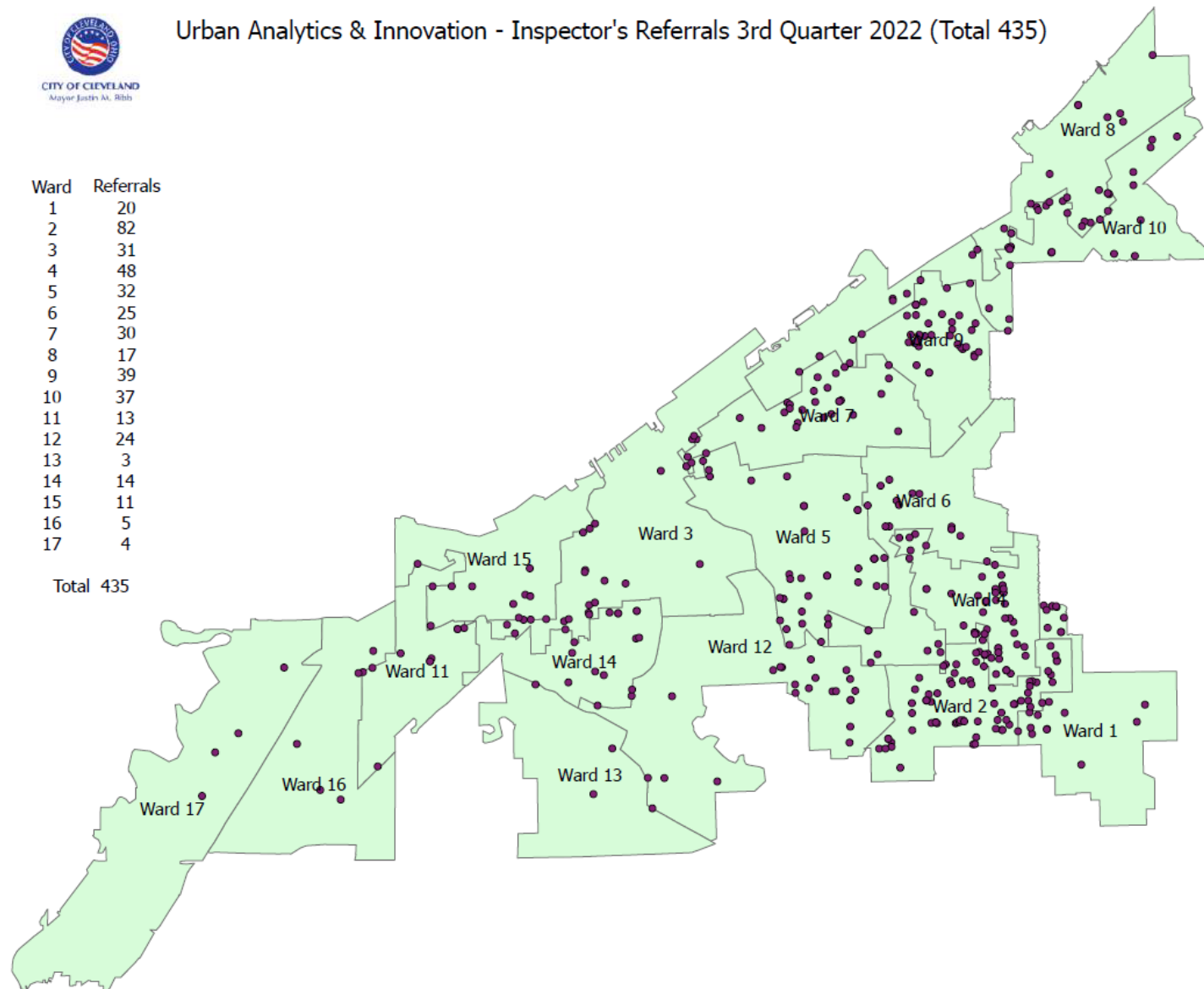


In the third quarter of 2022, our inspectors flagged 435 additional issues observed while in the field and verified completion.

Nearly 19% of referrals were in Ward 2, followed by 11% in Ward 4, 9% in Ward 9, and 9% in Ward 10.

Wards 13, 16, and 17 had the least referrals each at roughly 1% of the total referrals for Q3 2022.

Ward	Referrals
1	20
2	82
3	31
4	48
5	32
6	25
7	30
8	17
9	39
10	37
11	13
12	24
13	3
14	14
15	11
16	5
17	4
Total	435



*\*Referrals made by Urban AI inspectors, July - September 2022.*