

# SEATTLE PUBLIC UTILITIES PERFORMANCE METRICS AND DASHBOARDING



**CLIENT**  
Seattle Public Utilities

**LOCATION**  
Seattle, WA

**DURATION**  
3 years

**ROLE**  
Technical Lead

**BUDGET**  
\$80,000

**COMPLETED**  
Est. December 2021



**City of Seattle**

Blue Cypress Consulting is supporting Seattle Public Utilities (SPU) in implementing SPU's Capacity Management Operations and Maintenance (CMOM) program. As part of this program, Blue Cypress is developing programmatic performance metrics and a dashboarding mechanism to

track and report on key performance measurements necessary to manage and track the successful implementation of the program and to identify when course corrections are necessary.

Performance reporting is only beneficial if the data and visualizations can be consumed by the appropriate audience and for this it is important to choose the appropriate dashboarding mechanism. Now more than ever there are a variety of choices and ultimately SPU selected Tableau as its reporting framework of choice. The next step in this project is to build the chosen reports within the Tableau software to then consume live data from sources including ArcGIS, Maximo, GraniteNet, and InfoAsset.

An important step in this process is determining the appropriate reporting framework to use. Reporting metrics appear straightforward when seen independently – however as an aggregate it is vitally important these metrics work together to drive decision making and build up to strategic goals. There are a variety of techniques used for doing this and part of Blue Cypress's support was building understanding of these alternatives; ultimately SPU chose a balanced scorecard approach for reporting and dashboarding.

The next step is then to build metrics around the framework. We chose an iterative process that involved building a strategic structure (what actions and goals do we want to measure) and then applying metrics (those measurements) to the structure. As a proof of concept, we then constructed a series of metrics around a reporting framework to build organization support and understand how the structure can drive decision making.