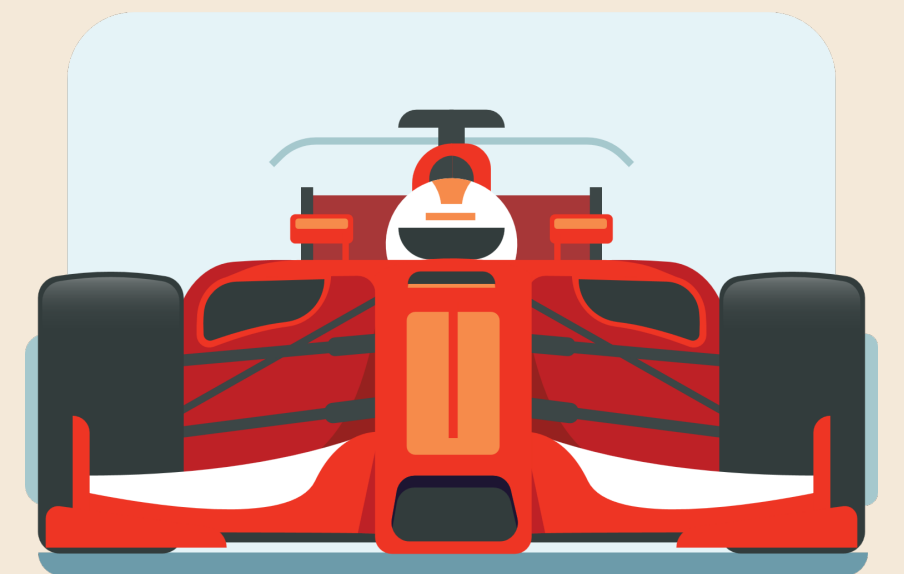




Lessons from the Pit Lane

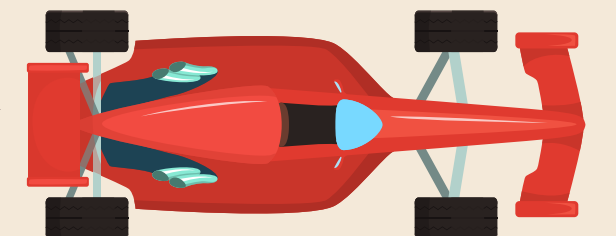
What Local Government Can Learn
from the Fastest Teams on Earth



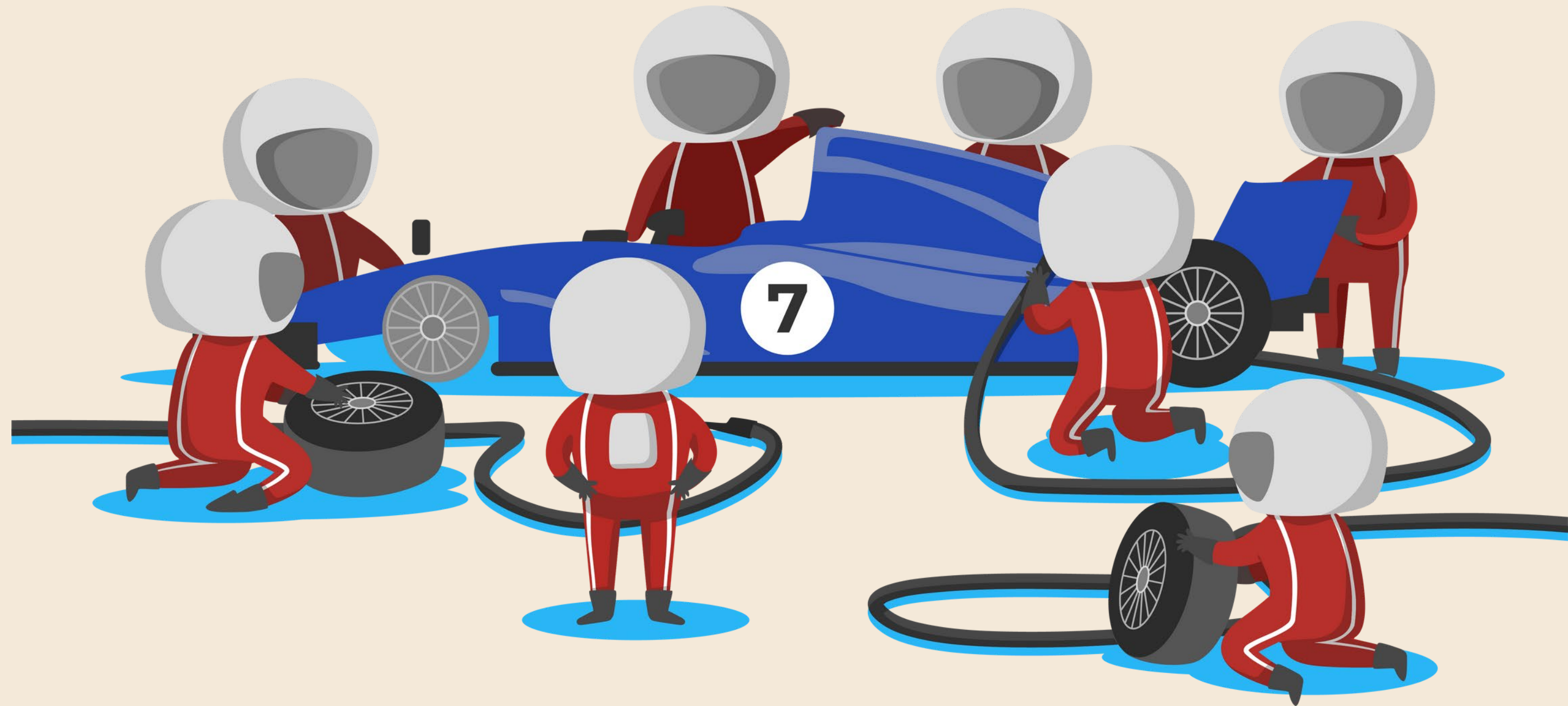
Poetry in Motion - the Pit Crew

2019 Brazilian Grand Prix

Source:
DHL
YouTube



Poetry in Motion - the Pit Crew



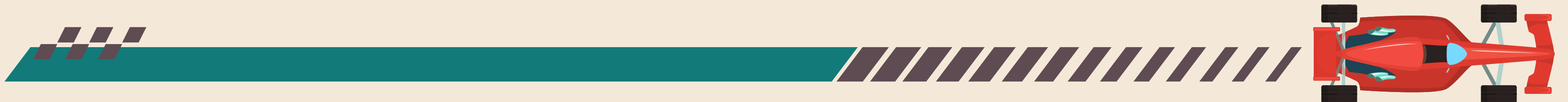
The Problem

When residents are bounced between departments, encounter red tape, or face unclear processes, there are consequences:

- Erosion of trust
- Disengagement
- Lost time and economic impact



Source: Jonny Hawkins



The Solution



Three Key Pillars

1

Defined Roles & Seamless Collaboration

2

Real-time Data for Proactive Decisions

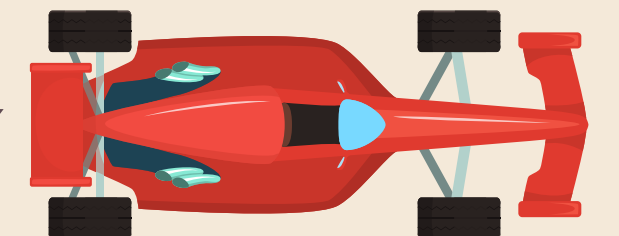
3

Continuous Improvement Culture



Roles and Collaboration

Composites Technician
Aerodynamics Engineer
Fuel/Fluids Technician
Team Logistics Manager
Team Principal
Reserve Driver
Simulation Engineer
Chief Engineer
Legal Counsel
Partnership Manager
Control Systems Engineer
Race Engineer
Press Officer
Technical Director
Race Mechanic
Tyre Technician
Travel Coordinator
Physiotherapist
Driver Coach
Strategy Analyst
Garage Manager
Race Drivers
Data Analyst
Test Engineer
It Specialist
Chef
Design Engineer
Sporting Director
Chief Mechanic
Head Of Strategy
Nutritionist
CEO
Performance Engineer
Systems Specialists
Human Resources
Manufacturing Director
Social Media Team



Roles and Collaboration

RACI Matrix						
Role \ Task	Role 1	Role 2	Role 3	Role 4	Role 5	Role 6
Task 1	R		C			
Task 2	R		A		C	
Task 3	R	R	I	A		I
Task 4			C		R	
Task 5	A	C		I		
Task 6		I	C	C		R

Responsible

Person assigned to do the activity.

Accountable

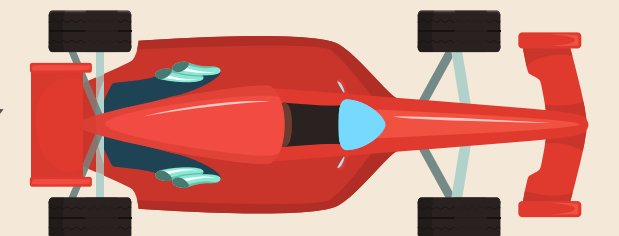
Person makes final decisions and has the ownership.

Consulted

Person who must be consulted before a decision or action is taken.

Informed

Person who must be informed when a decision or action has been taken.



Data and Decision Making

WHAT

THE **SENSORS** ANALYZE

● Within the engine, there are 40 to 50 sensors that analyze: temperatures, pressures, rhythms, engine status. This data is sent to the engine manufacturer

● Sensors that analyze air flow and pressure (Aerodynamics)

● Temperature of brakes and tires

● Rotational speed of each individual wheel

● Exact position in the circuit (GPS)

● Position of the pedals throughout the weekend

● Tire wear

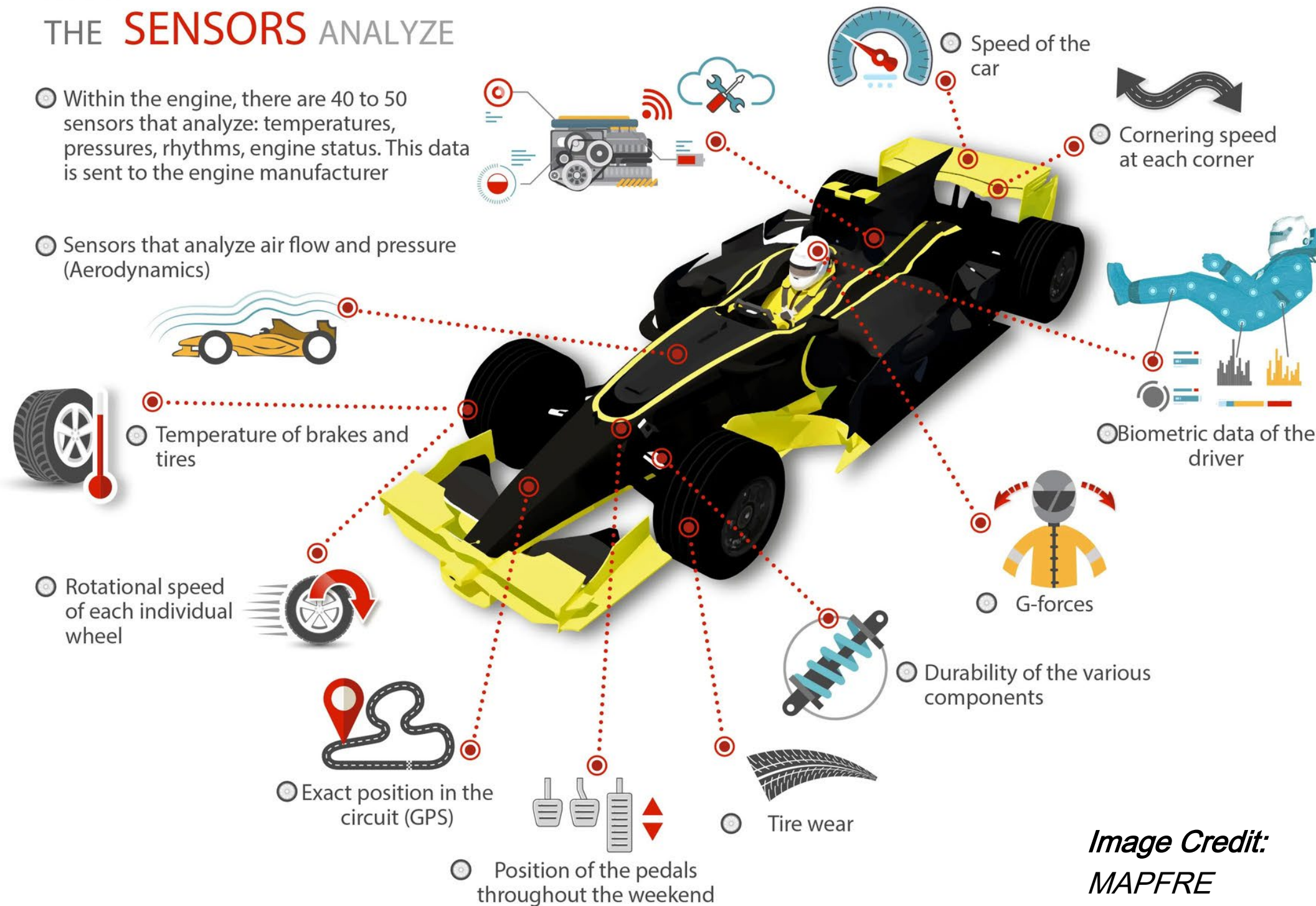
● Durability of the various components

● G-forces

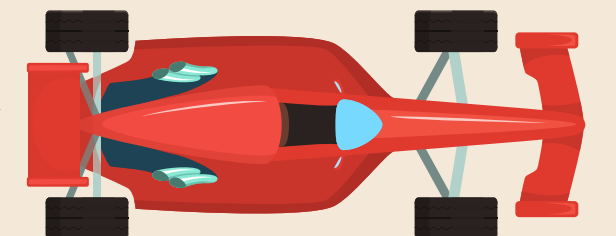
● Biometric data of the driver

● Cornering speed at each corner

● Speed of the car



*Image Credit:
MAPFRE*



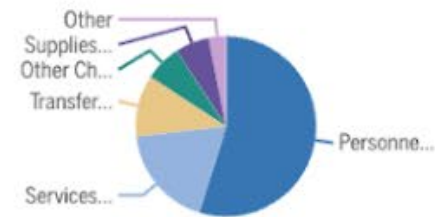
Data and Decision Making

City Manager Dashboard

This dashboard has been prepared for the executive staff and committees and shows high-level information across the City.

Print

Annual Report



\$15,188,724.60
Expenses in 2021

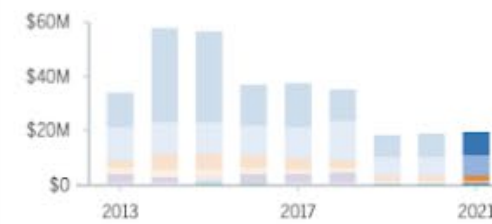
YTD Expenses vs Budget

Date Updated today



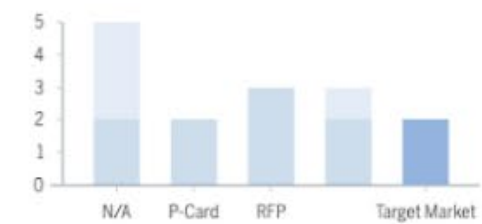
In Expenses of \$50,207,416.73 Budgeted Through May 2021

Revenue trends



\$19,557,038.07
Revenues in 2021

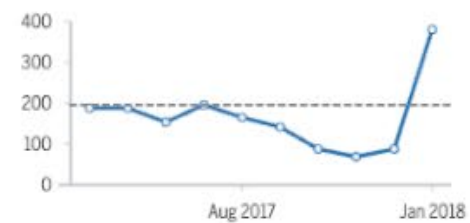
Count of WMBE Vendors Used by Sourcing Strategy



2
WMBE? in Target Market

Traffic Stops

ON TARGET Target above 195



380

Incident Time in Jan 2018

311 Monthly Requests Target

311 Services Requests

ON TRACK Target below 100,000



219,483.417

Building permits Issued within SLA

NEEDS FOCUS Target above 75

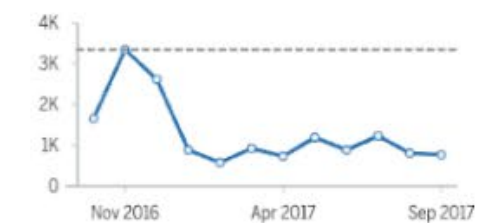


38

Time Description in Sep 2017

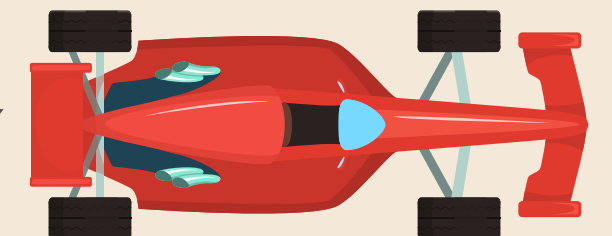
311 - Mental Health Responses Target < 50% increase

ON TARGET Target below 3,345



780

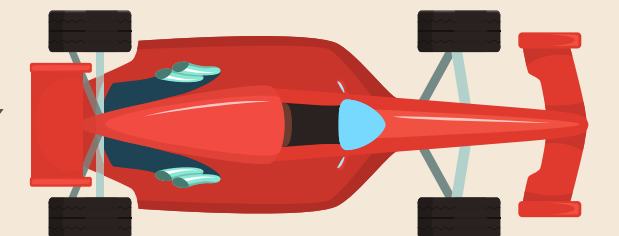
Source:
OpenGov

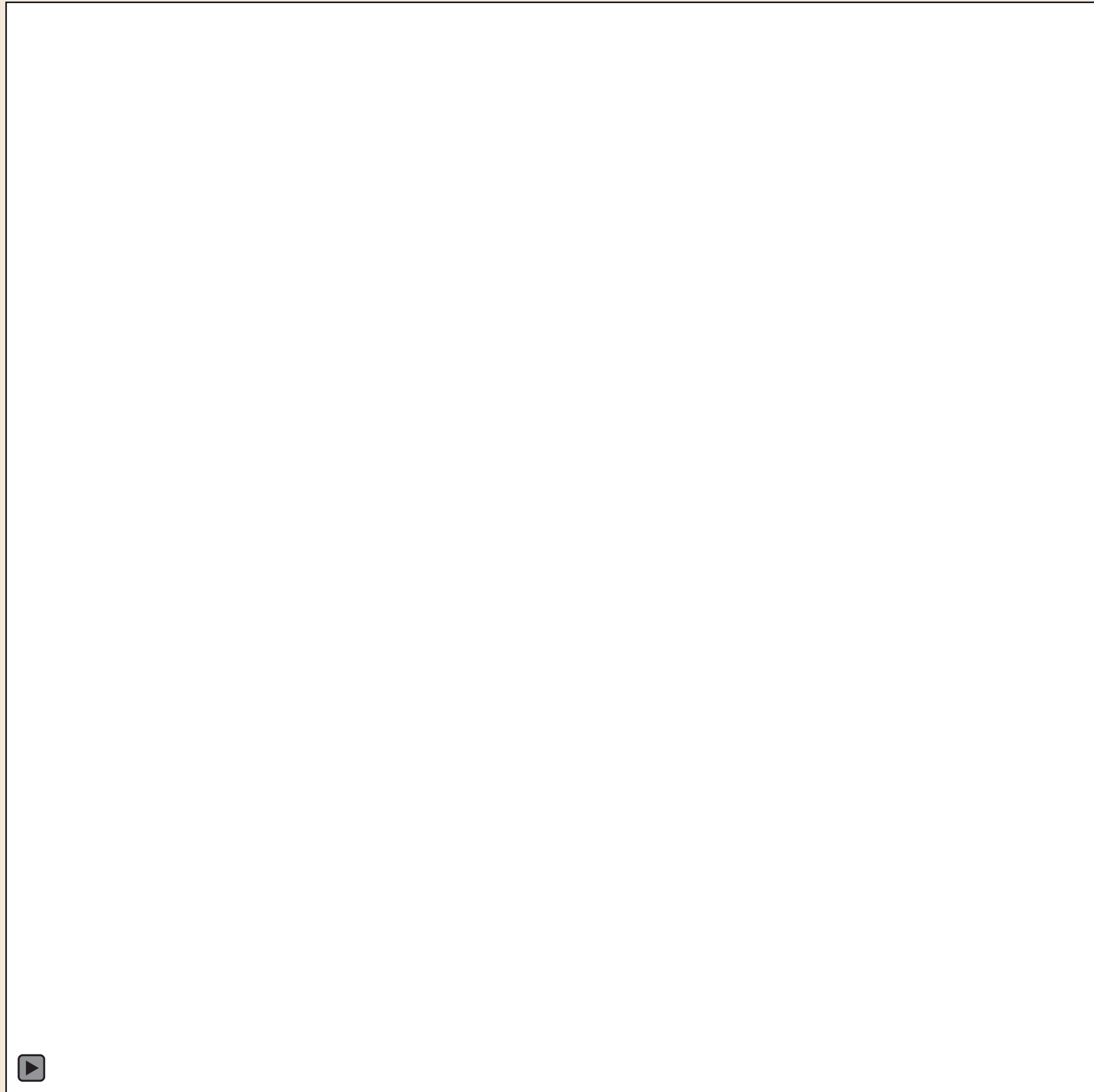
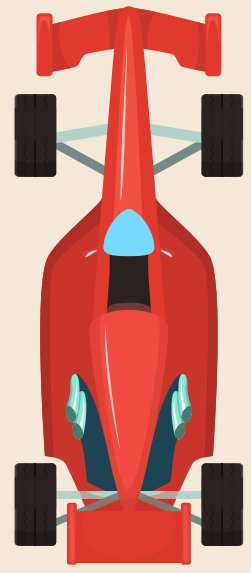


Continuous Improvement



Source: Mercedes -AMGPetronasF1Team on X Social Media Platform





Sources:

TheDrive.com

Total -Motorsport.com

Graphic :

Think Lemonly (lemonly.com)



Department of Community Planning & Development **Permit Intake Process**



What, Why, & How

The backlog of permits in CPD was significant, causing a pile up of work for reviewers and increasing wait times for customers. A workshop was held to strategize how we could reduce the backlog and waiting days for customers.



Key Innovators

T.C. Bohnet, Ken Brewer, Paula Schmitt, Jennifer Butler, Khary Clark, Angela Abeyta, Chad Scott, Amanda Jensen



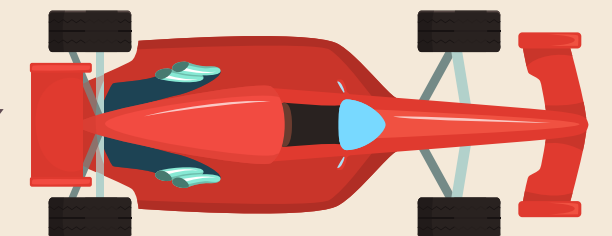
Outcomes

- 43% decrease in reviews past due
- 22% increase in reviews on time
- 6 day reduction in median days late

\$3.275 Million
(Customer Savings)



Sources:
City of Denver Peak Academy



LET'S GO RACING!



