

San Antonio

With strong data infrastructure and support from leadership, San Antonio leveraged CDA to build its data workforce and new tools to improve access to affordable housing and achieved What Works Cities Gold certification in the process.

Highlights

Used CDA learnings to ensure collection of applicable and accurate data to [evaluate new policies](#) that make it easier for residents to build accessory dwelling units.

Create a public-facing [dashboard](#) to track progress on efforts to improve access to affordable housing.

Added three new data-related positions to the city's Diversity, Equity, Inclusion and Accessibility team and a data analysis position to the Animal Care Services department.

Earned Gold [What Works Cities certification](#), [pointing to unique data programs](#) as key innovations.

Background

San Antonio joined the City Data Alliance with significant data governance procedures and data-informed practices already in place. Building on this strong foundation, the CDA team focused on enhancing collective data reporting to identify where the city needs to invest more deeply in using data to drive decision making.

Mayor Ron Nirenberg charged the San Antonio City Data Alliance team with creating a common language and process around data, asking questions and making connections to intersectional work, coupling data management strategies with the city's [Interactive Equity Atlas](#), and continuing to prioritize progress toward goals like increasing access to affordable housing.

Impact

The San Antonio team quickly applied their CDA experience to the existing Strategic Housing Implementation Plan, creating a performance management [plan](#) to assess new policies that make it easier for residents to build accessory dwelling units (ADUs) on private property. With GovEx support, the mayor's office formed a cross-departmental team to analyze permit data and identify challenges and opportunities associated with data collection and the ADU permitting process. The city also created a [dashboard](#) to track progress on efforts to improve access to affordable housing. (see screenshot)

“It will result in more efficient data collection routines, enhanced data quality and [improved outcomes for our residents](#),” Mayor Nirenberg said.

San Antonio also leveraged their data and performance management work, earning an [AARP Community Challenge Grant](#) to support their efforts to increase access to affordable housing.

With many components of a citywide data strategy already in place, the San Antonio team used their CDA engagement and the support of GovEx coaches to enhance collaboration across departments, furthering existing efforts like dismantling “data silos” across departments, and strengthening an existing data workforce plan.

Additionally, the team updated the city’s Innovation Academy, which trains city employees on process redesign, data analytics, and user-centered design to include performance management-related instruction that focuses on data analysis.

In July 2023, San Antonio was awarded Gold What Works Cities certification. Upon certification, city leaders [pointed to unique data](#) programs as key innovations leading to their Gold certification.

