

PROJECT SMARTER

—● DATA —● SERVICE —● IMPACT

Smarter decisions. Better service. Less frustration.

———— CITY OF LEWISVILLE ————

PROJECT SMARTER

Using data to allocate the right resources, improve service delivery, and fix the frustrating stuff for Lewisville employees.

01

GOAL

Innovation at the City of Lewisville should make your job easier – not harder. This initiative focuses on removing barriers, improving tools, and helping every employee spend more time on meaningful work and less time on red tape.

02

WHY IT MATTERS

- Improves service delivery across departments.
- Uses data to understand where time and resources are being lost.
- Gallup Survey – long-standing frustrations in workflows.
- Justifies action steps and helps allocate resources where they make the greatest impact.

03

WHAT TO EXPECT

- Better storytelling for your team with use of data. Data to be incorporated into department business plans and budget requests.
- Fewer barriers and less red tape. Tools that support your work instead of slowing it down.
- More time for meaningful, high-impact tasks.

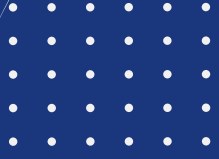
04

OUR COMMITMENT

Our primary mission is to provide exceptional service to the community, but this initiative is about making work better, smarter, and smoother for everyone.

We all are expected to carry our weight for the betterment of the team and community.

Our data is your data – transparency.

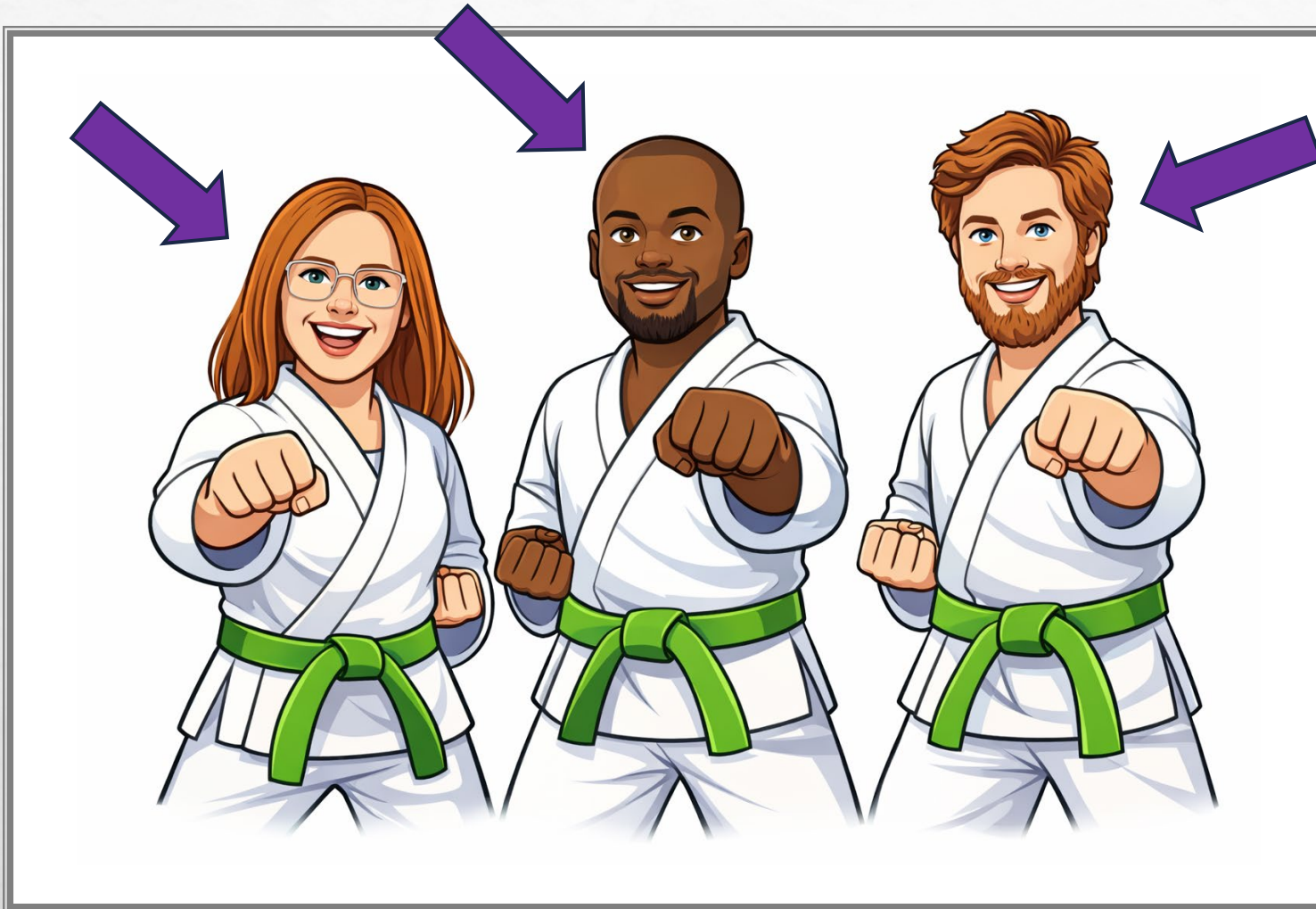


LEAN SIX SIGMA CERTIFICATION

- ✓ DESIGNED FOR PROFESSIONALS IN VARIOUS INDUSTRIES
- ✓ FOCUSES ON DATA-DRIVEN DECISION-MAKING, STATISTICAL ANALYSIS, AND PROJECT MANAGEMENT
- ✓ VALIDATES EXPERTISE IN LEADING PROCESS IMPROVEMENT PROJECTS USING DMAIC – DEFINE, MEASURE, ANALYZE, IMPROVE, CONTROL







ASHLEY CARLISLE
Budget Manager
CMO

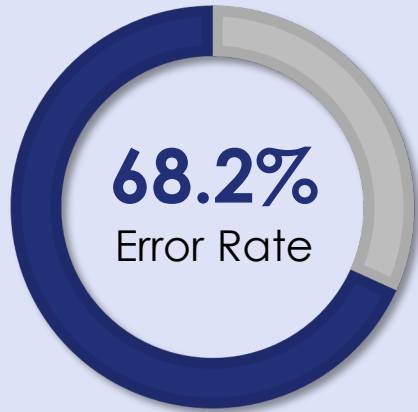
MALCOM TEXERIA
Streets & Drainage
Superintendent
Public Services

NATHAN FORTUNE
Administrative
Analyst
LFD

MEET OUR GREEN BELTS

PROCESS IMPROVEMENT: INTERNAL GRANT REVIEW PROCESS

THE PROBLEM



- Only 7 of 22 Grants Submitted to Committee With Required 20-Day Window
- 5 of 22 Grants Did Not Go Through Process At All
- Manual Form, Hard to Find, And Questions Were Dated
- Many Staff Unaware of Directive; Directive Was Not Being Followed

THE CHANGE

- New Electronic Laserfiche Form
- Re-Evaluated Committee Members
- Automated Routing
- Automated Email Notifications
- Automated Reporting
- Updated Directive Language

TOTAL = 0 ACTIVE / 2 COMPLETED

QUESTIONNAIRE DATE	FISCAL YEAR	NAME	APPLICANT	REQUESTING DEPT
01/26/2026 1:56 PM	FY26	Texas State Library Special Projects Grant APPROVED	KELLY BROUILLARD	LIB
02/11/2026 4:53 PM	FY26	State and Local Cybersecurity Grant Program (SLCGP) - Mitigation Projects, FY2027	NICHOLAS MARTINEZ	ITS

THE RESULT

$$\text{Risk Priority Number} = \text{Severity} \times \text{Occurrence} \times \text{Detection of Failure}$$

Risk Priority Number		
Failure	Before	After
Unaware of grants applied for	60 →	3
Unvetted grant requirements	60 →	16
Difficult form	27 →	3
Time frame	18 →	9



Thanks to all who helped: Library, PARD, ITS, Finance, and CMO

STREETS WORK ORDER REDUCTION PROJECT

The Problem

- Work orders dating back to 2023
- Average inflow of nine per week
- One concrete crew serving entire city
- Closure rate below incoming demand

Root Causes Identified

- Duplicate work orders at intake (26%)
- Asphalt crew was unstructured
- Supervisors pulled from field productivity

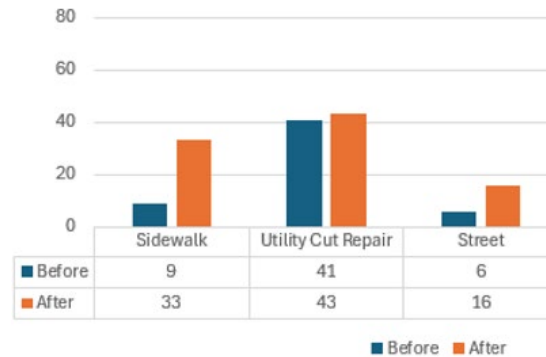
What We Improved

- Eliminated redundant work orders
- Improved coordination between divisions
- Reorganized crew structure for efficiency
- Restructured the Asphalt crew to do preventive foam repairs

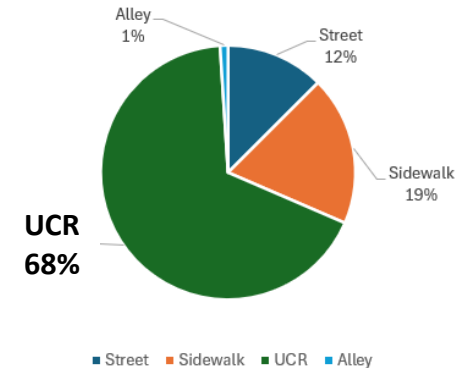
The Result

- Concrete crew productivity effectively doubled (3 active capacity → 6)
- Zero redundant work orders in the Asset Management Software
- Backlog growth trend stabilized

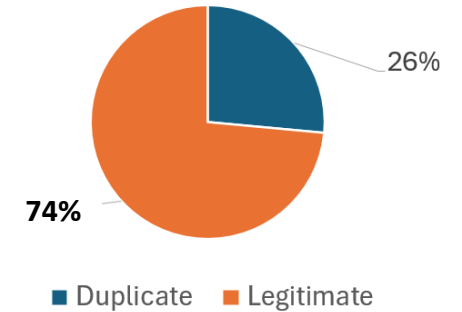
Closed Work Orders Before and After



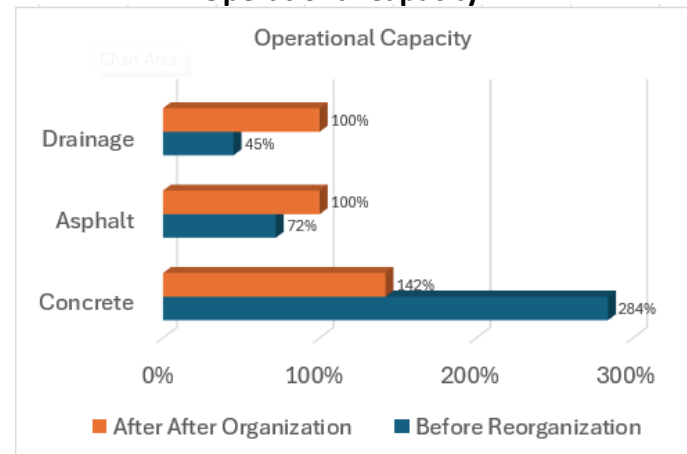
Concrete Crew Work Order



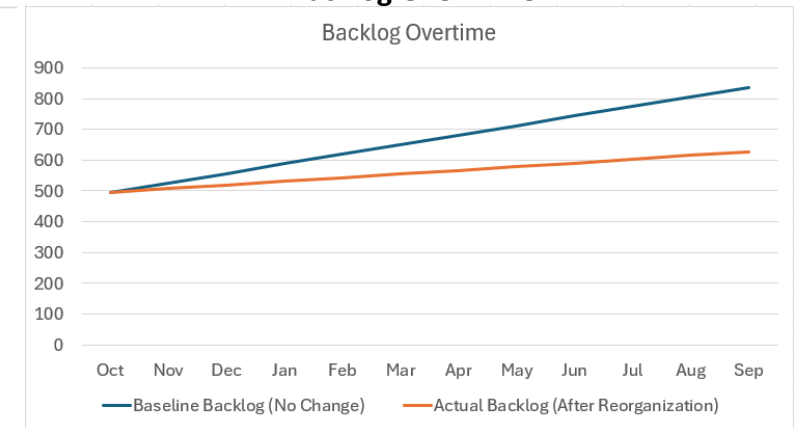
Work Order Closed in the last 30days



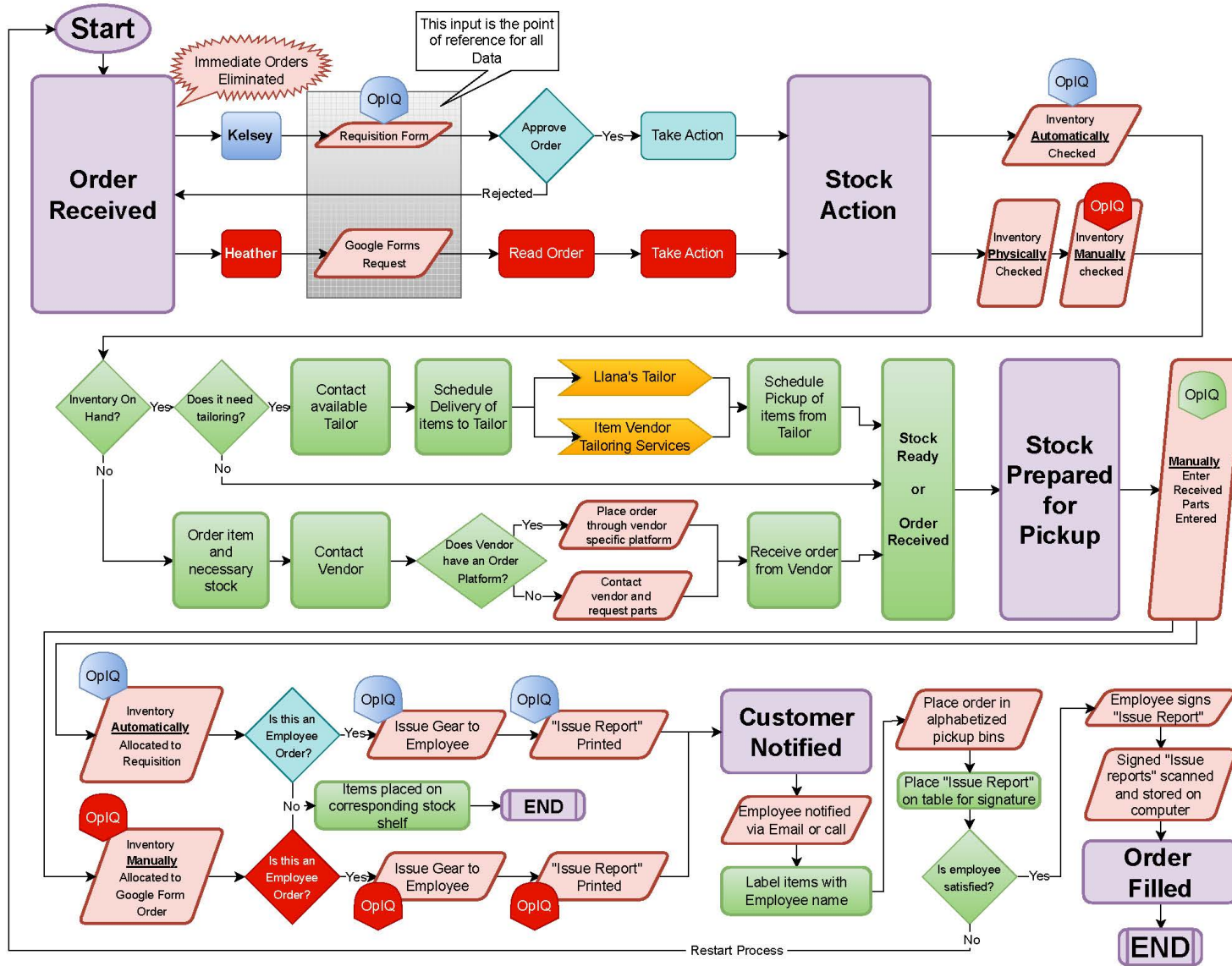
Operational Capacity



Backlog Over Time



Public Safety Quartermaster Improvement Project



Before

One FTE supported 502 LFD and LPD staff through a variable ordering process in which data entry, stocking delays, and tailored items contributed to an average completion time of 42.1 days.

What Changed

We standardized operating procedures, the order intake process, set minimum stock levels and time bounds, identified the need for higher inventory levels, and added a part-time Quartermaster for LPD.

The Result

A streamlined workflow with established minimum stock levels, a 21-day completion target, new SOP, and a 1.5 FTE model effectively distributing workload 60/40 to improve efficiency and turnaround time.

Building Services' Innovation Workshops

Building Services initiated an innovation workshop in July 2025 to embed innovative thinking and a readiness for change into the team culture. The process began with identifying and prioritizing staff's daily challenges.

Current Changes Include:



Improved Temporary Certificate of Occupancy (TCO) process efficiency through clearer criteria, internal coordination, and streamlined review steps to reduce delays and rework.



Earlier identification of customer issues to minimize handoffs, prevent unnecessary back-and-forth, and reduce overall processing time.

Larger Impacts:



Expanded Permit Tech training and ICC certifications led to two additional Senior Permit Techs.



Field ride-outs pairing Permit Techs with inspectors increased front-line knowledge and reduced the need to escalate routine questions.



The Building Official identified permit types for Permit Tech plan review, reducing turnaround times, especially for residential fence permits.

Economic Mobility

The City partnered with Groundwork Outreach to conduct a targeted economic mobility needs assessment in the 75057 zip code, funded by a \$20,000 ICMA Economic Mobility Cohort mini-grant. Canvassing in November included 1,499 doors knocked, 258 face-to-face conversations, and 1,186 flyers distributed, resulting in 258 completed surveys.

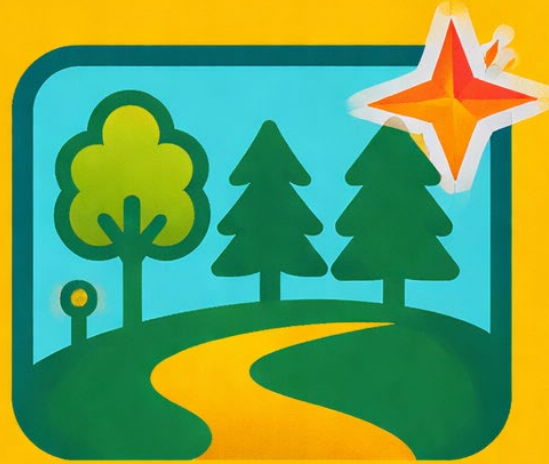
Key Findings

- 47% of respondents identified childcare and/or continuing education as a need.
- Cost was the primary barrier in both areas.
- 61% of households with children ages 4 and under rely on staying home for childcare.
- 32% expressed interest in technical college (above the 10–18% national average).
- 60% of those interested in technical college had not completed high school.

How This Informs Next Steps

The data gives us clear direction and shifts us from assumptions to evidence-based action. Potential next steps include:

- Engaging with school districts and workforce partners on GED and technical education pathways.
- Exploring lower-cost and after-school childcare options, including possible assistance models focused on affordability.



SPARK
TANK

SmartRec Self Service

Self service - Dashboard

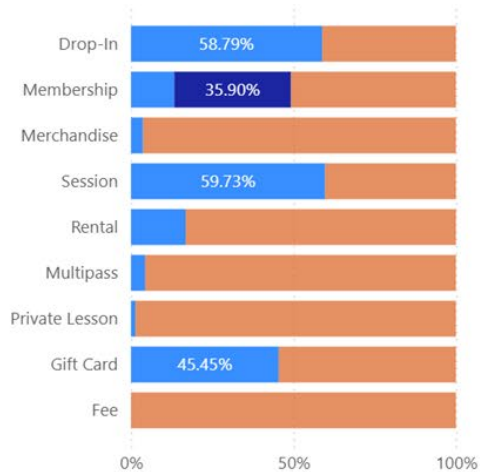
Last 12 months self service

55.2%

Previous period **43.97%** ▲ +11.3%
 SmartRec average **79.40%** ▼ -24.2%

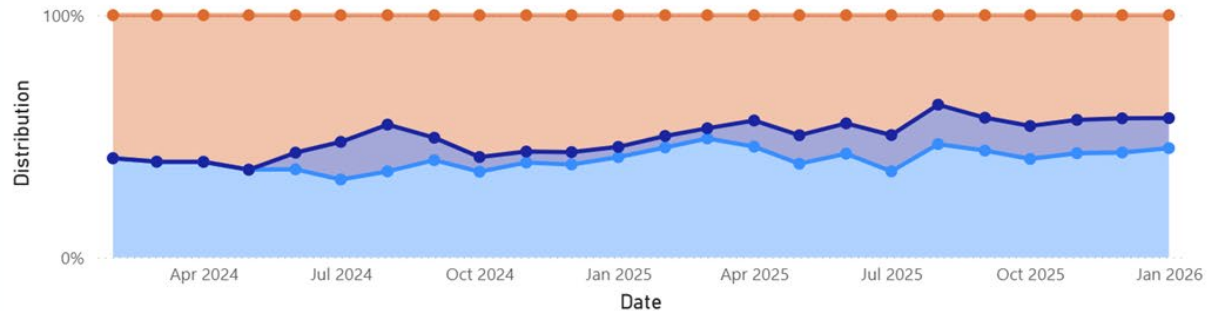
Distribution by invoice item

source ● Client ● Automated ● Admin



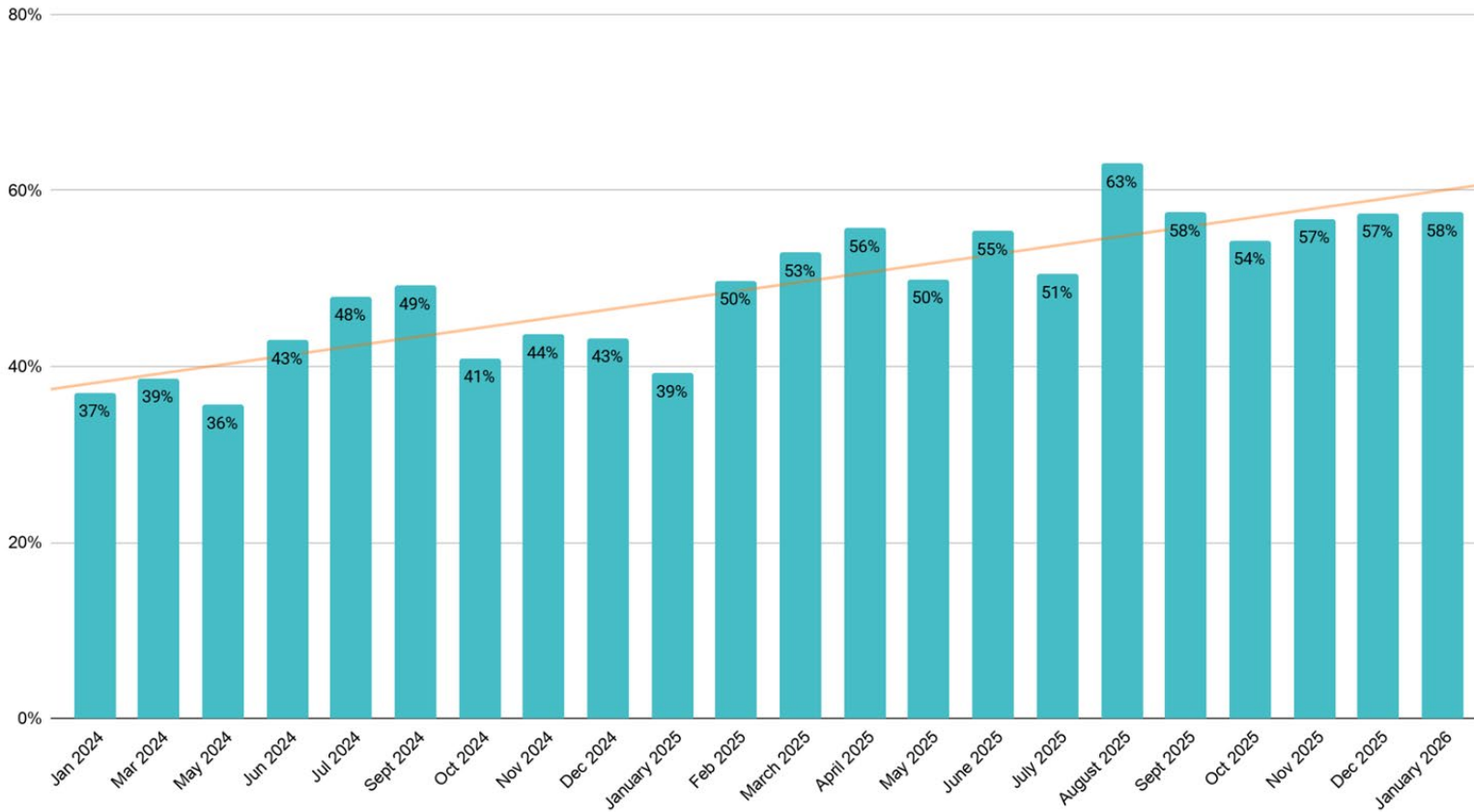
Distribution by source

source ● Client ● Automated ● Admin

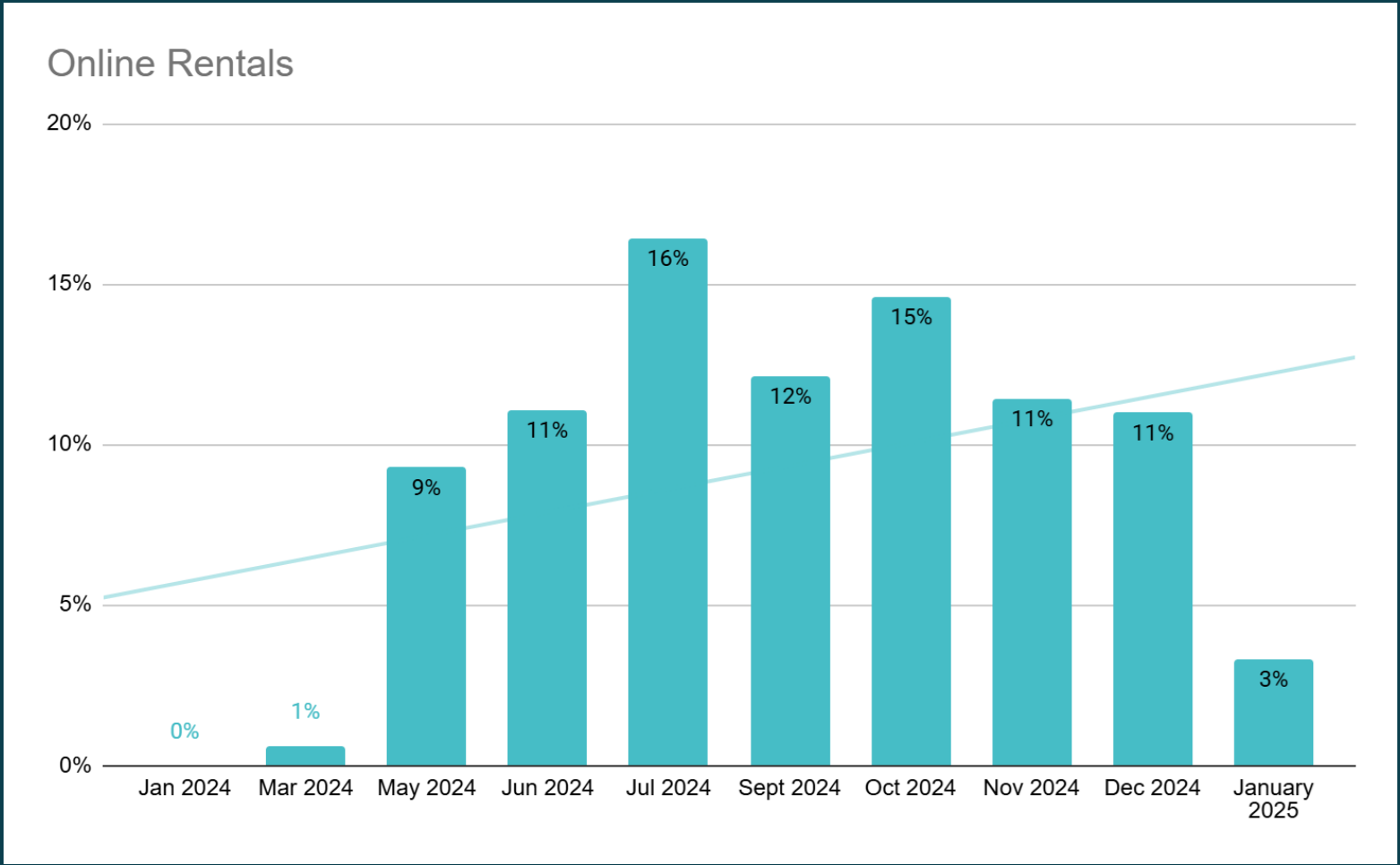


SmartRec Self Service

Overall Self Service



SmartRec Self Service



*Field rentals opened in Sept for Fall

SmartRec Self Service



Thrive Kiosks

Challenge:

Long check in lines

- Heavy staff time

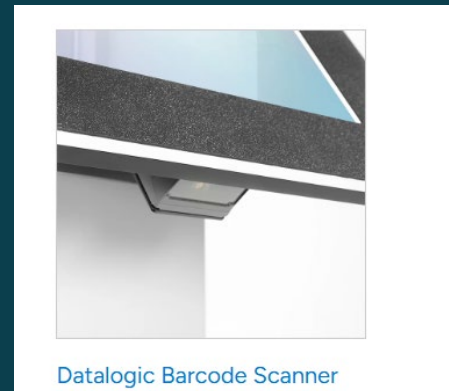


Thrive Kiosks

Solution:

Stand alone kiosk

- Bypass or reduce wait time in line
- Ability to check in membership and for classes
- Allow team members to make more meaningful interactions with customers
- Implementation: Fall 2026



Datalogic Barcode Scanner

Tree Inventory

Challenge:

Too many trees, too little time

- On the ground surveys take time
- 1 year = Just over 1,000 trees
- Lewisville has over 1.6 million trees
- Need to identify most critical
- Management Plan = Resource Planning

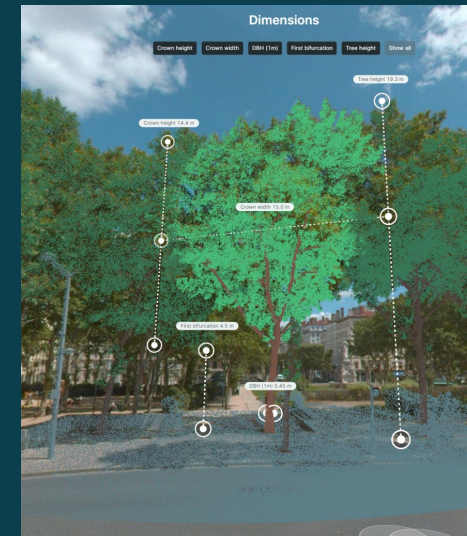


Tree Inventory

Solution:

LiDAR Scanning with Davey Resource Group

- Inventory 27,500 trees in 40 weeks
- High-resolution scans and images
- Most critical units (Roadways & public spaces)
- Develop 5-year Management Plan
- Proactive vs. Reactive



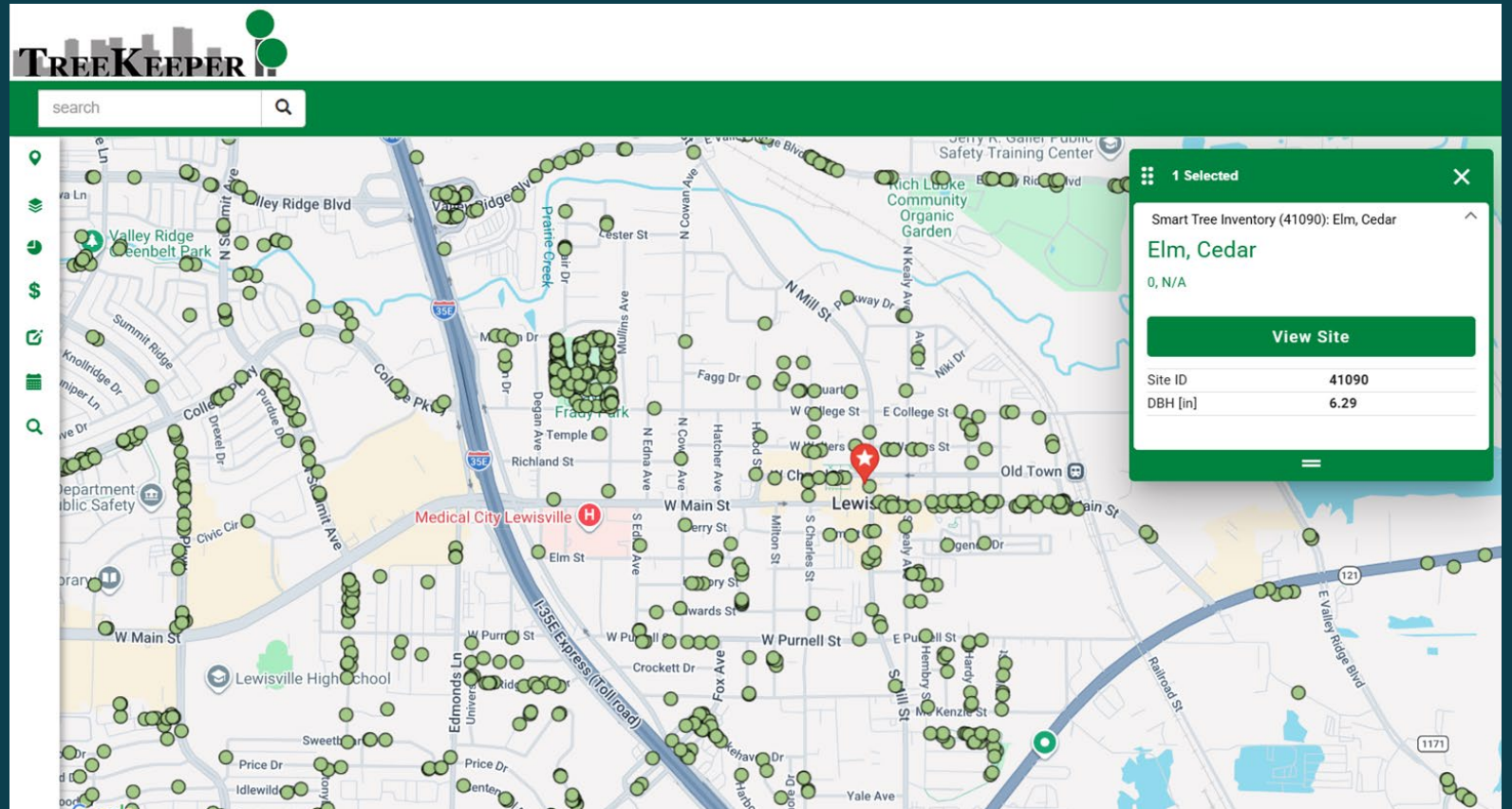
Tree Inventory

Fall 2025

Scans Completed


Spring 2026

Data Delivery
& Verification




Tree Inventory

Oak, Shumard at 901 W COLLEGE PKWY




Powered by greehill

No Documents Available



College Pkwy



0 Total | 0 Queued

Smart Tree Inventory

Species <small>W</small>	DBH [in]
Oak, Shumard (<i>Quercus shumardii</i>)	14.43
Number of Stems	Species ID Unobstructed
1	Yes

Tree Inventory

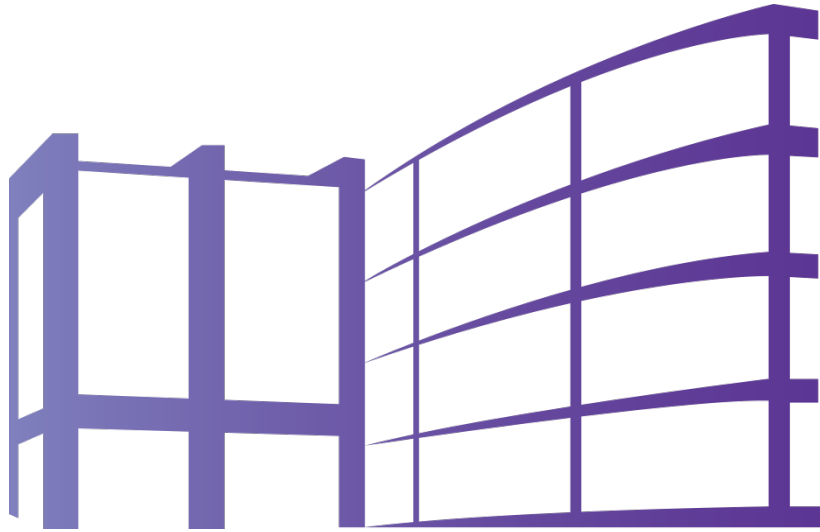
Next Steps

- **Initial data delivery - March '26**
- **Data verification & field analysis - Apr/May '26**
- **5-year management plan delivery - Fall '26**
- **Consider future scans - '27-'28**
- **Become Tree Heroes - Now & Forever!**





EFFICIENCY HIGHLIGHTS FROM DEPARTMENTS



**LEWISVILLE
PUBLIC
LIBRARY**

Library Accounts Team adds Data Visualization to longstanding data points.

How Many Transactions?

*Required

Choose Desk Transaction:

- Accounts
- Reference
- Internet/PC
- TexShare
- Info Desk Support

Choose Window Transaction:

- Accounts Window
- Reference Window
- Internet/PC Window
- TexShare Window
- Info Desk Support Window
- Receipt Printer Issue

Submit

Accounts Transactions: Create new accounts; explain balances; accept \$\$\$; renew an item; renew a library card; update patron contact information; assist patrons with self-check out; holds: retrieve, place, cancel, suspend.

Reference Transactions: Help patrons with particular info needs. Instruction in using information sources. Do you have xx book? Where do I vote? Where is City Hall?

Internet/PC Transactions: "How to Use" computers, printing, software, scanner, fax, accessing the Internet, WiFi, email, online catalog, electronic databases, laptops.

TexShare: Cards or questions.

Info Desk Support: Schedule rooms; check patrons in/out of room; check in/out laptops; Copy Ctr problems.

Receipt Printer Issue: Receipt Printer fails, restarted, or gives errors.

2026 Shelver Log

View Insert Format Data Tools Gemini Extensions Help

100% | \$ % .0 .00 123 | Arial

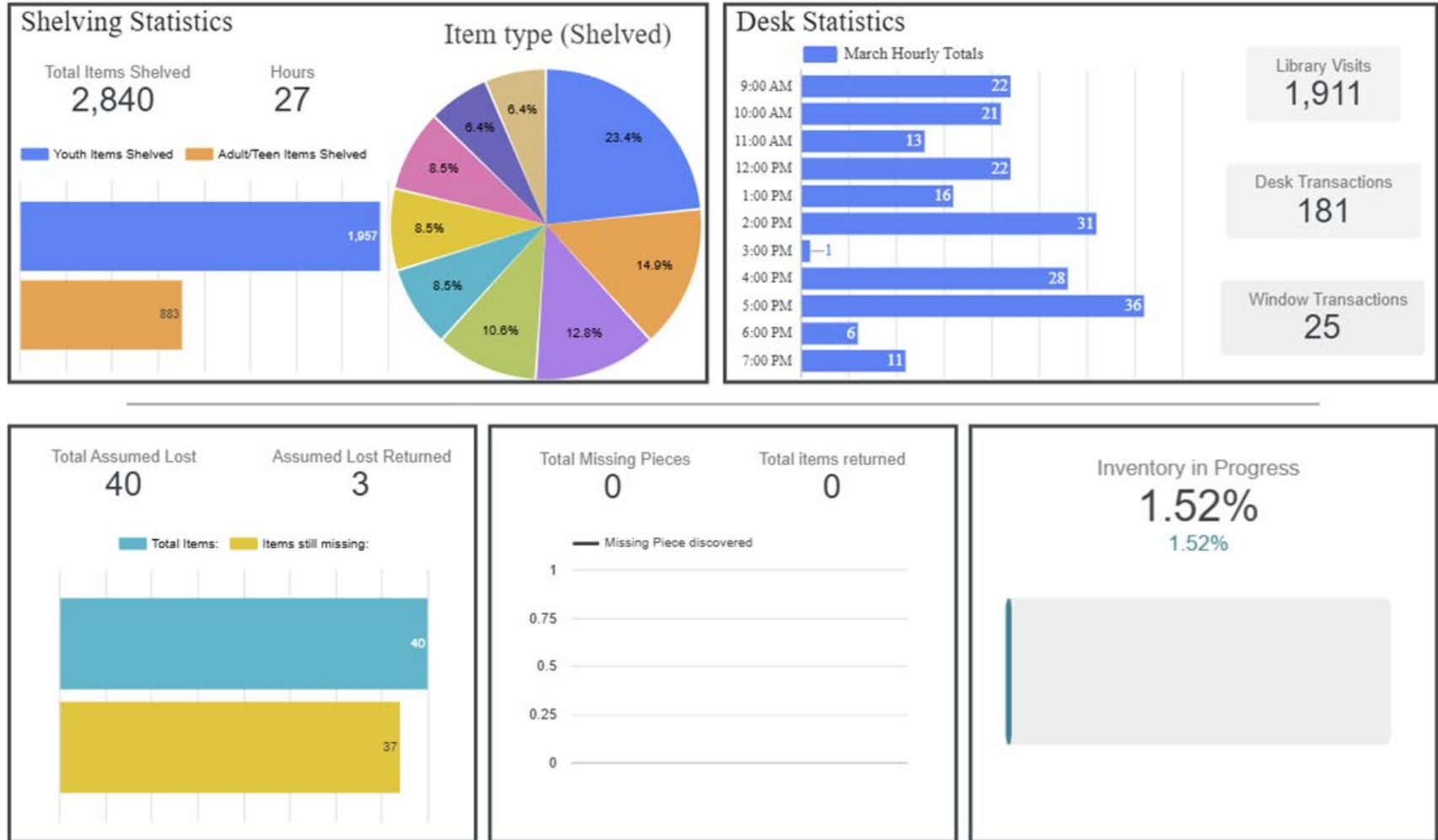
March

	B	C	D	E	F	G	H	I
		ADULT / TEEN						
		# Shelved	Time	minutes	rate / min			
		304	2:15:00	135	2.25			
		180	13:29:00	809	0.22			
		43	-11:20:00	-680	-0.06			
		209	2:12:00	132	1.58			
		167	1:20:00	80	2.09			
		124	1:54:00	114	1.09			
		40	0:20:00	20	2.00			
		0	0:00:00	0	#DIV/0!			
		1067	10:10:00	610	1.75			

Google Suite Tools automatically formats the collected data.

March Dashboard

The data is piped into a visual dashboard within the Library's intranet page. The team can track their efforts in real-time.



The use of Google NotebookLM, Gemini, Workspace tools, and Canva created a new onboarding process for the department.

Library Shelver



Onboard document



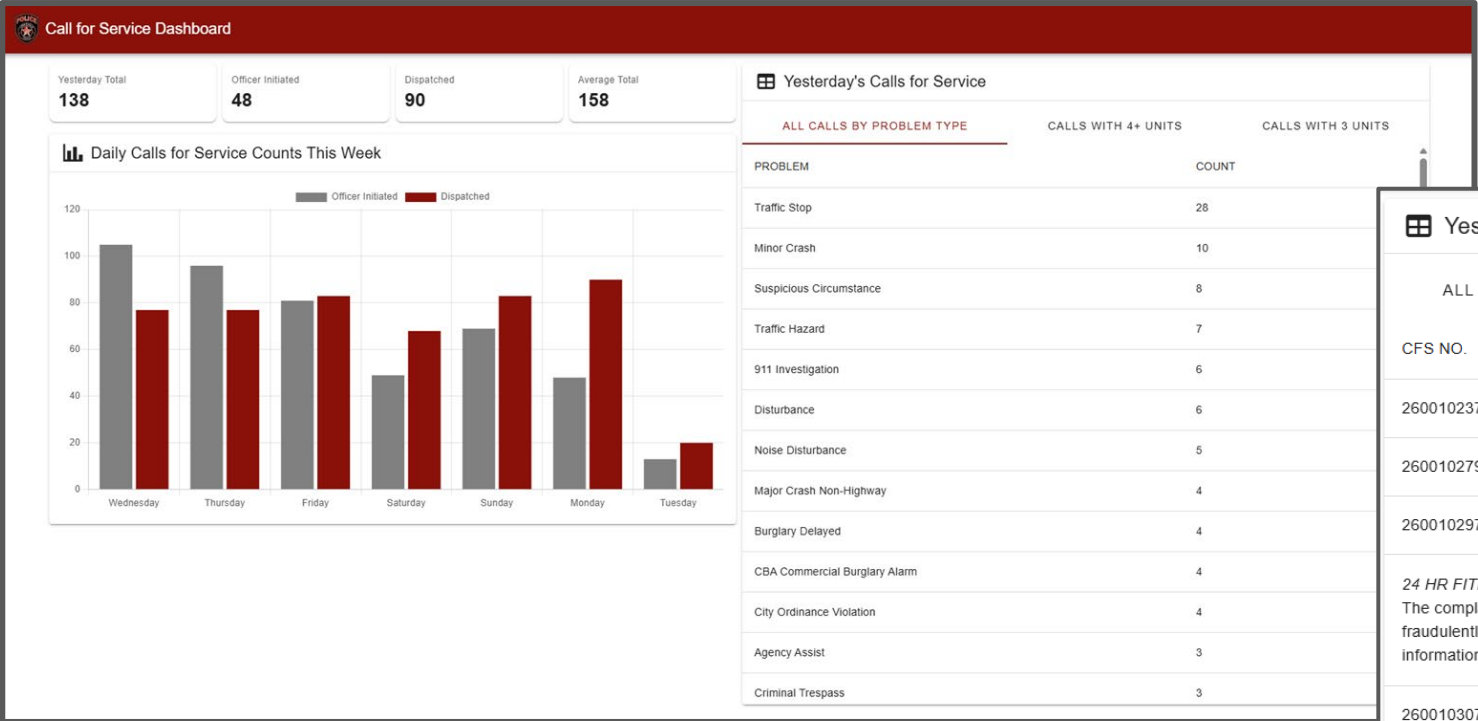
How to Videos



Tests



Call for Service Report



Yesterday's Calls for Service

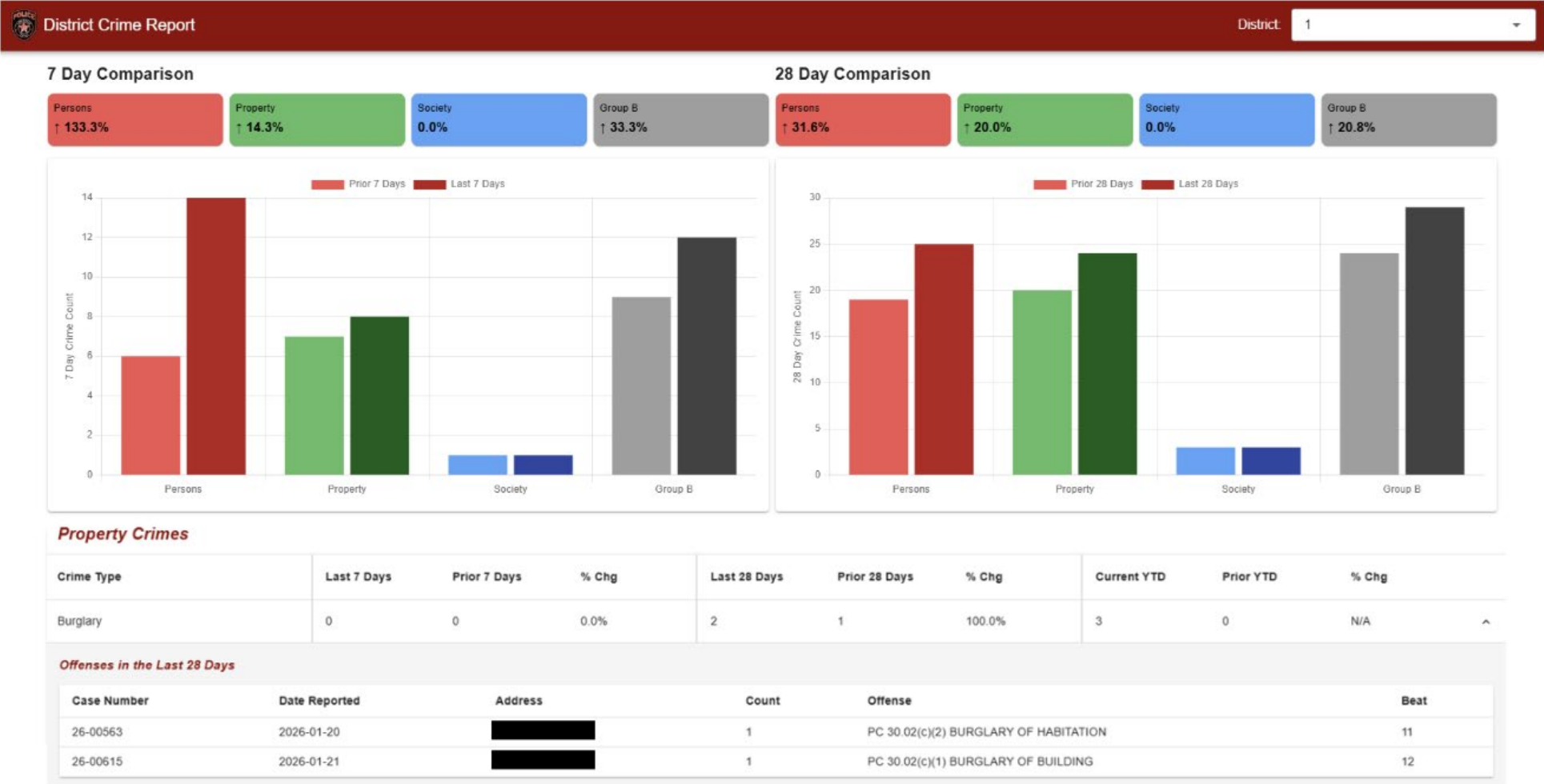
ALL CALLS BY PROBLEM TYPE | CALLS WITH 4+ UNITS | CALLS WITH 3 UNITS

CFS NO.	PROBLEM	DISPOSITION
260010237	Major Crash Non-Highway	Report Taken
260010279	Overdose	Report Taken
260010297	Theft Delayed	Report Taken
<p><i>24 HR FITNESS - SH 121: 4866 SH 121</i></p> <p>The complainant reported a theft of their wallet and information from a locker between 0700-1000 hours, and a debit card was fraudulently used within an hour of the theft. Officers queried records and the complainant indicated they would provide transaction information from their bank. A case number was issued for the incident.</p>		
260010307	Person with a Weapon	Report Taken
260010320	Flock Hit	No Report

- Notifies officers of call volume trends over the last 24 hours and highlights recent priority calls with AI summaries.
- PDF versions are emailed daily to supervisors.

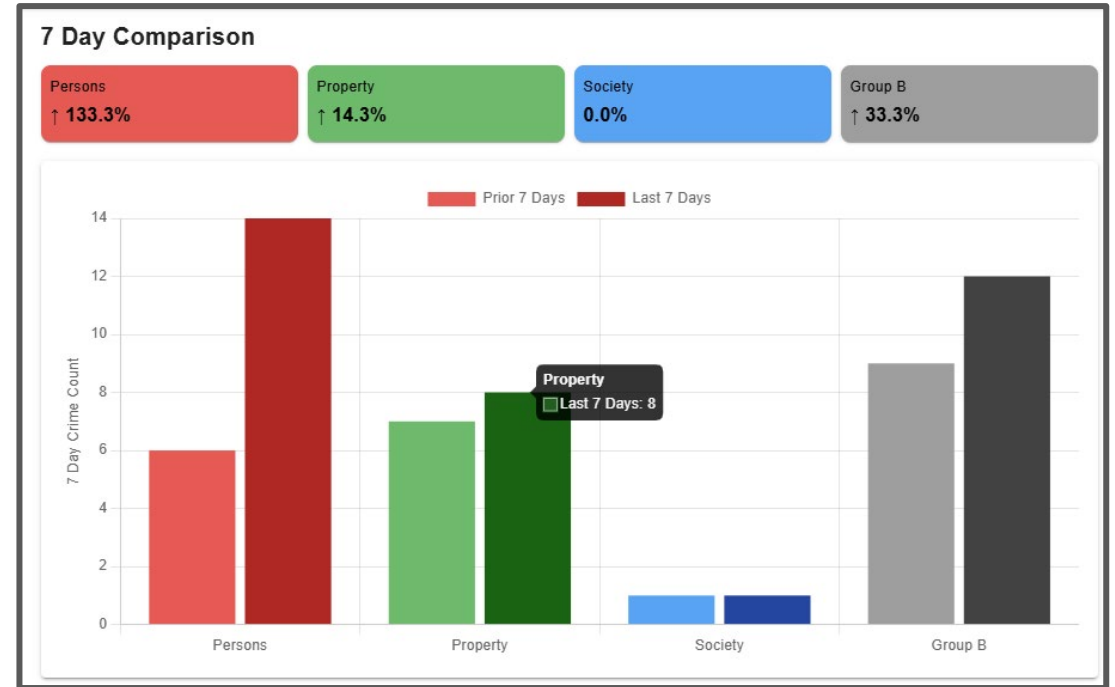
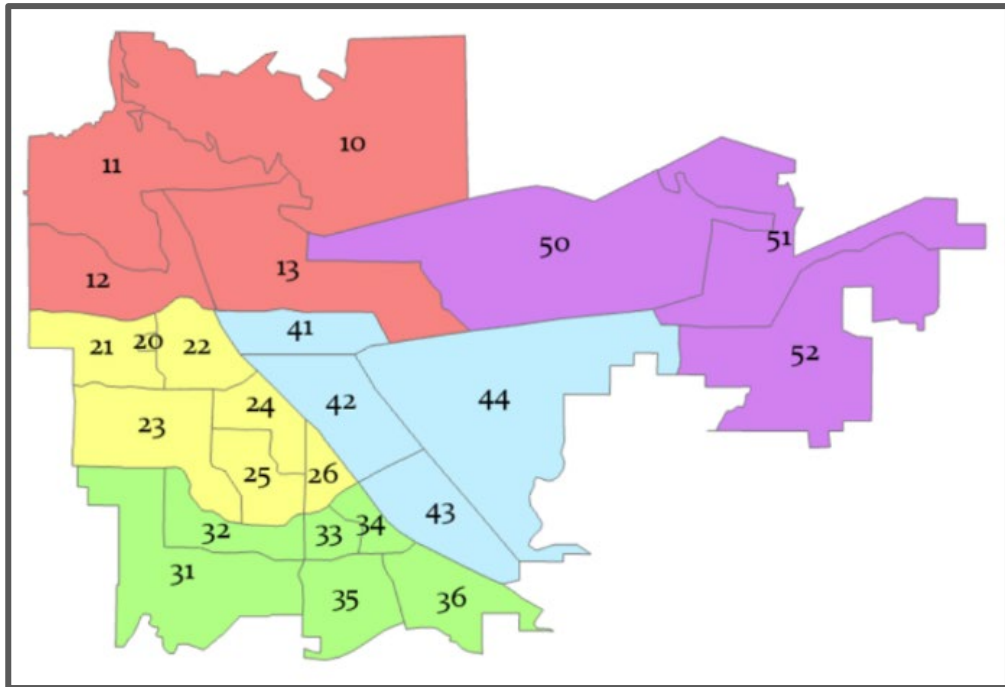
District Crime Report

- Officers are provided with data on the latest crime trends in their district



District Crime Report

- Crime trends are shown in rolling 7-day, 28-day and year-to-date windows.
- Data is broken down by district to support geographic accountability.
- Officers see where new local problems are emerging in their communities can quickly take action.



Intelligence Sharing Tools

- Data pipelines make intelligence sharing more efficient and effective
- Officers only have to post once
- Bulletins are automatically created and shared on internal websites and through external releases

Intelligence Bulletins
Lewisville Police Department | Crime Analysis

[+ Create New Bulletin](#) [View Patrol Dashboard](#)

OR-26-00167
THEFT PROP >=\$100-\$750
On 02/19/2026 at 1856 hours the suspect entered Dick's Sporting Goods at 723 Hebron Pkwy, Lewisville, Denton County, TX, and went straight to the trading cards. He concealed 7 packs of trading cards into a bag, then exited the building. Suspect is describ

Contact: Officer H. Watkins
[View in RMS](#)

or-26-00160
MARSHALL'S THEFT
The suspects entered Marshall's, 2325 S I 35E SBFR, Lewisville, TX, and selected \$399.99 worth of handbags. The suspect's concealed the handbags, passed all points of sale, and exited the store without paying for the merchandise. Vehicle description is unkn

Contact: Officer G Miller
[View in RMS](#)

OR-26-00138
Retail Theft
On February 11, 2026, at 7:04 hours, a Shoplifting Occurred at Dick's Sporting Goods, 723 Hebron Parkway #24, Lewisville, Denton County, Texas. An unknown subject entered the store and approached a trading card display at the front, near the staffed custo

Contact: Jeff Th...
[View in RMS](#)

OR-26-00141
Theft Under \$100
On 02/13/2026 at around 1324 hours, a male suspect described as a black male wearing a black sweatshirt, black pants, and dark sneakers, entered Walmart and selected a Hives and Honey Cari Jewelry Chest valued at \$89.98. The suspect also selected a single

Contact: Hailey Watkins
[View in RMS](#)

[Redacted]

OR-26-00129
Ultra Theft
On 02/09/2026 at around 1257 hours a black, heavy set female with red hair wearing a white shirt, gray leggings, and a pink purse entered ULTA Beauty at 4570 SH 121, LEWISVILLE, DENTON CO, TX. She is seen grabbing items from the NARS cosmetics display and

Contact: Ashley Pavay
[View in RMS](#)

[Redacted]

OR-26-00111
Guitar Center Theft
On 02/05/2026 at around 1118 hours, the pictured suspect entered Guitar Center at 2601 S I35E SBFR, LEWISVILLE, DENTON CO, TX. The pictured suspect is described as a black male with a full beard and glasses, wearing a white sweatshirt, white sweatpants, s

Contact: Hailee Watkins
[View in RMS](#)

[Redacted]

26-00585 25-10515 OR-25-01163
U // LAW ENFORCEMENT SENSITIVE

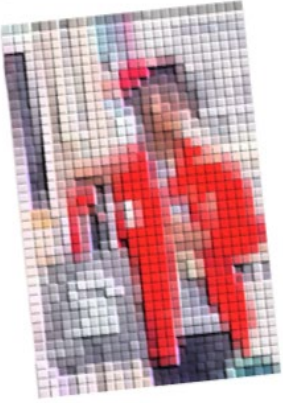
CRIMINAL INTELLIGENCE BULLETIN
LEWISVILLE POLICE DEPARTMENT
1187 W MAIN ST, LEWISVILLE, TEXAS 75067
U // LAW ENFORCEMENT SENSITIVE

Prepared: Feb 20, 2026

THEFT PROP >=\$100-\$750
Incident Number OR-26-00167

Incident Date Feb 19, 2026 18:57

On 02/19/2026 at 1856 hours the suspect entered Dick's Sporting Goods at 723 Hebron Pkwy, Lewisville, Denton County, TX, and went straight to the trading cards. He concealed 7 packs of trading cards into a bag, then exited the building. Suspect is described as a black male with a red baseball cap, red jacket, gray shirt, black pants, black Nike running shoes, and wore his hair in dreadlocks that were covering his face.

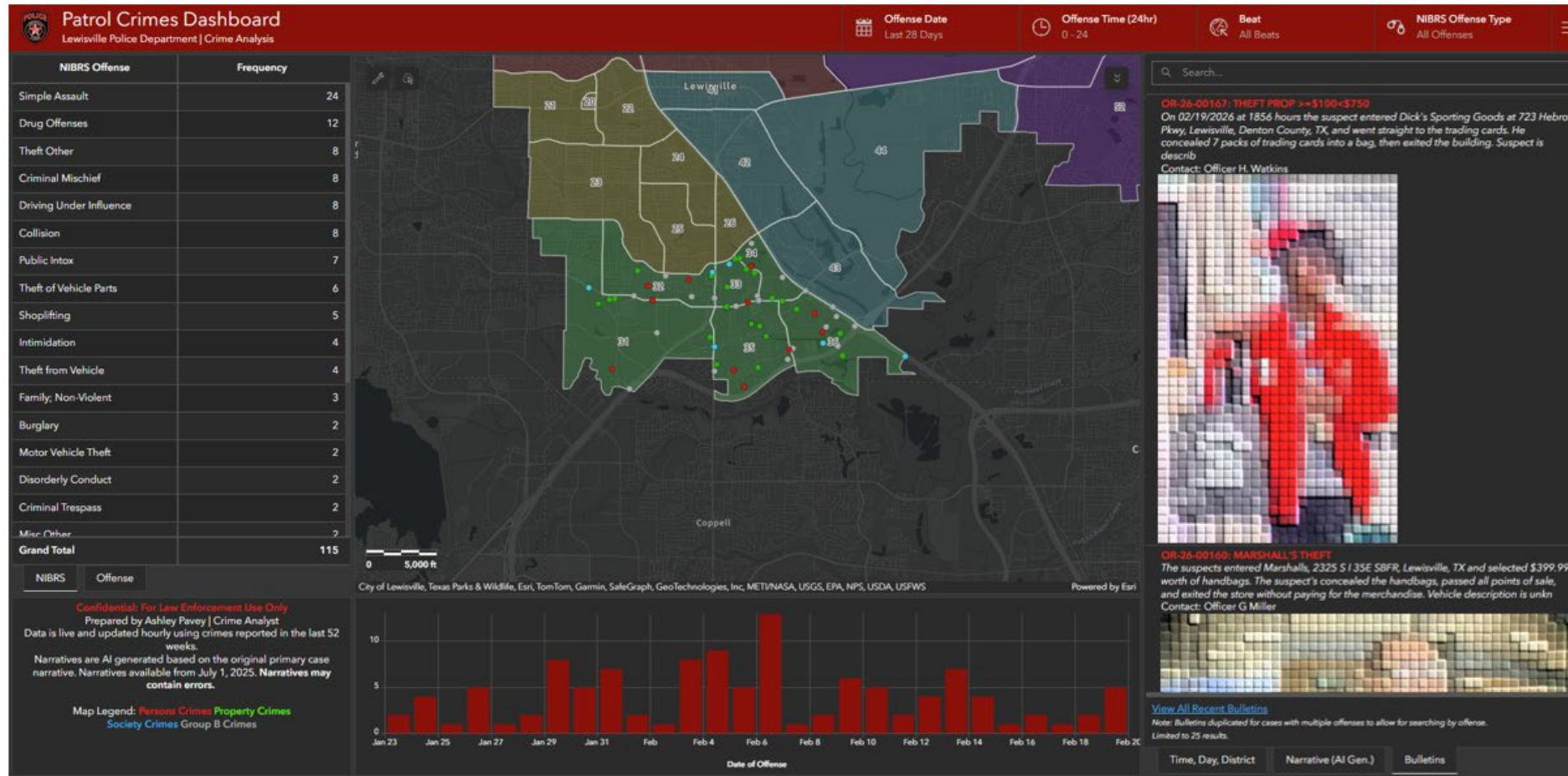


If you have or require information regarding this case, please contact:
Officer H. Watkins | (469) 849-4556 | h.watkins@cityoflewisville.com

U // LAW ENFORCEMENT SENSITIVE

Intelligence Sharing Tools

- Data can be mapped and filtered to support geographic accountability
- Officers see information that is relevant to their own beats



**QUESTIONS OR
COMMENTS?**

PROJECT
SMARTER

—● DATA —● SERVICE —● IMPACT

Smarter decisions. Better service. Less frustration.

———— CITY OF LEWISVILLE ————