

SB Stat 2020 Roadmap

This document is a roadmap for the SB Stat program and shares guidance from the Mayor on priority areas of focus in 2020, preliminary topics of interest, and a high-level calendar for the year. The goal of the SB Stat Program is the following:

- *Empower departments to assist in the strategy, design, implementation, and evaluation of municipal services*
- *Improve service delivery by identifying, discussing, and taking action to mitigate potential problems*
- *Focus on data that matters to improving the lives of residents of South Bend*

SB Stat Program Summary & Changes in 2020

1. Police and Fire will both remain distinct priority areas in the SB Stat program.
2. Neighborhoods will continue to be a part of the SB Stat Program. This priority area will require support from leadership in Public Works, Community Investment, Code Enforcement, among others.
3. Venues, Parks, & Arts will continue to be part of the SB Stat Program. However, it will have a stat meeting during the first and third quarter of the fiscal year.
4. A new priority area focused on Customer Service will become a part of the SB Stat Program. Customer Service Stat will mainly comprise of functions from 311 Services and Utilities. However, it will have a stat meeting during the second and fourth quarter of the fiscal year.

2020 SB Stat Priority Areas

Below are the five priority areas in the 2020 SB Stat program. These priority areas are ranked in terms of cost impact to the City's overall budget. Under each priority area is a preliminary list of topics to be discussed over the course of the year.



Strategic Objectives for SB Stat 2020

Below are strategic objectives that the program is tasked with to improve city performance and support departments in service delivery. The Business Analytics team is responsible for managing the SB Stat program and ensuring the following objectives are met.

- **Objective 1.** Apply data-driven frameworks to new and emerging issues for residents in the City
- **Objective 2.** Identify and track metrics that can be measured over time to understand City performance
- **Objective 3.** Provide internal support to strategic initiatives and move critical projects forward

Preliminary Schedule & Expectations

The timing for SB Stat meetings will remain consistent with past years, generally occurring during the last two weeks of the fiscal quarter.

General Timeframe	
Q1	Last two weeks in March
Q2	Last two weeks in June
Q3	Last two weeks in September
Q4	First two weeks in December

Expected attendees for SB Stat meetings will remain consistent from past years, with relevant Department Heads and subject matter experts expected to attend. Each attendee will receive an invitation to attend the meeting from the City's Director of Business Analytics

	Departmental Leadership Attendees	Executive Leadership Attendees
Police Stat	Human Resources Police	Internal Support Departments: Mayor's Office, Administration & Finance, Human Resources, Innovation & Technology, Legal Operations Departments: Police
Fire Stat	Fire	Internal Support Departments: Mayor's Office, Administration & Finance, Human Resources, Innovation & Technology, Legal Operations Departments: Fire
Neighborhoods Stat	Code Enforcement Community Investment Public Works	Internal Support Departments: Mayor's Office, Administration & Finance, Human Resources, Innovation & Technology, Legal Operations Departments: Code Enforcement, Community Investment, Public Works
Venues, Parks, & Arts Stat	Venues, Parks, & Arts	Internal Support Departments: Mayor's Office, Administration & Finance, Human Resources, Innovation & Technology, Legal Operations Departments: Venues, Parks, & Arts
Customer Service Stat	311 Call Center Utilities	Internal Support Departments: Mayor's Office, Administration & Finance, Human Resources, Innovation & Technology, Legal Operations Departments: 311 Call Center, Utilities