



This memo is a roadmap for the SB Stat program and shares guidance from the Mayor on priority areas of focus in 2021, 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*

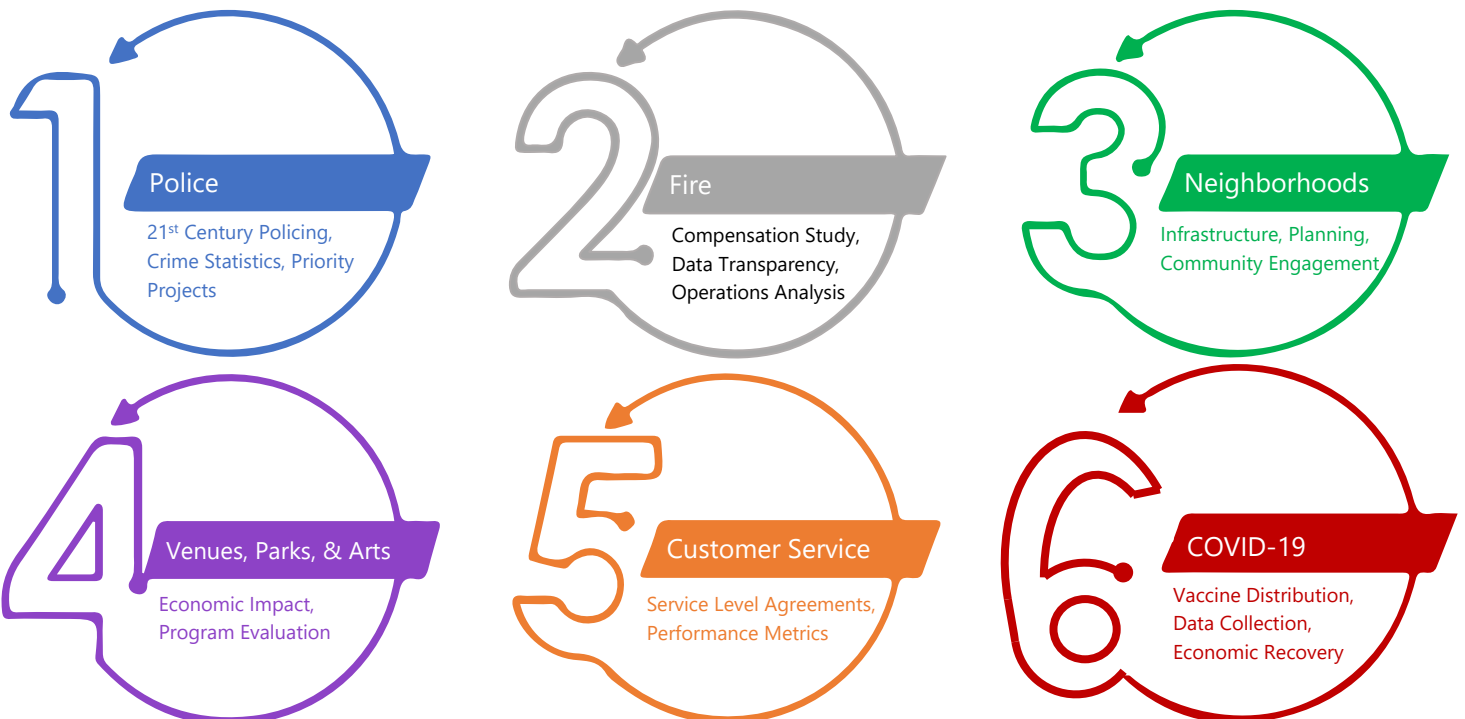
### SB Stat Program Summary & Changes in 2021

The project portfolios from all five SB Stat Focus Areas will continue into 2021. There will be a few notable changes for 2021:

1. A new, temporary SB Stat Focus Area for 2021 will be COVID-19 and vaccine distribution. This cross-institutional, intergovernmental meeting will meet at least bi-weekly for at least the first half of the year.
2. To accommodate the special circumstances of COVID-19 data tracking and performance management, Fire Stat and VPA Stat will meet formally once in 2021. The portfolios and goals for these two areas will stay on track despite the cadence of meetings.
  - Fire Stat (scheduled for Q1/Q2)
  - Venues, Parks, & Arts Stat (scheduled for Q3/Q4)
3. Customer Service Stat will expand, meeting quarterly in 2021 and will begin to include other department teams devoted to customer service.

### 2021 SB Stat Focus Areas, Objectives, & Schedule

Below are the six focus areas in the 2021 SB Stat program. These focus areas are ranked in terms of cost impact to the City's overall budget. Under each focus area is a preliminary list of topics to be discussed over the course of the year.



## SB Stat Program – 2021 Strategic Objectives

Below are the SB Stat strategic objectives 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.** Consistently track performance metrics over time to understand City performance
- **Objective 3.** Provide internal support to strategic initiatives and move critical projects forward

### Preliminary Schedule & Expectations

Aside from COVID-19 Stat, the timing for SB Stat meetings will remain consistent with past years and occur during the last two weeks of the fiscal quarter.

	General Timeframe	SB Stat Focus Areas Scheduled
Q1	Last two weeks in March	Police, Customer Service, Neighborhoods, & Fire
Q2	Last two weeks in June	Police, Customer Service, & Neighborhoods
Q3	Last two weeks in September	Police, Customer Service, Neighborhoods, & VPA
Q4	First two weeks in December	Police, Customer Service, & Neighborhoods

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	Executive Leadership
Police Stat	Human Resources Police Diversity & Inclusion	Internal Support Departments: Mayor's Office, Administration & Finance, Human Resources, Innovation & Technology, Legal Operations Departments: Police
Fire Stat	Fire Human Resources	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 Building	Internal Support Departments: Mayor's Office, Administration & Finance, Human Resources, Innovation & Technology, Legal Operations Departments: 311 Call Center, Utilities, Community Investment
COVID Stat (Regional/Intergovernmental)	Innovation & Technology Mayor's Office County Public Health Health Systems	External Partners: enFocus, Bloomberg, Johns Hopkins University, Notre Dame, local health partners Operations Departments on stand-by for participation: Fire, VPA, Community Investment