NEW ENGLAND STATNET

StatNet is a network of municipal officials who use CitiStat or other performance management approaches. Coordinated by the Collins Center, StatNet municipalities agree to share data and best practices and to meet regularly to learn from others' experience working on performance management and managing CitiStat systems. Participants represent municipalities of all sizes from across the Northeast.

WHAT IS CITISTAT?

CitiStat is a performance management approach where government leaders use frequent, regularly-scheduled, data-driven meetings to focus department managers on improving performance for key indicators, such as outcome and cost indicators.

HOW CAN CITISTAT AND PERFORMANCE MANAGEMENT HELP YOUR MUNICIPALITY?

Municipalities that have adopted CitiStat and other performance management approaches find that they help control costs and improve services. For example, increased attention to data that municipalities already collect, such as the data in payroll, work order, complaint, and contract information systems, helps managers see the causes of problems more clearly and quickly. Increased attention to data about community conditions, such as the number of fires, underage drinking, and street cleanliness helps managers create better strategies to address those conditions. CitiStat can also help improve information systems to ensure that data collected are useful for municipal managers.

StatNet Meetings & Events in FY13:

- *Fall meeting on the subject of police*
- *Winter meeting on the subject of public works*
- *Upcoming spring meeting on the subject of fire*
- *Annual conference and training on the usage of data in municipal government (late spring/early summer)*

WHERE DID CITISTAT AND STATNET COME FROM?

CitiStat originated in New York City, which pioneered this data-driven management approach in its police department. Baltimore adopted the CitiStat approach in 2000, helping the city drive down overtime costs and streamline permitting processes. Many other cities have since started their own CitiStat programs.

Originally called MassStat, StatNet was organized in early 2008 by officials in several Massachusetts municipalities, with support from the Collins Center, the Pioneer Institute, and the Harvard Kennedy School's Rappaport Institute for Greater Boston. The Collins Center assumed the coordinating role in the fall of 2008.

LEARN MORE: For more information, contact us at 617-287-4824 or collins.center@umb.edu.