



A Vision for Boston: Questions for the 2009 Mayoral Candidates

DAY 8: PERFORMANCE MEASUREMENT

How would your administration collect and use data to improve service performance?



Michael F. Flaherty Jr.

Strong performance management will ensure that scarce city resources are used most efficiently, improve the delivery of city services and empower residents to hold City Hall accountable. As Mayor, I'll employ various mechanisms to regularly collect and review information to make data-driven management and policy decisions, such as annual performance reviews of all city departments, a 311 call center and call-tracking technology, Baltimore's model CitiStat program and regular city surveys. I will be involved in the implementation of these programs. Specifically, I will lead the biweekly CitiStat meetings with CitiStat staff and department heads and will work closely with the new Chief Technology Officer to conduct sweeping performance reviews of all city services and departments. Equally as important will be creating measures to give residents access to real-time performance management data so as to increase government transparency and accountability. To achieve that end, I will share the results of city surveys, publicly post our call center's call logs and service request completion rates, ensure that biweekly CitiStat meetings are open to the public and can be viewed either online or on television, and will post all relevant CitiStat data online on a biweekly basis, instead of quarterly.

Thomas M. Menino

My administration has been successful at fighting foreclosures, lowering crime, improving schools, cutting residential property taxes, and providing basic city services because we use data every day to make smart decisions.

From my Chief Information Officer and Police Chief to my School Superintendent and Director of Administration & Finance, I have hired and promoted strong leaders who use data to make daily decisions and shape long-term strategy.

We are constantly collecting and using information data to achieve several goals:

- *Increase Civic Engagement*

We have built a state-of-the-art system to handle constituent requests both on-line and through our 24-hour hotline. We've created an iPhone application to make it easier for residents to report issues. And, we regularly discuss meaningful data at community meetings, from crime watch groups to neighborhood associations.

- *Drive Performance Improvement*

Regularly within departments, bi-weekly in our basic city service meetings, quarterly in department reviews, and in all budget meetings, we look at data to drive continuous improvement in city service delivery.

- *Improve Public Transparency*

We post the City's major data sources on-line – you can download data on service requests, create neighborhood crime maps, view the budget, and see results on departments' key performance measures.