# Launching Performance Management: JackStat
Jackson, MS

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| **The Bottom Line** | Lessons learned from launching JackStat:<br>● Executive leadership matters.<br>● Transform a current meeting into a 'Stat' meeting.<br>● Find a challenge that impacts all departments and unite around it.<br>● Allow strong departments to model best practices. |
| **Problem** | Mayor Yarber entered office in 2014 and inherited a city lacking consistent leadership. (Between '13-'14, the city had four mayors.) One of his top priorities was dismantling silos and leveraging data to improve decision making. One of Jackson's goals is to reduce the number of blighted properties. Vacant properties deter businesses from making investments in the community, attract crime, and reduce property values. Before Mayor Yarber entered office, a cumbersome, inefficient process taking months or even years to resolve was in place to remove blighted properties. |
| **Leadership** | Jackson's WWC engagement began with a strong public commitment during Mayor Yarber's 2015 State of the City Address to govern using data and internal direction with the Chief Administrative Officer to create JackStat. |
| **Staffing** | The JackStat program includes directors from all city departments. To address blight, the Planning and Development Department capacity was augmented with a new Community Improvement Unit within the Jackson Police Department to support evaluation and enforcement. |
| **Data** | 311 data and code enforcement data. |
| **Technology** | No new technology was needed to launch, most analysis used Excel. |
| **Methodology** | Code enforcement management and processes for procuring demolition and rehab services were refreshed and measured. Citywide Responsibility Matrixes with goals, targets, and timelines were created. |
| **Results** | At the first JackStat meeting the JPD reported saving more than $525,792 in FY 2015 by property owners voluntarily cleaning up their properties after receiving a letter from the department. Jackson now continues to hold biweekly JackStat meetings after the first meeting was rated "very useful" by 57.1% of participants "somewhat useful" by 42.9%. |
| **Replication** | Leadership and coordination are needed to successfully launch performance management. |
| **Learn More** | What Works in Jackson, MS; Connect with: Justin Bruce. |