
The Bottom Line	<p>Kansas City rebooted their KCStat program by creating DepartmentStat, which applies a data-driven emphasis to departments' priorities. Now, department goals are linked to citywide goals covered by KCStat. Departments have an opportunity to learn how their peers are improving data-driven decision making. DepartmentStat gives more visibility to departments, leadership, and the Office of Performance Management around the interconnection across departments, and opportunities for collaboration.</p>
Problem	<p>KCStat launched in 2011 as a public serving performance management program, but performance management was not a widely used tool within city government.</p>
Leadership	<p>The development of DepartmentStat would not have been possible without support from Mayor Sly James, who supported the city's participation in the What Works Cities initiative and speaks publicly about the City's use of data, and City Manager Troy Schulte, who participated in the goal setting process for department stat.</p>
Staffing	<p>Deputy Performance Officers Kate Bender and Julie Steenson, and Chief Data Officer Eric Roche track progress toward goals, and plan and execute analytics projects.. Department representatives manage their data and analysis.</p>
Data	<p>Indicators for: Neighborhoods and healthy communities; customer service; finance and government; infrastructure and transportation; planning, zoning, and economic development; and public safety.</p>
Technology	<p>The KCStat Dashboard is powered by Socrata.</p>
Methodology	<p>The City engaged targeted departments in workshops, attended by the City Manager, to discuss priorities and develop departmental goals and metrics, which became the foundation for DepartmentStat.</p>
Results	<ul style="list-style-type: none">● With DepartmentStat, the public works department now has a framework to measure streetcar ridership and smart city infrastructure, and is reviewing opportunities to measure smart investment.● The Parks Department is gathering market research on community needs, to increase the use of recreation facilities

Replication

Engaging departments in planning and goal setting, rather than implementing goals from the top down, is critical to any successful performance management program.

Learn More

[KCStat Meeting Information](#); Connect with: [Kate Bender](#), [Julie Steenson](#), [Eric Roche](#).