

EXECUTIVE ORDER NO. 9-24

ESTABLISHMENT OF THE OFFICE OF PHILLY STAT 360

WHEREAS, the efficient and effective delivery of municipal services is essential for the well-being and prosperity of our City; and

WHEREAS, data-driven and evidence-based decision-making are critical components of modern governance, essential for maximizing the efficiency, effectiveness, and accountability of City services; and

WHEREAS, city-stat programs have proven to be a successful model for improving government performance and service delivery in municipalities across the country; and

WHEREAS, the implementation of city-stat principles promotes a culture of transparency, accountability, and continuous improvement and learning within municipal government; and

WHEREAS, city-stat principles facilitate the identification of operational inefficiencies, service gaps, and opportunities for innovation through data-driven analysis and performance measurement; and

WHEREAS, the establishment of the Office of Philly Stat 360 demonstrates the City's commitment to leveraging technology and data analytics to address complex challenges and enhance the quality of life of our residents; and

WHEREAS, Philly Stat 360 will enable the City to allocate resources strategically, prioritize initiatives, and track progress toward achieving goals and objectives identified with community engagement; and

WHEREAS, establishing the Office of Philly Stat 360 will enhance public trust, citizen engagement, and satisfaction with City services through increased accountability and responsiveness; and

WHEREAS, the benefits of Philly Stat 360 will extend beyond operational improvements to include advancement of economic development, public safety, environmental sustainability, and overall community well-being; and

WHEREAS, the establishment of the Office of Philly Stat 360 will push the City toward a more efficient, responsive, and forward-thinking government that delivers measurable results residents can see, touch, and feel;

NOW, THEREFORE, I, CHERELLE L. PARKER, Mayor of the City of Philadelphia, by the powers vested in me by the Philadelphia Home Rule Charter, do hereby order as follows:

SECTION 1: Establishment Of The Office Of Philly Stat 360.

1. The Office of Philly Stat 360 is hereby established within the Office of the Mayor and shall be headed by the Director of Philly Stat 360.

2. The Office of Philly Stat 360 shall serve as the central hub for performance management within the City.

SECTION 2: Functions And Responsibilities.

1. The Office of Philly Stat 360 shall be responsible for facilitating performance management initiatives, including identifying trends, evaluating performance metrics, and providing actionable insights to inform decision-making across all departments and agencies.

2. The Office of Philly Stat 360 shall direct City departments to develop and implement strategic performance management initiatives, including but not limited to, the establishment of key performance indicators (KPIs), performance targets, and/or benchmarking measures.

3. The Office of Philly Stat 360 shall direct City departments and agencies to identify areas for improvement, develop action plans, and monitor progress toward organizational goals and objectives.

4. The Office of Philly Stat 360 shall facilitate evidence-based decision-making by empowering departments to assess timely and accurate data, enabling informed reviews and evidence-driven decision-making processes.

5. The Office of Philly Stat 360 shall incorporate departments in the Philly Stat 360 initiative on a rolling basis, promoting continuous engagement, collaboration, accountability, and performance improvement across City departments.

SECTION 3: Coordination, Collaboration, and Process.

1. The Office of Philly Stat 360 shall provide guidance for departments on how to develop and incorporate performance management practices into their operations and initiatives.

2. The Office of Philly Stat 360 shall foster cross-departmental collaboration and communication channels to break down silos and promote information sharing and best practices.

3. The Office of Philly Stat 360 shall establish a structured timeline and framework for engaging departments in the Philly Stat 360 process on a rolling basis and shall oversee implementation to ensure adherence to established timelines, criteria, and performance management protocols.

4. Prior to their scheduled engagement in the Philly Stat 360 process, departments shall participate in orientation sessions conducted by the Office of Philly Stat 360 to familiarize departmental staff with Philly Stat 360 principles, data requirements, and performance management methodologies. The orientation sessions shall provide departments with an overview of the Philly Stat 360 process, expectations for participation, and guidance on leveraging data and performance metrics to drive evidence-based decision-making.

5. Criteria for determining departmental metrics, KPIs, and/or strategic goals shall include factors such as the impact of service delivery on the public, availability of data, community needs, and strategic objectives of the Mayor's Office, including the vision for a safer, cleaner, greener Philadelphia with economic opportunity for all.

6. Philly Stat 360 will collaborate with departments to establish metrics jointly. Philly Stat 360 will have the final approval of departmental metrics.

7. Once incorporated into the Philly Stat 360 process, departments shall actively participate in and contribute to Philly Stat meetings, data reviews, and performance discussions facilitated by the Office of Philly Stat 360.

8. City departments shall be responsible for gathering, managing, and providing relevant data, performance metrics and routine updates on whether they are meeting those performance metrics, any requested information, and updates on key initiatives to support collaborative decision-making and problem-solving efforts during Philly Stat 360 sessions.

SECTION 5: Continuous Improvement and Feedback.

1. The rolling departmental engagement process shall be continuously evaluated and refined based on feedback from participating departments, the Office of Philly Stat 360, and stakeholders.

2. The Office of Philly Stat 360 shall solicit feedback from departments regarding their experiences with the Philly Stat 360 process, areas for improvement, and suggestions for enhancing departmental engagement and collaboration.

3. The Office of Philly Stat 360 shall conduct regular assessments of the rolling departmental engagement process to assess effectiveness, identify challenges, and make necessary adjustments to improve outcomes.

4. Adjustments to the rolling departmental engagement process may include changes to timelines, priorities, criteria, or support mechanisms based on findings from evaluations and the evolving needs of City departments.

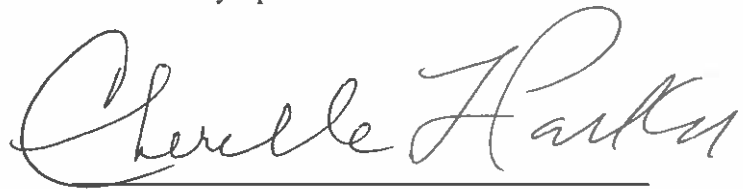
SECTION 6: Reporting And Accountability.

On a quarterly basis, the Office of Philly Stat 360 shall provide updates on how departments are progressing on their performance metrics, progress toward goals, and outcomes achieved.

SECTION 7: Effective Date.

This executive order shall take effect immediately upon issuance.

Date: 4/10/24

A handwritten signature in cursive script that reads "Cherelle Parker". The signature is written in black ink and is positioned above a horizontal line.

Cherelle L. Parker, Mayor