

# CITISTAT BUFFALO

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## OVERVIEW

- What is CitiStat?
- Where did the idea for CitiStat come from?
- What is the purpose of bringing CitiStat to Buffalo?
- How does CitiStat Buffalo work?
- What has the CitiStat Buffalo process accomplished?



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## WHAT IS CITISTAT?

- CitiStat is a computer-based management tracking initiative.
- CitiStat is computer-based, but not a specific software program.
- CitiStat utilizes many different, often interoperable, software programs.
- CitiStat is a process that involves using a variety of tools to collect, analyze, and report data.
- Computer-based data tracking system is coupled with best management practices to achieve policy objectives.



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## WHERE DID THE IDEA FOR CITISTAT COME FROM?

- **New York City Police Department introduced CompStat, which is short for “Computerized Statistics,” under the Giuliani administration in the 1990’s.**
- **CompStat employs Geographic Information Systems (GIS) to map statistics, detect patterns, and identify problems in the 8 patrol boroughs of the City.**
- **CompStat uses data about crime rates and arrests to evaluate command and control structure, dedication of resources, and effectiveness of policing efforts.**
- **CompStat assists the NYPD in understanding where most crimes occur, which allows them to dedicate extra resources to that area. Weekly meetings are held to discuss findings and determine how resources should best be used.**



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## WHERE DID THE IDEA FOR CITISTAT COME FROM?

- Baltimore introduced CitiStat under the O'Malley administration in 2000, basing it off of New York City's CompStat model for the NYPD.
- According to Baltimore's website, "CitiStat is how the Mayor runs the City," applying the principles of the NYPD's CompStat to every City department.
- Each department is responsible for submitting data to the operations team, which analyzes it in preparation for the CitiStat meeting that week.
- Mayor and his administration are briefed on the analysis and prepared for a meeting with the department to discuss operations and allocation of resources.
- City of Buffalo bases its CitiStat initiative on the Baltimore model.



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## WHAT IS THE PURPOSE OF BRINGING CITISTAT TO BUFFALO?

- Mayor Byron W. Brown instituted CitiStat Buffalo in order to:
  - Ensure accountability, reliability and productivity of City workforce.
  - Develop and execute effective strategies and tactics for all delivery systems.
  - Accurately gauge impact and effectiveness of City service delivery.
  - Identify and implement any new technologies needed to improve service delivery.
  - Maintain consistent follow-up of all City functions.
  - Guarantee swift deployment of resources where needed.



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## HOW DOES CITISTAT BUFFALO WORK?

- Using a variety of methods, data is collected from City departments for a specific reporting period due a week before the department's CitiStat meeting.
- CitiStat team reviews the data for accuracy, performs a thorough analysis, and summarizes major findings in a report to the CitiStat Review Panel.
- CitiStat team also prepares a "presentation" that supplements the report to the CitiStat Review Panel and is made available to the public via the City's website.
- CitiStat Review Panel examines the report in preparation for the CitiStat meeting and requests additional information, as necessary.



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## HOW DOES CITISTAT BUFFALO WORK?

- **The CitiStat Review Panel consists of:**
  - **Mayor Byron Brown**
  - **First Deputy Mayor Steven Casey**
  - **Corporation Counsel Alisa Lukasiewicz**
  - **Commissioner of Human Resources Leonard Matarese**
  - **Commissioner of Administration, Finance & Urban Affairs Donna Estrich**
  - **Executive Director of the Office of Strategic Planning Timothy Wanamaker**
- **Department Heads appear before the CitiStat Review Panel to answer questions formulated in response to the data analysis**
- **Departments are tasked with various responsibilities and given deadlines to improve operations, save money, enhance delivery of City services, etc.**



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## WHAT HAS CITISTAT BUFFALO ACCOMPLISHED?

- **Division of Citizen Services:**
  - **Training sessions held for all departments and Common Council members on the STS system and proper call resolution procedures**
  - **Found and corrected flaws in web-based complaint system**
  - **Graffiti removal is now included as a part of Clean Sweeps**
  - **All applicable City departments are now involved in Clean Sweeps**
  - **Plan created to increase recycling awareness and to ultimately bring Buffalo's recycling rate up to the national average**
  - **Citizen Participation Academy implemented**
  - **Block Club registry being implemented**



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## WHAT HAS CITISTAT BUFFALO ACCOMPLISHED?

- **Department of Public Works, Parks & Streets:**
  - **Worked to ensure that the 4,500 tote-related complaints that were open would be closed, the majority of which needed a replacement tote**
  - **Created a tote tracking system in order to track where stolen totes had been found and to mark the totes so they could be more easily identified**
  - **Reduced the waiting time by nearly 75 percent that was experienced by customers making calls to the Division of Water**
  - **Buffalo's Water Board to begin to pressing criminal charges against households that are using water illegally**
  - **City of Buffalo Animal Shelter is now tracking all revenue, including the monetary value of donations that it takes in each fiscal year**



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## WHAT HAS CITISTAT BUFFALO ACCOMPLISHED?

- **Buffalo Fire Department:**
  - Working with Quick Response Teams to provide weekly lists of properties that need to be boarded up and/or cleaned up
  - Increased Fire and Arson awareness and prevention activities, including for Fire Prevention Month in October
  - Currently in the process of scheduling an in-service training event for board-up crews to teach them arson hazards to be aware of in vacant houses
  - Put a system in place to handle calls from the Call and Resolution Center
- Backing up and Updating the Department's current computer system to prevent loss of information



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## WHAT HAS CITISTAT BUFFALO ACCOMPLISHED?

- **Buffalo Police Department:**
  - **Completed budget and timeline to establish ComStat**
  - **Put a system in place to handle calls from the Call and Resolution Center**
  - **Caught up on all unresolved Call and Resolution Center Calls**
  - **Moved up timeline for the evaluation of best practices for street camera installation and implementation**

