

City of Paterson

Our Standard for Data and Analytics Services

The City of Paterson is committed to delivering high-quality data and analytics services that are transparent, reliable, and useful for residents, businesses, and City staff. This standard guides how we design, deliver, and improve data services.

1. Continuous Improvement

We commit to regularly reviewing and improving our data services. Resident and staff feedback will guide updates, and we will publish progress reports to keep the community informed.

2. Accessible, Reliable, Secure, and Ethical

- **Accessible:** Data will be easy to find, understand, and use.
- **Reliable:** We will share update schedules, definitions, and any limitations.
- **Secure:** Personal and sensitive information will be protected and only shared in safe, aggregated ways.
- **Ethical:** We will use data responsibly, ensuring fairness and transparency.

3. Best Practices for Quality and Delivery

All data services will follow best practices:

- Designed around user needs
- Tested for accuracy and usability
- Supported with plain-language explanations and clear visuals
- Built for reuse across City departments

4. Service Design Approach

We see data and analytics as a complete service from collection to publication to resident use. That means:

- Co-designing with residents and staff
- Iteratively improving services through pilots and testing
- Making sure data services work across departments to avoid duplication

Accountability

- The **Mayor's Office and Data** Team leads this work.
- Each department has a **Data Steward** who ensures accuracy and quality.
- We will review this standard every **two years** to keep it up-to-date with best practices.



10/1/25