



MANAGEMENT DIRECTED POLICY

Policy # 25-25md

TO: Department Directors

FROM: Jesus Merejo, City Manager

EFFECTIVE DATE: December 18, 2025

INITIATED BY: City Manager's Office

POLICY TITLE: Data Service Standard Policy

PURPOSE STATEMENT

This policy establishes the City of Port St. Lucie's commitment to delivering transparent, reliable, and ethical data services that support operational excellence, civic engagement, and innovation. It defines the standards and responsibilities for managing, publishing, and maintaining data services that are accessible, secure, and responsive to community needs.

The purpose of this policy is to:

- Enable evidence-based decision-making through high-quality data services.
- Empower residents and employees to understand and engage with city operations.
- Promote trust in government through open, inclusive, and ethical data practices.
- Ensure data services are purpose-driven, user-centered, and continuously improved.

APPLICABILITY

This policy applies to:

- All City departments, employees, contractors, vendors, and third parties who create, manage, or publish data on behalf of the City.
- All data services, datasets, and analytics tools used or developed by the City.
- All data formats, including structured/unstructured data, Application Programming Interface (API), dashboards, and metadata.

Authority – Governing Laws, Regulations, and Standards

This policy aligns with:

- Florida Statutes Chapter 119 – Public Records
- Freedom of Information Act (FOIA)
- National Institute of Standards and Technology (NIST)
- City of Port St. Lucie Information Technology and Privacy Policies



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DEFINITIONS

Term	Definition
Data Service	A digital product that provides access to city data for internal or public use.
Analytics Service	A tool or interface that helps users interpret and act on data.
Multidisciplinary Team	A group of technical and non-technical experts collaborating on data service development.
Sensitive Information	Data that could compromise privacy, confidentiality, or public safety if disclosed.
Publishable Data	Data approved for public release, free of legal or ethical restrictions, as determined by the Data Strategy and Governance Subcommittee.
Open Format	A non-proprietary, machine-readable format that supports automated processing.

POLICY

Purpose-Driven Data Services

- Services should align with strategic priorities and be regularly reviewed for relevance by the Data Strategy and Governance Subcommittee.
- Each service should clearly state its purpose and intended users as documented in the data service catalog.
- Outdated or unused services should be retired.

User-Centered Design

- Engage users early to understand their needs and challenges.
- Use surveys, interviews, and prototypes to validate assumptions.
- Ensure accessibility and inclusivity in all services.
- Avoid overly complex or fragmented solutions.

Inspire Data Use

- Promote data literacy through workshops, hackathons, and storytelling.
- Encourage innovation by making data discoverable and easy to use.

Secure and Ethical Practices

- Classify and protect sensitive data.
- Consult with affected communities and explain how data is used.
- Follow City privacy and data governance policies.

Performance and Metrics

- Define success metrics for each program where appropriate.
- Use performance data to guide improvements.
- Publish key performance indicators where appropriate.



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Tools and Technology

- Choose tools that are scalable, cost-effective, and support automation.
- Maintain system reliability and communicate service status transparently.
- Conduct regular quality assurance and maintain updated documentation.

Governance and Oversight

The Data Strategy and Governance Subcommittee:

- Supports the maintenance of a citywide data service catalog.
- Prioritizes services based on public value

Policy Review

This policy will be reviewed and updated annually or as needed. Staff may submit suggestions for improvement at any time.