

Information Item

Date: October 15, 2018

To: The City Manager

From: Scott Tesh, Performance and Accountability Director

Subject:

New Format of Performance Indicators Report

Strategic Focus Area: Service Excellence

Strategic Objective: Maintain Policy and Oversight & Reporting Mechanisms

Strategic Plan Action Item: No

Key Work Item: Yes



The Performance Indicators Report (PIR) was originally developed several years ago as a way to disseminate performance information on City programs to multiple audiences on a monthly basis. The inception of the report was a step forward in transparency and highlighted performance data from multiple departments. The Office of Performance and Accountability (OPA) re-formatted the report to provide significantly more performance data and to create dashboard-style visualizations for data tables and other information that had previously been more cumbersome to review. In September, the City released the FY 2018 4th quarter PIR. The following specific changes were made to the report from the previous format:

- Data and information sorted by Strategic Focus Area (SFA) to better align reporting with stated goals and objectives from the Mayor and City Council
- Performance data section added for each SFA to increase analysis and reporting on program performance (1,400% increase in data points reported)
- Trend information and context for performance measures
- Dashboarding of Human Resources, Code Enforcement, construction permitting, local & M/WBE spending, and key work item information
- Fully linked table of contents for easier navigation

The intent of the changes bulleted above is to place more emphasis on reviewing key performance data points and information. City staff will put into a place a continuous process of identifying and refining key performance indicators for operational measurement. The dynamic nature of the report will increase its utility to all audiences by ensuring that relevant data is reviewed regularly and transparently reported. Eventually, it is the intent of City staff to make this information available in an online dashboard format, where document publication is not necessary. This online-only format is a best practice adopted by many cities around the country.

The PIR is one of several program-level performance management tools including strategic plan updates, key work item tracking, performance metric reporting, peer city benchmarking, and resident surveying. In addition to these, OPA is working with management to create recurring performance management meetings with each department to review operational and strategic performance data and progress.

A presentation on the new PIR format and FY 2017-18 Key Work Items status will accompany this item. Also attached to this item is the FY 2018-19 Key Work Items list.