

Performance Management

Work Session, November 7, 2022





Measurement vs. Management

- Measurement
 - How do we track the progress of the strategy we've put in place?
 - Quantifiable expression that indicates how much, or how well projects and programs are provided to citizens
- Management
 - How do we manage the strategy we've put in place?
 - Meet regularly to discuss results and plan actions to improve the results
- How do we get from measurement to management?

Why?

- Connect budget to the Strategic Framework
- Track progress on goals
- Culture of excellence
- Accountability
- Transparency



What We Do Today

- Current Strategic Framework is difficult to quantitatively measure
- Budget book metrics
- Departments track metrics individually
- Decentralized process to tracking data



What We Do Today

Strategic Framework Goal

- A holistic approach to neighborhood improvement through coordination with City departments, non-profits, business partners, faith agencies and community members

Measure staff currently tracks

- Number of For Our City Day projects



Performance

Characteristics of a good performance measure

Relevant

- ✓ Matter to intended audience

Timely

- ✓ Availability of information

Reliable

- ✓ Data is verifiable

Understandable

- ✓ Easy to comprehend

Comparable

- ✓ Provides frame of reference

Useful

- ✓ Provide context and direction

Input vs. Output

Input

- Time
- Money
- People

Output

- Project
- Program
- Policies

Impact

- Better quality of life for Chandler residents



Input vs. Output

Input Focused Goal

“I want to increase Park funding by \$1,000,000”



Output Focused Goal

“I want every resident to be able to access a park within a five-minute walk”





Next Steps

- Launch new Performance Portal
 - chandleraz.gov/performance
- City Council Retreat to update Strategic Framework
- Executive Leadership Team retreat to develop actionable items
- Launch new dashboards covering updated Strategic Framework
- Periodically report back to City Council on progress

Questions?

