



City Council Work Session

Monday, November 7, 2022
4:30 p.m.

Council Chambers Conference Room
88 E. Chicago St., Chandler, AZ



Work Session



Pursuant to Resolution No. 4464 of the City of Chandler and to A.R.S. 38-431.02, notice is hereby given to the members of the Chandler City Council and to the general public that the Chandler City Council will hold a WORK SESSION open to the public on Monday, November 7, 2022, at 4:30 p.m., in the Chandler City Council Chambers Conference Room, 88 E. Chicago Street, Chandler, Arizona. One or more members of the Chandler City Council may attend this meeting by telephone.

Persons with disabilities may request a reasonable modification or communication aids and services by contacting the City Clerk's office at 480-782-2181 (711 via AZRS). Please make requests in advance as it affords the City time to accommodate the request.

Agendas are available in the Office of the City Clerk, 175 S. Arizona Avenue.

Agenda

Call to Order

Discussion

1. **Presentation and Discussion of Citywide Strategic Framework and Budget Performance Metrics**

Adjourn



City Council Memorandum City Manager's Office Memo No.

Date: November 7, 2022
To: Mayor and Council
From: Joshua H. Wright, City Manager
Subject: Presentation and Discussion of Citywide Strategic Framework and Budget Performance Metrics

Attachments

Citywide Strategic Framework and Budget Performance Metrics Presentation

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?

