



# CITY OF MADISON

## PERFORMANCE EXCELLENCE



# Performance Excellence Update to Common Council

October 20, 2020

CITY OF MADISON

# Work Plan Update

Work Plan Deliverables	
Employee Voice Survey Action Plan Implementation	In progress
Community Survey Feasibility Planning	In progress
Develop Health and Safety Strategies	On hold
Stand up Continuous Improvement Community of Practice	Progress made
Release Data APM post Racial Equity Analysis	Progress made
Publish Data Guide and Implement Training	Progress made
Citywide Indicator Data Visualization	Progress made
Complete Results Madison Next Steps	On hold
Develop the Data Convening Format	On hold
Begin Service Level Performance Measure Data Visualization	On hold
PE Leadership Transition to Mayor's Management Team	Progress made

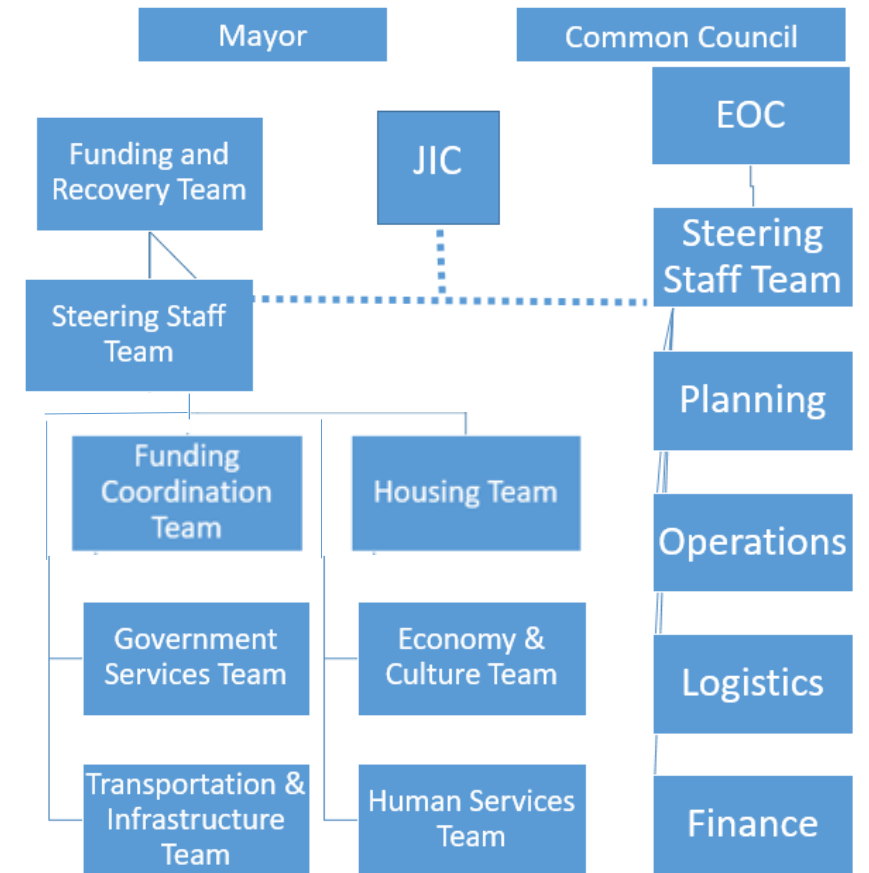
# Government Services Recovery Team

Change Agenda

Policy

Communications

Performance Excellence



# Change Agenda

## Problem

- When multiple agendas for change exist, it is difficult for staff to understand which ideas are priority for the organization to implement first.

## Impact

- This team will inventory citywide initiatives, then combine and prioritize the list for long term alignment and accountability for change management.

# Policy

## Problem

- Agile changes were made to daily operations during COVID response to ensure continuity of operations. Best practices from changes made during the state of emergency have yet to be turned into organizational policies.

## Impact

- This team will establish policies based on lessons learned to capture best practices implemented during the COVID-19 emergency.

# Communications

## Problem

- The City has significant room to improve internal communications across the organization to ensure staff knowledge of city operations and happenings are timely and up to date.

## Impact

- This team will develop and execute an internal communications plan on behalf of all Funding and Recovery Teams.

# Performance Excellence

## Problem

- Performance Excellence needs planning space to continue testing the idea to transition leadership of “how” we improve service delivery to Mayor’s Management Team.

## Impact

- The Government Services Recovery Team will function as the Performance Excellence Transition Team.



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Questions?