



CITY OF MADISON

PERFORMANCE EXCELLENCE



Performance Excellence Update to Common Council

November 20, 2018

CITY OF MADISON

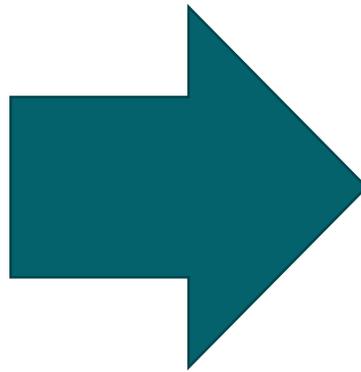
Agenda:

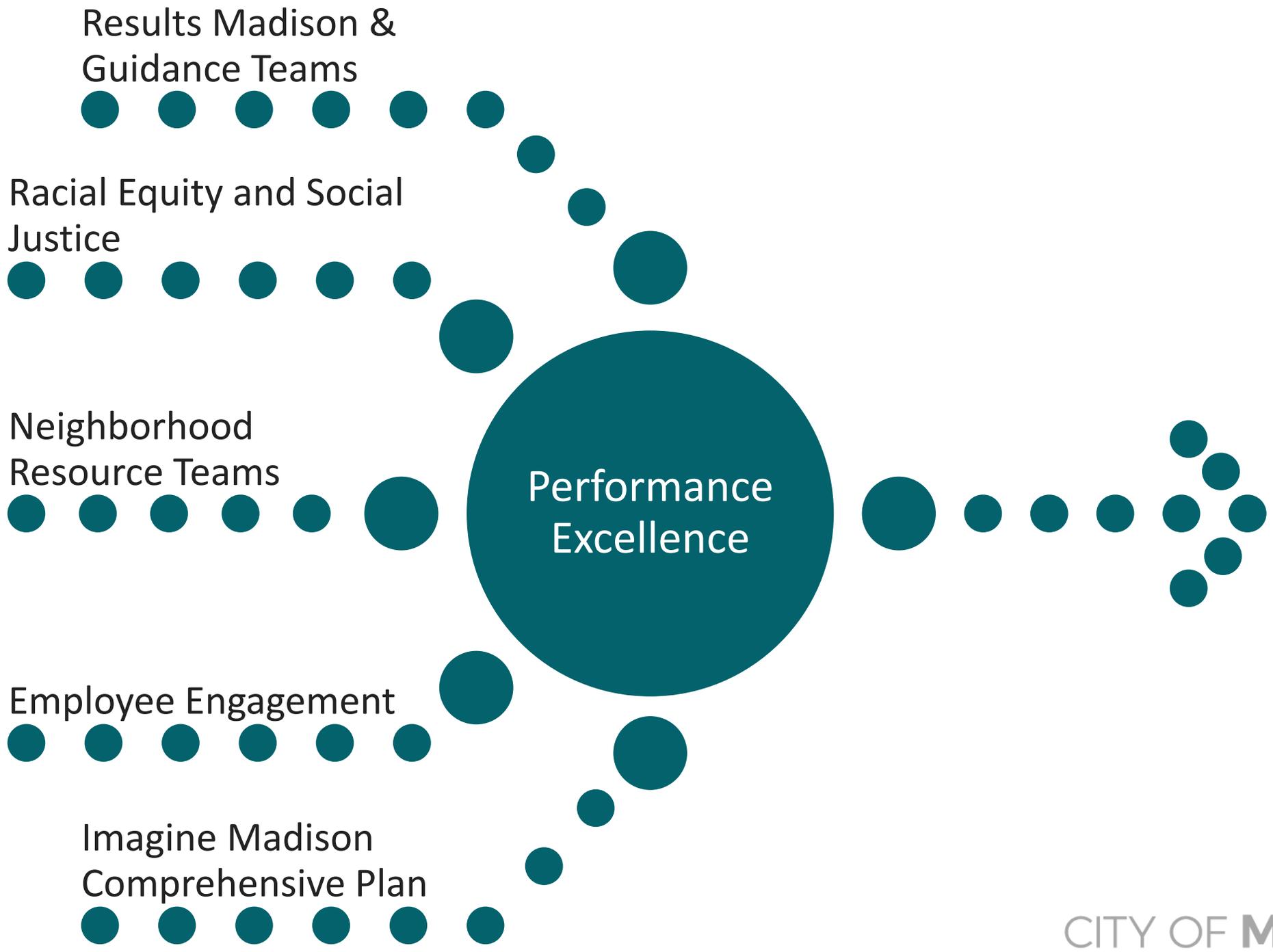
1. Background

2. 2020 Action Plan & Accomplishments

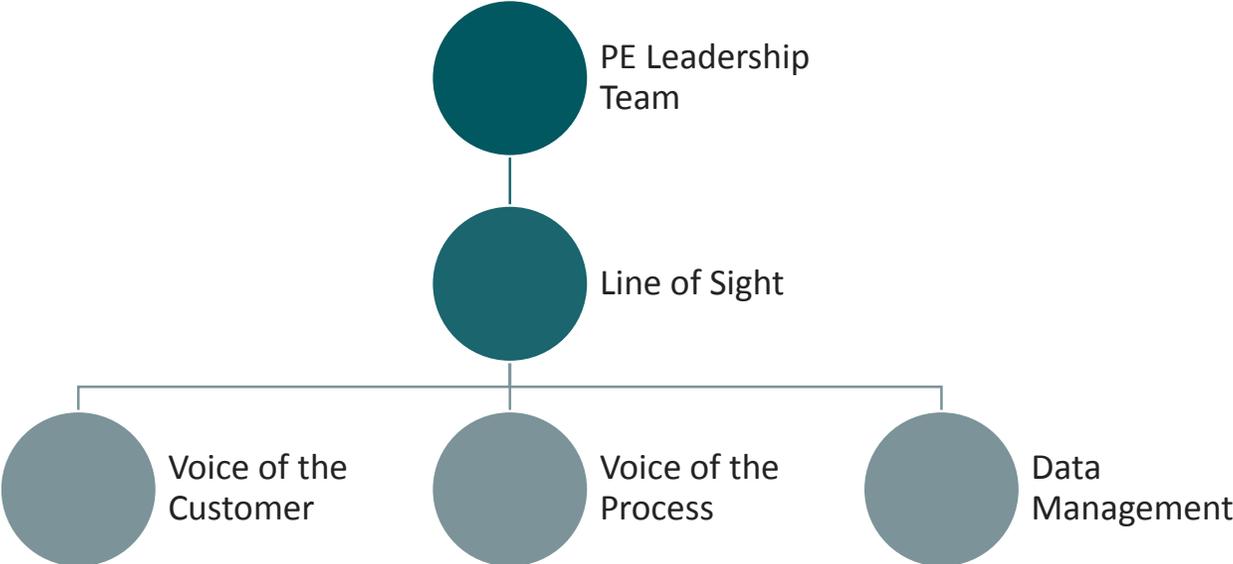
3. Next Steps

What is Performance Excellence?





Leadership Team



Davis, Norman - DCR	Davis, Steven - Fire	Donahue, Harper - HR	Edgerton, Sarah - IT
Erdman, Natalie – DPCED	Gombar, Melissa - HR	King, Steven – Alder	Knepp, Eric – Parks
Mickells, Gregory – Library	McKinney, Barbara – Alder	McManners, Gregg – Monona Terrace	Obeng, Kwasi – Common Council Office
Ragland, Enis – Mayor’s Office	Schmiedicke, David - Finance	Stevenson, Alia – HR	Thompson, Connie – Monona Terrace
Patterson, John – Police	Bessick, Lindsay – HR	Reyes, Gloria – Mayor’s Office	Furman, Keith - Alder

2018 Key Initiatives

- 1 Hire Performance Excellence Specialist
- 2 Finalize and Implement PE Framework: Vision, Mission, Values, Service Promise, and 7 Elements of a Great City
- 3 Imagine Madison Comprehensive Plan Approved by council
- 4 Set citywide indicators in each of the 7 Elements
- 5 Finalize communication plan
- 6 Create system for data gathering from employees and customers and implement workplace culture survey
- 7 Build out alignment structure with current ongoing initiatives (RESJI, NRTs)

Progress: 2018 Key Initiatives

- ✓ Hire Performance Excellence Specialist
- ✓ Finalize and Implement PE Framework: Vision, Mission, Values, Service Promise, and 7 Elements of a Great City
- ✓ Imagine Madison Comprehensive Plan Approved by council
- ④ Set citywide indicators in each of the 7 Elements
- ✓ Finalize communication plan
- ✓ Create system for data gathering from employees and customers and implement workplace culture survey
- ⑦ Build out alignment structure with current ongoing initiatives (RESJI, NRTs)



Human Resources Organization Development (OD) Staff



Alia Stevenson

OD Manager



Melissa Gombar

Performance
Excellence Specialist



Karl van Lith

OD Specialist



Lindsay Bessick

OD Specialist



Siera Garcia

Program Assistant



Rachel Sweet

OD Intern

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Passed July 24, 2018

[Resolution 18-00573](#) “Establishing the City of Madison Performance Excellence Framework and Implementation and On-going Sustainability Efforts.”

- Adopts the new vision, mission, values, service promise, 7 elements of a great City of Madison
- Three year Performance Excellence plan due to Common Council August 2018
- Quarterly updates to Common Council through December 2020



OUR MISSION is to provide the highest quality service for the common good of our residents and visitors.



OUR VALUES



Equity

We are committed to fairness, justice, and equal outcomes for all.



Shared Prosperity

We are dedicated to creating a community where all are able to achieve economic success and social mobility.



Civic Engagement

We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.



Stewardship

We will care for our natural, economic, fiscal, and social resources.



Well-Being

We are committed to creating a community where all can thrive and feel safe.



OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.

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Imagine Madison Plan Passed





In progress: Set Citywide Indicators

Eg

Effective Government

Eo

Economy & Opportunity

Gr

Green & Resilient

Cc

Culture & Character

Lt

Land Use & Transportation

Hs

Health & Safety

Nh

Neighborhoods & Housing



Communication Plan

City of
Madison

Accounts ▾

Services

Jobs

Agencies ▾

Data ↗

Contact ▾

Search



EMPLOYEE NET



Pay & Benefits

Professional Development

Policies & Procedures

Performance Excellence

Toolkit

Agency Intranets

SharePoint ↗

[City of Madison](#) / [EmployeeNet](#) / [Performance Excellence](#) / [Communication Tools](#)

Communication Tools

[COMMUNICATION TOOLKIT PDF ↗](#)

Performance Excellence Tools

[Sample Messaging DOCX](#)

Message from Department & Division Heads, newsletter article, and email messages

Performance Excellence

[Employee Voice Survey](#)

[Communication Tools](#)

6



Employee Voice

SURVEY GOAL

- Identify the tools, support, and processes needed to make the City of Madison the best place to work

SURVEY DATES

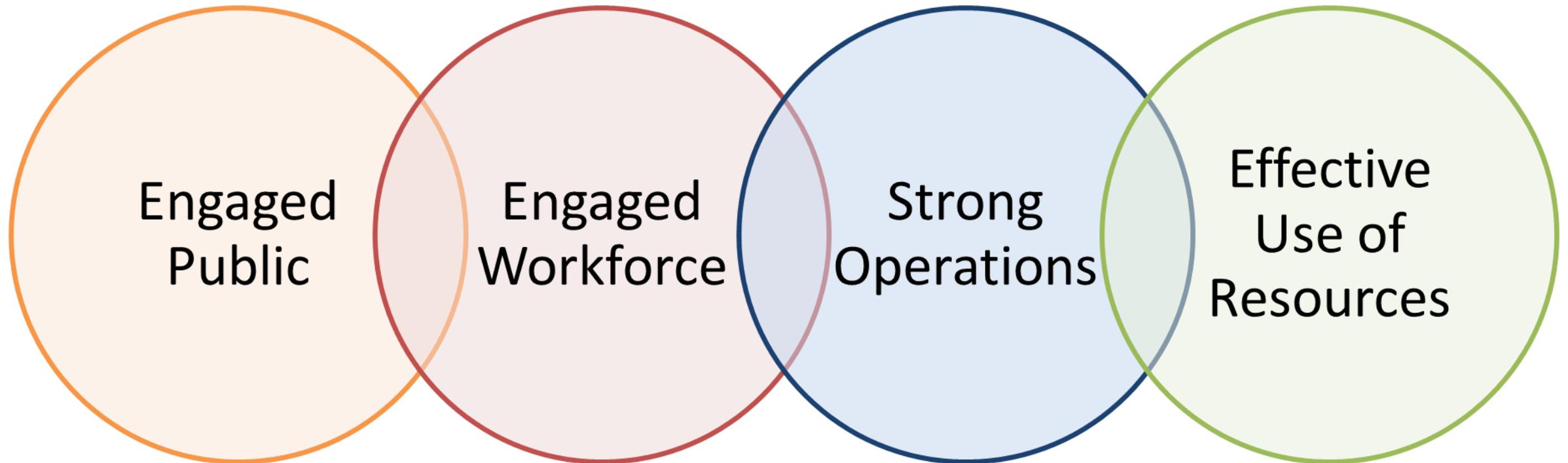
- November 5, 2018 – November 25, 2018

DEPARTMENT EXPECTATIONS

- **Communication:** Send messages to all staff about importance of survey
- **Implementation:** Respond to data received in 2019



In Progress: Build out alignment structure



Next Steps: 2020 Action Plan

2019 Key Initiatives	2020 Key Initiatives
<ol style="list-style-type: none">1. Elected Official Onboarding2. Build a report-out, accountability structure where departments can collaboratively get support setting and meeting goals3. Update 5 year plan4. Implement resident/customer service survey5. Implement alignment structure with current ongoing initiatives (RESJI, NRTs)	<ol style="list-style-type: none">1. Second cycle of work plan/budget plan2. Implement accountability structure where departments can collaboratively get support setting and meeting goals3. Report out to community on 7 elements



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Questions?