



CITY OF MADISON

PERFORMANCE EXCELLENCE



Performance Excellence Update to Common Council

June 18, 2019

CITY OF MADISON

Agenda:

1. Background

2. Updates on Employee Voice Survey

3. Plans for Community Voice Survey

Resolution 18-000573

- “Establishing the City of Madison Performance Excellence Framework and Implementation and On-going Sustainability Efforts.”
- Passed July 2018
- 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.



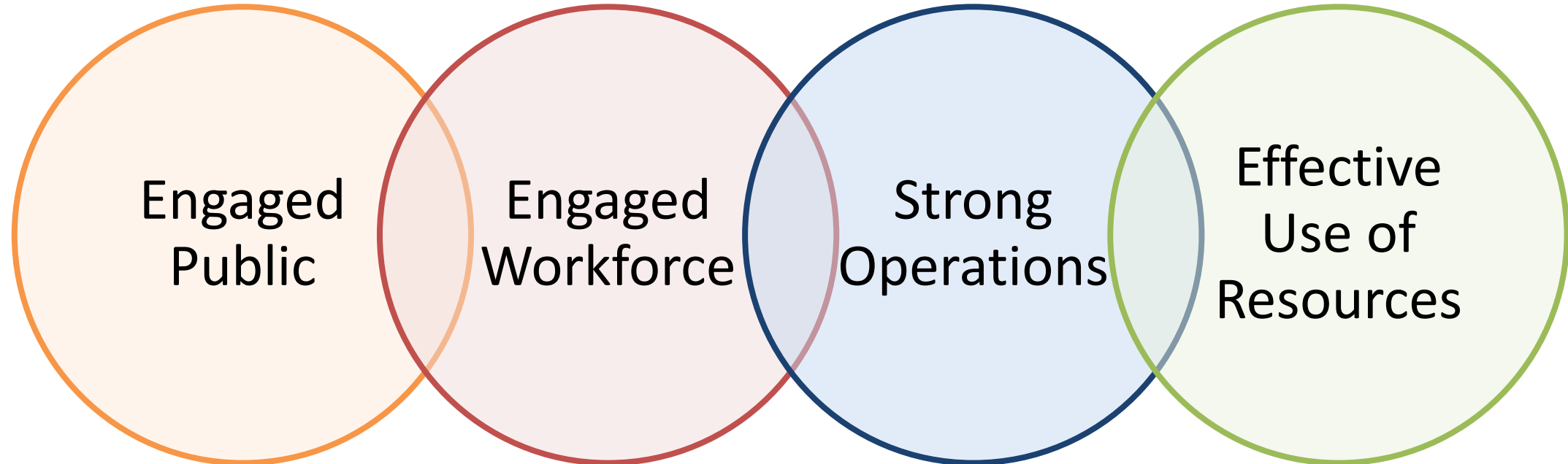
OUR SERVICE PROMISE

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

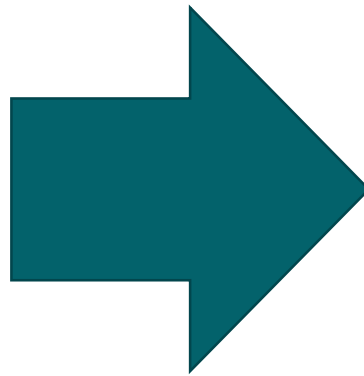
- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.



What is Performance Excellence?



What is Performance Excellence?



Performance Excellence Leadership Team

Mission, Vision, Values, Service Promise

Neighborhood Resource Teams



Results Madison

Racial Equity and Social Justice

Data Management

Progress in 2019

2019 Key Initiatives

- ✓ Elected Official Onboarding
- ✓ Employee Voice Survey Action Plan
- 3. Update 5 year plan
- 4. Implement resident/
customer service survey
- 5. Implement alignment structure with
current ongoing initiatives (RESJI, NRTs)



Employee Voice



Collect Responses



Understand the Data



Take Action



Employee Voice

- 14 Individual Employee Development
- 13 Employee Training Opportunities
- 13 Meeting Improvements
- 12 Collecting Staff Feedback
- 10 Communication Planning
- 9 Employee Recognition
- 9 Employee Engagement

**How should we treat
EVS Action Plan
items related to
these topics?**

Community Voice Survey

- Rethinking our plan
- Prioritizing collaboration
- Representative sample of the community



CITY OF MADISON

PERFORMANCE EXCELLENCE



Questions?