



# CITY OF MADISON

## PERFORMANCE EXCELLENCE



## Performance Excellence Update to Common Council

October 1, 2019

CITY OF **MADISON**

# Agenda:

1. Position Announcements

2. Systems Vision: From Imagination to Results

3. Focus Groups: Comp Group 21 Managers

4. Next Steps: Membership

# Position Announcements

Cam McLay, Deputy Mayor

- Performance Excellence oversight beginning X/2019

Kara Kratowicz, Performance Excellence Specialist

- Transfer from Data Projects Coordinator on 9/23/2019

Alder Donna Moreland, District 13

- Data Management Team Representative beginning 9/2019

# Understanding the Systems Vision



**People:** Our system moves through the actions of people.

**Equity:** Our system transforms through an equitable lens.

# Outcomes for Madison Residents

## Seven Elements of a Great City

### Citywide Indicators

### Services

### Performance Measures

### Data

**Performance Excellence**

- Actions
- Strategies

**Imagine Madison**

### Results Madison

- Outcome Budgeting
- Data Convening by Elements
  1. Culture & Character
  2. Economy & Opportunity
  3. Effective Government
  4. Green & Resilient
  5. Health & Safety
  6. Land Use & Transportation
  7. Neighborhoods & Housing

#### Vision:

*Our Madison –  
Inclusive, Innovative, &  
Thriving*

#### Mission:

*Provide the highest quality service  
for the common good of our  
residents and visitors*

#### 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.*

#### Values:



Equity



Civic Engagement



Well-Being



Shared Prosperity



Stewardship

# Focus Groups

## Culture

- Continuous improvement + data informed decision making

## Needs

- Conduct a needs assessment to define leadership competencies

## Tools

- Showcase tools developed for Continuous Improvement and Results Madison

# Next Steps: Membership



- Racial Equity Analysis Recommendations
  - ✓ Increase diverse representation from all levels of the organization
  - ✓ Create a transition plan timeline
  - ✓ Create a communication plan
  - ✓ Create an engagement plan for community involvement
  - ✓ One person: One team
  - ✓ Participation standards



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Questions?