

# OUR CITY OF MADISON



## Performance Excellence Update to the Common Council

May 1, 2018

CITY OF **MADISON**

# Agenda

**Goal:** Present Draft Vision, Mission, Values and Service Expectations to the Council and receive feedback. A resolution to accept will be introduced on May 15.

1. Introduction & Overview of Progress

2. Presentation: Performance Excellence Framework

3. Discussion and Feedback

4. Next Steps

# Our Path – Past, Present and Future

Quality Improvement / Madison Measures / Open Data

RESJI and What Works Cities Resolutions

Elements / Results / Budgets / Workplans / Data Management

- Council Retreats
- Department Division Head Retreats
- Guidance Teams (Staff)
- Comprehensive Plan Outreach (Community)
- Results Madison

Today: Vision, Mission, Values, Service Expectations for present and future

# Performance Excellence Leadership Team

## Roster

Baldeh, Samba - Alder

Davis, Steven – Fire

Donahue, Harper – HR

Gombar, Melissa – HR

King, J Steven - Alder

Kronberger, Paul – IT

McManners, Gregg – Monona Terrace

Monks, Anne – Mayor

Ragland, Enis (Chair) – Mayor

Obeng, Kwasi - Council

Davis, Norman – DCR

DeMarb, Denise - Alder

Erdman, Natalie –Planning, Comm and Econ Dev

Thompson, Connie – Monona Terrace

Knepp, Eric – Parks

McKinney, Barbara – Alder

Mickells, Gregory – Library

Mosgaller, Tom – Consultant

Schmiedicke, David – Finance

Edgerton, Sarah - IT



Five parts make up  
Performance Excellence in  
the City of Madison:

- Vision
- Mission
- Values
- Service Promise
- Strategic Priorities, or  
“Elements”



City of Madison  
Performance Excellence

# Vision

Our Madison – Inclusive, Innovative & Thriving



# Vision

## Our Madison – Inclusive, Innovative & Thriving

### Employee Name

Title of Employee, Agency Name

City County Building, Room 100  
210 Martin Luther King, Jr. Blvd.  
Madison, WI 53703-3345



P (608) 266-4611      email@cityofmadison.com  
F (608) 267-8671      cityofmadison.com/agency-name

*Our Madison – Inclusive, Innovative & Thriving*



CITY OF  
**MADISON**

# Vision

Our Madison – Inclusive, Innovative & Thriving





# Mission

Our Mission is to provide the highest quality of governance and services for the common good of our residents and visitors through civic engagement, and through dedicated employees and elected officials.

# Values



## **Equity**

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



## **Civic Engagement**

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



## **Well-Being**

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



## **Shared Prosperity**

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



## **Stewardship**

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

# Our Service Promise

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

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



## OUR SERVICE PROMISE

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

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- Involve those who are impacted before making decisions.
- Actively listen and clearly communicate.
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# Elements of a Great City



The Citywide Elements serve as the backbone for Madison's vision. Example:  
[Green & Resilient](#)





# Performance Excellence Status Report



Line of Sight Drafted  
Performance Excellence  
Framework



Voice of Customer  
Employee and Customer  
Engagement



Voice of Process Drafted  
Process Improvement  
Methodology ready to pilot



Results Madison  
Engagements Begun



Communications Plan in  
Development

# Next Steps