



Performance Excellence Update to the Common Council

May 1, 2018

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

CITY OF MADISON





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

- Vision
- Mission
- Values
- Service Promise
- Strategic Priorities, or "Elements"

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



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.



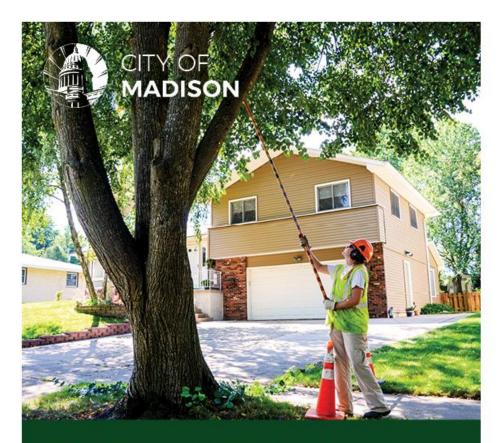
Stewardship

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.



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Elements of a Great City



The Citywide Elements serve as the backbone for Madison's vision. Example:

Green & Resilient



Safe

Government

Character

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