



CITY OF MADISON

PERFORMANCE EXCELLENCE



Performance Excellence Update to Common Council

March 19, 2019

CITY OF **MADISON**

Agenda:

1. Background

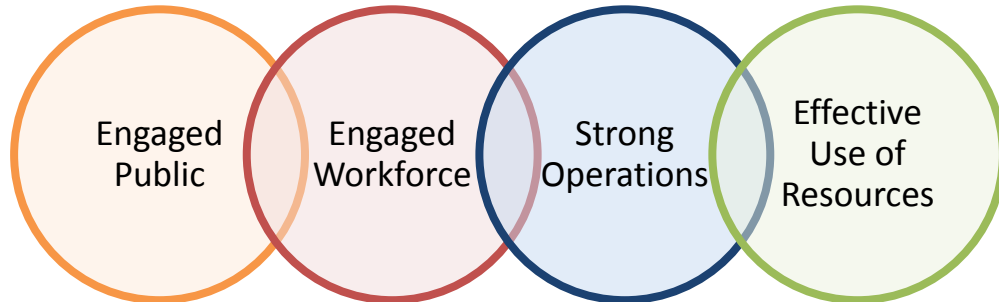
2. Progress & Plans for 2019

3. Employee Voice Survey

What is Performance Excellence?

OUR MADISON INCLUSIVE, INNOVATIVE & THRIVING

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.



Civic Engagement

We believe in 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 are able to achieve economic success and social mobility.



Stewardship

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



OUR SERVICE PROMISE

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

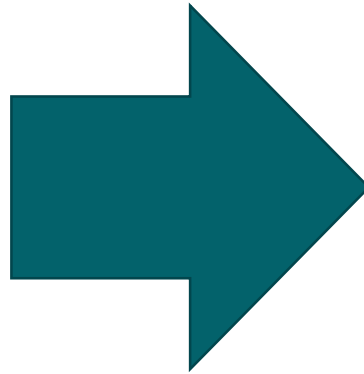
- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.

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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

Collect Responses

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



Employee Voice

Understand the Data

TWO PRONGED APPROACH

- City-wide
- Department/
Division level

CITY-WIDE GOALS

- Employee
Engagement
- Employee
Development
- Communication

DEPARTMENT EXPECTATIONS

- Action Plan
submitted by
May 1, 2019



Employee Voice

Take Action

PERFORMANCE EXCELLENCE

- Develop city-wide support mechanisms for common process needs

HUMAN RESOURCES

- Support departments and divisions as they implement Action Plans

DEPARTMENTS / DIVISIONS

- Implement Action Plans that respond to employees' stated needs

Community Voice Survey

- Planning is beginning now
- Representative sample of the community
- Next time we're here, we'll have a formal plan for/updates on:
 - Who is involved
 - Types of questions being asked
 - How data will be shared
 - How Performance Excellence and the City will respond to the community's stated needs



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Questions?