



## Legislation Text

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**File #:** 51409, **Version:** 1

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### Fiscal Note

No appropriation required as a part of this resolution. Performance Excellence and related activities are aimed at better connecting City resources with the results Madison residents expect from City services. Through listening to and engaging employees, residents, and others, reviewing and improving processes, developing service level performance measures, and focusing on data as an organization-wide asset, Performance Excellence will be realized and continuously improved. Future budgets will reflect these efforts.

### Title

Establishing the City of Madison Performance Excellence Framework and Implementation and On-Going Sustainability Efforts.

### Body

WHEREAS, the City of Madison has a strong history of quality efforts, applying data and transparency to improve the lives of its residents and visitors, such as Madison's Neighborhood Indicators Project, Madison Measures, Open Data and resident participation on City boards and committees; and,

WHEREAS, the Common Council, recognizing inequities in our community adopted Resolution, Legislative File No. 33869 on July 15, 2014 that established the City of Madison Racial Equity and Social Justice Initiative that outlined recommendations to put equity at the center of city operations through the use of policies and the budget process; and,

WHEREAS, the Common Council adopted Resolution, Legislative File No. 44952 on November 1, 2016 that authorized the City to participate in the "What Works Cities" network that relaunched the City's open data program and started development of a performance management program responsive to all Madison residents; and,

WHEREAS, the foundational elements of a Performance Excellence Framework are:

- the Vision statement, which lays out the desired future of an organization
- the Mission statement, which describes how an organization will advance toward its vision
- core Values, which are used in decision making, and
- a service promise, which describes each employee's commitment to serve customers and each other
- strategic priorities, or overarching goals, which we call "elements" that connect everyday work of all employees to the vision, mission, values and service promise; and

WHEREAS, the most effective organizations align their entire organization's activities and resources to advance their established vision and mission; and,

WHEREAS, the City of Madison has been working as a government entity to establish the key components to achieve performance excellence, to ensure delivery of the best services, outcomes and results that our residents expect along with the best workplace culture; and,

WHEREAS, there have been collaborations between staff teams and the community that has resulted in a strategic planning process to identify the core components, including the City of Madison's Vision, Mission, Values, Service Promise, and Elements of a Great City. Some of these collaborative efforts include:

- The City of Madison Imagine Madison Comprehensive Plan, which incorporated feedback from residents about their priorities which have helped to define the elements of a great city;
- The City of Madison Guidance Teams, which were staff-led teams charged with identifying outcomes and results toward realizing our priorities and elements of a great city, along with modes of collecting and measuring the performance of the City of Madison's operations; and,
- Results Madison, which is facilitating each department's ability to inventory its services, identify measures of performance, and develop data action plans to align budget and work planning processes towards achieving the results our residents expect; and,

WHEREAS, there have been collaborations between the Mayor's Office, the Common Council, City Managers and staff to apply community feedback to craft the Vision, Mission, Values, Service Promise, and Elements of a Great City to guide the City of Madison as it operates as an organization.

THEREFORE, BE IT RESOLVED,

That the City of Madison Vision Statement is "Our Madison- Inclusive, Innovative, & Thriving"

That the City of Madison's Mission Statement is "Our Mission is to provide the highest quality service for the common good of our residents and visitors"

That the City of Madison Values are:

- 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 and social resources.

That the City of Madison's Service Promise is:

- 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.

That the seven elements of a great City of Madison's are:

- Effective Government
- Economy & Opportunity
- Green & Resilient
- Culture and Character
- Land Use & Transportation
- Health and Safety
- Neighborhoods and Housing

BE IT FINALLY RESOLVED that the City of Madison's Performance Excellence Leadership Team, previously formed, with representation from the Mayor's Office, Common Council, and City Managers will submit a three year Performance Excellence Implementation Plan to the Common Council by August 2018 and report on key

initiatives and progress through quarterly updates to the Common Council through December 2020. The Performance Excellence Leadership Team will make recommendations, as necessary, to the Mayor and Council regarding efforts to sustain and support performance excellence. Members of the Performance Excellence Leadership Team serve at the discretion of the Mayor, and include representation from the Common Council appointed by the President of the Council.