



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, August 18, 2016

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – Working with Brian on date for FY 2016/17 plan approval
2. Envisio – Strategic Planning Software – In pilot program, needs regular reporting

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – Aug. 31 Council approval of policy, Inventories in Planning, Fleet
2. Aligning Mission and Measures Class – Police class Aug. 25; ASU class Oct. 19
3. Quarterly Performance Report – Sent out Aug. 11, Next one due Oct. 15

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics is cancelled. National Benchmarking/Peer Cities project on hold
2. Valley Benchmark Cities – Annual Forum today, Meeting with City Managers Sept. 15
3. What Works Cities BIT – Scottsdale Cares, Trolley, High-Performance, Code Enforcement, BIT Workshop set for Sept. 16 at SkySong, Mesa, other cities invited
4. Annual report and other documents – Finalizing for budget book
5. Citizen / Employee Surveys – Starting work on Citizen Survey after Labor Day
6. Citizen Request Management System – Charter near complete, evaluating options

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative –Projects underway in Police, Water Resources
2. Annual employee goal-setting process – Act.CM – each direct report 1+ efficiency goal

Next Meeting. Thursday, Sept. 15, 2016, 1 p.m., Technology Center Conference Room



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, Sept. 15, 2016

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – Update added to Sept. 20 Council Meeting
2. Envisio – Strategic Planning Software – In pilot program

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – Policy approved, Meetings Sept. 8, OD Leadership Team started
2. Kari Johnson, Business Intelligence Manager, presentation about Open Data Inventories and the city's Business Intelligence Program
3. Aligning Mission and Measures Class – Police class Aug. 25; ASU class Oct. 19; updated and will schedule a two ½ day class cycle a couple of times a year.
4. Quarterly Performance Report –Next one due Oct. 15

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics is cancelled. National Benchmarking/Peer Cities project on hold
2. Valley Benchmark Cities – Met with City Managers today
3. What Works Cities BIT –BIT Workshop tomorrow, BIT project meetings Sept. 18-19
4. Annual report and other documents – Released Aug. 31, online and sent out
5. Citizen / Employee Surveys – Starting work on Citizen/Employee Surveys next week
6. Citizen Request Management System – Meeting with Goodyear Oct. 4 about system

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – “Way Forwarded” drafted and being reviewed; projects underway in Police, Water Resources
2. Annual employee goal-setting process – Act.CM – each direct report 1+ efficiency goal

Next Meeting. Thursday, Oct. 20, 2016, 1 p.m., Fire Department Operations Conference Room, Witzeman Public Safety Building (Police/Fire HQ). Check in at front counter with security.



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, Oct. 20, 2016

Fire Department Operations Conference Room
8400 E Indian School Rd, Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – Update approved Sept. 20 Council Meeting
2. Envisio – Strategic Planning Software – In pilot program

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – Policy approved, OD Leadership Team started
2. Quarterly Performance Report – For Review at Meeting

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics – Reviewing KPIs. WWC and ICMA meeting Nov. 3
2. Valley Benchmark Cities – Meeting today
3. What Works Cities BIT – Several BIT Projects underway
4. Citizen / Employee Surveys – Team met, work underway
5. Citizen Request Management System – Pursuing in-house Virtual Call Center solution

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – “Way Forwarded” drafted and being reviewed; projects underway in Police, Water Resources, Community Services

Next Meeting. Thursday, Nov. 17, 2016, 1 p.m., Technology Center Conference Room.



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, Nov. 17, 2016

Technology Center Conference Room

3629 N Drinkwater Blvd, Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan –
2. Envisio – Strategic Planning Software – In pilot program

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – AR Drafted
2. Quarterly Performance Report – Review proposed upgrades to report for second quarter

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics – Reviewing KPIs.
2. Valley Benchmark Cities – Meeting today
3. What Works Cities BIT – Several BIT Projects underway
4. Citizen / Employee Surveys – Employee Survey started 11/16; Citizen Survey 11/22
5. Citizen Request Management System – Pursuing in-house Virtual Call Center solution
Presentation by Dean Schmidt on VCC upgrades

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – “Way Forward” drafted and being reviewed; projects underway in Police, Water Resources, Community Services

Next Meeting. Thursday, Dec. 15, 2016, 1 p.m., Technology Center Conference Room.



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, Jan. 19, 2017

Fire Department Operations Conference Room
8401 E. Indian School Rd, Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – tentative plans for work study Feb. 28
2. Envisio – Strategic Planning Software – entering quarterly updates into system

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – AR approved, working on portal for launch on open data day
2. Quarterly Performance Report – **Review second quarter report**

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics – Reviewing KPIs – 81 measures proposed for national standards
2. Valley Benchmark Cities – Working on data definitions for trend report, collecting library data, then sustainability data, then human service data
3. What Works Cities BIT – Scottsdale Cares, Retirement projects complete, Water billing and collections, solid waste, police recruitment projects in planning stage
4. Citizen / Employee Surveys – Employee/Citizen surveys closed, waiting for reports; Online citizen survey open the rest of the month. Reports available by mid-February
5. Citizen Request Management System – [Presentation](#) to Executive Team today with [handouts](#).

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – “Way Forward” drafted; projects underway in Police, Water Resources, Community Services; Training budgeted for FY 2017/18

Next Meeting. Thursday, Feb. 16, 2017, 1 p.m., Technology Center Conference Room.



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, Feb. 16, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – Work study Feb. 28
2. Envisio – Strategic Planning Software – entering quarterly updates into system

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – Working on portal for launch on open data day (#Scottsdale28)
2. Quarterly Performance Report – Going out today. Review revised report format

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics – Enter KPIs by March 15 – 80 measures for national standards
2. Valley Benchmark Cities – 15/16 data request soon, collecting library data, then sustainability data, then human service data
3. What Works Cities BIT – Scottsdale Cares, Retirement projects complete, Water billing and collections, solid waste, police recruitment projects in planning stage
4. Citizen / Employee Surveys – Reports received, reviewing and releasing soon
5. Citizen Request Management System – Working toward launch, Comm. Serv. done

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – “Way Forward” drafted; projects underway in Police, Water Resources, Community Services; Training budgeted for FY 2017/18
2. Performance Analytics Class, March 10, What Works Cities in Tour, May 23 at SkySong

Next Meeting. Thursday, March 16, 2017, 1 p.m., Fire Department Operations Room.



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, April 20, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – Update on Work Study Session and Council Retreat. Executive Team Retreat scheduled for May 5, 2017

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – Working on portal for launch on open data day
2. Quarterly Performance Report – Review Third Quarter Report during meeting

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics – Thanks for entering KPIs. Update on April 19 Committee meeting
2. govBenchmark system – Preview tool which could be used for VBC and ICMA data
3. Valley Benchmark Cities – 15/16 report in May, 16/17 request in July
4. What Works Cities BIT – Paperless billing and police recruitment projects underway
5. ScottsdaleEZ, Citizen Service System – working toward July 1 public release

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – update on projects underway
2. Training –Possibility to review Peak Academy program in Gilbert May 26
3. What Works Cities in Tour, May 23 at SkySong

Next Meeting. Thursday, May 18, 2017, 1 p.m., Fire Department Operations Room.



PERFORMANCE MANAGEMENT TEAM

1:30 p.m., Monday, May 1, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – Update on Work Study Session and Council Retreat. Executive Team Retreat scheduled for May 5, 2017

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – Working on portal for launch on open data day
2. Quarterly Performance Report – Review Third Quarter Report during meeting

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics – Thanks for entering KPIs. Update on April 19 Committee meeting
2. govBenchmark system – Preview tool which could be used for VBC and ICMA data
3. Valley Benchmark Cities – 15/16 report in May, 16/17 request in July
4. What Works Cities BIT – Paperless billing and police recruitment projects underway
5. ScottsdaleEZ, Citizen Service System – working toward July 1 public release

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – update on projects underway
2. Training –Possibility to review Peak Academy program in Gilbert May 26
3. What Works Cities in Tour, May 23 at SkySong

Next Meeting. Thursday, May 18, 2017, 1 p.m., Fire Department Operations Room.



PERFORMANCE MANAGEMENT TEAM

10:30 a.m., Tuesday, June 6, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Review Draft Action Plan for FY 2017/18

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. Review revised Quarterly Performance Report

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. govBenchmark system – Preview latest version which could be used for VBC/ICMA data
2. What Works Cities Draft Report – Transitioning from active engagement

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – need to schedule training session in new year
2. Behavioral Insights Team Scottsdale – forming group to keep this effort moving

Next Meeting. Thursday, August 17, 2017, 1 p.m., Technology Center Conference Room.