

This High-Performance and Innovation Team supports the Council priority to “reinvest in a high-performance organization and work culture” and the employee value to “plan and innovate for the future.” We believe that high performance means we are effective, efficient, productive and focused. This is consistent with evidence-based decision making, which is an ongoing, systematic approach intended to both achieve and improve results by integrating objective evidence with decision-making processes. The team’s initiatives and key activities follow the four-step cycle: (1) Plan – Defining Results – Strategic Planning; (2) Do – Achieving Results – Performance Measures; (3) Review – Assessing Results – Surveys, Benchmarking/Reporting and Data Analytics; (4) Revise – Improving Results – Behavioral Insights, Goal Setting and Process Improvement.

### **FY 2019/20 ACCOMPLISHMENTS**

1. Received silver certification from What Works Cities for the second year with perfect scores in open data and governance
2. Participated in Valley Benchmark Cities regional benchmarking effort and issued a trend report for a sixth consecutive year
3. Migrated the city’s open data to a new portal which allows for users to customize the format of the data more easily
4. Received 11 entries to the Data for Donuts contest, showcasing data-informed decision-making across the organization
5. Provided professional training to city employees which encouraged the use of behavioral insights to overcome challenges
6. Completed three process improvements (seasonal sewer, public safety ordinance training and solid waste portal)

### **FY 2020/21 PRIORITIES**

- A. Support the citywide Priority Based Budgeting effort and make additional performance improvements based on results
- B. Participate in Bloomberg Innovation Training program to learn new techniques to help solve city challenges
- C. Conduct citizen survey, publicly share the results and trends, and develop an action plan based on survey results

**HIGH-PERFORMANCE AND INNOVATION TEAM:** The team meets most months to improve results by advocating for the integration of objective evidence in decision-making processes, and to develop recommendations about the direction of the evidence-based decision making effort both in their divisions and citywide. For FY 2020/21, the team is: Executive Champion Brent Stockwell; Team Leader Shane Stone, Cindi Eberhardt, Brad Hubert, Megan Lynn, Adam Samuels, (Charter Offices); Vernon Goode, Jennifer Jensen (Administrative Services); Dan VandenHam (Community & Economic Development); Dan Bachman (Community Services); Cassie Johnson, (Police); John Whitney (Fire); Monica Staats (Public Works); Leslie DeReche (Water); Hank Carmean (Volunteer Consultant)

### **AD HOC AND ONGOING TEAMS:**

*Quarterly Performance Report/Benchmarking Team reviews modifications to report, makes recommendations for additional measures or reports and develops reports from regional and national benchmarking efforts.* Adam Samuels (team leader), John Whitney, Vernon Goode, Dan Bachman, James Johnson

*Data Analytics Team works with business intelligence and the Open Data Leadership Team to support the use of open data within the city to advance the practice of evidence-based decision-making.* Cassie Johnson (team leader), Brad Hartig (executive champion), Dan VandenHam, Leslie DeReche, David Getz, Charlie Brown, Kari Johnson, Mele Koneya, Mel Galbraith, Evelyn Hallford, Jessica Watkins-Miller, Michael Cain, Jacob Beard

*Process Improvement Team oversees the process improvement initiative, makes recommendations on process improvement training and facilitates process improvement efforts within departments.* Jennifer Jensen (team leader), Monica Staats, Hank Carmean, Darcy Nichols, Keith Marquis, Patricia Rommel, Jessica Watkins-Miller, Leslie DeReche, Cindi Eberhardt

*Behavioral Insights Team Scottsdale encourages the use of behavioral insights to improve city programs and services, and coordinates behaviorally informed randomized control trials to improve performance and test what works.* Cindi Eberhardt (team leader), Kelly Corsette, Justin Boyd, Gabriel Fragoso, Jen Jensen, Ashley Johnson, Kari Johnson, Jessica Lema, Jenny Mendoza, Mike Murphy, Monica Staats, Amy Tinder