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

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.
A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING
   1. Organization Strategic Plan Quarterly Update due out this week – Brent S.
   2. Accomplishing Results Training set for October 31 and November 30 – Brent S.

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES
   1. Review 4Q FY2016/17 Quarterly Performance Report – Adam S.
   2. Update on VBC Performance Management Forum – Adam S. / Brent S.

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING
   1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   2. Open Date Team Update – Cassie J.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT
   1. Process Improvement Team Update – Jen J.
   2. Behavioral Insights Team Scottsdale Update – Cindi E.

Next Meeting. Thursday, Sept. 21, 2017, 1 p.m., Fire Department Operations Room.
D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT
   1. Process Improvement Team Update – Jen J.
   2. Behavioral Insights Team Scottsdale Update – Cindi E.

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING
   1. Organization Strategic Plan Quarterly Update – Brent S.
   2. Accomplishing Results Training set for October 31 and November 30 – Brent S. (also Writing for Results set for Sept. 29 and TBD in January)

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING
   1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   2. Update on Valley Benchmark Cities City Manager’s Meeting – Adam S. / Brent S.

C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING
   1. Open Data Team Update – Cassie J.
   2. Annual Report, Demographics, and other Documents Update – Brent S.

Next Meeting. Thursday, Oct. 19, 2017, 12:30 p.m., Technology Center Conference Room
Attendees: Christy Alonzo, Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, 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 Quarterly Update – Brent S.
   2. Accomplishing Results Training set for October 31 and November 30 – Brent S.

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING
   1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   2. Update on Valley Benchmark Cities Meeting – Adam S.

C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING
   1. Open Data Team Update – Cassie J.
   2. #Scottsdale2017 Campaign – Brent S.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT
   1. Process Improvement Team Update – Jen J.
   2. Behavioral Insights Team Scottsdale Update – Cindi E.

Next Meeting. Thursday, Nov. 16, 2017, 12:30 p.m., Technology Center Conference Room
A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING
   1. Accomplishing Results Training Part II set for November 30 – Brent S.

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING
   1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   2. Update on Valley Benchmark Cities Meeting – Adam S.

C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING
   1. Open Data Team Update – Cassie J.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT
   1. Process Improvement Team Update – Jen J.
   2. Behavioral Insights Team Scottsdale Update – Cindi E.

Next Meeting. Thursday, Jan 18, 2018, 12:30 p.m., Technology Center Conference Room
(May cancel due to Progressive Data Day scheduled that day)
PERFORMANCE MANAGEMENT TEAM
12:30 p.m., Thursday, Jan. 18, 2018
Technology Center Conference Room
3629 N. Drinkwater Blvd., Scottsdale, AZ 85251

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

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING
   1. Second Quarter Report being prepared – will be released at same time as QPR - Brent

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING
   1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   2. Update on Valley Benchmark Cities Meeting – Brent S.

C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING
   1. Open Data Team Update (Progressive Data Day – April 25) – Cassie J.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT
   1. Process Improvement Team Update – Jen J.
   2. Behavioral Insights Team Scottsdale Update – Cindi E.

Next Meeting. Thursday, Feb. 15, 2018, 12:30 p.m., Technology Center Conference Room
PERFORMANCE MANAGEMENT TEAM
12:30 p.m., Thursday, Feb. 15, 2018
Technology Center Conference Room
3629 N. Drinkwater Blvd., Scottsdale, AZ 85251

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

D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT
   1. Review and discuss certification criteria and make recommendations – Brent S.
   2. Behavioral Insights Team Scottsdale Update – Cindi E.
   3. Process Improvement Team Update – Jen J.

C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING
   1. Open Data Team Update (Progressive Data Day – April 25) – Cassie J.

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING
   1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   2. Update on Valley Benchmark Cities Meeting – Brent S. / Adam S.

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING
   1. Second Quarter Report complete in this week’s City Council Update - Brent

Next Meeting. Thursday, March 15, 2018, 12:30 p.m., Technology Center Conference Room
Attendees: Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Megan Lynn; Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman (soon to be Kerry Swick)

Welcome and Introductions – Welcome Megan Lynn, management assistant to the city manager to the Performance Management Team!

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING
   1. No updates – quarter ends March 31.

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING
   1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   2. Update on Valley Benchmark Cities Meeting – Brent S. / Adam S. / Megan L.

C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING
   1. Open Data Team Update (Progressive Data Day – April 25) – Cassie J.

D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT
   1. Behavioral Insights Team Scottsdale Update – April 9-10 BIT Boot Camp – Cindi E.
   3. Discuss progress on certification improvements including Performance Management policy and administrative regulation – Brent S., Megan L., Hank C.

Next Meeting. Thursday, April 19, 2018, 12:30 p.m., Technology Center Conference Room
PERFORMANCE MANAGEMENT TEAM
12:30 p.m., Thursday, April 19, 2018
City Attorney’s Conference Room, City Hall
3939 N. Drinkwater Blvd., Scottsdale, AZ 85251

Attendees: Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Megan Lynn; Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman (soon to be Kerry Swick)

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING
   1. Review of 3Q2018 Quarterly Performance Report
   2. Quarterly Performance Report / Benchmarking Team Update – Adam S.
   3. Update on Valley Benchmark Cities Meeting – Brent S. / Adam S. / Megan L.

C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING
   1. Open Data Team Update - Progressive Data Day – April 25 – Cassie J.

D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT
   1. Behavioral Insights Team Scottsdale Update – April 9-10 BIT Boot Camp – Cindi E.
   2. Process Improvement Team Update – May 2-3 Process Improvement Training -- Jen J.
   3. Discuss progress on certification improvements including Performance Management policy and administrative regulation – Brent S., Megan L., Hank C.

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING
   1. Switching to dashboard with this release of the Organization Strategic Plan

Next Meeting. Thursday, May 16, 2018, 12:30 p.m., Technology Center Conference Room