

Staff Report to City Council: Performance Management

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ANNUAL TIMELINE

- Feb: Council holds annual meeting to establish the city's strategic priorities for next FY
- Mar/Apr: Departments establish goals and objectives to support Council's strategic priorities
- May: Proposed strategic plan, with department-level goals, is presented to Council
- Dec/Jan: Report to Council on prior FY results

THE YEAR IN REVIEW

- Emphasized SMART test for all objectives
- Focused on lagging and leading indicators
- Rolled out new Data Analytics course
- Launched new, internally-managed dashboard to increase transparency and save the city money

TRENDS

- We are incrementally increasing the quantity of department-level objectives
- At the same time, we are also increasing the strategic nature of all objectives
- We were negatively impacted by COVID-19
- Yet, we achieved strong results for the year

OVERALL FY20 RESULTS

ECONOMIC GROWTH



91%

OPERATIONAL EXCELLENCE



85%

McKINNEY NATIONAL AIRPORT



71%

FINANCIALLY SOUND GOVERNMENT



88%

QUALITY OF LIFE



94%

SAFE AND SECURE COMMUNITY

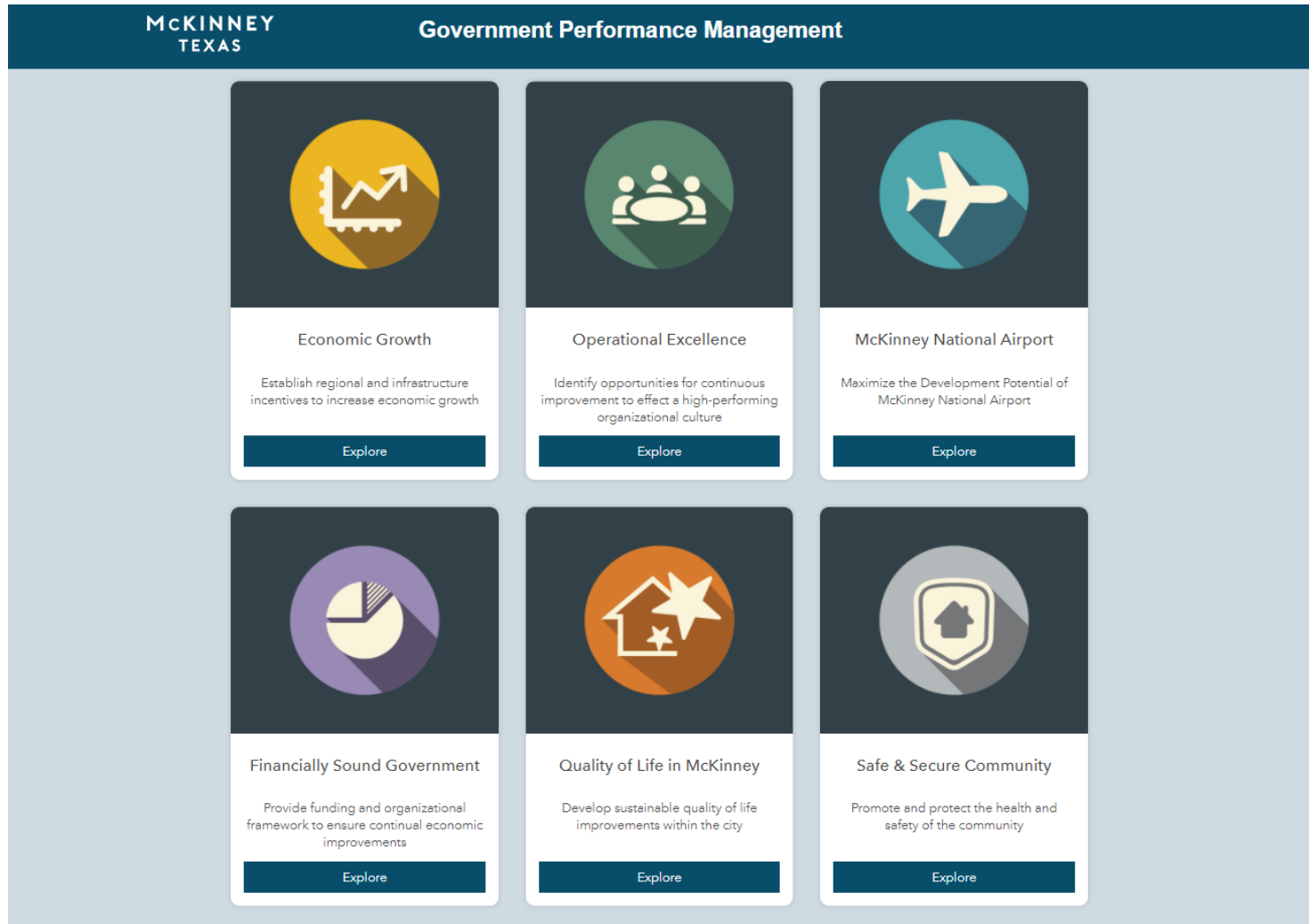


94%

FY21 GOALS

- Continued emphasis on creating a culture of data-based decision-making across the city
- Rolling out new Strategic KPI course
- Developing new Systems Theory course
- Streamlining reporting for new dashboard
- More face-to-face support for departments

NEW PUBLIC DASHBOARD



CONCLUSION

- During FY20, we made incremental improvements to the performance management system
- Despite COVID-19, most objectives were met
- In FY21, we will continue to refine and improve, as well as do more direct support work with departments
- We are moving forward with our goal of creating an authentic culture of data-based decision-making

Questions?