Staff Report to City Council: Performance Management

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ANNUAL TIMELINE

- Feb:Council holds annual meeting to establishthe city's strategic priorities for next FY
- Mar/Apr:Departments establish goals and objectivesto support Council's strategic priorities
- <u>May</u>: Proposed strategic plan, with departmentlevel goals, is presented to Council
- <u>Dec/Jan:</u> 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



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

MCKINI TEXA	NEY Governn s	Government Performance Management		
	Economic Growth	Operational Excellence	McKinney National Airport	
	Establish regional and infrastructure incentives to increase economic growth	Identify opportunities for continuous improvement to effect a high-performing organizational culture	Maximize the Development Potential of McKinney National Airport	
	Explore	Explore	Explore	
	Financially Sound Government	Quality of Life in McKinney	Safe & Secure Community	
	Provide funding and organizational framework to ensure continual economic improvements	Develop sustainable quality of life improvements within the city	Promote and protect the health and safety of the community	
	Explore	Explore	Explore	

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?