



Performance Metrics Special Committee - Board of Representatives

Monica Di Costanzo, Chair

Committee Report

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Date: Monday, February 23, 2015
Time: 6:00 p.m.
Place: Democratic Caucus Room, 4th Floor, Government Center, 888 Washington Boulevard

The Performance Metrics Special Committee met as indicated above. In attendance were Chair Di Costanzo and Committee Member Reps. Fountain, Nabel, Ryan, Watkins and Zelinsky. Also present were Assistant Chief Trevor Roach, Stamford Fire Department; Dan Colleluori, Solid Waste; Jim Hricay, OPM; Laura Burwick, Special Assistant to the Mayor; Anthony Romano, OPM; and Michael Pollard, Chief of Staff.

Chair Di Costanzo called the meeting to order at 6:08 p.m.

Item No.	Description	Committee Action
1. PM29.003	REVIEW; Metrics for select departments and how they will be applied and viewed 01/07/15 – Submitted by Rep. Di Costanzo	Report Made

Ms. Burwick reviewed the [attached handout](#) with the Committee members. Ms. Burwick explained that performance measures are meant to go with the budget to see how departments are doing, in order to assess whether the City has the right staff and resource configurations to meet its objectives. She noted that:

- City staff, board members and the public need to be involved
- They are beginning the process of creating internal department goals and determining the correct measures and targets
- They need to develop ways to get citizen feedback
- They need to come up with benchmarks against other cities, to be used in conjunction with the budget and CAFR

Mr. Pollard explained that implementing and sustaining this process requires a great deal of time and effort. The extent to which the City creates performance metrics will depend upon the willingness of the Boards to fund it; the goal is to increase citizen satisfaction and reduce costs to the City in the long run, hopefully to recover the cost of the initial investment.

Ms. Burwick stated that the Stamford Fire Department, Solid Waste and Technology Services are the three test departments.

Chief Roach reviewed the Fire Department data. He stated that they have a robust reporting system and they are trying to have this data as a dashboard in order to determine what management needs to adjust.

Dan Colleluori stated that the Solid Waste department has been reviewing recycling data. He would like to get fuel usage data. The committee would like to see recycling data split by region to get an idea of how each area in Stamford performs if possible.

Rep. Watkins recommended the consideration of medians vs. averages in data reviews.

Mr. Pollard and Ms. Burwick will investigate costs (i.e. consultant fees) to build a sustainable metrics program.

Chair Di Costanzo adjourned the meeting at 6:45 p.m.

Respectfully submitted,
Monica Di Costanzo, Chair

This meeting is on [video](#).