



## ***Performance Metrics Special Committee - Board of Representatives***

Lindsey Miller, Co-Chair and David Watkins, Co-Chair

# **Committee Report**

-

**Date:** Tuesday, August 16, 2016  
**Time:** 7:00 p.m.  
**Place:** Republican Caucus Room, 4<sup>th</sup> Floor, Government Center, 888 Washington Boulevard

The Performance Metrics Special Committee met as indicated above. In attendance were Co-Chairs Miller and Watkins and Committee Member Reps. Nabel, Ryan and Zelinsky. Absent or excused was Committee Member Rep. Di Costanzo. Also present were Michael Pollard, Chief of Staff, and Laura Burwick, Special Assistant to the Mayor.

Co-Chair Watkins called the meeting to order at 7:06 p.m.

<b>Item No.</b>	<b>Description</b>	<b>Committee Action</b>
1. PM29.005	REVIEW; Performance Metrics used for Fire Department, Solid Waste Department and Technology Department in FY 2015-16 and plans for future. 06/29/16 – Submitted by Reps Miller and Watkins 07/21/16 – Report Made and Held in Committee	<b>Held in Committee</b>
A motion to hold Item 1 was made, seconded and approved by unanimous voice vote.		
2. PM29.006	REVIEW; Status of use of Performance Metrics for remaining departments. 06/29/16 – Submitted by Reps Miller and Watkins 07/21/16 – Report Made and Held in Committee	<b>Report Made</b>

Committee members discussed the following with Mr. Pollard and Ms. Burwick: This was a continuation of last month's discussion, at which it was suggested to start with departments which deal with the public, Citizens Services, the Police Department and the Building Department and get input from those departments.

- This process has been slowed down by the departure of Jim Hricay and the failure to get a Cost Reduction Analyst approved in the budget process
- Laura Burwick's services have been diverted to overseeing the processes at the Building Department
- The Building Department and Citizens Services have both converted to new platforms, which have resulted in problems collecting data

- Departments are understaffed, but they are trying to get Departments to think in terms of performance metrics during the budget process
- There are two different aspects – cost reduction and performance; they are trying to improve performance while not increasing costs; e.g. they are improving communications in the building department so people have a better understanding of the process
- Getting clean data can be challenging and appropriate performance metrics may change over time
- The goal is to have the metrics be a true measure of how a department is performing
- Is there a need for the City to look at an Enterprise Resource Planning (“ERP”) System as a way to aggregate all of the City’s data.
- It is difficult to compare data against other cities because cities have different processes and structures
- How does the committee proceed from here – follow up on the departments which already have metrics, add on several new departments or focus on adding just one new department
- Performance metrics in the budget books has benefited the Board and constituents; what other benefits could these metrics provide
- Other departments which might be useful to look at - including Human Resources, Operations – technology and staffing may make some of this data difficult to collect – at the next meeting of the Committee, Mr. Pollard and Ms. Burwick will suggest departments and processes the administration can support.

Co-Chair Watkins adjourned the meeting at 8:20 p.m.

Respectfully submitted,  
David Watkins, Co-Chair

This meeting is on [video](#).