



# PERFORMANCE MANAGEMENT

## City of Mesa, Arizona



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# About Mesa, Arizona

- Population = [497,600](#)
- Area = 138 square miles
- City employees = [4,228](#)
- Council/Manager form of [government](#)
- Socrata [Data Portal](#) – March 2018



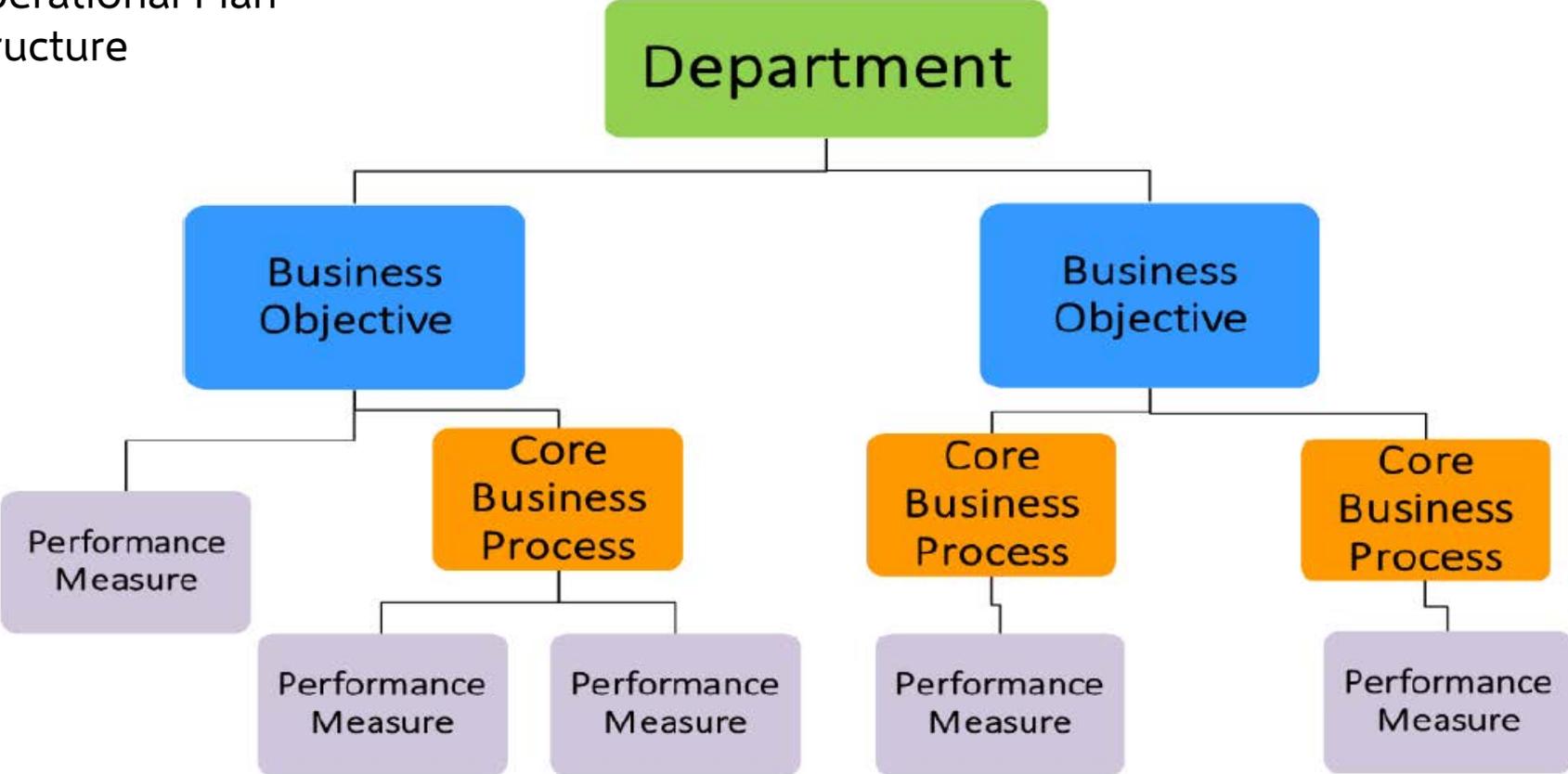
# Performance Management

- Began in ~2008
- Management and accountability
  - *Operational performance plan:* mission, desired outcomes, performance measures
  - Centralized recording/reporting system



## MesaStat

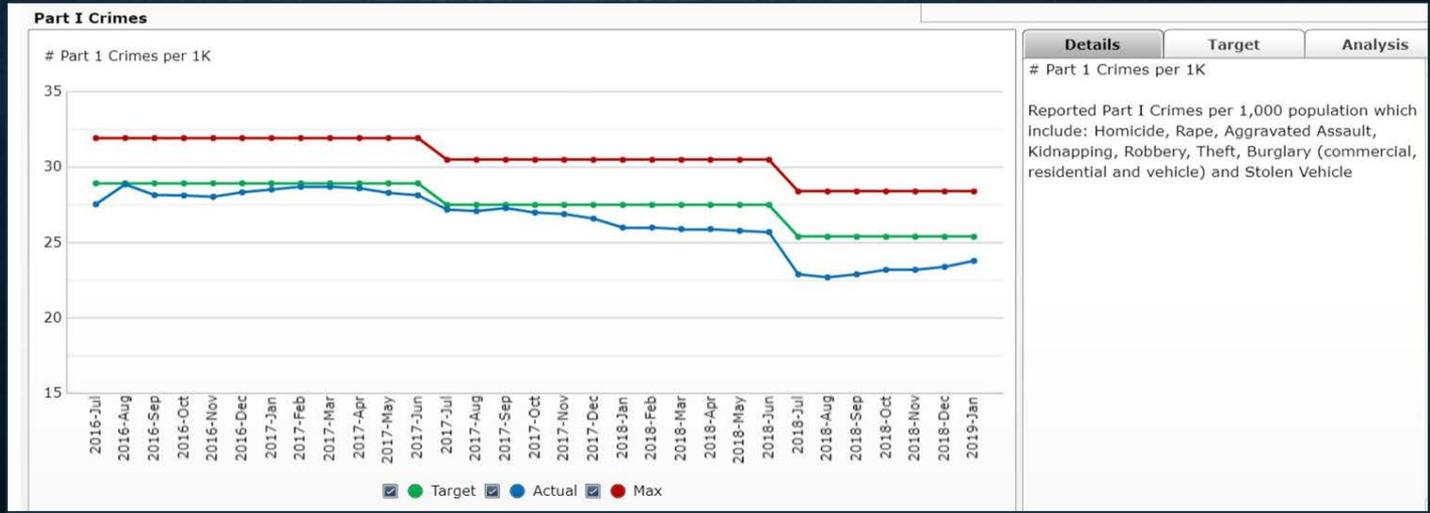
# Operational Plan Structure



# Recording and Reporting

PM Obj	Unit	July Target	July Actual	August Target	August Actual	September Target	September Actual	October Target	October Actual	November Target	November Actual	December Target	December Actual	January Target
M0323	# Part 1 Crimes per 1K	25.4	22.9	25.4	22.7	25.4	22.9	25.4	23.2	25.4	23.2	25.4	23.4	25.4
M0327	# Inj/Fat Accidents per 1K	3.7	2.6	3.7	3	3.7	3.2	3.7	3.3	3.7	3.4	3.7	3.5	3.7
M0733	# of Volunteer Hours Provided	1,893	1,519	1,893	1,813	1,893	1,275	1,893	1,688	1,893	1,497	1,893	1,603	1,893
M0745	%Invoices Processd w/in 10days	90	98.4	90	98	90	92.9	90	93.4	90	97.8	90	97.4	90
M0746	%911call answered in 20 secs	95	98.7	95	98.4	95	98.6	95	98.1	95	98.7	95	98.6	95
M1222	% of PDIT Satisfaction	97	98.6	97	97.7	97	98.3	97	98.6	97	98.4	97	97.5	97
A0954	% of Complaints Investigated	0		0		0		0		0		0		0
M1369	# of community events	21	16	21	21	21	24	21	23	21	24	21	24	21

## Performance Dashboard



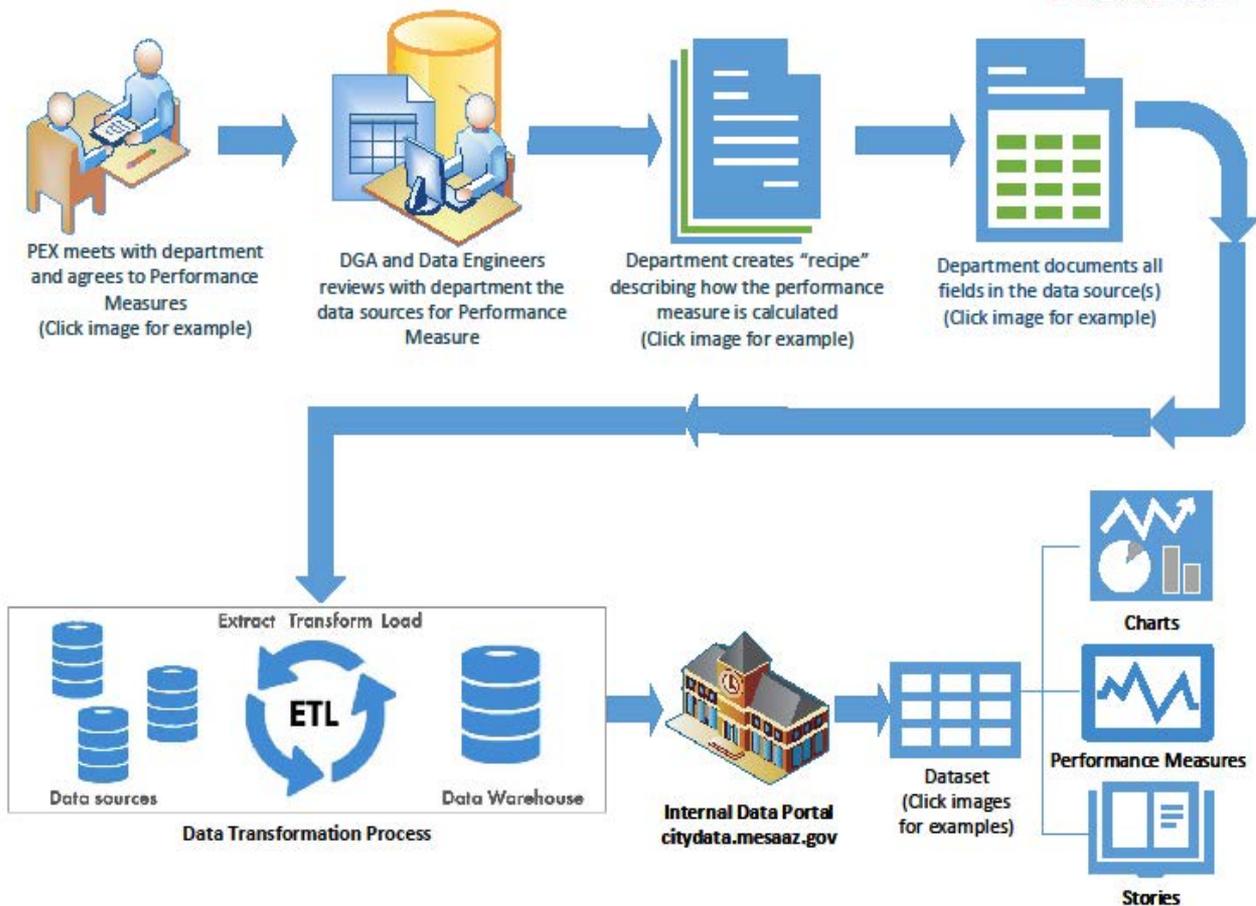
***MesaStat***

# TRANSFORMING PERFORMANCE MANAGEMENT

- Focus on strategic alignment, and measures of performance
- Directly connect to source systems
- Tell department / program story



# Data to Performance Measure Overview



*“What is a Measure of  
Performance?”*



*Data Understanding  
and Quality*

*"Secret Business Rules and Historical  
Knowledge are Built into Our Data"*

*--Anonymous Program Manager*

# Mesa Performance and Data Portal

Explore performance measures, stories, data sets, visualizations, and maps from City of Mesa departments and programs



Community  
Services and  
Neighborhoods



Economic and  
Development  
Services



Public Safety  
Police, Fire & Medical and  
Municipal Court



Planes, Trains,  
and  
Automobiles



Arts, Parks,  
and Libraries



Water, Energy,  
Environmental  
Mgmt



Internal Admin  
Services  
Business Services, Human



City Appointed  
Offices  
City Clerk, City Attorney,



# Transportation Department

## Business Objective: Transportation

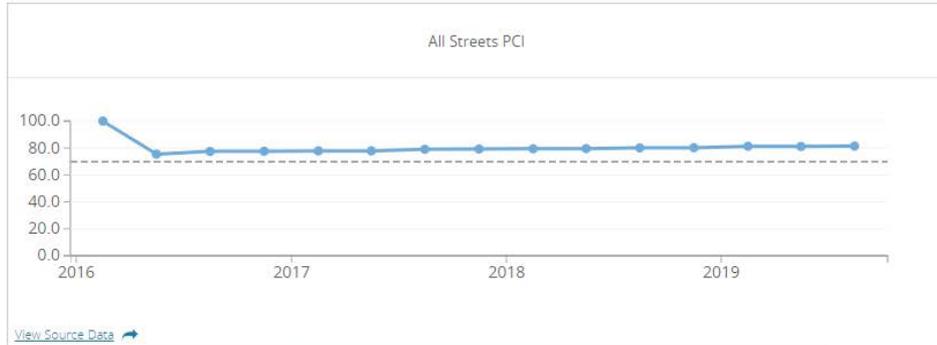
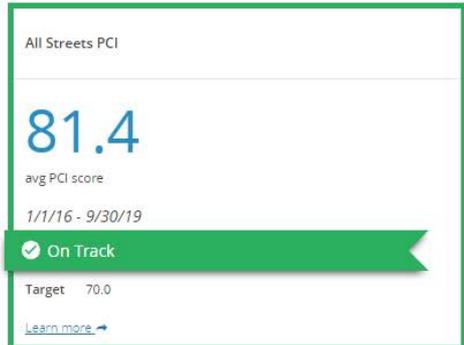
### Mission Statement

*Serving the public by planning, designing, operating and maintaining a safe and efficient, multi-modal transportation system.*

### Desired Outcomes

- Mesa's Transportation system can be safely and efficiently navigated
- Mesa's Transportation assets are managed and well-maintained

### Key Performance Measure



*What's Next?*

*Public Views*

*Questions?*