

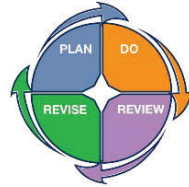


## **PERFORMANCE MANAGEMENT TEAM**

12:30 p.m., Thursday, June 21, 2018

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

Attendees: Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Megan Lynn; Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Kerry Swick, Dan VandenHam

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Discuss ideas for the FY 2018/19 Action Plan (attached) for approval.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
2. Update on Valley Benchmark Cities Meeting – Brent S. / Adam S. / Megan

### **C. REVIEW – ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Open Data Team Update – Cassie J.

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
2. Process Improvement Team Update – Jen J.
3. Performance Management policy, administrative regulation and guidebook update – Brent S., Hank C., Megan L.

Next Meeting: We will take a break in July, and meet again on Thursday, August 16, 12:30 p.m., Technology Center Conference Room.



## **PERFORMANCE MANAGEMENT TEAM**

12:30 p.m., Thursday, August 16, 2018

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

Attendees: Megan Lynn, Cindi Eberhardt, Angela Rose, Adam Samuels, Brad Hubert, Vernon Goode, Jennifer Jensen, Dan VandenHam, Kevin McKee, Diane Ethington, Will Davis, Cassie Johnson, Kerry Swick, Monica Staats, Leslie DeReche, Hank Carmean

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Discuss Envisio Strategic Plan Manager – Megan L.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update – Q4 Quarterly Performance Report Review - Adam S.

### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Open Data Team Update – Megan L. filling in for Cassie J.

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
2. Process Improvement Team Update – Jen J.
3. Performance Management policy, administrative regulation and guidebook update – Megan L.

Next Meeting: Scheduled for Thursday, September 20, 12:30 p.m., Technology Center Conference Room. Is the team consensus to keep this on Thursday but move to 1:30pm?



## **PERFORMANCE MANAGEMENT TEAM**

1:30 p.m., Tuesday, October 30, 2018

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

Attendees: Megan Lynn, Cindi Eberhardt, Angela Rose, Adam Samuels, Brad Hubert, Vernon Goode, Jennifer Jensen, Dan VandenHam, Kevin McKee, Diane Ethington, Will Davis, Cassie Johnson, Kerry Swick, Monica Staats, Leslie DeReche, Hank Carmean

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Talk through the What Works Cities Commitment letter from Jim Thomson – Megan L.
2. Upcoming webinar training opportunity on Nov. 8 from GovEx – Megan L.
3. At the Nov. 13 Regular Council Meeting, the Performance Management team will be presented with the 2018 ICMA Certificate of Excellence in Performance Management. Please join the team in attending if you are able! – Megan L.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update – Walk the team through the updated Envisio Performance Analytics system - Adam S.

### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Open Data Team Update – Cassie J.

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
2. Process Improvement Team Update – Jen J.

Next Meeting: Scheduled for Tuesday, Nov. 20, 1:30 p.m., Technology Center Conference Room.



## **PERFORMANCE MANAGEMENT TEAM**

1:30 p.m., Tuesday, November 20, 2018

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

Attendees: Megan Lynn, Adam Samuels, Brad Hubert, Vernon Goode, Jennifer Jensen, Dan VandenHam, Kevin McKee, Diane Ethington, Will Davis, Kerry Swick, Monica Staats, Leslie DeReche, Hank Carmean

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Recap of the Performance Management team presentation – Megan L.
2. Overview plan of the team as a problem-solving partner – Megan L.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update
  - VBC meeting and Envisio status update – Adam S.

### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Data Analytics Team Update – Megan Lynn for Cassie J.
  - Update on the city-wide data inventory
  - GovEx training overview

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
2. Process Improvement Team Update – Jen J.

Next Meeting: Scheduled for Tuesday, Dec. 18, 1:30 p.m., Technology Center Conference Room.



## **PERFORMANCE MANAGEMENT TEAM**

1:30 p.m., Tuesday, December 18, 2018  
Tech Center Conference Room  
3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

**Attendees:** Kevin McKee, Cindi Eberhardt, Angela Rose, Adam Samuels, Brad Hubert, Vernon Goode, Jennifer Jensen, Dan Vandenharn, Kevin McKee, Diane Ethington, Will Davis, Cassie Johnson, Kerry Swick, Monica Staats, Leslie DeReche, Hank Carmean, Brent Stockwell.

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Talk through the upcoming Idea Accelerator Workshop meeting -scheduled for January 4th from 12:00 - 4:00 pm – Megan L.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update
  - VBC meeting update - Megan L.
  - VBC draft report review and feedback – Adam S. and Megan L.

### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Data Analytics Team Update – Cassie J.

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
2. Process Improvement Team Update – Jen J.

Next Regular Meeting: Scheduled for Tuesday, Jan. 15, 1:30 p.m.,  
Technology Center Conference Room.



## PERFORMANCE MANAGEMENT TEAM

1:30 p.m., Tuesday, January 15, 2018

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Diane Ethington, Brent Stockwell, Cindi Eberhardt, Adam Samuels, Brad Hubert, Vernon Goode, Jennifer Jensen, Dan VandenHam, Kevin McKee, Will Davis, Cassie Johnson, Kerry Swick, Monica Stats, Leslie DeReche, Hank Carmean.

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Idea Accelerator Workshop (with Lunch!) – Megan L.
  - When? – Monday, Jan. 28 from 10:00 am to 2:30 pm
  - Where? – Tech Center Conference Room
  - What idea will we be working through at the workshop? - How can we increase participation and use of the various performance management practices (behavioral insights, process improvement, data analytics, etc.)?
2. Update on the What Works Cities Certification – Megan L.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
  - VBC meeting and Envisio quarterly report update

### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Data Analytics Team Update – Cassie J.
  - Update on the data analytics action plan

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
  - The two sub-teams (Adopt-A-Family and Solid Waste) are still finalizing their outcomes and reports for the next BITS meetings scheduled for Feb.
  - Scottsdale's behavioral insights efforts mentioned in two separate articles by Bloomberg and What Works Cities
2. Process Improvement Team Update – Jen J.

Next Meeting: Scheduled for Tuesday, Feb. 19, 1:30 p.m., Technology Center Conference Room.



## **PERFORMANCE MANAGEMENT TEAM**

1:30 p.m., Tuesday, February 19, 2019

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

Attendees: Diane Ethington, Brent Stockwell, Cindi Eberhardt, Adam Samuels, Vernon Goode, Jennifer Jensen, Dan VandenHam, Kevin McKee, Will Davis, Cassie Johnson, Kerry Swick, Leslie DeReche, Hank Carmean.

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Idea Accelerator Workshop feedback and next steps – Megan L.
2. Update on the What Works Cities Site Visit and Certification – Megan L.
3. Review and feedback on AR 190 – Evidence Based Decision Making – Megan L.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update – Adam S.

### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Data Analytics Team Update – Cassie J.

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
2. Process Improvement Team Update – Jen J.

Next Meeting: Scheduled for Tuesday, March 19, 1:30 p.m.,  
Technology Center Conference Room.



## **PERFORMANCE MANAGEMENT TEAM**

1:30 p.m., Tuesday, March 19, 2019

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

Attendees: Diane Ethington, Brent Stockwell, Cindi Eberhardt, Adam Samuels, Vernon Goode, Jennifer Jensen, Dan VandenHam, Kevin McKee, Will Davis, Cassie Johnson, Kerry Swick, Leslie DeReche, Hank Carmean.

**Before we dive into the agenda:** What is one positive and interesting fact about your area/department that you would like the team to know?

### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Feedback on AR 190 – Evidence Based Decision Making – Megan L.
2. Proposed Strategic Plan Updates – Megan L.

### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

1. Quarterly Performance Report / Benchmarking Team Update – Adam S.

### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

1. Data Analytics Team Update – Cassie J.

### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

1. Behavioral Insights Team Scottsdale Update – Cindi E.
2. Process Improvement Team Update – Jen J.

Next Meeting: Scheduled for Tuesday, April 16, 1:30 p.m.

Technology Center Conference Room.





## PERFORMANCE MANAGEMENT TEAM

1:30 p.m., Tuesday, April 16, 2019

Tech Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



---

Attendees: Vernon Goode, Brad Hubert, Kerry Swick, Megan Lynn, Cindi Eberhardt, Adam Samuels, Jennifer Jensen, Dan VandenHam, Kevin McKee, Diane Ethington, Will Davis, Monica Stats, Leslie DeReche, Hank Carmean, Brent Stockwell

### Introductions

Your name, your role, and what's your superpower?

### Presentation

Theory of Constraints – Hank Carmean

#### **A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING**

1. Team Brag – Performance Management Presentation at TLG conference – Megan L.
2. Overview of the adopted updates to the Strategic Plan– Megan L.

#### **B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING**

3. Quarterly Performance Report / Benchmarking Team Update – Adam S.

#### **C. REVIEW ASSESSING RESULTS – OPEN DATA, SURVEYS, AND REPORTING**

4. Data Analytics Team Update – Cassie J.

#### **D. REVISE – IMPROVING RESULTS – BEHAVIORAL INSIGHTS, PROCESS IMPROVEMENT**

5. Behavioral Insights Team Scottsdale Update – Cindi E.
6. Process Improvement Team Update – Jen J.

Next Meeting: Scheduled for Tuesday, May 21, 1:30 p.m.

Technology Center Conference Room.