

WORK SESSION WORKSHETT

INTERNAL PERFORMANCE REPORTING

Date: August 1, 2019
Department: Office of COO
Meeting Date: September 24, 2019

Presenters: Andrew Scott, Interim COO;
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Improvement manager

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Length: 20 mins

ISSUE STATEMENT

By the Numbers will measure and visualize data for Metro programs and regional goals. Operational performance measures, which gauge effectiveness of Metro programs, will replace the biannual management reports and annual Balanced Scorecard.

Operational measures related to the Council's Six Desired Outcomes will be accessed through the Regional Barometer, which displays data related to the Metro Council's regional desired outcomes using an interactive web tool available to staff, Metro decision-makers and the public.

ACTION REQUESTED

The purpose of coming to work session is to give a status report on project progress and provide a set of operational measures for all Metro departments and venues. Metro Council guidance is requested to inform the next phase of work.

STRATEGIC CONTEXT & FRAMING COUNCIL DISCUSSION

Operational measures will:

- Track the intended outcomes of Metro's work
- Identify areas for attention or resource allocation
- Streamline or replace existing internal performance measurement processes (i.e. Balanced Scorecard) and support public reporting processes

Operational measures will be reviewed and updated as needed to meet user needs and adapt to changes in Metro goals, strategies and programs. Departments and venues should update their measure governance plans annually to reflect measure, data collection and staff changes. This includes measures advancing Metro's racial equity and climate action goals.

BACKGROUND

Intake for this project is underway, having launched in Fall 2018; COO staff has facilitated operational measure development with executive teams. The next phase of work includes

gathering reporting needs which will inform development of By the Numbers database and data warehouse.

ATTACHMENTS

Representative subset of measures

Is legislation required for Council action? No