



PERFORMANCE MANAGEMENT TEAM

1:30 p.m., Monday, May 1, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Daniel Edwards, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan – Update on Work Study Session and Council Retreat. Executive Team Retreat scheduled for May 5, 2017

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. WWC Open Data – Working on portal for launch on open data day
2. Quarterly Performance Report – Review Third Quarter Report during meeting

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. ICMA Analytics – Thanks for entering KPIs. Update on April 19 Committee meeting
2. govBenchmark system – Preview tool which could be used for VBC and ICMA data
3. Valley Benchmark Cities – 15/16 report in May, 16/17 request in July
4. What Works Cities BIT – Paperless billing and police recruitment projects underway
5. ScottsdaleEZ, Citizen Service System – working toward July 1 public release

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – update on projects underway
2. Training –Possibility to review Peak Academy program in Gilbert May 26
3. What Works Cities in Tour, May 23 at SkySong

Next Meeting. Thursday, May 18, 2017, 1 p.m., Fire Department Operations Room.



PERFORMANCE MANAGEMENT TEAM

10:30 a.m., Tuesday, June 6, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Review Draft Action Plan for FY 2017/18

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. Review revised Quarterly Performance Report

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. govBenchmark system – Preview latest version which could be used for VBC/ICMA data
2. What Works Cities Draft Report – Transitioning from active engagement

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

1. Process Improvement Initiative – need to schedule training session in new year
2. Behavioral Insights Team Scottsdale – forming group to keep this effort moving

Next Meeting. Thursday, August 17, 2017, 1 p.m., Technology Center Conference Room.



PERFORMANCE MANAGEMENT TEAM

1 p.m., Thursday, August 17, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



Attendees: Christy Alonzo, Hank Carmean, Will Davis, Leslie DeReche, Cindi Eberhardt, Vernon Goode, Brad Hubert, Jennifer Jensen, Cassie Johnson, Gina Kirklin, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan Quarterly Update due out this week – Brent S.
2. Accomplishing Results Training set for October 31 and November 30 – Brent S.

B. DO – ACHIEVING RESULTS – PERFORMANCE MEASURES

1. Review 4Q FY2016/17 Quarterly Performance Report – Adam S.
2. Update on VBC Performance Management Forum – Adam S. / Brent S.

C. REVIEW – ASSESSING RESULTS – SURVEYS, BENCHMARKING AND REPORTING

1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
2. Open Date Team Update – Cassie J.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

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

Next Meeting. Thursday, Sept. 21, 2017, 1 p.m., Fire Department Operations Room.



PERFORMANCE MANAGEMENT TEAM

12:30 p.m., Thursday, Sept. 21, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



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

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

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

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan Quarterly Update – Brent S.
2. Accomplishing Results Training set for October 31 and November 30 – Brent S. (also Writing for Results set for Sept. 29 and TBD in January)

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING

1. Quarterly Performance Report / Benchmarking Team Update – Adam S.
2. Update on Valley Benchmark Cities City Manager's Meeting – Adam S. / Brent S.

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

1. Open Data Team Update – Cassie J.
2. Annual Report, Demographics, and other Documents Update – Brent S.

Next Meeting. Thursday, Oct. 19, 2017, 12:30 p.m., Technology Center Conference Room



PERFORMANCE MANAGEMENT TEAM

12:30 p.m., Thursday, Oct. 19, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



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

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Organization Strategic Plan Quarterly Update – Brent S.
2. Accomplishing Results Training set for October 31 and November 30 – Brent S.

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING

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

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

1. Open Data Team Update – Cassie J.
2. #Scottsdale2017 Campaign – Brent S.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

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

Next Meeting. Thursday, Nov. 16, 2017, 12:30 p.m., Technology Center Conference Room



PERFORMANCE MANAGEMENT TEAM

12:30 p.m., Thursday, Nov. 16, 2017

Technology Center Conference Room

3629 N. Drinkwater Blvd., Scottsdale, AZ 85251



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

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Accomplishing Results Training Part II set for November 30 – Brent S.

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING

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

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

1. Open Data Team Update – Cassie J.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

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

Next Meeting. Thursday, Jan 18, 2018, 12:30 p.m., Technology Center Conference Room
(May cancel due to Progressive Data Day scheduled that day)



PERFORMANCE MANAGEMENT TEAM

12:30 p.m., Thursday, Jan. 18, 2018

Technology 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, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Second Quarter Report being prepared – will be released at same time as QPR - Brent

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.

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

1. Open Data Team Update (Progressive Data Day – April 25) – Cassie J.

D. REVISE – IMPROVING RESULTS – PROCESS IMPROVEMENT

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

Next Meeting. Thursday, Feb. 15, 2018, 12:30 p.m., Technology Center Conference Room



PERFORMANCE MANAGEMENT TEAM

12:30 p.m., Thursday, Feb. 15, 2018

Technology 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, Kevin McKee; Lisa Nguyen; Angela Rose, Adam Samuels, Monica Staats, Brent Stockwell, Dan VandenHam, Mark Zimmerman

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

1. [Review and discuss certification criteria and make recommendations](#) – Brent S.
2. Behavioral Insights Team Scottsdale Update – Cindi E.
3. Process Improvement Team Update – Jen J.

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

1. Open Data Team Update (Progressive Data Day – April 25) – Cassie J.

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.

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Second Quarter Report complete in this week's City Council Update - Brent

Next Meeting. Thursday, March 15, 2018, 12:30 p.m., Technology Center Conference Room



PERFORMANCE MANAGEMENT TEAM

12:30 p.m., Thursday, March 22, 2018

Technology 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, Dan VandenHam, Mark Zimmerman (soon to be Kerry Swick)

Welcome and Introductions – Welcome Megan Lynn, management assistant to the city manager to the Performance Management Team!

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. No updates – quarter ends March 31.

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 L.

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

1. Open Data Team Update (Progressive Data Day – April 25) – Cassie J.

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

1. Behavioral Insights Team Scottsdale Update – April 9-10 BIT Boot Camp – Cindi E.
2. Process Improvement Team Update – May 1-2 Process Improvement Training -- Jen J.
3. Discuss progress on certification improvements including Performance Management policy and administrative regulation – Brent S., Megan L., Hank C.

Next Meeting. Thursday, April 19, 2018, 12:30 p.m., Technology Center Conference Room



PERFORMANCE MANAGEMENT TEAM

12:30 p.m., Thursday, April 19, 2018

City Attorney's Conference Room, City Hall

3939 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, Dan VandenHam, Mark Zimmerman (soon to be Kerry Swick)

B. DO – MEASURING RESULTS – PERFORMANCE MEASURES AND BENCHMARKING

1. Review of [3Q2018 Quarterly Performance Report](#)
2. Quarterly Performance Report / Benchmarking Team Update – Adam S.
3. Update on Valley Benchmark Cities Meeting – Brent S. / Adam S. / Megan L.

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

1. Open Data Team Update - Progressive Data Day – April 25 – Cassie J.

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

1. Behavioral Insights Team Scottsdale Update – April 9-10 BIT Boot Camp – Cindi E.
2. Process Improvement Team Update – May 2-3 Process Improvement Training -- Jen J.
3. Discuss progress on certification improvements including Performance Management policy and administrative regulation – Brent S., Megan L., Hank C.

A. PLAN – DEFINING RESULTS – STRATEGIC PLANNING

1. Switching to dashboard with this release of the Organization Strategic Plan

Next Meeting. Thursday, May 16, 2018, 12:30 p.m., Technology Center Conference Room