

**CITY OF LA VISTA  
MAYOR AND CITY COUNCIL REPORT  
NOVEMBER 15, 2011 AGENDA**

<b>Subject:</b>	<b>Type:</b>	<b>Submitted By:</b>
AGREEMENT TO PARTICIPATE — ICMA CENTER FOR PERFORMANCE MEASUREMENT (CPM) PROGRAM	◆ RESOLUTION ORDINANCE RECEIVE/FILE	BOB LAUSTEN POLICE CHIEF

**SYNOPSIS**

A resolution has been prepared authorizing the City to participate in the ICMA Center for Performance Measurement (CPM) Program.

**FISCAL IMPACT**

Funding of \$10,000 was authorized in the FY 12 General Fund.

**RECOMMENDATION**

Approval.

**BACKGROUND**

The International City/County Management Association (ICMA) Center for Performance Measurement (CPM) program currently assists over 200 cities and counties in the United States and Canada with the collection, analysis, and application of performance information by comparing data regarding the quality and efficiency of municipal services. Participating in CPM will put La Vista on track with a results-oriented system that will help to monitor progress, manage scarce resources and improve service delivery. Not only will the data provide the City with important feedback to meet our service delivery goals, we will have access to information and examples of best practices from some of the best managed communities in the country.

Once the City becomes a member, arrangements will be made for CPM staff representatives to conduct two days of onsite staff training. This will be followed by a data collection period which will occur through the end of March. It is anticipated that we will begin to start receiving results in June 2012. An internal performance measurement team will also be created to provide program oversight.

The City's Strategic Plan 2011 – 2013 identifies the establishment of organizational performance measures as an action step in the development of a high performance organization. Additional information regarding the ICMA-CPM is attached for your review.

**RESOLUTION NO. \_\_\_\_\_**

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA APPROVING PARTICIPATION IN THE ICMA CENTER FOR PERFORMANCE MEASUREMENT PROGRAM AND AUTHORIZING AN EXPENDITURE NOT TO EXCEED \$10,000.

WHEREAS, the City Council of the City of La Vista recognizes the significance of developing a results oriented system to monitor progress, manage scarce resources and prove service delivery; and

WHEREAS, the City's Strategic Plan 2011 – 2013 identifies the need to adopt organizational performance measures; and

WHEREAS, the International City Manager's Association has resources via the ICMA Center for Performance Measurement program to compile and compare data, and

WHEREAS, the City did appropriate funds in the FY12 municipal budget to participate in the program, and

WHEREAS, Section 31.23 of the La Vista Municipal Code requires that the City Administrator secure Council approval prior to authorizing any purchase over \$5,000.00.

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and City Council of La Vista, Nebraska, do hereby authorize the execution of an agreement with the International City Manager's Association for participation in the ICMA Center Performance Measurement Program in an amount not to exceed \$10,000.

PASSED AND APPROVED THIS 15h DAY OF NOVEMBER 2011.

CITY OF LA VISTA

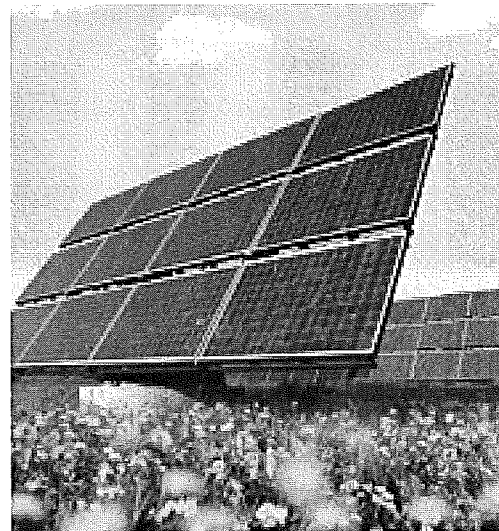
\_\_\_\_\_  
Douglas Kindig, Mayor

ATTEST:

\_\_\_\_\_  
Pamela Buethe, CMC  
City Clerk

The  
**ONE Investment**  
that returns  
**BIG Dividends**

ICMA CENTER FOR PERFORMANCE MEASUREMENT™



REDUCE COSTS

PRIORITIZE PROGRAMS

IMPROVE QUALITY

**ICMA** RESULTS NETWORKS  
*Center for Performance Measurement™*



Imagine if your team had the tools at its fingertips to deliver better results—backed up by solid evidence to build the confidence of your elected officials and citizens.

Whether you've been engaged in performance measurement for years or are brand-new to the practice, the ICMA Center for Performance Measurement™ (CPM) can help your local government:

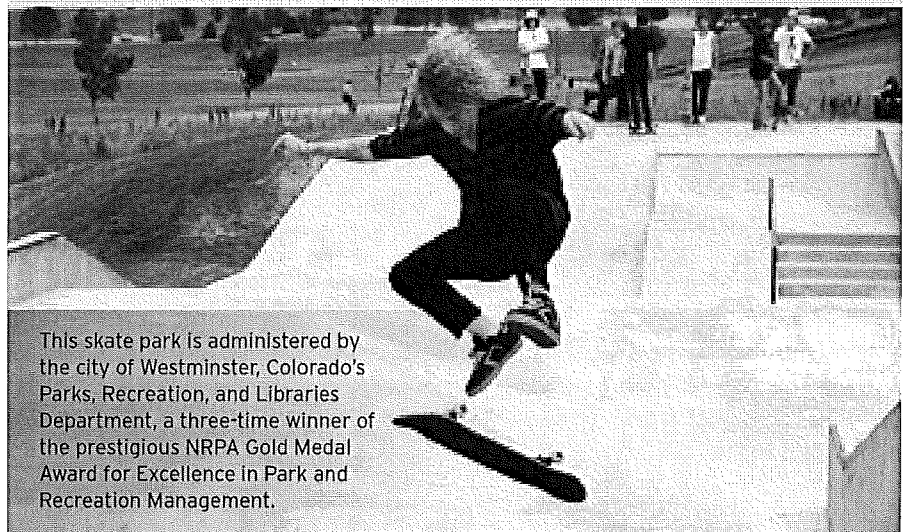
- Make better budget decisions
- Expand program evaluation resources
- Boost everyday analytical ability.

When you join CPM, you become part of a community of more than 200 jurisdictions across North America that share similar goals—figuring out how to deliver services better, faster, and more cost-effectively. Your participation in CPM will put your local government on track with a results-oriented system that will help you:

- Monitor progress
- Manage scarce resources
- Improve service delivery
- Celebrate success.

*"I remind department heads to rely no longer on telling a compelling story to back up their requests; they need to share compelling performance data. Not only do departments supply their performance information with their annual budget requests, but the city also shares performance information in the annual budget document. CPM helps us gather information using proven methodologies and then use that information to improve service delivery."*

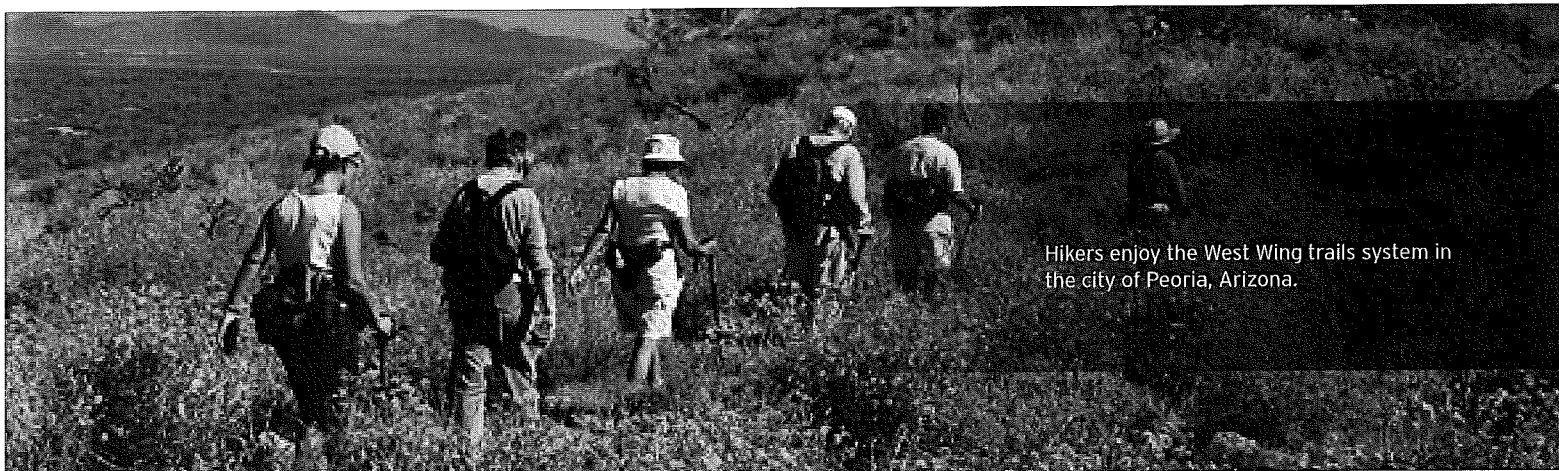
Manager, mid-size city, Mountain Plains region



This skate park is administered by the city of Westminster, Colorado's Parks, Recreation, and Libraries Department, a three-time winner of the prestigious NRPA Gold Medal Award for Excellence in Park and Recreation Management.

*"Our city uses a monthly newsletter and quarterly reporting to promote buy-in for enhanced accountability and to show the positive impact of performance-based management across the organization. The various reports and newsletters that CPM provides help guide our efforts."*

Manager, large city, West Coast region



Hikers enjoy the West Wing trails system in the city of Peoria, Arizona.

## CPM can help you...

### Establish performance targets

Using CPM's comparative data combined with your locality's strategic plan, annual council goals, and other citizen-derived priorities—all in the context of your fiscal resources—helps you select performance targets across all 15 service areas appropriate for your community.

### Assess priorities

There are lots of improvement opportunities. Which ones should you tackle first? Setting priorities is one of the best ways to use CPM tools and data. Because you have the data that identify the size of a cost-saving opportunity or the path to deliver on a strategic priority, it makes your job easier.

### Cut costs

CPM services can help you find efficiencies, use limited resources in a more effective way, and uncover potential cost savings. Participants share dozens of these examples in our *What Works* publication, which is a benefit of participation. Here are just two recent examples:

- **Reno, Nevada, saved \$20,000** in its fleet operation using performance measurement techniques to analyze and reduce its "come-back rate" for vehicle repairs.
- **Charlottesville, Virginia, saved \$300,000** in energy costs by comparing its CPM electricity consumption and expenditure data to that of peer communities. By comparing, city staff

discovered that Charlottesville's consumption and expenditures were higher than their peers and implemented a load-shedding technique to reduce electricity consumption and save a bundle of money.

### Sharpen management skills

In addition to data collecting and cleaning, CPM also offers skill-building workshops to equip your staff with performance data to move your local government toward its goals. In-person workshops, webinars, and teleconferences are included as part of your CPM participation at no extra charge.



Pictured above are two vehicles from Bellevue, Washington's Engine Company 3, which serves the city's Crossroads area.

*"Our city applied for the Malcolm Baldrige National Quality Award. In the award application, we used data collected through our participation in CPM as evidence of high service delivery performance. Why Baldrige? The answer is simple: exceptional customer satisfaction ratings and performance results, and our ability to sustain these results in the best of times and the worst of times."*

Manager, large city, Southeast region

*"Conducting a citywide survey is an essential way to gauge citizens' satisfaction with what they are getting for their tax dollars. We chose the National Citizen Survey™ because of its customization options, ability to track trends, and affiliation with ICMA. We frequently refer to our citizen survey results when discussing key policy issues and look to the results to guide policy and support decisions."*

Manager, small city, Southeast region

### Engage citizens

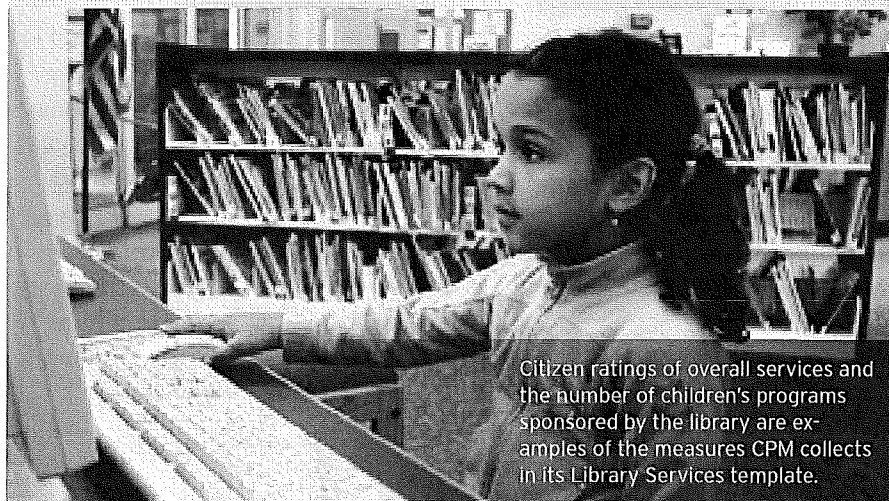
Comprehensive performance management incorporates the critical element of citizen input—and CPM suggests relevant methods and questions to help you obtain and apply meaningful citizen input in your daily decision making. And if your jurisdiction uses the National Citizen Survey™ (NCS), CPM staff will transfer your survey data to your CPM template submissions, saving you and your team time. The NCS also provides key driver analysis to pinpoint which aspects of the dozens of services correlate most directly to overall citizen satisfaction with your local government, which is particularly important when trying to prioritize cuts in difficult budget environments.

### Share results

Whether the occasion calls for a quick snapshot of your jurisdiction's performance across the board or a deep dive into the details of one service area, CPM provides multiple reports—and reporting modes—each year to meet the needs of your busiest management professionals and most detail-oriented analysts.

*"Performance measurement has become even more critical to our elected officials in helping them to make the difficult choices they face regarding how to prioritize public services. Without CPM, we would not be able to provide them with the objective data they need to make prudent, informed decisions for our community. Our county relies on CPM to help us be smart, cost-effective, strategic, and sustainable in our decisions."*

Manager, large county, West Coast region



Citizen ratings of overall services and the number of children's programs sponsored by the library are examples of the measures CPM collects in its Library Services template.

*"When examining our performance measures, we must ask ourselves, 'So what?' Performance measurement is not merely a data collection exercise, but rather a management practice to understand, justify, and improve operations. Through our participation in the Colorado consortium and with CPM's core measures, we're able to focus our efforts and measure what really matters."*

Manager, large city, Mountain Plains region

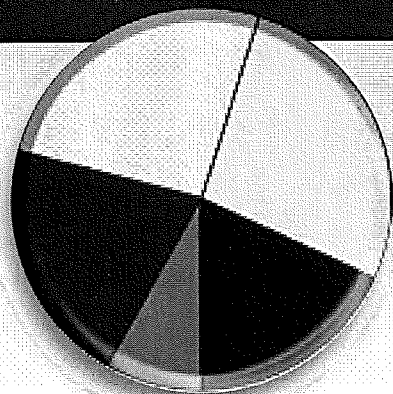


*"In addition to our code of ethics, one of the pillars of sound professional local government management is performance measurement. It empowers local governments to make evidence-based decisions, set appropriate budgetary and programmatic targets, and implement proven cost- and time-saving practices. We formed the ICMA Center for Performance Measurement™ (CPM) in 1994, and together with our participants, who are committed to continuous improvement, built the most robust comparative performance measurement database in North America. With CPM, your local government will gain the necessary tools to make critical management decisions with confidence."*

Robert J. O'Neill Jr., ICMA Executive Director

## Benefits of the CPM Experience

- ✓ **Introductory training.** To acquaint your staff with the CPM method, review performance measurement concepts, and answer questions, CPM provides introductory training to all new participants. Depending on your product choice, the training may be delivered on-site in your community, in a nearby location, or via live Internet connection.
- ✓ **Live customer support.** After training, a cadre of CPM analysts stands ready by phone and e-mail to assist your staff with data submission, analysis, and reporting activities.
- ✓ **Valuable management tools.** CPM delivers not just data—but also information. Included in your participation fee, your local government will receive valuable management reports like the jurisdiction-specific Performance Dashboard, comprehensive Annual Data Report, monthly e-newsletters, and more.
- ✓ **Interactive Web resources.** For your convenience, both in reporting and data analysis, CPM maintains an easy-to-use, password-protected Web site. Online forums and cleaned data sets going back to 1996 can be found on our Web site. The Web site also contains contact information for more than 4,000 staff in CPM communities, to help you find the right person to talk to in order to determine what particular practices are key to high performance.
- ✓ **Convenient, online data collection.** CPM offers a convenient online data collection system, featuring data collection instruments developed and refined over more than a decade by practicing local government professionals like you.
- ✓ **Rigorous data cleaning.** To ensure accuracy and reliability, all data submitted to CPM undergoes a rigorous cleaning process, which includes outlier checks, logic checks, "real person" staff review, and more.



**Participating Local Governments by ICMA Region**

- Midwest
- Mountain Plains
- West Coast
- Northeast
- Southeast

*"The Center for Performance Measurement has proven to be a great tool for our management team. The CPM data provide us with important feedback on how well we are doing to meet our service delivery goals. CPM also gives us outstanding feedback and examples of leading practices from the best-managed communities."*

Manager, small city, Northeast region

## **ICMA Center for Performance Measurement™**

**ICMA**

**777 North Capitol Street, NE**

**Suite 500**

**Washington, DC 20002-4201**

**[www.icma.org/performance](http://www.icma.org/performance)**

**ICMA** RESULTS NETWORKS  
*Center for Performance Measurement™*



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