

Introducing Farmers Branch's Performance Management System



PERFORM FBTX

**[HTTPS://WWW.FARMERSBRANCHTX.GOV/1063/PERFORMAN
CE-MANAGEMENT](https://www.farmersbranchtx.gov/1063/performance-management)**

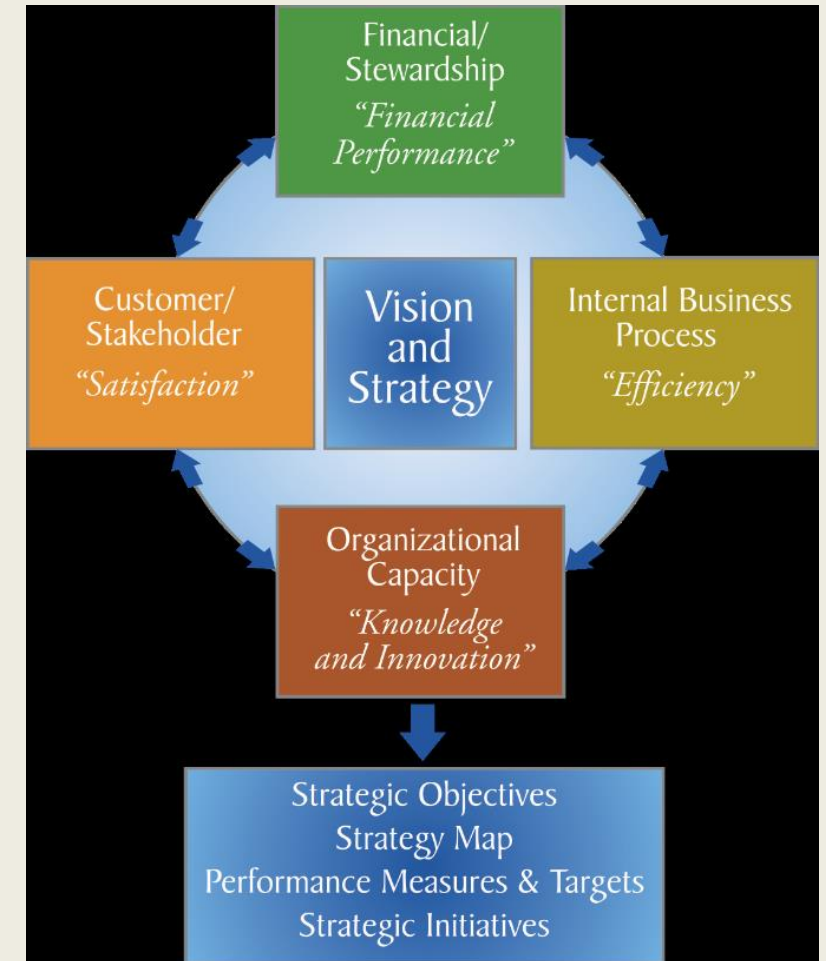


How we Measure: Balanced Scorecards



Balanced Scorecards utilize four perspectives:

1. The Learning & Growth Perspective
2. The Financial Perspective
3. The Business Perspective
4. The Customer Perspective





Why Change?



Data reporting is stuck in a routine.

Becomes

Current metrics that measure performance, workload, and provide critical information.

“Performance” measures do not measure performance.

Becomes

Performance measures that show results.

Reports that vary from department to department.

Becomes

Standardized process across all departments.

Emotion/assumptions gauging performance.

Becomes

Performance gauged by facts supported by empirical data.

What gets measured gets done!

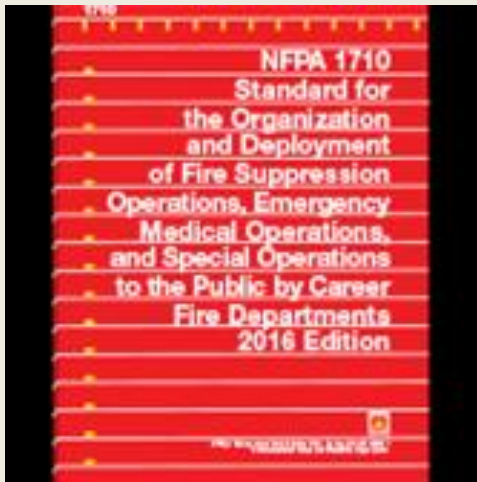


Measuring Performance



Aligned to the highest industry standards

- National Fire Protection Association 1710
- Texas State Library and Archive Commission
- ICMA benchmarking standards





What is Measured



19 Scorecards • Over 500 measures

Performance

- Response times
- Special event survey scores
- Number of Days in Shelter
- Circulation per Capita
- Employee Engagement
- Resident Satisfaction Survey

Workload

- Number of Code Enforcement cases
- Special event attendance
- Total Adoptions
- Total Part I UCR Crimes
- Program participation
- Facility attendance

Informational

- Gallons of water consumed
- Number of new and expanded businesses
- Website visits
- Social media reach



Return of the Survey

- Program Evaluations

- Library
- Recreation Center
- Senior Center
- Aquatics Center
- Special Events





Transparency = Accountability



11 Scorecards are on the Website



[Animal Services Performance Measures](#)



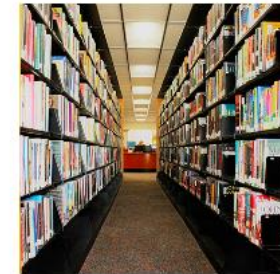
[Building Inspection Performance Measures](#)



[City Secretary Performance Measures](#)



[Fire Department Performance Measures](#)



[Manske Library Performance Measures](#)



[Parks & Recreation Performance Measures](#)



[Code Enforcement Performance Measures](#)



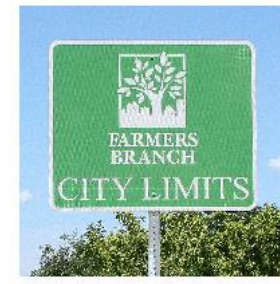
[Communications Performance Measures](#)



[Economic Development Performance Measures](#)



[Police Department Performance Measures](#)



[Public Works Performance Measures](#)

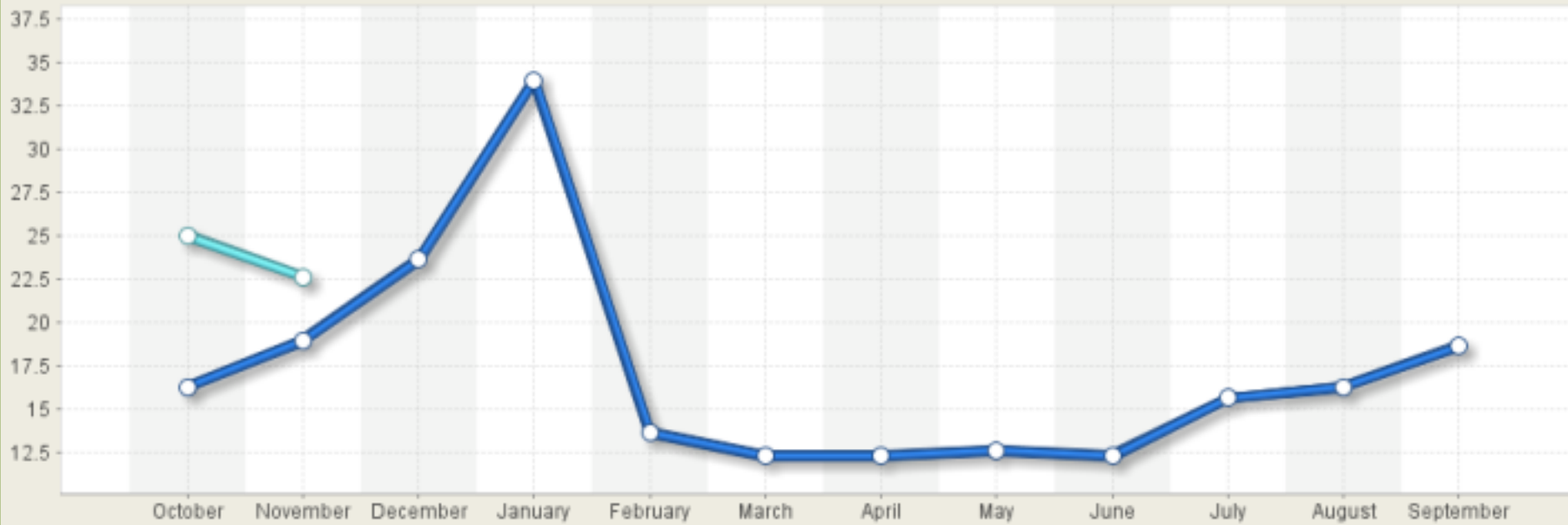


Explaining the Measures: What does the data mean to me?



Code Enforcement - Average Time to Close Cases

November 2017



Series Color	Period	October	November	December	January	February	March	April	May	June	July	August	September
	Fiscal 2017	16.33	19	23.66	34	13.66	12.33	12.33	12.66	12.33	15.66	16.33	18.66
	Fiscal 2018	25	22.66										

Performance Goal: Close all cases within 30 days.

Average time to close case, expressed in number of days, is a measure of the number of days (on average) that it takes to achieve resolution and close a case. Resolution could be in the form of compliance, abatement by the City, and/or the issuance of a citation. This is a standard that is commonly used throughout the Country with most municipalities establishing their goal at 30 days. This usually takes into consideration the fact that there are different compliance time frames for different offenses, as well as consideration of the time it takes for the adjudication (Court proceedings) of those cases in which citations have been issued.

Next Steps

- Continue to connect the data to the discussion
- Implement an audit process for the scorecard data to confirm accuracy
- Continue to evaluate the scorecards for improvements
- Measure what matters for today and tomorrow



Thank You!

