



Performance Management Information System

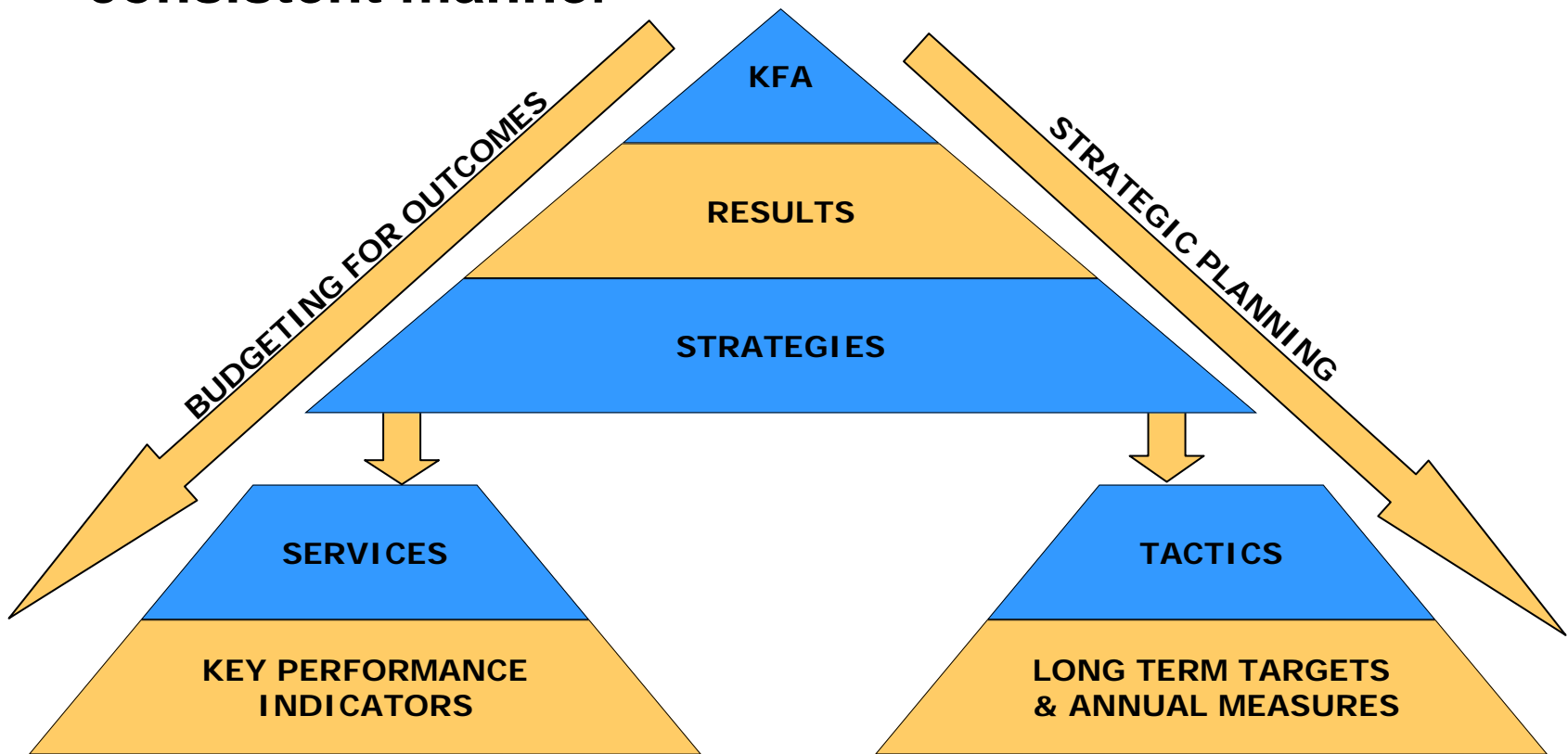
Finance, Audit and Accountability Committee Briefing
August 29, 2006



- ◆ **Purpose**
- ◆ **Goals**
- ◆ **Procurement Process**
- ◆ **System Features**
- ◆ **Dashboard Capabilities**
- ◆ **Metrics Management Example**
- ◆ **Projected Schedule**
- ◆ **Project Cost**
- ◆ **Questions**



- ◆ **A Performance Management tool enables us to manage our strategic objectives in a standard and consistent manner**



* KFA – Key Focus Areas



- ◆ **Provide a consistent methodology to measure and compare performance over multiple years**
- ◆ **Provide data to benchmark best practices to continually improve service delivery**
- ◆ **Improve organization**
 - ◆ Strengthen staff accountability
 - ◆ Enhance decision making
 - ◆ Improve customer service



- ◆ **RFCSP issued January 5, 2006**
 - ◆ Solicitation included a pre-proposal conference with vendors
 - ◆ Issued 1 addendum to initial RFCSP to fully answer vendor questions
- ◆ **Evaluation Criteria**

Cost to the City	25%
Capability, Credibility & Expertise of the Proposer	10%
Functional Match to City Requirements	20%
Technical Match to City Requirements	10%
Configuration Options within the system	10%
Data Conversion	10%
Training and Ease of Use of the System	15%



- ◆ **Departments represented on Voting Committee formed in January 2006:**
 - ◆ Office of Financial Services
 - ◆ Public Works and Transportation
 - ◆ Street Services
 - ◆ Human Resources
 - ◆ Communication and Information Services
- ◆ **Vendors Cognos Corporation, Hyperion Solutions Corporation and Active Strategy Inc. demonstrated their systems during the first week of February 2006**
- ◆ **Two proposals received February 10, 2006**
- ◆ **Voting Committee scored Cognos Corporation the most advantageous proposer in March 2006**



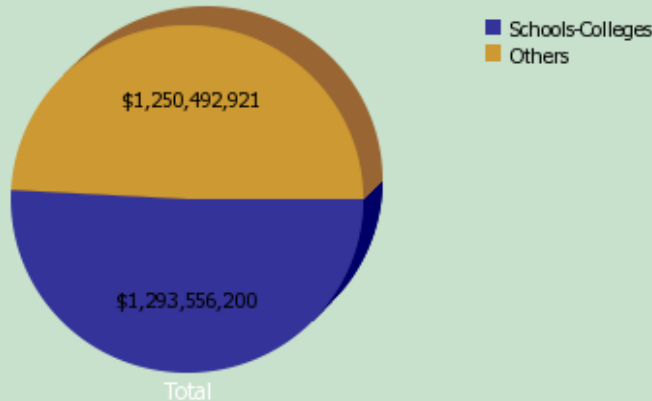
- ◆ Key items Evaluation committee assessed:
 - ◆ Functionality, Reliability, Supportability
 - ◆ Configuration Options
 - ◆ Conversion Capabilities
 - ◆ Integration with Other Systems



- ◆ **Web based system with easy to use features and functionality**
- ◆ **Consistent metrics and measurements for key performance indicators**
- ◆ **Forecasting and trend analysis capabilities**
- ◆ **Customized views for all levels of the organization**
- ◆ **Administrative, security and system audit capabilities**
- ◆ **Automated notification of variances**

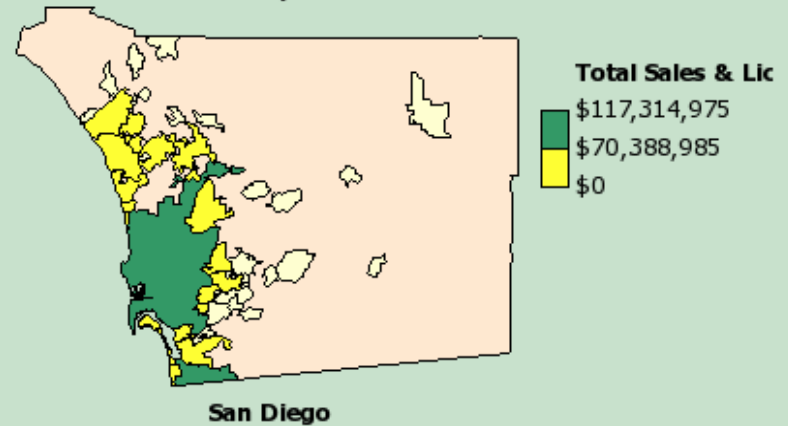


Property Taxes - School/Colleges

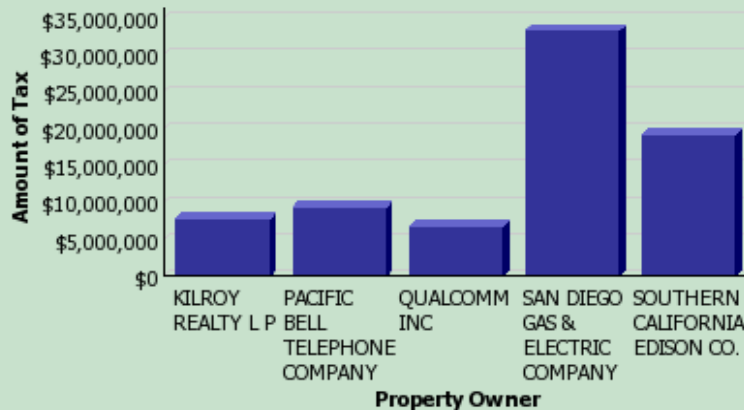


Sales-Use/Vehicle

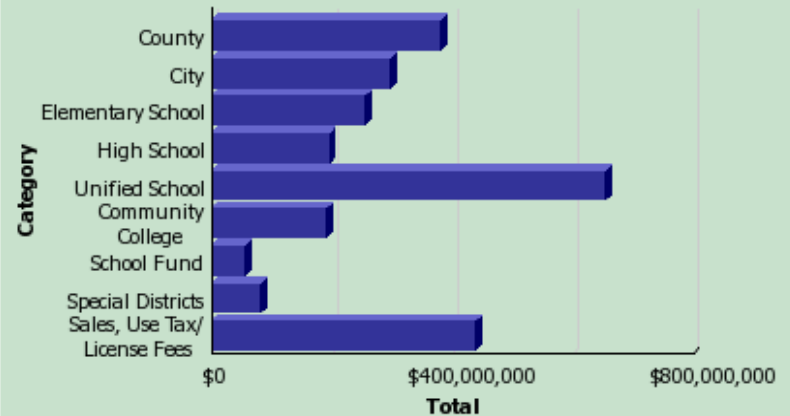
Total Sales/Use Tax & Vehicles Fees



Top 5 Tax Property Tax Payers



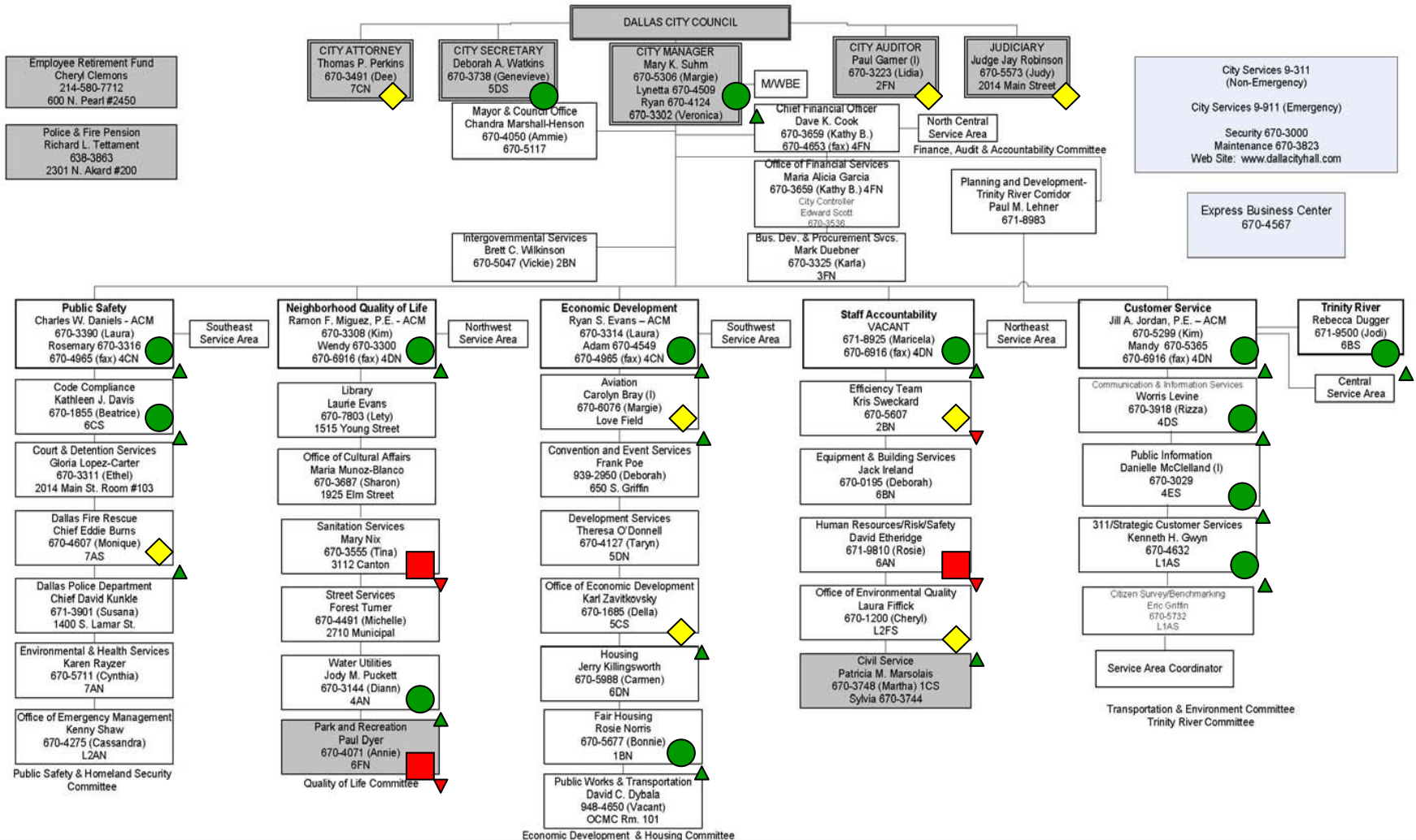
Total Property Tax





Performance Management Information System

DASHBOARD SAMPLE – CMO VIEW





Performance Management Information System

DASHBOARD SAMPLE – JILL JORDAN’S VIEW

Customer Service
 Jill A. Jordan, P.E. – ACM
 670-5299 (Kim)
 Mandy 670-5365
 670-6916 (fax) 4DN

Trinity River
 Rebecca Dugger
 671-9500 (Jodi)
 6BS

Central
 Service Area

Communication & Information Services
 Worris Levine
 670-3918 (Rizza)
 4DS

Public Information
 Danielle McClelland (I)
 670-3029
 4ES

311/Strategic Customer Services
 Kenneth H. Gwyn
 670-4632
 L1AS

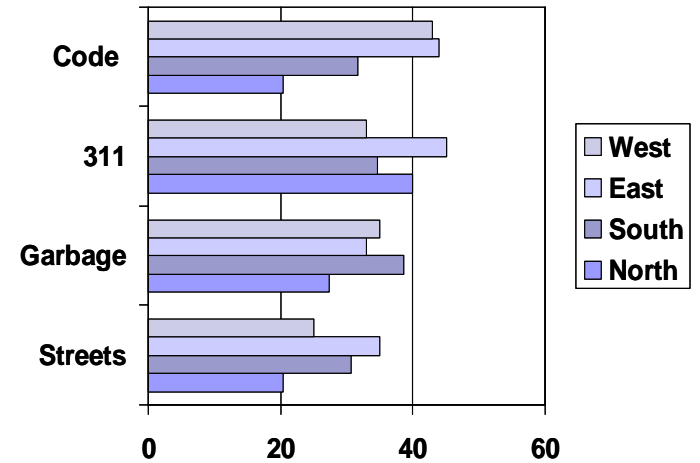
Citizen Survey/Benchmarking
 Eric Griffin
 670-5732
 L1AS

Service Area Coordinator

Transportation & Environment Committee
 Trinity River Committee

CMO Service Measures	Value	Trend
Average CRMS Response Time	5 hrs	↓
Time to complete Priority 1 calls	2 hrs	↑
Initiatives Completed this FY	22	↑
Revenue for the City	165M	↑
Citywide Complaints	101	↓

Citizen Satisfaction Survey August 2006



Jill Jordan's Watch List

Status	Trend	Service	Budget Amt	Actual Amt	Variance Amt
■	▲	Vendor Recruitment/Education	\$179,632	\$179,632	\$0
●	▲	Department Support – Development Services	\$3,027,916	\$315,415	\$2,712,501
●	▲	Forward Dallas! Comprehensive Plan	\$480,667	\$480,667	\$0
◆	▼	Real Estate for Private Development	\$765,617	\$429,617	\$336,000
●	▲	Construction Plan Review and Permitting	\$4,627,799	\$0	\$4,627,799
●	▲	Urban Land Bank	\$250,232	\$190,232	\$60,000
●	▲	Business Development	\$900,234	\$900,234	\$0



Performance Management Information System

DASHBOARD SAMPLE - DEPARTMENT VIEW

Performance Watch List

No filter No grouping

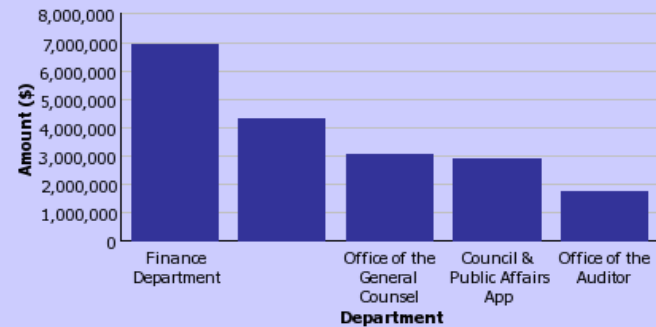
[Metrics: 1-4]

	Name	Actual	Target	Variance	Variance %	Time Period
■ ▼	Number of Council Agenda Items Provided	81.06	63.56	17.50	27.53%	Jul 2006
● ▲	# of Responses to Official City Council Requests	43	35	8	24.29%	Jul 2006
● ▼	# of Letters of Support and Opposition Written	3.68	3.00	0.68	22.52%	Jul 2006
◆ ▲	City Management	-0.1	0.0	-0.1		Jul 2006

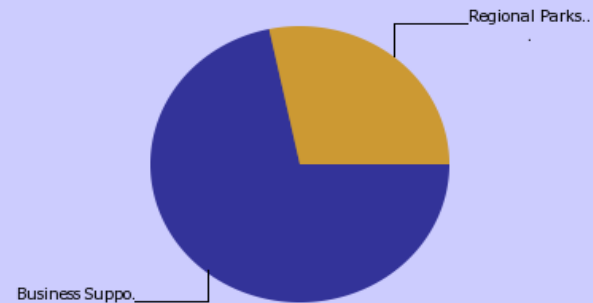
My Report

EXPENDITURE

Top 5 Variance from Budget Amt



Top 5 Variance from Budget %



Department Watch List

Status	Trend	Service	Budget Amt	Actual Amt	Variance Amt
■	▲	Vendor Recruitment/Education	\$179,632	\$179,632	\$0
●	▲	Department Support – Development Services	\$3,027,916	\$315,415	\$2,712,501
●	▲	Forward Dallas! Comprehensive Plan	\$480,667	\$480,667	\$0
◆	▼	Real Estate for Private Development	\$765,617	\$429,617	\$336,000



Performance Management Information System

METRICS MANAGEMENT EXAMPLE

Economic Development - Priority 1

Develop the Southern Sector, Water, West Dallas, Environmental Initiatives

<input type="checkbox"/>				Name
<input type="checkbox"/>				Retail Development - City Manager
<input type="checkbox"/>				Develop a regional Family Aquatic Center in the Southern Sector - City Manager
<input type="checkbox"/>				Develop a regional Family Aquatic Center in the Southern Sector - City Manager
<input type="checkbox"/>				Develop a regional Family Aquatic Center in the Southern Sector - City Manager
<input type="checkbox"/>				Acquire vacant, tax-delinquent lots for sale to developers for affordable housing - City Manager
<input type="checkbox"/>				Fund Public Improvement Projects and Home Repairs/Replacements in targeted low-income neighborhoods - City Manager
<input type="checkbox"/>				Develop Long Range Water Supply strategies for City of Dallas for Region C Water Plan - City Manager
<input type="checkbox"/>				Complete and implement the 5-Year Water - City Manager
<input type="checkbox"/>				Reduce the average life of the water/wastewater mains by replacing 50% of the system within 35 years - City Manager

Trending
(up or down)

Status

Detail



- ◆ Council Approval 09/06
- ◆ Begin Project: “**Dallas Measures**” 10/06
- ◆ System Configuration 01/07
- ◆ Estimated Go Live 06/07



◆ **Project Vendor Cost - \$661,020**

◆ Software License	\$300,000
◆ 5 Years Maintenance	\$161,020
◆ Implementation Assistance	\$200,000



QUESTIONS?