



# Performance Management Information System

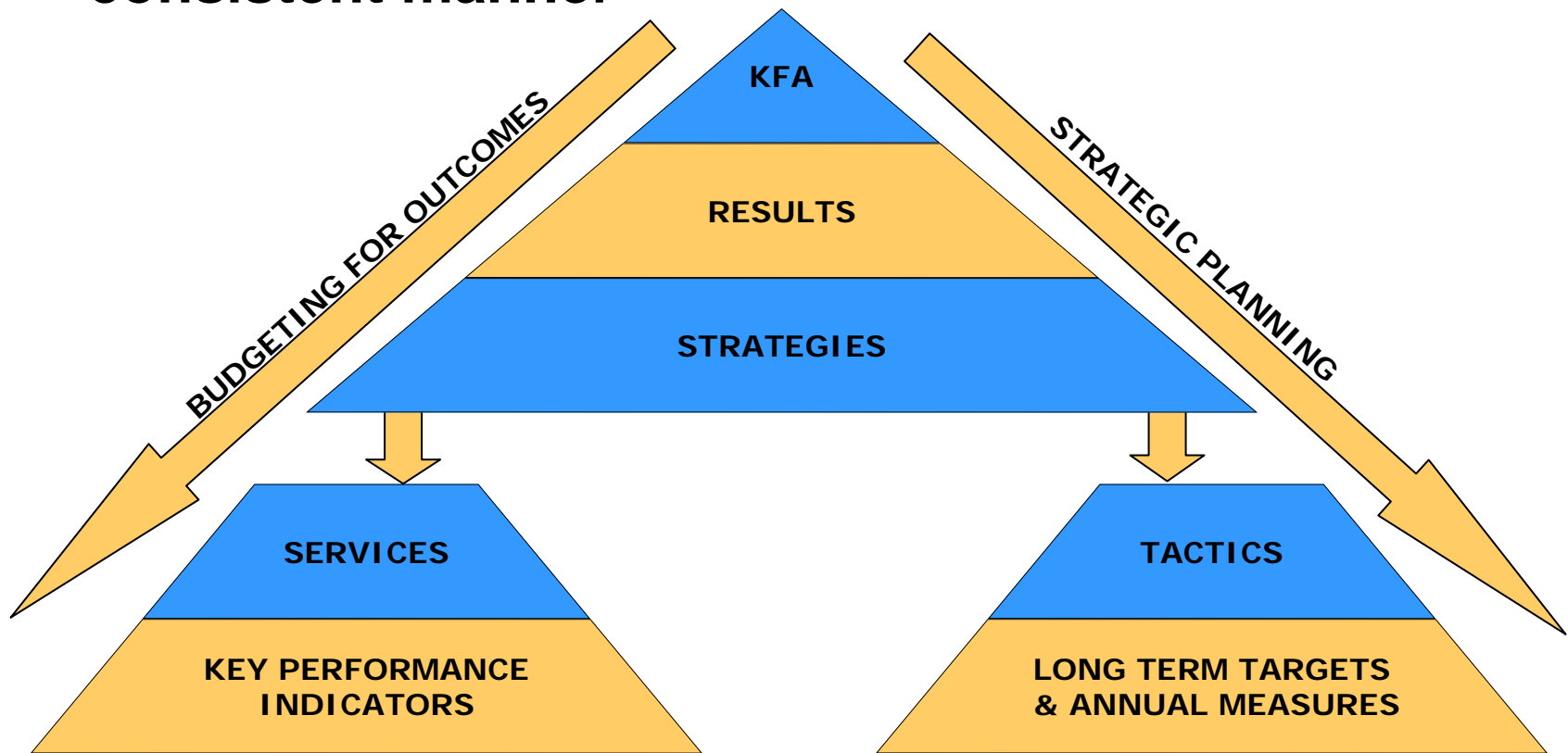
Finance, Audit and Accountability Committee Briefing  
August 29, 2006



- ◆ **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





- ◆ **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**

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



- ◆ **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**



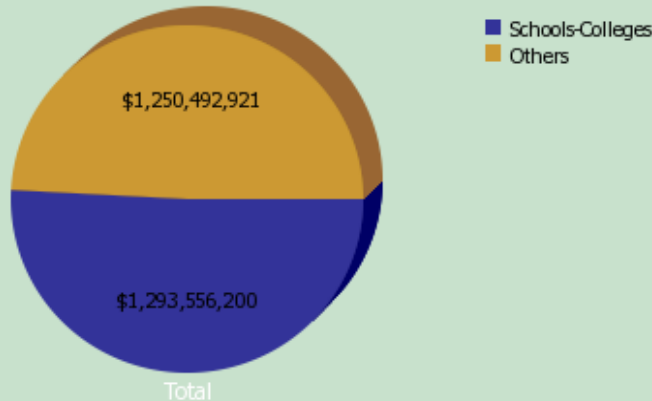
- ◆ Key items Evaluation committee assessed:
  - ◆ Functionality, Reliability, Supportability
  - ◆ Configuration Options
  - ◆ Conversion Capabilities
  - ◆ Integration with Other Systems



- ◆ **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**

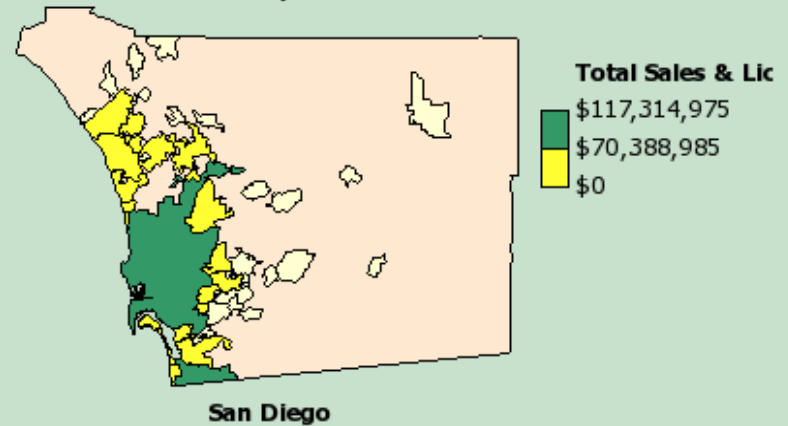


### Property Taxes - School/Colleges

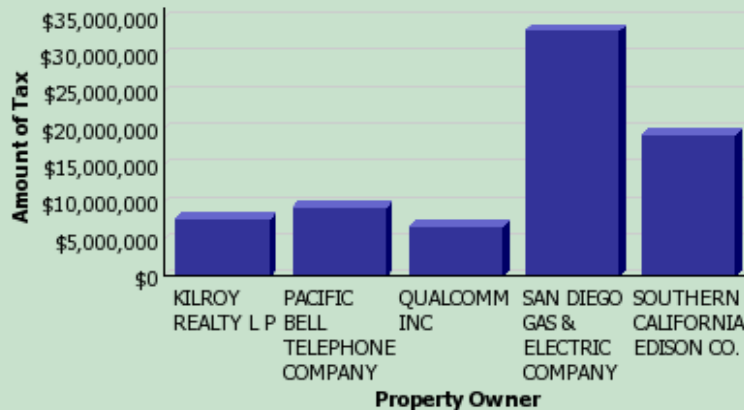


Sales-Use/Vehicle

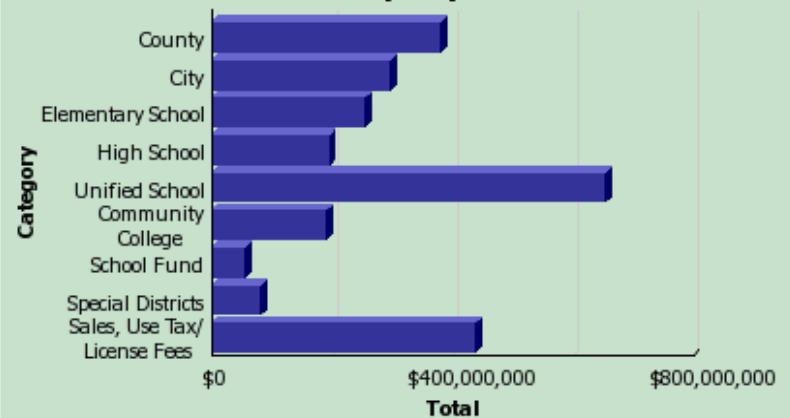
### Total Sales/Use Tax & Vehicles Fees



### Top 5 Tax Property Tax Payers



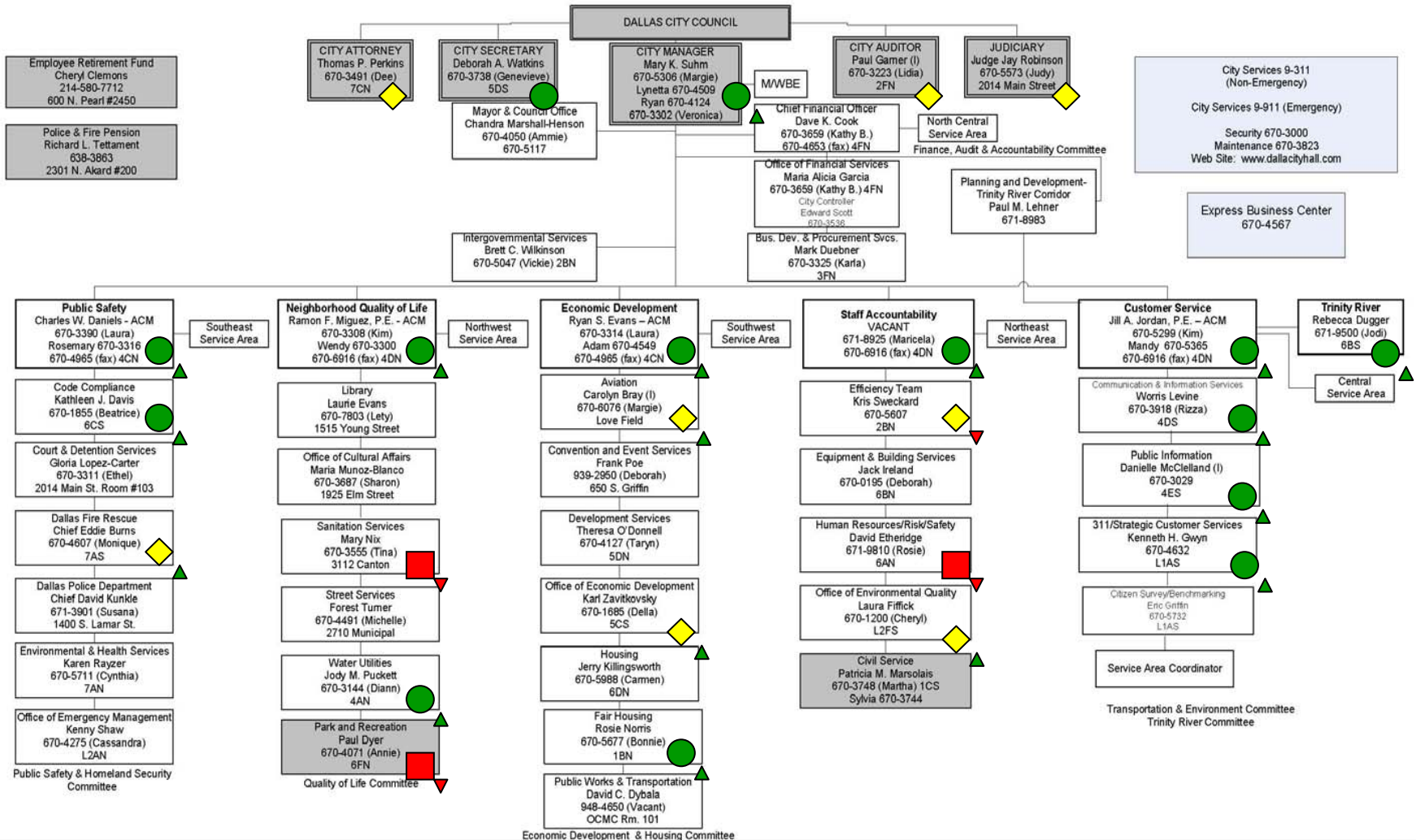
### Total Property Tax





# 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

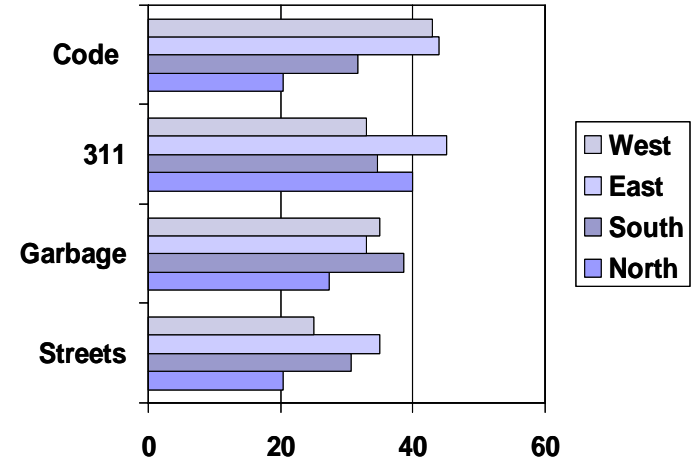
Citizen Survey/Benchmarking  
 Eric Griffin  
 670-5732  
 L1AS

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



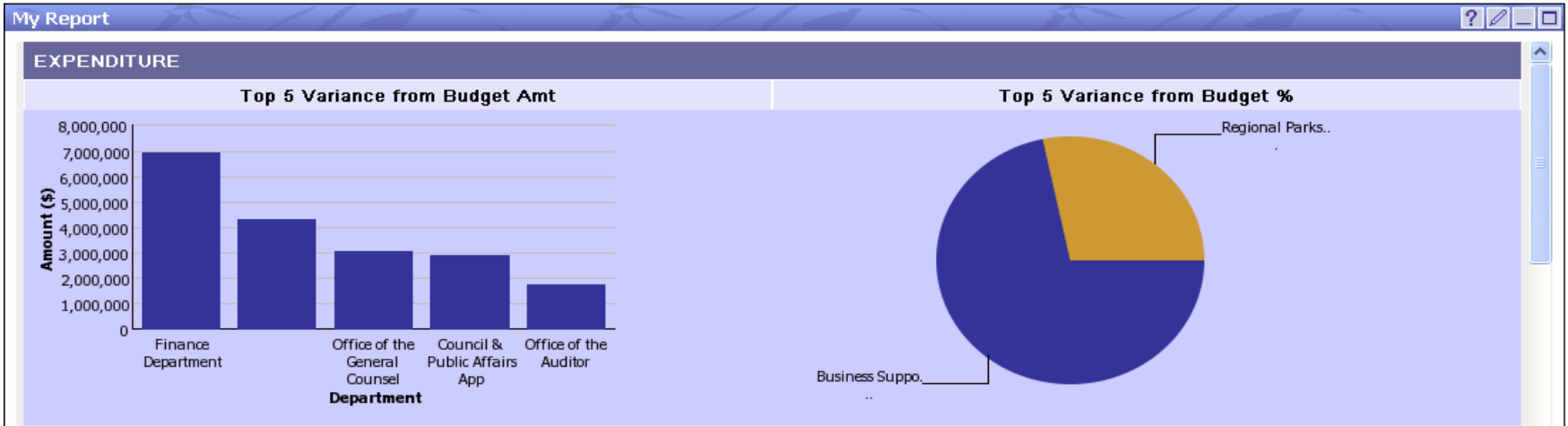
# Performance Management Information System

## DASHBOARD SAMPLE - DEPARTMENT VIEW

**Performance Watch List** [Metrics: 1-4]

No filter No grouping

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



**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



### 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
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<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?**