



# Measuring the Impact of a PerformanceStat Program

Rutgers' 5th Annual Public Performance Measurement and Reporting Conference

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## *Change You Can Measure*

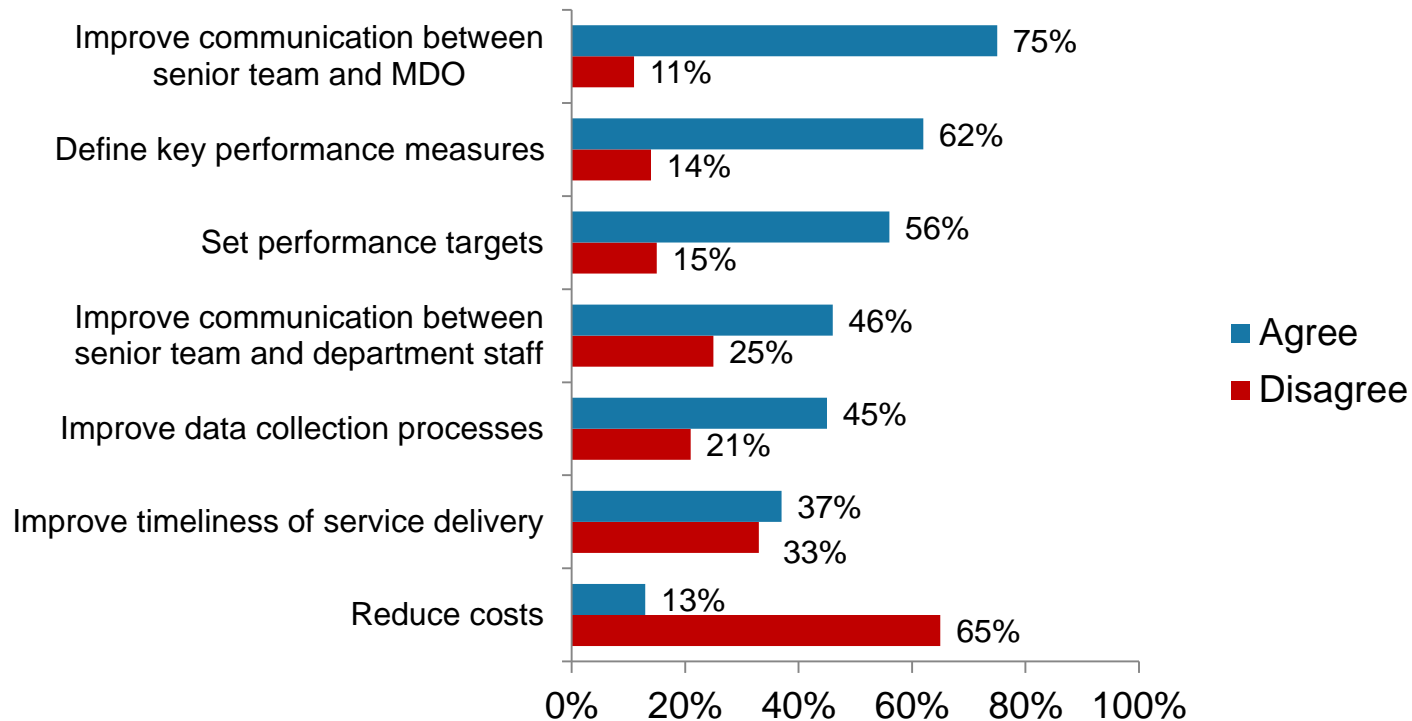
The mission of PhillyStat is to define, measure, and track the Mayor's goals. We work with departments to set performance targets, measure overall performance, and through reporting, provide transparency to the public on how the city is performing.

- Introduction
- Survey Design
- Survey Results
- Indicator Trends

How does a performance management program, like PhillyStat, measure its own performance?

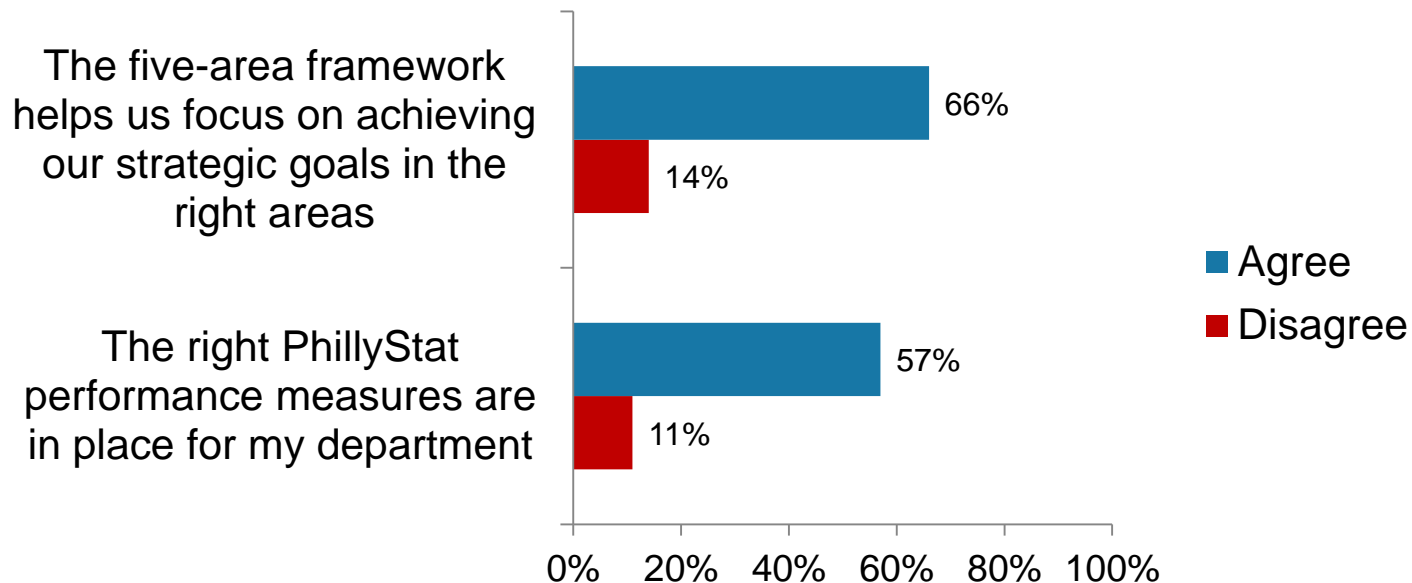
- The PhillyStat team put out a survey as part of our ongoing effort to measure our own performance and understand the value that we provide to participants in the PhillyStat program.
- We also hoped to gain valuable feedback from participants on how we can improve and strengthen PhillyStat for the coming year.
- The survey was distributed to 30 PhillyStat participants from department leadership teams. The response rate was 97%.

## PhillyStat has helped our department to . . .



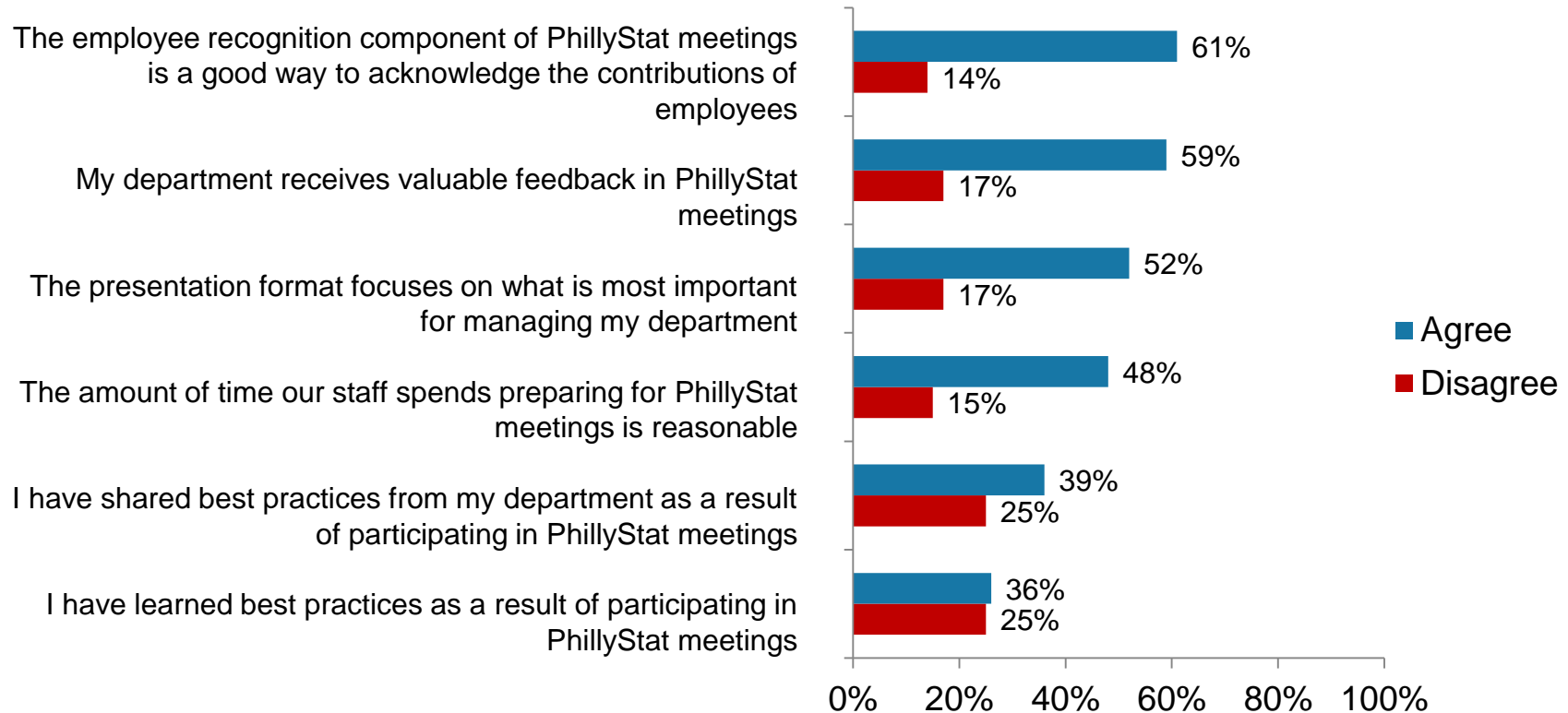
- The clearest benefits of PhillyStat to departments have been helping them develop performance measures and improve communication between departments and MDO.
- Strong pluralities of respondents feel that PhillyStat has helped departments to improve internal communications, data collection processes, and setting performance targets.
- By and large, participants do not see PhillyStat as helping them to reduce costs.

## On the PhillyStat Framework



- Overall, participants see value in the five-area framework: two thirds responded that it helps them to focus on their strategic goals.
- Most participants feel that the right performance measures are in place for their department, but many respondents neither agreed nor disagreed with this assertion.

## On PhillyStat Meetings

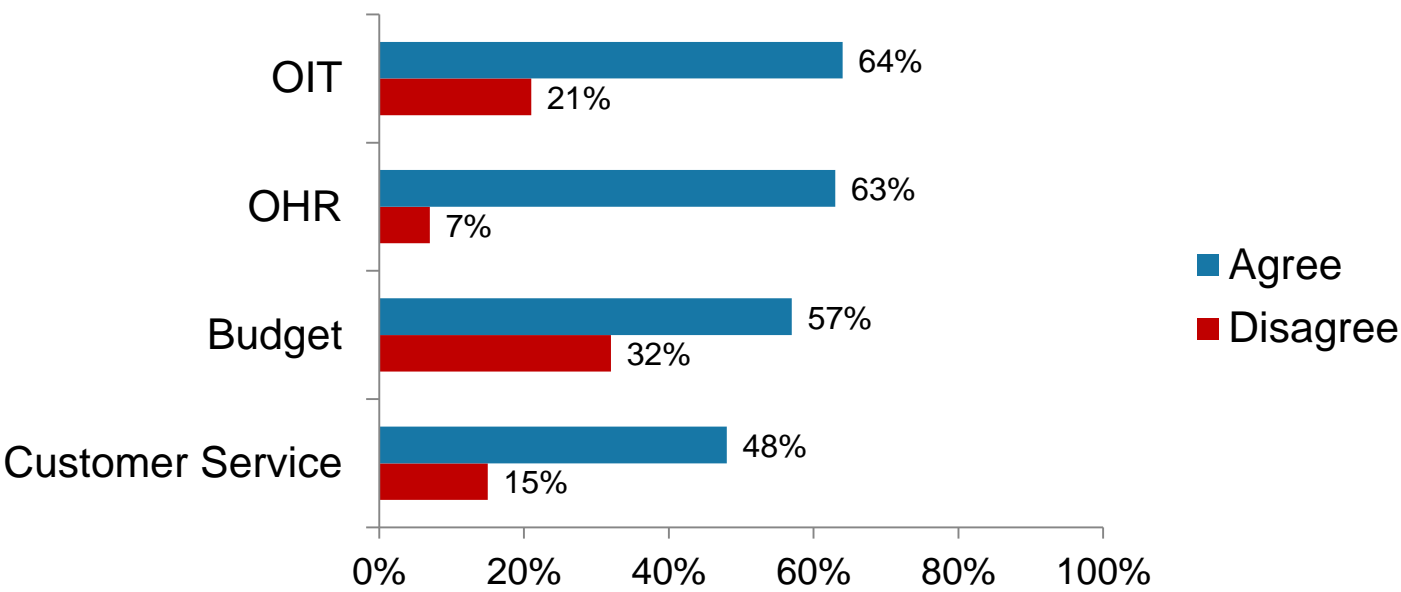


- Majorities of respondents agreed on all of the following: that the presentation format focuses on what is most important; that they receive valuable feedback; and that the employee recognition component is valuable. A strong plurality feel that that they have enough time to prepare for PhillyStat meetings.

- However, the agreement was weakest on the question of whether departments have enough time to prepare for PhillyStat meetings -- only 7% strongly agreed that they had enough time.

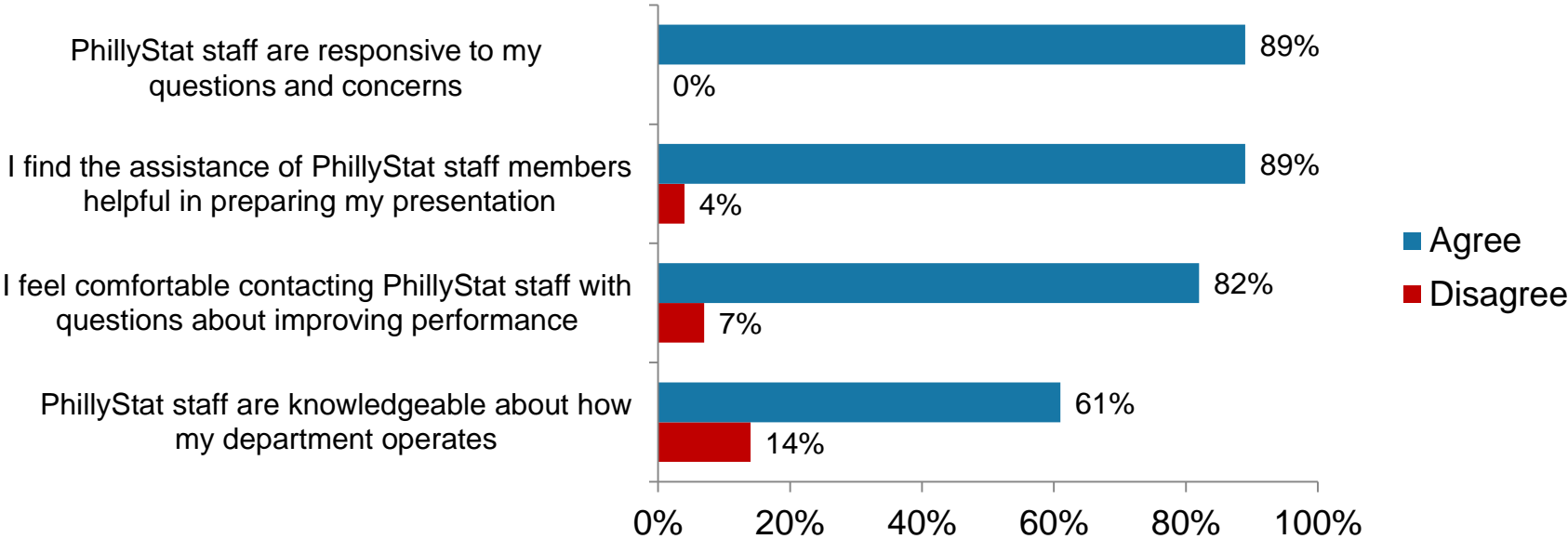


The following departments add value to PhillyStat meetings . . .



- Most participants feel that they get value from having OHR, Budget, and OIT at the table during PhillyStat meetings, and nearly half of participants feel that they get value from having Customer Service at the table. Views on OIT’s and Budget’s participation were the most polarized, with some respondents disagreeing that they add value.
- When asked how specifically these departments added value, respondents suggested that having other departments at the table is useful in addressing issues that are outside of the presenting department's immediate control; that it allows issues to be addressed with greater immediacy with all the relevant stakeholders in the room; and that external input is useful in crafting well-rounded solutions to departmental problems.

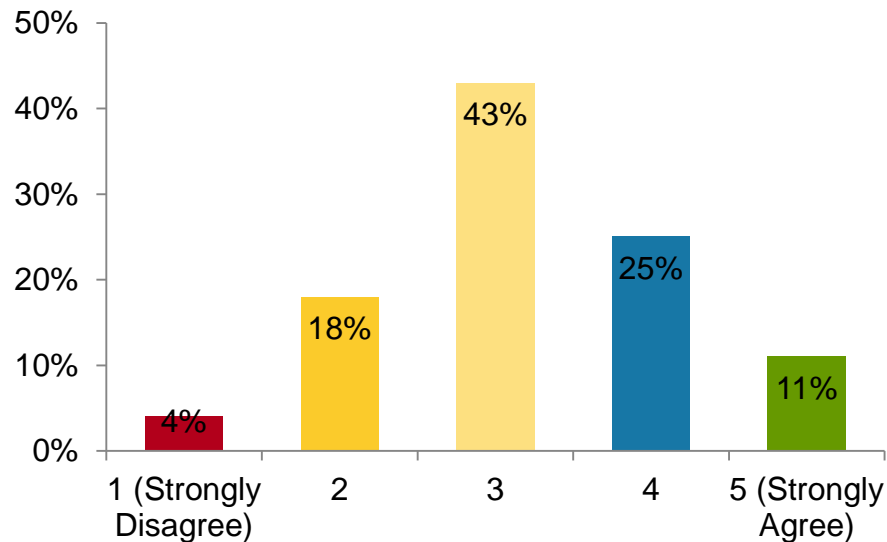
## On the PhillyStat Team



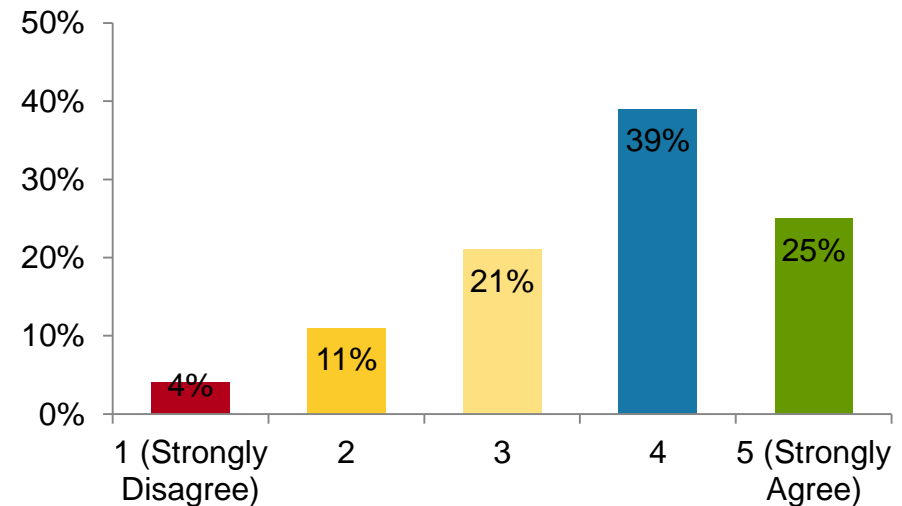
- Across the board, the PhillyStat team members get rave reviews.
- A vast majority -- around 90% -- agreed that PhillyStat team members are responsive to their concerns and that the assistance of PhillyStat staff is helpful in preparing their presentations.
- Over 80% of respondents stated that they feel comfortable contacting PhillyStat staff with questions about improving performance, and over 60% agreed that PhillyStat staff are knowledgeable about their departments.

## The Big Picture

**"PhillyStat has changed the way our department does business for the better."**



**"The PhillyStat program helps me facilitate a culture of continuous improvement in my department."**



- There is little consensus about whether PhillyStat has changed how departments "do business for the better." The plurality of respondents are undecided, although more agree with this statement (36%) than disagree (22%).
- On the other hand, a strong majority of respondents – nearly two thirds -- felt that PhillyStat has helped them foster a "culture of continuous improvement" within their departments.

- In attempt to gather some quantitative data on the impact of PhillyStat, the team analyzed key performance indicators for five departments that had been using the same measures for two complete fiscal years.
- For each indicator, the percent change between FY11 and FY12 was calculated, then all percent changes were average.
- The average percent changes in metrics for the departments was:

Philly311	-1%
Fleet	0%
Public Property	-5%
Records	22%
OHR	39%

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