Check out the Program Spotlight on City of Hickory, NC: Integrating Performance Measures in City and County Budget Submissions, addressed to the audience at our City and County Performance Summit! Let me know what you're doing. If your local government has successfully implemented performance management reforms, please send me an email at Carl_Demaio@performanceweb.org with some of the details. We need to highlight and share management innovations at all levels!

Enjoy.

-Carl DeMaio

# CITY AND COUNTY MANAGEMENT INNOVATIONS NEWSLETTER

The Performance Institute

**MAY 2006** *** If you find this newsletter useful and informative please forward it to your friends and colleagues! ***

## UPCOMING EVENTS

**The 2006 National Summit on Strategic Recruitment and Retention for Government Agencies**
June 12 – 14, 2006 | Arlington, VA

**Strategic Planning for Government**
June 26 – 27, 2006 | Arlington, VA

**Government Human Capital Management Week**
July 10-14, 2006 | Arlington, VA

**Improving IT Budget Justifications and Exhibit 300 Submissions**
July 17 – 18, 2006 | Arlington, VA

## WEBINARS

**Drive Performance with HR Dashboards and Scorecards**
July 20, 2006 | 2:00 pm- 3:30 pm EST

**Introduction to Earned Value Management**
August 16, 2006

To see more webcast events please click here www.PerformanceWeb.org/Webinars

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## Managing for Results

### Three California Cities Gain Financial Control with Payment Management Technology

The cities of San Clemente, Concord and Cerritos, Calif. have solved their payment collection headaches through the use of integrated technology. They have each chosen payment management solutions to integrate payment collection with their existing business software, alleviating the need to replace back office applications. The cities will be able to streamline cash management, expand citizen service with convenient online options and establish real-time data exchange using a single point-of-sale system. To read more, go to http://www.activegovernments.com/en/press/sub/pmintegration.

### Strategic Planning in Government

Strategic Planning will focus on developing a performance-based strategic plan by applying the Strategic Management Framework methodology as a template for developing a results-oriented strategic plan for your government programs. This framework is derived from best practices at all levels of government and is compliant with the GPRA strategic planning criteria and OMB guidance. To learn more, go to http://www.performanceweb.org/CENTERS/GPM/Events/P531/P531.htm

### Fairfax County Executive Describes The Components Of Effective Performance Plans

The latest issue of Fairfax County 's Department of Management and Budget's newsletter details the recent steps local government leaders are taking to improve




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and manage their performance. Tony Griffin, a Fairfax County Executive describes to a large group of government leaders how performance plans should be designed. According to Griffin , performance plans should be concise enough for several agencies to read and use them effectively. Griffin warns against making performance plans “too lengthy for the initiating agency to get their arms around.” As a result, multiple agencies should be able to review the plans to prevent procedural overlap.
To read more, go to http://www.fairfaxcounty.gov/dmb/training_slides/pm_newsletter/pmm_v8_n4.pdf

### North Carolina 's Performance Measure Project Provides A Resource For Improving Government Performance

Over the last 11 years, the North Carolina Local Government Performance Measure Project has measured the performance of its cities and counties. These participating localities collect information on a wide array of services. Examples range from health care services to trash disposal. The results are then used as benchmarking tools in order to boost performance for all cities and counties within North Carolina . To read more, go to http://www.window.state.tx.us/lga/ccfm9911/03.html

### The Government Performance Project Forces Managers To Respond To Program Criticism

The Government Performance Project provides a grading system for 40 of the nation's largest counties. The Project is conducted by *Governing* and the Maxwell School of Citizenship and Public Affairs at Syracuse University , and funded by the Pew Charitable Trusts . This grading system is often controversial because it uncovers certain weaknesses in local government performance. Government leaders are forced to adjust and respond to the grades released by the Project. Issues evaluated in the Performance Project are financial management, capital management, human resources, managing for results, and information technology. To read more, go to http://governing.com/gpp/2002/gp2how.htm

### Sarasota County Government Takes the Lead in Measuring Their Performance In Order To Stay Pace With Changing Funding Dynamics

In today's world, government is constantly asked to do more with less. This is especially true with local governments. In this recent case study, the Sarasota County government is taking the lead in exploring ways to refine and improve performance in order to stay pace with the changing availability of funds. The Sarasota County government is not interested in improving just their own performance, but is committed to sharing their findings to help all localities cope with the ever changing landscape within government. To read more, go to http://pilotsoftware.com/success_stories/sarasota_case_study.pdf

## Workforce: Strategic Management of Human Capital

### Succession Planning Survey

The Montana Department of Administration, State Personnel Division conducted a Succession Planning Survey to assist MT agencies in managing its aging workforce and focus on changes in the workforce related to retirement. To read the results of the

survey go to; http://www.nagtad.org/pdf/mon_succ_plan_surv_short.pdf

### The Scoop on Post Employment Benefits Accounting

City and county officials across the United States are talking about staff retirement benefits. This reflects the national media scrutiny that pensions—both public and private—have received lately. In addition, the Governmental Accounting Standards Board (GASB) recently issued new government accounting standards related to other post-employment benefits (OPEB). To read more go to; http://icma.org/pm/8804/public/feature1.cfm?author=Marcia Taylor, Mt. Lebanon, Pennsylvania, and Dean Michael Mead, Norwalk, Connecticut.&title=OPEB%3A Coming to Grips with the Cost of Retiree Health Care

### Strategic Recruitment and Retention for Government Agencies

It is clear that the recruitment and retention of employees is one of our biggest concerns. Taking into consideration the wave of staff eligible for retirement now and within the next few years, government recruiters need more practical and measurable recruitment strategies. These more effective strategies are imperative to governments' ability to serve the public and fulfill their missions. We invite you to be a part of The 2006 National Summit on Strategic Recruitment and Retention for Government Agencies on June 12-14, 2006 at The Performance Institute. Attendees of this event will learn how to employ HR flexibilities to recruit and retain the top talent for their organizations. Additionally, you will attract more qualified applicants into their talent pools and successfully decipher the “perfect hire” for your organization. To learn more, go to http://www.performanceweb.org/CENTERS/HC/Events/P588/P588.htm

## Technology: E-Government & Information Technology

### Free Wi-Fi to Serve 1.5 Million

Suffolk County is planning a wireless system to provide free Internet access to the 1.5 million residents who live throughout its 900 square miles - one of the largest government-sponsored wireless networks in the nation. A private company would build the system at no cost to taxpayers. To read more, go to http://www.nytimes.com/2006/04/28/nyregion/28suffolk.html?_r=1&oref=slogin

### Eliminating Silos in Government

Performance. One of the tenets The Performance Institute believes is needed for a successful private or public organization. Surprisingly, despite many state and local officials lamenting the problem of silos in their governments, many still exist. To read more, go to http://governing.com/manage/mi/6ins0405.htm

### Internet Helps Government Agencies 'Reinvent' Customer Service

Accountability is a principle that The Performance Institute believes is necessary for government to transform. Furthermore, government is entrusted to provide and promote accountability to its citizens. Citizens want more government services online, but only if those services are both usable and highly secure, said Bill Connor, president and chief executive officer of the online security firm Entrust. To read more, go to http://www.ecommercetimes.com/story/qgjHuuRj93i5XP/Internet-Helps-Government-Agencies-Reinvent-Customer-Service.xhtml

### E-Government and Information Quality

Good quality information can be defined as information that meets or exceeds the expectations of all processes or information consumers who use that information. The expectation may be that the information conforms to a certain format, that all relevant information is complete, that the information is consistent. To read more, go to http://www.b-eye-network.com/view/2795?jsessionid=201cfd07fced51885f0f36daf3b2465a

## Competitive Sourcing & Acquisition

### Council Reviews Financial Status

The Fairfax mayor and City Council convened in City Hall for their first meeting after winning reelection, Tuesday, May 9. They worked through agenda items quickly, before heading to a long work session meeting where the city's financial position was discussed. To read more, go to http://www.connectionnewspapers.com/article.asp?article=65621&paper=63&cat=104

### District Eyes Cost Of Land Purchases

We live in a time of constant fiscal restraint. Because of this The Performance Institute has consistently advocated transparency in government so that taxpayers know what the government is doing for them. Commissioner Steve Wilhelmi fears the Will County Forest Preserve District is paying developer prices for land that may be difficult to develop. To read more, go to http://www.suburbanchicagonews.com/heraldnews/city/4_1_JO10_FOREST_S1.htm

## Program Spotlight

### City of Hickory, NC: Integrating Performance Measures in City and County Budget Submissions

Recently Mick Berry, the City Manager for the City of Hickory, NC addressed an audience of city and county government officials at The Performance Institute's City and County Performance Summit on performance-based budgeting. The presentation focuses on key drivers of performance-based budgeting, how performance measures can be integrated and certain benchmarking examples. The presentation does a great job of explaining the link between performance measures and the budget, and leaves no room to question why the City of Hickory is a best practice in this area. http://www.performanceweb.org/CENTERS/GPM/media/Power_Point_Mick_Berry.pdf

Check out the latest City & County Performance Management and City & County Technology Management events at www.CityandCounty.org

**President:** Carl DeMaio
**Newsletter Editor:** Cynthia Criag

City and County Management Innovations Newsletter is provided as an informational newsletter to all city and county government employees about the latest news from the local government and independent news media on performance management.

The Performance Institute is a private think tank that serves as the nation's leading authority and repository on performancebased management practices for government organizations. Its mission is to identify, study and disseminate the leading management innovations pioneered by "best-in-class" government programs at federal, state and local levels. Through its national conferences on pressing issues, interactive executive training programs, and best practice research projects, the Institute provides cutting-edge expertise in the design, implementation and evaluation of strategies to solve operational challenges and enhance government performance.

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