Information Item

Council-wide Performance Management Overview

12/10/14

Management Committee

Council-wide Performance Management Overview

- What it is

- How it is used today

- Next Steps

Council-wide Performance Management

- Purpose: to provide enterprise-wide performance information to the Executive Team

- Suite of reports reviewed on a regular cycle

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Council-wide Performance Management Reporting

	Quarterly Reports			Annual Reports	
Report	**Quarterly Management Report**	**Quarterly Workforce Report**	**Major Projects, Initiatives and Issues Report**	**Performance Measures Report**	**Regional Condition Report**
Focus	Measures of the Council's financial condition	Measures of the Council's workforce composition and trends	List of high-visibility, high-risk and/or highly sensitive items	Outcome-focused measures from each division	Indicators of regional conditions and trends of interest to (but not solely influenced by) the Metropolitan Council
Data	Quarterly measures prepared by Finance	Quarterly measures prepared by HR	Descriptions of items with red/yellow/green status ratings	Data reported annually 5 years of data if available	Data reported annually Likely will include Thrive Indicators and/or other regional-level measures of interest to the Executive Team
Executive Team Review	Q2, Q3, Q4	Q1, Q2, Q3, Q4	Q1, Q2, Q3, Q4	Each division presents in Q1	Annually in Q2

Major Projects, Initiatives and Issues Quarterly Report

- Comprised of high-visibility, high-risk and/or highly sensitive items

- Updated quarterly to capture the dynamic nature of the list

Example

2014 Q3: Major Projects, Initiatives and Issues Report

Description	Objective, goal or desired outcome	Milestones or timeline	Lead	Status
1. Transit Corridors				
Green Line Extension a. Municipal Consent b. SDEIS c. New Starts Application	**Green Line Extension** a. Seek approval of the municipal consent plans from Eden Prairie, Minnetonka, Hopkins, St. Louis Park, Minneapolis and Hennepin County by mid-July b. Publish SDEIS c. Submit New Starts application for 2015 project rating	**Green Line Extension.** a. September 2014 b. Q1 2015 c. September 10 2014	**Green Line Extension** MT	a. Municipal Consent process completed in August b. FTA administrative and legal review underway c. Submitted updated New Starts application on September 5, 2014
Blue Line Extension a. Draft EIS b. New Starts Application c. RFP for PD Engineering d. Final EIS e. Project office	**Blue Line Extension** a. Publish the Draft EIS, seek public input at hearings b. Submit letter seeking entry into New Starts Project Development (PD) c. Seek proposals for engineering services consultants d. Seek proposals for environmental services (Final EIS) e. Open Blue Line Extension Project Office	**Blue Line Extension** a. April- May 2014 b. June 12, 2014 c. June-Sept. 2014 d. Sept. – Nov, 2014 e. January 2015	**Blue Line Extension** MT	a. DEIS Public hearings held in May 2014 b. Submitted letter to FTA June 12; entry into PD received Aug. 22, 2014 c. Awarded contract to KHA in September 2014, issued Notice to Proceed Oct. 8, 2014. d. Issued RFP for FEIS consultant September 2014; anticipate NTP December 2014. e. Selected site in Crystal; Council authorized lease on September 14. Anticipate moving in January 2015.

Example

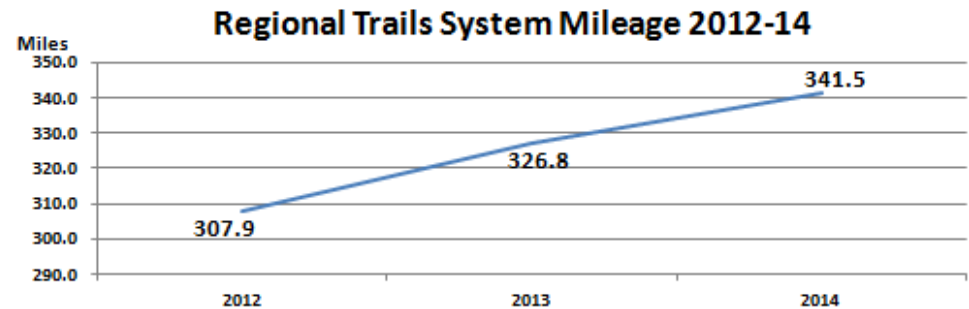2014 Q3: Major Projects, Initiatives and Issues Report

Description	Objective, goal or desired outcome	Milestones or timeline	Lead	Status
13. Building Workforce Diversity Initiative				
Build and support diversity in the Council's employee base because diverse teams are more creative, innovative and make better decisions; support Thrive principles of equity, stewardship, collaboration and accountability	The Council's employee base to more closely match the demographics of the regional labor market. Increase diversity in qualified candidate pool Improve the perception of selection process fairness and increase opportunities to interview diverse candidates Build an inclusive Council culture; support, recognize and mentor employees Develop and support leadership skills to increase diversity in management levels Fully engage business units in the design and implementation of projects	Develop the Building Diversity initiative Identify goals and measures Create buy-in and support Communicate the initiative Build project plans and implement	RA	 The initiative framework has been designed with 15 projects under four categories Project planning is 30% complete Making a grant application to fund an apprenticeship/internship program for electro/mechanic technician type positions

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Performance Measures Report

- Primarily comprised of outcome-focused measures identified by each division

- Guided by three questions:
  - How is the region doing?
  - How does the Council contribute?
  - How well does the Council do this work?

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Example

MEASURE: REGIONAL PARK TRAIL SYSTEM MILEAGE

Regional Trails System Mileage 2012-14

Miles

- 341.5 (2014)
- 326.8 (2013)
- 307.9 (2012)

Why is this measure important?

Metropolitan Council invests in trail development. This measure is important because the 2040 Regional Parks Policy Plan proposes development of 760 miles of regional trails to complement 341 miles of existing trails by the year 2040.

Performance Objective: MAINTAIN PEFORMANCE

The performance objective is to maintain growth in regional trail development of between 10 and 20 miles per year. Efforts to meet this objective include leveraging regional trail grants with Federal transportation grants when possible and collaborating with public works departments to construct trails when nearby roads are built/ reconstructed. This can save construction costs since the same construction equipment is used for paved trails and roads.

What influences performance on this measure?

Trail mileage is influenced by:

- Collaborating with land developers and local governments when trails cross private land. Setting aside the trail rights of way as part of the development plan creates a trail that adjacent landowners will utilize as an amenity to the neighborhood.
- Using other public rights of way for trail segments such as utility corridors.
- Obtaining trail easements for trails adjacent to existing roads.
- Obtaining sufficient funding to construct trail segments that extend existing trails or fill in gaps between trails.
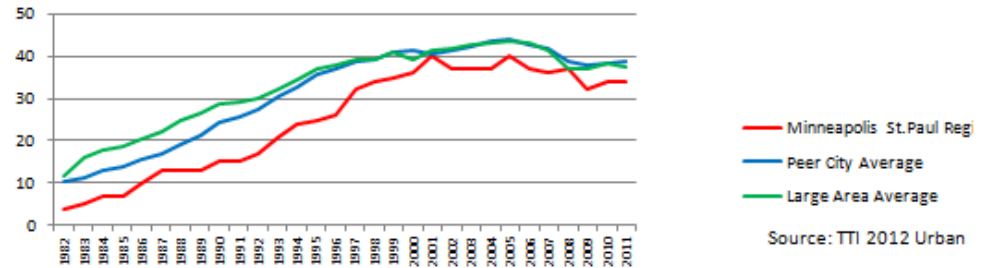
What is included in the measure?

Miles of trail open for public use are reported by the regional park implementing agencies in June of each year. That mileage is compared to the previous year's mileage.

Thrive Outcomes: Livability, Sustainability, Stewardship

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Example

Transportation
how is the region doing?

MEASURE: HOURS DELAY CAUSED BY CONGESTION

Hours of Delay Caused by Congestion

Legend:
- Minneapolis St.Paul Regi
- Peer City Average
- Large Area Average

Source: TTI 2012 Urban

Why is this measure important?

The number of hours spent in congestion during peak travel is an indicator of roadway performance and of transportation-related impacts to air quality. Traffic congestion causes problems for travelers and shippers including extra travel time, unreliable travel time, and increased fuel costs. Congestion impacts air quality through increased carbon dioxide (CO_2) emissions.

Performance Objective: Reduce congestion by improving access to transportation modes such as public transit and bicycle paths.

What influences performance on this measure?

Congestion is the result of several factors that often interact with one another. These factors include physical features of the transportation system or system 'capacity', traffic demand, and traffic influencing events such as weather or crashes. Further, congestion levels can be influenced by economic cycles, population growth, highway capacity expansion projects, and changes in preferred travel mode (e.g., auto to transit or walking/biking). In the region, transit relieves congestion for all highway and road users. Transit represents 1-5% of vehicles on local arterial roads while carrying 20-25% of users and transit riders account for more than 1/3 of freeway riders during peak traffic hours.

Annual Cost of Congestion to Auto Commuters

Legend:
- Minneapolis St. Paul Region
- Peer City Average
- Large City Average

Source: TTI 2012 Urban Mobility Report

What is included in the measure?

Data comes from the Texas Transportation Institute's Annual Urban Mobility Study. Delay is defined as the extra time spent driving in congested road conditions as opposed to free flowing conditions; that is, the amount of time that is wasted sitting in traffic.

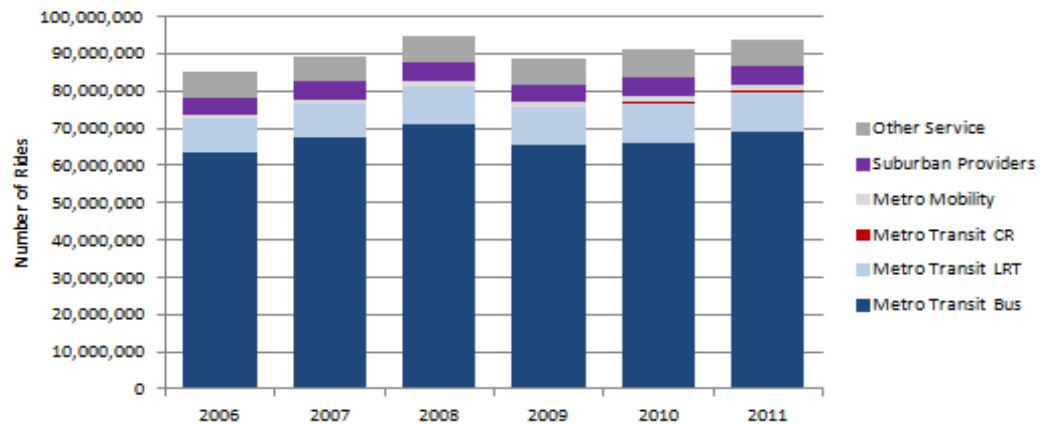**Thrive Outcomes**: Prosperity, Livability, Sustainability

Example

Transportation
how does the Council contribute?

MEASURE: TRANSIT RIDERSHIP

Transit Ridership by Mode

Why is this measure important?
Transit connects workers to jobs and businesses to customers and is a key component of a thriving regional economy. Ridership measures transit system accessibility, quality and system growth.

Performance Objective: Double 2004 overall transit ridership by 2030.

What influences performance on this measure?
A primary driver of this measure is investments in the transit system by state and local funds. Performance on this measure is also influenced by a variety of factors including the quality and accessibility of the transit system, changes in transit service levels, economic conditions, fare structure, promotion of subsidized transit passes, and land use decisions.

In 2004, a transit worker strike reduced ridership substantially but the opening of light rail in 2005 helped the system recover quickly. By 2008, the region was about 22% ahead of the goal. However, the economic downturn in the late 2000's resulted in ridership decreased across the system in 2009. Ridership growth returned in 2011 and 2011 thanks to the economic recovery.
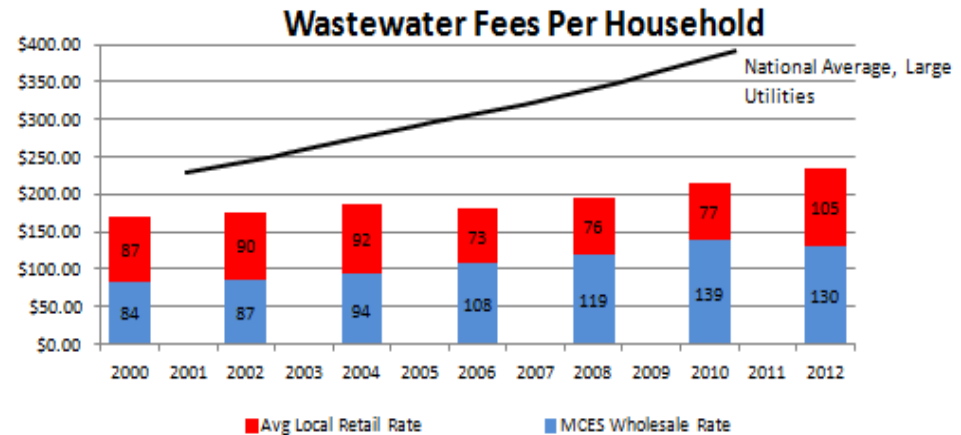
What is included in the measure?
Totals for the region include Council and Suburban Transit Provider ridership data and reflect light and commuter rail, bus service (express, local and State Fair), Dial-A-Ride, Transit Link, Metro Mobility (ADA), and Metro Vanpool.

Thrive Outcomes: Prosperity, Livability, Sustainability, Equity

Example

This suite of reports connects to other measurement work

Council-wide Performance Management Reporting complements—rather than duplicates—other performance measurement efforts, such as:

- Performance measures within divisions

- Future Thrive Indicators

- Minnesota Dashboard

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Timeline and Next Steps

- 2013—initial development phase

- 2014—first run of the Performance Management cycle

- 2015—continuing the cycle; refining measures; enhancing alignment with *Thrive* outcomes/principles; developing subset of measures appropriate for policy makers and for the public

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Questions?

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