

# Council Performance Measures Status Update

Management Committee—May 24, 2017



# Council Performance Measures

Today's objectives:

- Provide a high-level update on Council Performance Measures reporting for executive management
- Discuss whether you want to review measures as part of your work

# Council Performance Measures Overview

- Identifies the Metropolitan Council's contributions to regional outcomes in Thrive
- Audience: Executive Management
- Aims to elevate and inform decisions on shared goals, risks, and opportunities
- Part of broader accountability efforts
- How it will be used will guide the next iteration

# Starting Place

**Enterprise Performance  $\neq$  CD + ES + MT + MTS + RA**

Applying Thrive principle of **integration**:

- There are cross-divisional objectives and strategies that yield results that no one division can accomplish alone
- While decisions tend to happen at the division level, there is coordinating, info-sharing, and strategy-setting that can happen at the Executive Team level

# Framework

- **Council Contribution Statement:** a short, measurable statement that articulates how the Council’s work helps advance the regional outcomes in Thrive
  - Called “Strategic Objective” or “Objective” in some strategic planning frameworks
- Measures will tell us how well are we doing this work and what results we are producing in the region because of this work
- Results Based Accountability (RBA)

Data Product	What does it measure?	What does it tell us?	Primary audiences
<b>Thrive Indicators</b>	Population well-being across the five Thrive outcomes	How is our region doing? Are Thrive policies leading to the results the region desires?	External and internal stakeholders across the region
<b>Council Performance Measures</b>	Efficiency, quality, and end results of Metropolitan Council's contributions to regional outcomes articulated in Thrive	What is the Met Council contributing to these regional results? <ul style="list-style-type: none"> <li>•How much did we do?</li> <li>•How well did we do it?</li> <li>•Is anyone better off?</li> </ul>	Executive Management
<b>Performance Measures in divisions</b>	Efficiency, quality, and end results of each division and departments within divisions	What is the division contributing to Met Council or regional results? <ul style="list-style-type: none"> <li>•How much did we do?</li> <li>•How well did we do it?</li> <li>•Is anyone better off?</li> </ul>	Division heads  Division managers  Employees in the division

# Framework

	Operations and Services	Planning, Collaboration, Assistance, Incentives	Internal Business Functions
Stewardship	Over 40 measures currently populate this matrix		
Prosperity			
Equity			
Livability			
Sustainability			

# Criteria for Selecting Measures

- Speaks to the Council’s mission, unique contributions, or added value
- Has Council-wide significance
- Hits on multiple Council contributions or multiple Thrive Outcomes
- Can be stated in plain language; “clarity of concept”
- Possesses proxy or representative power
- Based on reliable and valid data
- Allows for comparisons over time, with peers, with standards



# Current Status

- Created a “catalogue” of possible measures
- Summer 2017
  - Work towards dashboard and more in-depth report
  - Continue to develop data for measures unavailable today

# What's Next...

...depends, in part, on your interest in this work

- Do you envision seeing this type of report in this committee on a regular basis?
- If so, what would be most interesting or useful to you?
- Other thoughts?



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