

Philadelphia Performance Management System

City of Philadelphia
Managing Director's Office
Dr. Camille Cates Barnett
Managing Director

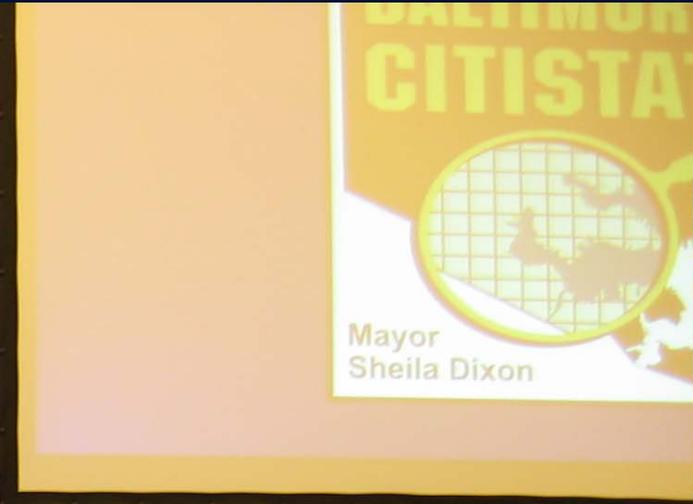
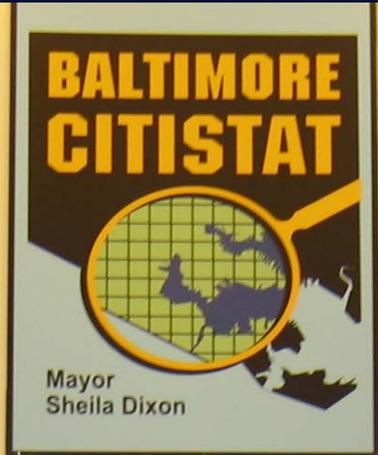


Agenda

- History
- Why Change?
- What is a Performance Management System?
- What is 3-1-1?
- What is PhillyStat?
- How it all fits together

History

- **New York City created a data driven crime strategy called CompStat during the Giuliani Administration**
 - Used statistics to monitor criminal activity and develop prevention strategies
 - Held precinct commanders accountable for crime reduction
- **Baltimore's CitiStat program represents an extended version of the same data driven strategy to the management of its municipal functions**
 - Spent \$20,000 on software and a meeting room to start



Why Change in Philadelphia?



HANDSELECTA

Why Change?: Six Strategic Results

Public Safety

Philadelphia becomes the safest large city in the country

Education

Philadelphia becomes the country's premier education city

Jobs and Economic Development

Philadelphia grows as a green city

Healthy and Sustainable Communities

Philadelphia neighborhoods are vibrant and livable

Ethics

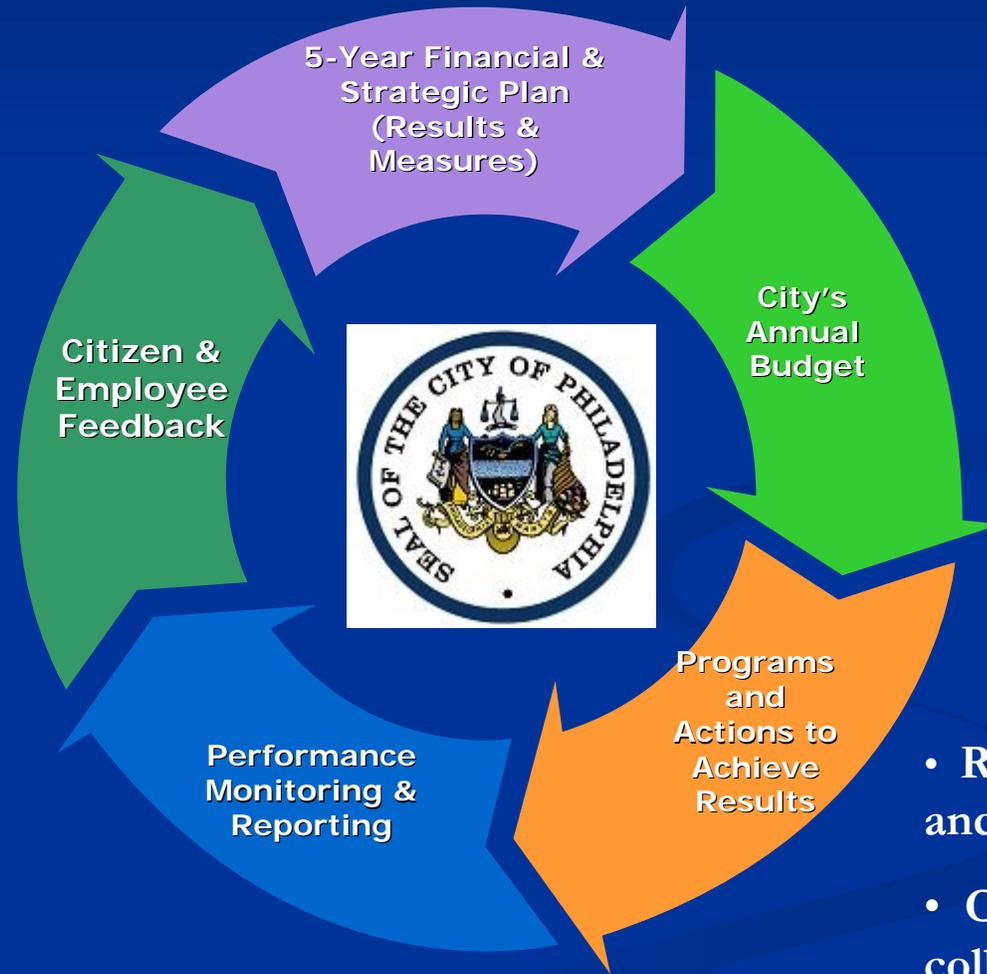
Philadelphia demonstrates the highest standards for ethics and accountability

Customer Service and a High Performing Government

Philadelphia becomes a national customer service leader

What is a Performance Management System?

- Town meetings, public hearings
- Citizen and customer surveys
- Focus groups



- Budgeting is focused on results

- Result focused planning and implementation
- Cross-departmental collaboration

- PhillyStat
- 311
- Work Order Management Systems

Philadelphia Contact Center

City Hall, Room 153



3-1-1: Tools We Can Use



CITY OF CHICAGO
RICHARD M. DALEY
MAYOR

Oct 20, 2006

Clarence Waller
1241 E 85th Pl
Chicago, IL 60619

Dear Clarence Waller:

We want to thank you for reporting your City service needs. We appreciate your efforts to improve the quality of life in your community and hope that you are satisfied with the level of service received.

Streets and Sanitation records indicate that as of Oct 20, 2006, your request number 06-02005986, concerning a/an Street Lights - All/Out, has been addressed. If you would like more information regarding the completion of your request, or would like to check the status of other requests, or if you have any questions about the types of services the City provides, please contact the office of Alderman Stroger at 773-874-3300 or call 311 and reference the request number listed above.

This year we anticipate processing some 2.5 million requests for services citywide. We are confident by working in partnership with you we can expedite the delivery of City services and continue to build a better Chicago. Again, thank you for doing your part. We pledge that we will do our part by providing all residents with the best level of service possible.

Sincerely,

Handwritten signature of Richard M. Daley in black ink.

Richard M. Daley
Mayor

Handwritten signature of Todd H. Stroger in black ink.

Alderman Stroger
Ward 8

Handwritten signature of Michael Picardi in black ink.

Michael Picardi, Commissioner
Streets and Sanitation

3-1-1: Tools We Can Use

Departments
and agencies
submit data
templates
to report on key
performance
indicators.

Volume 1 Number 111



DEPARTMENT OF TRANSPORTATION

REPORTING PERIOD: NOVEMBER 20, 2004 THROUGH DECEMBER 3, 2004

Department Head: ALFRED H. FOXX

Date Appoint:



Division Chief (Traffic) : Frederick Marc
 Division Chief (Engr. & Constr.) : Maryam Babaki
 Division Chief (Safety): Robert Suit (Acting)
 Division Chief (Maintenance): Anthony P. Wallnofer
 Division Chief (Conduit): Robert Powers

MBE/WBE EXPENDITURES

EXPENDITURE TYPE	CURRENTLY AVAILABLE PERIOD (10/2004)					YEAR-TO-DATE				
	Expenditures	MBE	%	WBE	%	Expenditures	MBE	%	WBE	%
Architectural and Engineering	\$68,500	\$3,245	4.7%	\$5,600	8.2%	\$594,661	\$90,412	15.2%	\$53,655	9.0%
Construction	\$356,811	\$68,003	19.1%	\$3,170	0.9%	\$1,759,772	\$386,953	22.0%	\$25,698	1.5%
Direct Payment Orders	\$648,504	\$155,057	23.9%	\$3,004	0.5%	\$2,673,351	\$489,357	18.3%	\$8,627	0.3%
Purchase Orders	\$80,993	\$7,443	9.2%	\$1,399	1.7%	\$1,169,874	\$29,846	2.6%	\$89,337	7.6%
Professional Services	\$2,885	\$325	11.3%	\$960	33.3%	\$18,756	\$2,344	12.5%	\$5,020	26.8%
Totals	\$1,157,693	\$234,073	20.2%	\$14,133	1.2%	\$6,216,414	\$998,912	16.1%	\$182,337	2.9%

PERSONNEL DATA

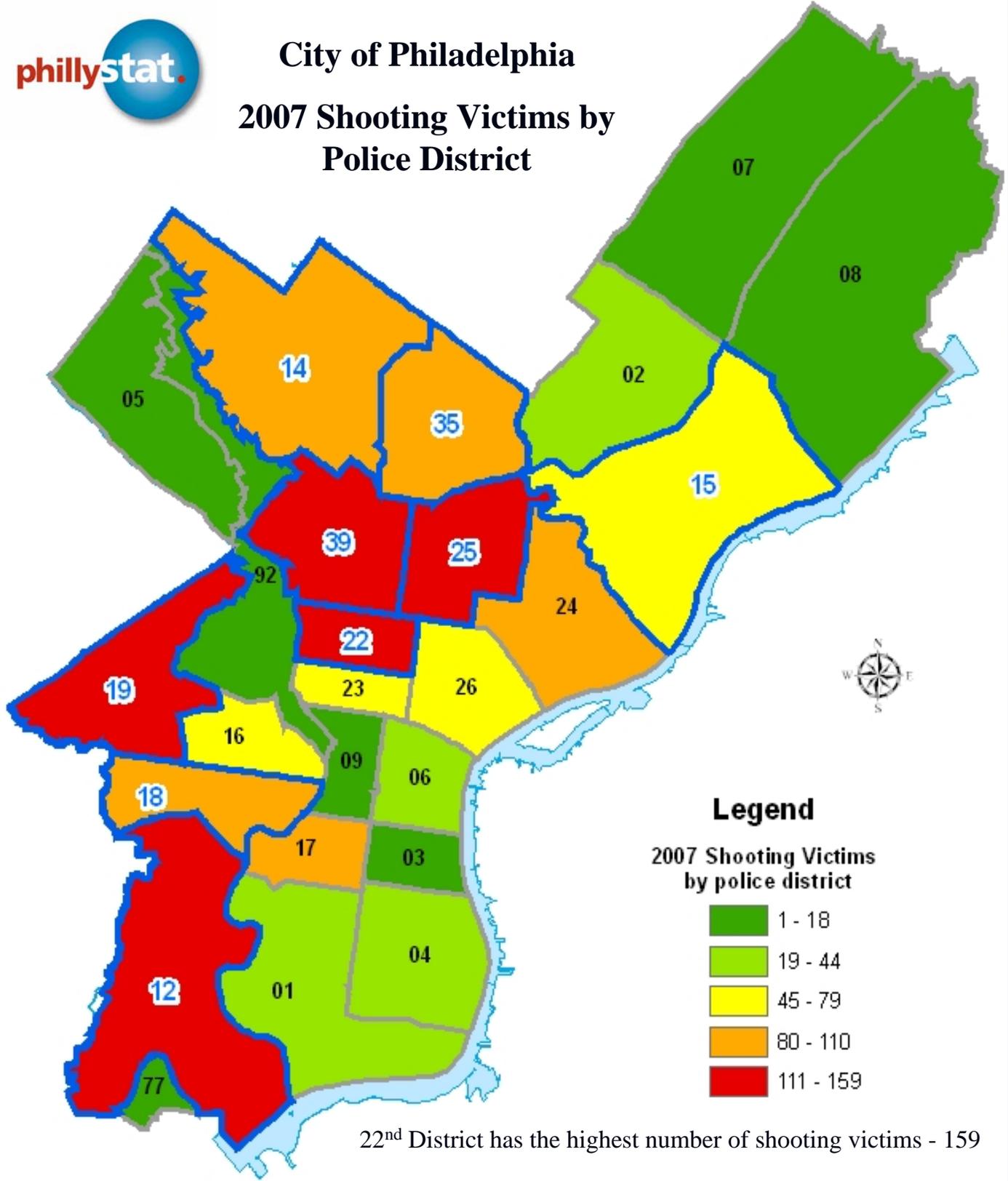
	2 -WEEK PAY PERIOD					ANNUAL				
	10/9-10/22	10/23-11/5	11/6-11/19	11/20-12/3	% CHANGE	Average	Minimum	Maximum	Total	Periods
OVERTIME (HOURS)	6,498.4	6,948.8	3,763.6	2,956.0	-21.5%	4,945	2,956	6,949	54,400	11
Administration	0.0	0.0	0.0	0.0	#DIV/0!	0	-	-	0	11
Traffic	1,188.7	1,165.6	925.5	746.0	-19.4%	1,351	746	1,993	14,859	11

What is PhillyStat?

- Ongoing management discussions based on data
- Data is visual (maps, charts, photos)
- Multi-departmental and by Result
- Focus on outcome measures; customer service standards
- Transparent (publicly attended, broadcasted)



City of Philadelphia
 2007 Shooting Victims by
 Police District



PhillyStat: Performance Data

Map of Police Districts

9 Targeted
Districts

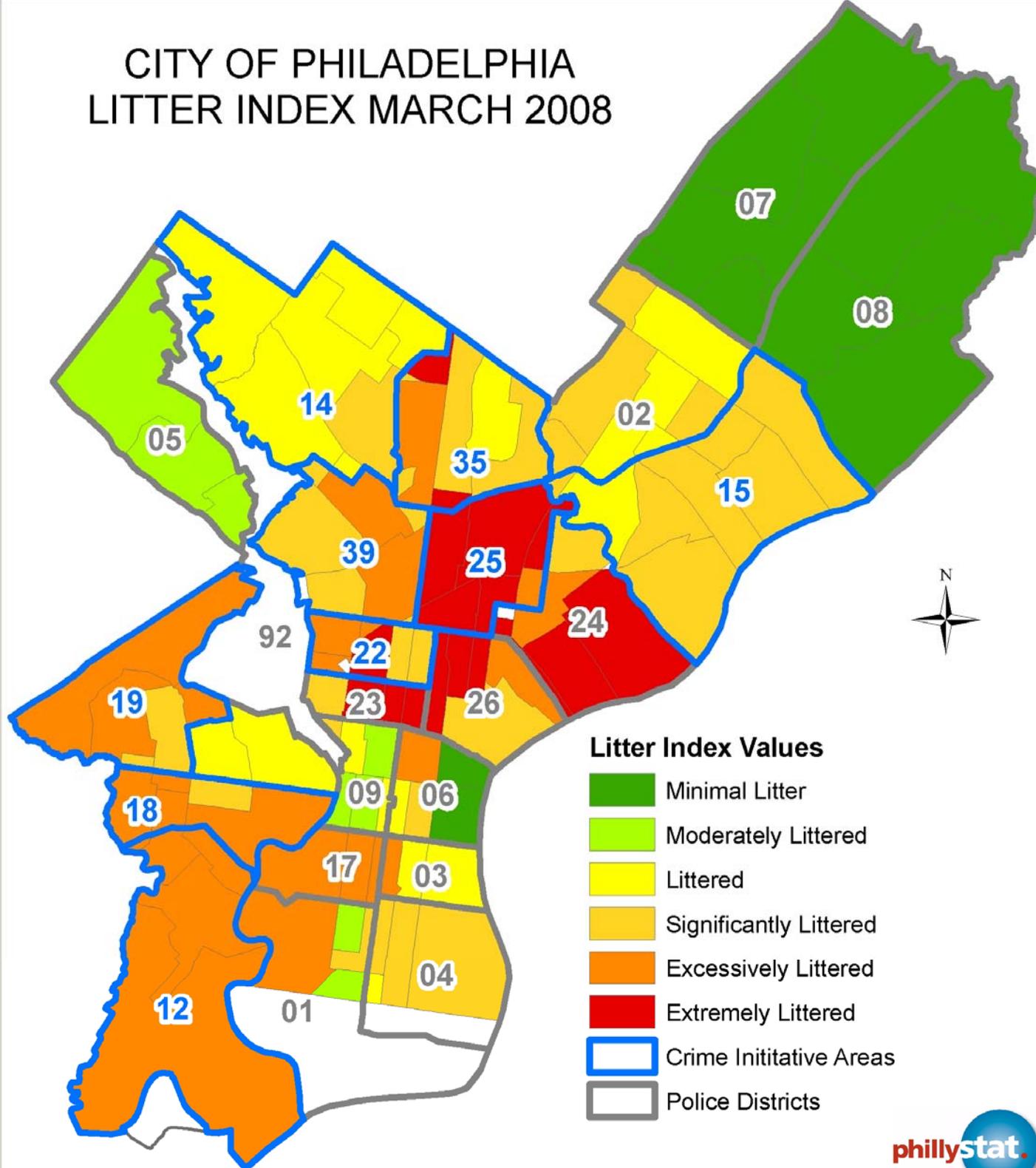
(12, 14, 15, 18, 19,
22, 25, 35, 39)

22nd District has the highest number of shooting victims - 159

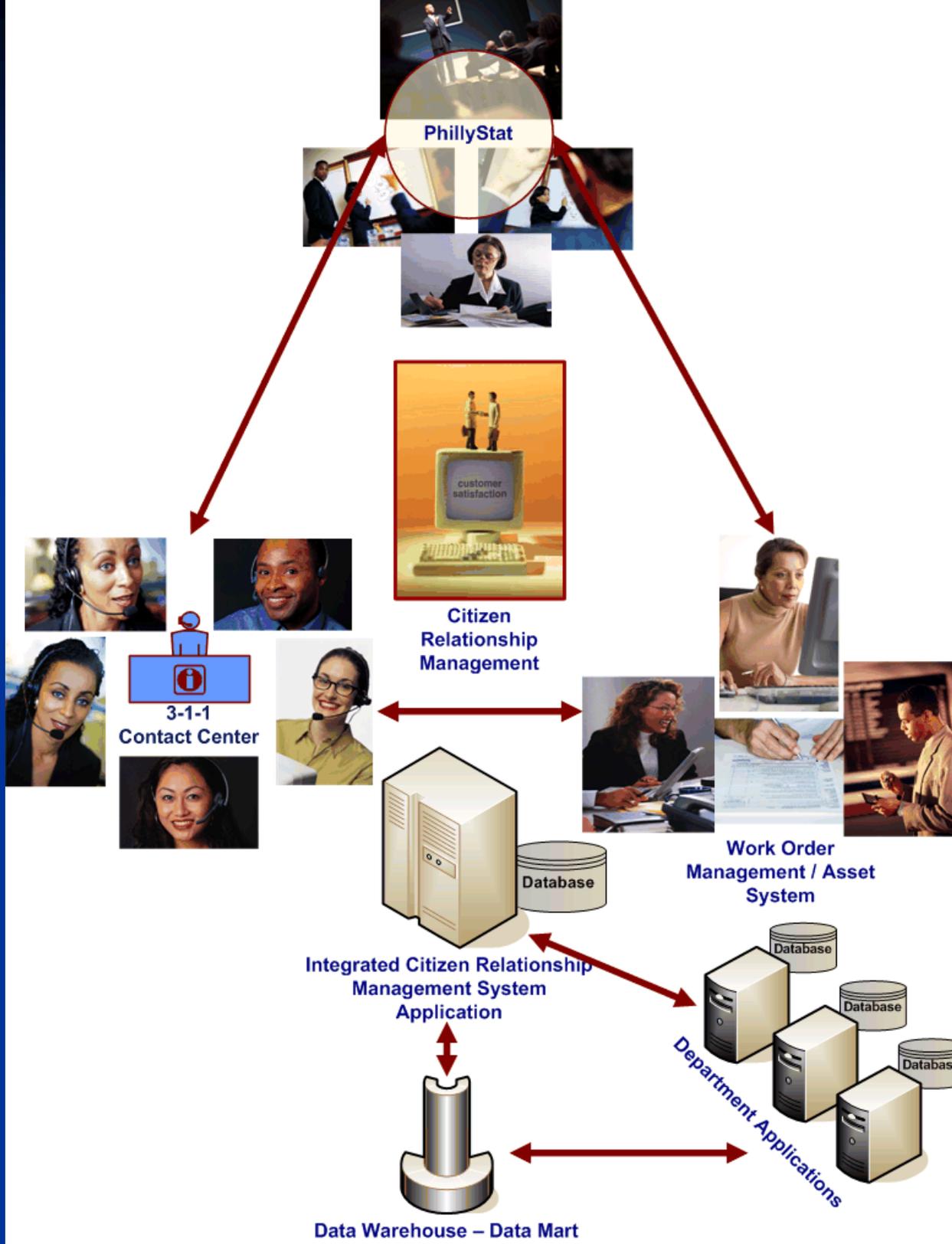
CITY OF PHILADELPHIA LITTER INDEX MARCH 2008

PhillyStat: Performance Data

Map of Litter
Incidences with
9 Targeted
Police Districts
(12, 14, 15, 18, 19,
22, 25, 35, 39)



How it all fits together



“A city we can all brag about”

**Customer Service and a High Performing
Government**



THANK YOU