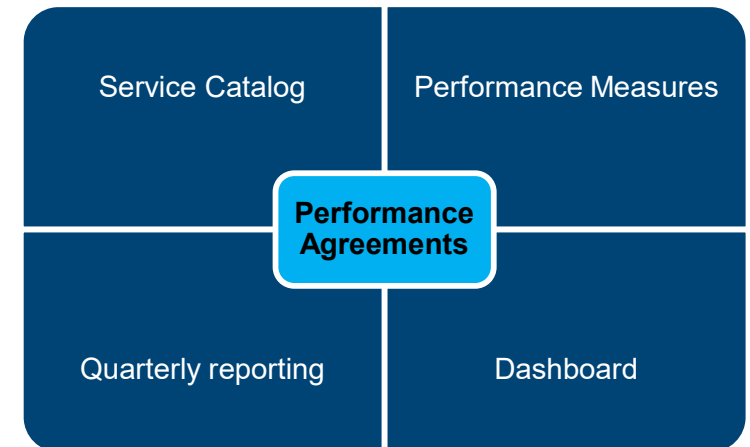


# PERFORMANCE MANAGEMENT

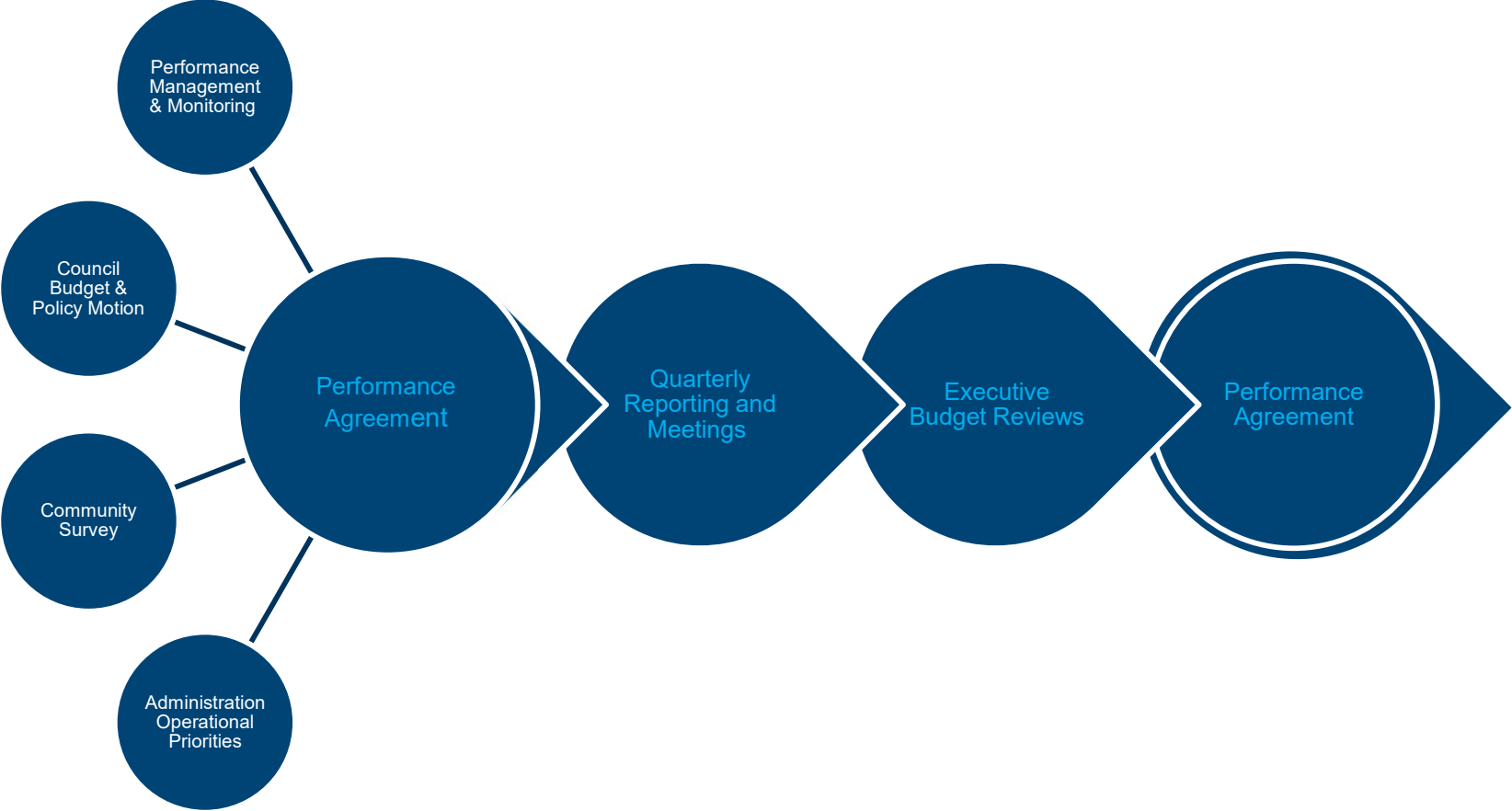
---

# Department Performance Management Process

- **Common language and standardized approach citywide**
- **Service Catalog of key services the department provides**
- **Performance Measures for each service**
  - Volume Measures
  - Performance Goals
- **Performance Management dashboard to track top 10 Performance Goals**
- **End goal is sustained performance improvement**
- **Performance Agreements are the contract between the CM and Directors clearly indicating and aligning on priorities.**



# Performance Agreement Priority Inputs



# Department Performance Management Process

## Completed

- B&I
- CCA
- CPD
- DEI
- DOTE
- DPS
- ECC
- ETS
- GCWW
- HR
- Law
- MSD
- Planning
- Budget
- Internal Audit

## In Progress

- Finance
- CFD
- Recreation
- Parks
- Health
- CAGIS

## Upcoming (completed June 2024)

- OES
- OPDA
- Procurement
- Communications
- Human Services
- Aging and Accessibility
- Federal Grants Administration
- Office of Equity
- Special Events
- DCED

# Department Presentation to Council

- **FY24 Accomplishments**
- **Service Delivery Challenges (narrative)**
- **FY25 Performance Goals**
- **Budget History**

# THANK YOU



@CincyInsights



/CincyStat



[cincinnati-oh.gov/manager/opda](http://cincinnati-oh.gov/manager/opda)



[cincystat@cincinnati-oh.gov](mailto:cincystat@cincinnati-oh.gov)

# Performance Management Process Timeline

