Evolving the Way We Work

Strategic Planning
Operational Planning
Budgeting for Outcomes
Performance Management
Citizen Engagement
THE CHALLENGE

Current State

• Lack of measurement in Strategic Plan
• Lack of measurement in operational Budget
• Year-over-year need to cut budgets
• Short staffed and under resourced
• Misalignment of service expectations and available resources
Strategic Planning

**How are we approaching it differently?**

- Working collectively – Council and Department Heads – to identify outcomes
- Department Heads then tasked with identifying strategies to deliver outcomes
- Department Heads budget to deliver the strategies
- Council adopts budget tied directly to outcomes
Operational Planning

How are we approaching it differently?

- Statement of direction for each department – functions and customers served (what we do)
- Internal and external factors impacting the department (challenges and opportunities)
- Departmental outcomes (how we do it)
- The key performance indicators aligned with the departmental outcomes (how well are we doing).
Budgeting for Outcomes

How are we approaching it differently?

• Pivoting from cutting Department budgets to funding programs
• Aligning budget proposals with strategic goals
• Evaluating the effectiveness of proposals against one another
• Overall funding based on outcomes, not departments
Performance Management

How are we approaching it differently?

• Measuring what matters
• Aligning measures with strategic goals
• Establishing an Operational Dashboard and Strategic Dashboard
• Identifying resources to improve if we aren’t meeting milestones
Citizen Engagement

How are we approaching it differently?

- Revised Peoria Budget Challenge
- Business Committee
- Utilizing www.planpeoria.com platform for outcome input
- Budget mailer to households
How are we approaching it differently?

April/May

• Strategic Planning facilitation consultant selection
• Budget pre-work to develop the BFO process
• Operational plan development
Calendar

How are we approaching it differently?

June

• BFO process training for staff
• Joint strategic planning workshop with Council and Department Heads to set the priorities and identify outcomes
• Establish “outcome teams” to define strategic objectives and key performance indicators for each outcome
• Launch the operational performance measurement dashboard
• Roll out the Peoria budget challenge
Calendar

How are we approaching it differently?

July
- Public input on outcomes
- Budget mailer to citizens
- Business Community Budget Committee convenes
- Craft and present budget “offers” to outcome teams
- Public budget workshop
- Joint strategic planning workshop with Council and Department Heads to prioritize outcome funding and validate public input
Calendar

How are we approaching it differently?

August

• Outcome funding allocations and recommendations to City Manager
• Capital Improvement plan prepared with recommendations to the City Manager
Calendar

How are we approaching it differently?

September
- A recommended Biennial Budget is submitted to the City Council from the City Manager
- The City outcome measures and report is prepared
- The first quarterly review of the operational performance dashboard commences
- Council deliberations begin
Calendar

How are we approaching it differently?

October

- Budget deliberations continue
- Council Strategic Plan and Biennial Budget is adopted by October 31