

MINUTES

COUNCIL-MANAGER BRIEFING

APRIL 12, 2010

Mayor Ronald A. D'Epifanio called the Council-Manager Briefing to order at 6:00 p.m. at the Fairfield Municipal Building, 5350 Pleasant Avenue. The following Councilmembers were present: Tim Meyers, Terry Senger, Mitch Rhodus, Mike Snyder, Marty Judd, and Tim Abbott. Staff present: Art Pizzano, Dennis Stuckey, John Clemmons, Angie Johns, Tim Bachman, Dave Crouch, Dave Butsch, and Carol Mayhall.

Operational Excellence

City Manager Pizzano discussed the possibility of using an audio recording of the Council-Manager Briefing and synchronizing it with the PowerPoint presentation. He explained if this solution is acceptable, the public could view and hear the meeting without compromising the collegiate feel of the meeting. Assistant City Manager Dennis Stuckey stated he will discuss the Council goal of operational excellence which will evaluate and improve departmental efficiency and communication, measuring progress. Mr. Stuckey briefly defined efficiency and effectiveness. He stated for the past year we have participated in the International City Management Association's Center for Performance Measurement. He explained that initial submittals were in March of 2009 with data collected in 2008, in which that series of templates offered us a framework of measures to involve most City operations. Mr. Stuckey briefly mentioned the select group of area communities that began reporting at the same time. He stated the first data reports came out last fall and were reviewed with Council back in October. Mr. Stuckey discussed the first year evaluation allowed us to identify data currently collected and uncollected and the ability to compare with other communities, but was somewhat limited. He commented the usefulness in evaluating programs was also somewhat limited, and identifying the need to concentrate on generating the data to improve ability to compare and evaluate programs. He discussed that earlier this year we contracted with Management Partners to train staff members on performance measurement emphasizing on programs not on projects. He stated programs will determine what measures are most useful to measure and beyond measuring the objective is to generate enthusiasm for program excellence. He explained that Management Partners has spent some time interviewing staff to learn more about the operation and they will be coming in to do the first phase of the training later this month. Mr. Stuckey briefly discussed the new areas in which data was submitted this year including permits, land use and plan review and sustainability. He moved into the second area of communication and offered a definition of the word. Mr. Stuckey explained the metrics reporting is used to communicate with Mayor and Council about key program measures. He briefly discussed what metrics reporting shows and displayed a sample report. He displayed samples and discussed the key areas including monthly comparisons, year to date comparison, seasonal programs, and snapshot text as appropriate. Mr. Stuckey gave a brief evaluation of the first year explaining that this provides a good snapshot of operations for Mayor and City Council. He further explained that this provides some ability identify trends, but its primary focus is on services provided to external customers. He commented on the emphasis for communicating to the citizen in which more emphasis is placed on words, less on numbers. He explained the need to provide key statistics while providing context stating balance is critical. He briefly discussed the quarterly newsletter and what information it provides. Mr. Stuckey discussed the purpose of annual progress reporting, which gives a broad overview of all operations with an emphasis on annual goals and results. He commented more recent reports have added emphasis on incorporating quantitative data in the text. He commented the Center of Performance Measurements emphasizes "core measures" that make it easier for us to compare ourselves with other communities. Mr. Pizzano commented we are really emphasizing the communication aspect as well as trying to identify an area where we may need service enhancements to be more productive, more efficient and/or provide higher quality. Mr. Pizzano briefly discussed the recent changes at our golf course operations. Mr. Stuckey stated we undertook a study of best practices that indicated a variance from the norm in our operations. He stated the allocation of manpower in the overall Parks Maintenance Division was re-evaluated, the Golf course maintenance was coordinated with Parks Maintenance under a single supervisor, and there was a reduced expenditure on fulltime labor costs. Mr. Stuckey briefly mentioned the lag in revenue from concessions that was identified and the new facility that made concessions convenient for customers. Mr. Stuckey stated overall it was an exercise with proven results. He further stated costs were reduced, revenues were increased, customer satisfaction is higher, and a greater flexibility in the entire Parks operation. Mr. Stuckey explained a year's worth of data from 2008 was presented to Council in October. Mr. Pizzano stated we do not yet have the data from 2009. Mr. Pizzano briefly discussed how our staff is being trained to better understand how our information compares to other areas. Mr. Stuckey showed a brief clip from the Parks Department PowerPoint presentation from a previous meeting that included the audio recording from that meeting. Council and staff discussed and decided to upload some of these presentations in this format to TV Fairfield for viewing by the public.

Adjournment

The Council/Manager Briefing adjourned at 6:36 p.m.

Respectfully Submitted,

Angela Johns
Clerk of Council