

## MINUTES

### COUNCIL-MANAGER BRIEFING

September 13, 2010

The Council-Manager Briefing was called to order at 6:00 p.m. at the Fairfield Municipal Building, 5350 Pleasant Avenue. The following Councilmembers were present: Marty Judd, Tim Meyers, Mitch Rhodus and Mike Snyder. Staff present: Dave Crouch, Dave Butsch, John Clemmons Dennis Stuckey, Angie Johns, Art Pizzano, Mary Hopton, Mike Dickey, Jim Bell and Carol Mayhall.

#### **Performance Management Update**

City Manager Pizzano informed everyone there are three Councilmembers and the Mayor absent at this meeting, but Councilmember Abbott and Mayor D'Epifanio will both be at the Regular Meeting. Assistant City Manager Dennis Stuckey explained the City has been involved in the ICMA Center for Performance Management effort for two years and have submitted data for 2008 and 2009. Mr. Stuckey commented as yet, we have not seen the best results because we need additional efforts to identify the best data to collect and therefore have had limited success. He further explained it is such a broad range of data available that we can input into that system; we have been doing our best to fit our data into that system. Mr. Pizzano explained we tried to collect data the right way so we can measure ourselves against other communities throughout the country and certainly in Ohio, when we got into the training it was to help the staff select those things that we ought to be measuring. Mr. Stuckey discussed the training with Management Partners Incorporated in which the trainers talked to the Department Heads individually and held a training session in which the trainers worked with Department Heads, Division Heads and their key staff to better define the programs that are offered in each of the areas. He explained better definitions of programs are provided in our various operations, so that we could think about what needs to be measured. He commented according to the trainers many of the items currently measured in the metrics report are really dealing with workload or output, not really measures of efficiency or effectiveness. He explained the need to work with better program definitions in order to identify the appropriate performance measures that we should be working with. Assistant City Manager Stuckey explained he will review those program statements that were developed that he believes will serve as a basis for Council Goal Setting Session. Mr. Stuckey quickly reviewed the attached Fairfield City Council 2010 Goals. Mr. Stuckey read the definitions for each of the programs as identified by each department and identified the goals each is trying to address as listed on the attached handout. Mr. Stuckey explained the Development Services Department identified three program areas to focus on including Planning and Economic Development, Property Maintenance and Zoning, and Building and Zoning Permits. Mr. Stuckey explained the Fire Department identified five programs including, Fire Suppression, Emergency Medical Services, Training and Personal Protection Equipment, Fire Prevention and Outreach, Inspections, and Fire Investigation. Assistant City Manager Stuckey read the definitions for each of the Police Department program areas including Patrol, Investigations, Crime Prevention, Records, School Liaison, Evidence, Communications and Training. Mr. Stuckey read the definition for each of the Parks and Recreation Department program areas including Community Arts Center Program, Parks and Facilities Maintenance Program, Golf Program, and Recreation Program. He stated the Human Resources office identified the following four areas for the program descriptions: Staff Development, Recruitment, Employee Compensation and Benefits, and Labor Relations. Mr. Stuckey explained these program areas are under Operational Excellence. He read the four definitions for the Finance Department program areas including Accounting and Payroll, Income Tax, Information Technology, and Utility Billing and Collection. Mr. Stuckey read the definitions for the Water Treatment Program and the Wastewater Treatment Program, the two areas identified by the Public Utilities Department. Mr. Stuckey read the definitions of the Public Works Department program areas including Engineering and Street Design, Yard Waste and Storm Services, Snow Removal, Street Maintenance, and Fleet Management. Mr. Stuckey stated the next step is to see how these relate to Council's Goals for the coming year. He explained part of the issue is dealing with budget, which is a challenge for 2011. Mr. Stuckey further explained further work with the consultant is budget related, but this process may not continue with the consultant. Mr. Pizzano commented they would like to take it in-house next year and see how the departments can take at least a couple of these programs in each of their areas and convert them into some kind of measurement that might replace some of the measures that you are seeing now. Councilmember Meyers stated you can't lose track on why you are doing this, which is to show year-over-year, quarter-over-quarter, and month-over-month progress in a particular bucket of area. He commented he would foresee it quantitative, but different based on this information.

#### **Adjournment**

The Council/Manager Briefing adjourned at 6:45 p.m.

Respectfully Submitted,

Angela Johns  
Clerk of Council