



Legislation Text

File #: 21-2173, Version: 1

TO: Mayor and Members of City Council

THRU: Douglas J. Hewett, City Manager, ICMA-CM

FROM: Rebecca Jackson, Chief of Staff / Chief Performance Officer

DATE: September 13, 2021

RE:
Acceptance of the FY 2021 Year End Strategic Performance Report

COUNCIL DISTRICT(S):
All

Relationship To Strategic Plan:

As the City of Fayetteville continues to grow and thrive, the City Council looks to chart a course with a strategic plan which articulates a vision for our community's future that will ensure vitality and sustainability and provides direction for the City's programmatic performance expectations. Commitment to strategic planning and performance management strengthens the City of Fayetteville, ensuring excellent services and a high quality of life for residents.

Executive Summary:

The Fayetteville City Council has worked very diligently to commit this organization to high performance and to use data and stakeholder input to create a strategic plan for the City that is forward thinking, progressive, relevant and outcome based.

The FY2021 strategic plan was adopted in June 2020. Following adoption of the FY 2021 strategic plan the Mayor, City Council, and staff share a duty to ensure that the actions of public officials, employees, contractors, and volunteers of the City are carried out in the most responsible manner possible and that City policy, budgets, goals and objectives are fully implemented.

The strategic plan lays out Targets for Actions (TFA) that are projects or initiatives identified by Council to move the needle toward defined outcomes laid out in the Council's strategic plan. TFA are defined by a one-year action plan with milestones to focus the work of Council and staff. Under each TFA are Key Performance Indicators (KPI) that set a quantifiable measurement to gauge how well the City is performing to reach its goals. These measurements help determine the operational achievements of the City to its TFA.

The City Manager's Office has directed the Office of Strategy and Performance Analytics to meet

regularly with teams to advance the Council's TFA and to report progress to City Council on a quarterly basis during a City Council Meeting. As many of the TFA for FY 2021 and FY 2022 are tightly related and/ or continuing, staff has incorporated the End of Year Strategic Performance Report which also includes FY 2022 action plans moving forward into the next fiscal year.

Commitment to performance management and strategic planning strengthens the operations of the City of Fayetteville, ensuring excellent services and a high quality of life for residents. It allows for long range planning at the organizational level with alignment to departmental operations and performance expectations. With this system in place, the City is able to allocate resources appropriately and build strategies for continuous improvement.

Background:

The City of Fayetteville desires to be data driven and results-focused with a robust strategic plan and performance framework. The City believes that better policy is developed through proactively encouraging resident, employee and business participation in government and by providing diverse engagement opportunities with easy and open access to public data and information.

Issues/Analysis:

None

Budget Impact:

Budget/ resources have been provided per individual TFA action plan.

Options:

- 1) City Council accepts the FY 2021 Year End Strategic Performance Report
- 2) City Council rejects the FY 2021 Year End Strategic Performance Report and provides additional direction to the City Manager.

Recommended Action:

City Council accepts the FY 2021 Year End Strategic Performance Report.

Attachments:

FY 2021 Year End Strategic Performance Report.ppt

FY 2021 City Council Scorecard.xlsx