



# City Council Memorandum

*City of Arts & Innovation*

TO: HONORABLE MAYOR AND CITY COUNCIL      DATE: DECEMBER 17, 2019

FROM: CITY MANAGER'S OFFICE      WARDS: ALL

SUBJECT: MEASURE Z - QUARTERLY PERFORMANCE REPORT ON VITAL INDICATORS, DEPARTMENT ACCOMPLISHMENTS, STRATEGIC GOALS AND PERFORMANCE MEASURES, AND MEASURE Z FUNDING PRIORITIES FOR THE FIRST QUARTER OF FISCAL YEAR 2019/2020 (JULY - SEPTEMBER 2019)

## **ISSUE:**

Receive an update on vital indicators, department accomplishments, strategic goals and performance measures, and Measure Z funding priorities for the first quarter of Fiscal Year 2019/2020 (July - September 2019).

## **RECOMMENDATION:**

That the City Council receive an update on vital indicators, department accomplishments, strategic goals and performance measures, and Measure Z funding priorities for the first quarter of Fiscal Year 2019/2020 (July - September 2019).

## **BACKGROUND:**

In February 2015, the City Council approved the Riverside 2.0 Strategic Plan and adopted seven strategic priorities to advance the City's mission of providing high quality municipal services to ensure a safe, inclusive and livable community. The Riverside 2.0 Strategic Plan included several strategic goals for each department to help track their progress in implementing the City Council's strategic priorities in the following seven areas:

- 1) Enhanced Customer Service and Improved Quality of Life;
- 2) Economic Development;
- 3) City Transportation;
- 4) Community Services;
- 5) Improve Housing Diversity and Options;
- 6) Reduce Taxpayer Liability and Reduce Costs Whenever Possible; and
- 7) Improve Teamwork and Community.

In June 2017, the City Council approved the Riverside 2.1 Strategic Plan, which included an update to the departments' strategic goals and added new performance measures to help quantify progress in implementing the City Council's strategic priorities. A Quarterly Performance Report was developed to provide the City Council and the public with regular updates on financial

highlights and vital indicators, department accomplishments, strategic goals and performance measures, and Measure Z funding priorities.

In August 2019, the City Council approved revisions to the strategic goals and performance measures, which included updates to performance targets and closing out goals that have already been accomplished. As of July 1, 2019, 13 strategic goals were accomplished and removed from the report (Attachment 2).

## **DISCUSSION**

The Quarterly Performance Report (Attachment 1) includes updates on financial indicators, department accomplishments, strategic goals and performance measures, and Measure Z funding priorities for the first quarter of Fiscal Year 2019/2020 (July 1 – September 30, 2019). This report has been a valuable tool for helping departments evaluate their progress in achieving the City Council's strategic priorities and helps staff gauge whether operational adjustments are needed to improve service delivery.

The City Manager's Office will begin working with the City Council in early 2020 to initiate the development of a new Strategic Plan that will identify the City Council's current priorities and include new goals and performance measures based on the changing needs of the community.

## **FISCAL IMPACT:**

There is no fiscal impact associated with this report.

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### Attachments:

1. Quarterly Performance Report
2. Completed Goals
3. Presentation