

Recap of BRCII Meeting – 12/11/08

BRC Members Present: Dan King, Michelle Krezek, Michael Leccese, Dorothy Rupert, Jeffrey Wingert, Rich Wobbekind.

BRC Members Absent: Sue Graf, Tom Hagerty, Suzanne Jones, Beth Pommer.

Public Participation

- None

Welcome by Deputy City Manager, Paul Fetherston

Performance Measurements presentation by Phil Jones and Aric Otzelberger of the Westminster, CO City Manager's Office

- Bob Eichen first described the context and history of performance measures at the city of Boulder. Bob explained that any reintroduction of metrics would have to be coupled with an explanation of the benefit of doing so.
- Phil and Aric described the City of Westminster's performance measurement and management (PMM) program, begun in 1999. Key steps for Westminster include:
  - defining key goals
  - identifying key indicators and measures
  - collecting and analyzing the data
  - reporting of results
  - using the data for management decisions and policy recommendations
- Key PMM benefits for Westminster include:
  - employees knowing where we are headed and why
  - greater ability to tell the City's story, both internally and externally
  - improved operations management and accountability
  - commitment to being a learning organization
- Phil and Aric described the cultural barriers and benefits surrounding PMM and the need to address 'fear' issues up front and head on.

FAM Master Plan and Performance Metrics presentation by Mo Rait and Joe Castro

- Joe and Mo presented additional detail on the Facilities and Maintenance departmental master plan and the metrics FAM uses to gauge progress.
- Committee members expressed appreciation, but felt the need to create clarity about the BRC2's purpose. The immediate need was to match BRC2 efforts with desired outcomes; deciding, in effect, if it makes sense to continue diving deeply into departmental plans if the desired outcome is going to be a 10,000 foot recommendation. The suggestion was made to devote a full meeting to fleshing out concrete answers to the questions of desired BRC2 outcomes and what tools are needed to get there.

Meeting adjourned. Next meeting scheduled for January 8th, 2009 in the 29<sup>th</sup> Street Mall's Community Meeting Room.