

Local Government Knowledge Partnership Local Government Performance Management Workshop

May 18, 2007

***“From Measurement to Management: When
involving Citizens and Elected Officials is a
Challenge”***

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Local Government Knowledge Partnership: GFOA-BC, MCS, MFA Len Traboulay Education Fund, LGMA, UBCM, UVic.



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Why this workshop?

- ❑ Sam Weller (GFOA-BC) and I discussed a workshop idea in 2005
- ❑ We won the support of the MFA's Len Traboulay Education Fund and Ministry of Community Services (MCS) in 2006

What key themes will we discuss?

- ❑ Performance Measurement, Performance Management, the Role of Staff, Elected officials and Citizens

Goals?

- ❑ Knowledge and debate regarding the management of performance, best practices

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Where are the elected officials and citizens?

NPM assumptions: PM is a value-neutral technical and managerial tool

Failure to recognize that measurement is a political process

Need to involve citizens & elected officials in decisions on goals, indicators and improvements

- More involvement = better decisions

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Key themes: Performance measures or performance management?

Performance measurement:

- auditing, reporting; information to support decision making

Performance management:

- holistic system: standards, measurement, communication, operational use of information, actions to close gaps and improve performance

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A modest proposal, an empowerment – learning model:

Holistic system: monitoring & feedback from citizens and stakeholders: learning

Council sets strategic goals

Operational units set objectives and standards

Involvement of front line staff, citizens & elected officials in decisions on goals, indicators, communication, use of information to solve problems

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Keynote Speaker: Distinguished University Professor
Jim McDavid

Historical Overview: Meagan Gergley (Senior Policy
Analyst, Ministry of Community Services)

Citizen Participation: Jill Symonds (Administrative
Officer, Ministry of Community Services)

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Municipal Objective Setting: David Love (UBC Coastal Communities Project)/ Bonnie Sprinkling (Corporate Services Manager, District of Sooke)

Recent Survey Updates: Lori Fisher (HR Consultant, BC Public Service Agency)

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BC Experiences:

- City of Kamloops: *Solange Belleforte, Director of Human Resources*
- District of West Vancouver: *David Stuart, CAO*
- Town of Golden: *Phil Taylor, CAO*

Conclusions: Joe Martignago and Paul Murray

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Thank you for your attention!
Have a productive day!

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