CITY POLICY

REFERENCE:	**ADOPTED BY:** City Council May 08, 2018 **SUPERSEDES:** **New**
PREPARED BY: Urban Form and Corporate Strategic Development	**DATE:** 12 April 2018
TITLE: **Enterprise Performance Management Policy**	

Policy Statement

The City of Edmonton is accountable to measure and transparently report progress on results that matter to our citizens and City Council. This focus on results leads to a closer review of how services are delivered, how well they are delivered, the associated costs, and the impacts on our citizens and stakeholders. This will result in an increased understanding of why decisions are made, what the priorities are and how to better integrate work to ensure value in allocation of resources.

The enterprise performance management framework establishes a structure that aligns city services and measurement with the things that are important to Council and citizens. Monitoring progress enables data driven decision making and drives continuous improvement. Transparent performance reporting shares the information and gives the public confidence that the City achieved those results.

The City will:

1. Define what is important to Council and citizens
2. Monitor progress by measuring what is important using indicators or measures and associated targets
3. Use the results of indicators or measures to realign resources to what is most important
4. Report to Council and citizens on what is important
5. Continuously learn and improve the system and services to increase value for tax dollars
6. Align the organization with consistent Performance Management processes for all programs and services (measure development, data collection, result reporting, result review and continual improvement).

Purpose

The purpose of this policy is to establish the City's approach to enterprise performance management as a systematic process to prioritize, measure, report and improve performance relative to what is important to Council and citizens. The policy will result in increased accountability and transparency to citizens and City Council.

Guiding Principles

Enterprise Performance Management will be guided by the following principles:

- **Accountability:** Administration answers to citizens, through Council, for the achievement of its fiscal and social responsibilities.
- **Continuous Improvement:** Evolving governance, practices and services will optimize future performance based on timely, accurate and meaningful data.
- **Public Value:** Increasing the City of Edmonton's public value by continually improving its benefit to society; and increasing the value from dollars spent that results from the delivery of specific benefits directly to individuals and/or groups.
- **Relevance:** Information, measures, goals, priorities, and activities are of high quality and meaningful to the intended audience. The policy creates alignment between strategies, processes, culture and decisions.
- **Sustainability:** Processes and tools are developed and regularly reviewed to ensure integration of existing structures and systems for long term sustainability.
- **Transparency:** Performance results are easy to access and understand and set a standard of public reporting.

Definitions

Accountable: The obligation to answer publicly, fully and fairly, for the discharge of responsibilities that affect the public in important ways.

Goal: An area of significant change required to achieve a future state or vision.

Indicator: A trend or fact that indicates the state or level of something.

Enterprise Performance Management: The concerted actions an organization takes to apply objective information to management and policy making in order to improve results.

Outcome: The result of a program, service, set of activities, or strategy.

Performance Measure: A measure of progress toward a desired result (outcome).

Service Standard: A public commitment to a measurable level of performance that citizens can expect under normal circumstances.