Urban Form and Corporate Strategic Development UFCSD00119

Administrative Response to the Office of the City Auditor City Productivity and Performance Audit

November 17, 2020

City's Response: Performance and Productivity Audit

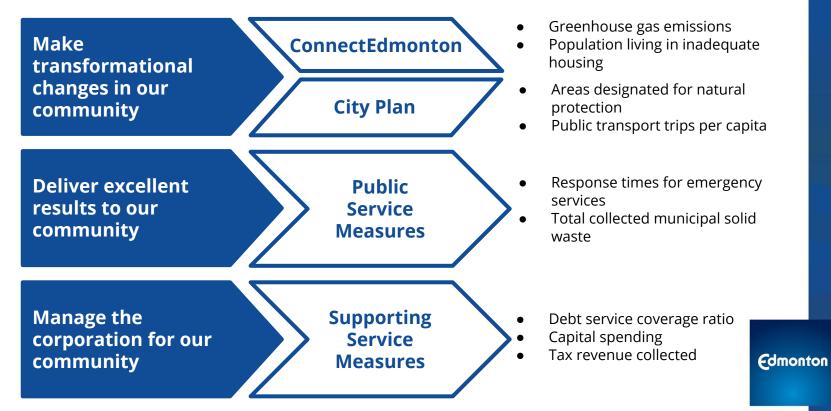
- 1. City of Edmonton services are measuring and monitoring productivity
- 2. City services are improving productivity or performance through monitoring
- 3. City services are monitoring productivity or performance in comparison to external organizations



CITY OF EDMONTON'S FRAMEWORK



Benchmarking in EPM



Conclusion

- Productivity provides insight into how well resources are used and the degree of impact our decisions and actions have on our goals and outcomes.
- → Benchmarking productivity measures within the EPM framework will support administration, ELT and Council to make better-informed decisions to prioritize resources assess service delivery.
- Benchmarking productivity aligns efforts with Priority Based Budgeting and the changes sought in business planning processes.

Thank you

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WHAT IS ENTERPRISE PERFORMANCE MANAGEMENT?

"A systematic process to prioritize, measure, report and improve performance relative to what is important to Council and citizens."

City Policy C600



Management Response:

- 1. Identifying Productivity Benchmark Measures
- 2. Guidelines for Benchmarking
- 3. Integrating Measures into the EPM Framework

Pilot Approach

Focus on incorporation of productivity benchmarking for all services

Focus on targeted productivity benchmarking to support improvement in a subset of services outlined in the audit report

Option 1

Option 2: Recommended