

Session

Performance Management: Using Data to Understand, Improve, and Save

Moderator

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Speakers

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Performance Management Efforts in Rock Hill, SC

- I. Mayor/Council Strategic Planning Efforts
 - A. Annual Off-Site Retreat
 - B. Tie with National Citizen Survey
 - C. Formatting the Plan as an effective communications tool
- II. Organization of data so that it is easily understood
 - A. Audience-agnostic
 - B. Strategic Plan/Performance Measure development process
 - C. Plan excerpt/example
 - D. Cost/Benefits
- III. Improving Performance through Enhanced Reporting and
 - A. Accountability
 - B. Mid-Year Report
 - C. Accountability
 - D. Mid-Year Report excerpt/example
 - E. Performance Dashboard
- IV. Accessibility/Transparency/Accountability
 - A. Cost/Benefits
- V. Using Data to Save – Financial Dashboard
 - A. Financial Dashboard Demo
- VI. Accessibility/Transparency/Accountability
 - A. Cost savings
 - B. Cost/Benefits

Recent Performance Improvements in the Georgia State Government

- I. State Strategic Planning
- II. 4 Disciplines of Execution
- III. Customer Service Initiative
- IV. Rapid Process Improvement (examples)
 - A. Issuance of Driver Licenses 2 hours to 6 minutes
 - B. Child Support 3 months to Same-day service
 - C. Taxpayer Assistance Over 8 weeks to 3 days
 - D. Medicaid Approval 9 weeks to Same-day service
 - E. Vital Records Over 2 weeks to 2 days
 - F. Motor Vehicle Licensing 6 weeks to 7 days

Case Study –The Department of Driver Services Journey – 2005 to 2010

- I. Why Change – 2005 Service Levels
 - A. 23 Minute Average Wait Times for Customers at Customer Service Centers Statewide
 - B. Some centers routinely had wait times exceeding 4 hours
 - C. 15 Week Wait for Road Test Reservations
 - D. 50% of all Calls Answered in 3 Minutes or Less
 - E. 77 Driver Examiner Vacancies
 - F. Silo, Un-empowered, and Law Enforcement Culture
- II. Cultures of Change
 - A. Mission and Core Values
 - B. Leadership and Employee Engagement Initiatives
 - C. No Compromise on Integrity and Security
- III. Using Data to Inform Change
 - A. Process Improvement Initiatives – 2005 to 2010
 - B. Easier Distribution Channels
 - C. Eliminating Waste and Inefficiencies
 - D. Advancing Technology
- IV. Results from Change – Customer Service Centers
- V. Results from Change – Customer Contact Centers