



**City of Peoria, AZ  
PeoriaStat Discussions  
Guidelines for Participants**

**[Questions to consider in preparation for PeoriaStat conversations]**

The City is focused on the practice of continuous improvement. PeoriaStat meetings are an opportunity for departments and Executive leadership to focus on key performance data that assesses how well we are achieving our operational outcomes.

The meeting format is designed to be informal to allow both the Executive Team and the Directors an opportunity to share and discuss the data that is the most impactful to their program(s) overall success. ***It is intended that these meeting are informational in content and conversational in tone. No formal presentations are necessary; however, handouts that help illustrate a trend, relationship or provide a visual analysis may be useful.***

***The Executive Team's Role***

- Asking questions about the data/information,
- Providing useful feedback and direction (if needed),
- Helping departments understand what information is important and useful to you for making decisions,
- Making suggestions for additional data that would help clarify progress towards goals

**Planning**

What is the overall service mission?

How does this data relate to the City Council goals? Don't force it if it doesn't fit...

Does this relate to other strategic planning initiatives in the organization?

- ✓ Master plans
- ✓ Strategic Plans
- ✓ Department Operating Plans
- ✓ General Plan
- ✓ Accreditation

Is your operational strategy working?

Does the data tell us if we are **effective** at our job?

Does the data tell us if we are **efficient** at our job?

**Implementation**

Are we already compiling this data? If not, how will you compile this information?

Who are you assigning to collect this information?

Do you need help from the Executive Team in the form of resources, partnerships or technical assistance?

### **Evaluation**

What does this measure tell you? Is it helpful? How?

Do you have confidence in the data?

Are there important limitations to the data presented?

How often should we report on this measure (ex. National Citizen Survey)

How do you best judge your success?

What did/do you expect to see as a trend?

How does our performance compare to that of others? (ICMA, industry standards, etc.)

Do you have prior year data to compare with?

Have inputs (e.g., staff, funding) changed in a way that has affected performance?

Has there been a change in strategy or program implementation that has influenced performance?

Are external factors significantly affecting performance?

### **Follow-up**

Do you plan to or have you made any changes as a result of tracking and reporting on this measure?

Are different programs or strategies being pursued that might be appropriate in our jurisdiction?

What would it take to reach the target?

What other resources might you need?

Are there external stakeholders that you could partner with?

### **General considerations:**

Are there measures for outcomes that are of key importance to stakeholders?

Are there measures for outcomes that are of key importance to City Council members?