

Accountability – Bridgeport CT

Quarterly update communications are sent, along with reminder e-mails (as necessary) to inform non-compliant departments that they are expected to complete performance reporting. Additionally, annual reporting that is not completed is reported to the CAO who provides enforcement in the form of friendly phone calls reminding department heads that performance measurement is part of the expectations of a good leader. In general, this final step is all that is needed to close the circle. The use of performance information in the budget book and in other public information serves to emphasize the importance of the program.