



## Legislation Text

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**File #:** 09-0270, **Version:** 1

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Recommendation to receive and file the Fiscal Year 2009 First Quarter Operational Performance Report. (Citywide)

This report provides an update on the City's Fiscal Year 2009 (FY 09) operational performance through December 31, 2008. The report covers a focused sample of key activities and services for City Manager-led departments that relate to City Council priorities. The purpose of the report is to highlight current results, identify performance trends and provide a discussion about operational strategy.

### Summary

The City of Long Beach is committed to efficiently implementing the community's priorities while maintaining clear accountability to all areas of service delivery. There is no more important tool to achieving this commitment than performance-based management.

Throughout the year, selected performance measures are provided to the City Council and senior management to initiate a discussion of service priorities and improving operational strategies. When utilized effectively, performance information helps managers and staff to communicate about the services they provide and to modify service delivery approaches to respond to the ever-changing needs and demands of the community. This report includes the highlights of operational performance through December 31, 2008, which can be found as Attachment A.

### Analyzing Results

The Quarterly Operational Performance Report grounds the discussion of priorities, strategies and results in measurable data. Because tables and graphs need an explanation and context, the report's format emphasizes multiple perspectives for each key service including:

- Results Narrative: discussion of actual results compared to expected performance;
- Benchmark Information: comparison of services in Long Beach to other jurisdictions; and
- Did You Know?: additional facts and points of interest relating to the service or activity.

The information in this report, along with performance data for dozens of additional services can also be found in the City's online business information management system, Performancesoft Views (Views), which is used by all City Manager-led departments to track, report and analyze performance information. The Budget Office finalized Views for FY 09 by updating information according to each department's FY 09 Strategic Business Plan, as reflected in the FY 09 Adopted Budget. This update will improve the information departments are tracking and reporting to better assist departments manage their operations, communicate performance goals and progress throughout the year and allow policy makers to more clearly appreciate the performance dividends on the City's investment in programs made through the annual budget.

Should the City Council desire information about any of the services delivered by departments, the information can be provided off-agenda and/or in the next quarterly report.

City Council action on this matter is not time critical.

There is no fiscal impact associated with the recommended action.

Approve recommendation.

LORI ANN FARRELL  
DIRECTOR OF FINANCIAL MANAGEMENT/CFO

APPROVED:

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PATRICK H. WEST  
CITY MANAGER