

Performance Management Roadmap | 2025

Data Huddles

Recurring Meetings



1 Customer Experience Recurring Monthly



2 Service Request Performance Recurring Monthly



3 Fire Operations Recurring Quarterly

Performance Reporting + Data Transparency

Internal Email Reports on KPIs + Public Data Resources

Monthly

- Call Center + Customer Service KPIs
- City Service Request Performance KPIs
- Fire Response KPIs
- Neighborhood Services & Enforcement KPIs
- Park Visitor Experience KPIs
- Vehicle Collision KPIs

Quarterly

- Eviction Prevention Strategies
 - Mapping evictions
- GVI Data Support
- MWBE Program KPIs
- Public Safety Updates
 - Crime and gun violence statistics
- Real-time Crime Center Footprint + Impact Map
- Utility Assistance Program KPIs

Annually

- Affordable Housing Strategies
 - Mapping relevant Census data
- City Budget Transparency
- Council District Fact Maps
 - Mapping relevant Census data
- Evaluations on Services Identified by Residents as High Priority in Community Survey



Data Huddles | Overview

Goals

1 "I know what's going on!"

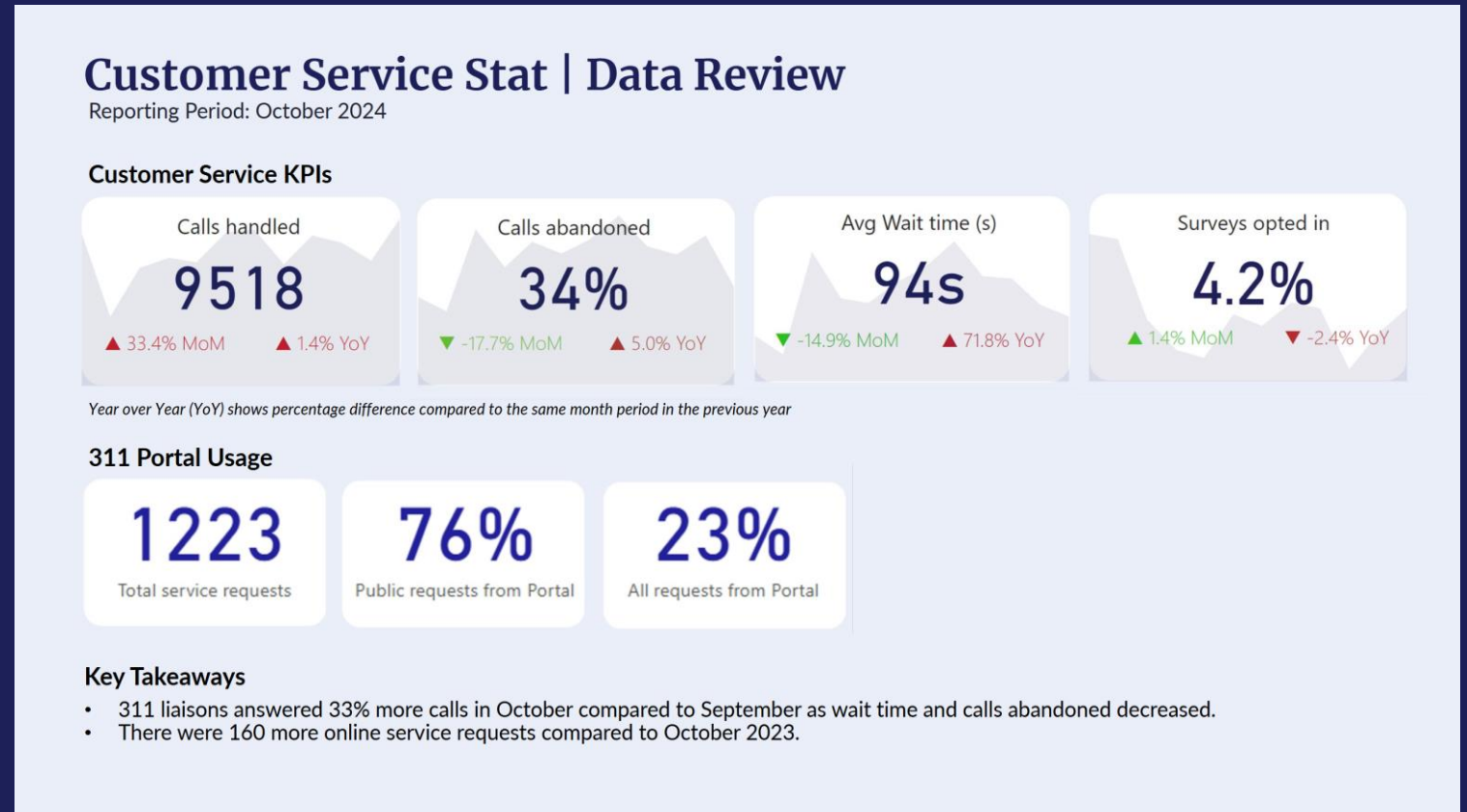
Relevant City Leadership is aware of key data associated with Mayoral Priorities

2 "I know my part in forwarding City goals!"

Relevant City leadership can shape/contribute to this goal

Format

- 30-minute briefings on operational data + progress towards goals.
- Meeting held to review data and identify next steps to drive performance improvement for residents.



Data Review Slide Example for Customer Service Data Huddle

