

PERFORMANCE TREND MEASURES SUMMARY OF MEETING WITH DOC SUBCOMMITTEE

Attendees:

John Nunan, DOC
Mark Abrahams, DOC
Roger Valine, DOC
Art Gee
Greg Schulte
Lucinda Willcox
Bob Chase
Carolyn Fisher

Considerations for establishing performance measures

- Some things can be measured quantitatively, many are qualitative
- If we're measuring quantitatively, ensure we set the appropriate measures – does it meet customer needs and expectations, does it promote efficiency?
- We should measure those things over which we have control
- Two kinds of areas to assess:
 - What are the most expensive things we do, and how can do it more efficiently?
 - What do customers want
- Need to categorize and survey our customers to see if we're meeting varying needs of different customer groups (e.g., small business owner, major developers)
- When surveying, it's appropriate to vary questions by customer type, but have a general overriding standard question – “How satisfied are you?” “Would you do this again?”
- Consider activity-based assessment of costs and management, and establish goals and rewards for improving efficiency
- Staff performance evaluations and customer surveys need to be done quarterly, annually is not frequently enough to assess and respond to change

Ideas

- There should be benefits for good customers – give applicants with great submittals faster service, don't have same timelines for all
- Measure consistency of inspectors – i.e., building inspector assigned for entire project
- Send out surveys after each permit is finalised. Provide an incentive (i.e., drawing for reward) to get better response
- Have regular meetings with an employee focus group made up of representatives of each Division – meet quarterly, collect and answer employee questions, and discuss ideas with Department head
- Have an annual “In-touch Day” -- One day a year where managers do work of those they supervise
- Guarantee complete satisfaction. Work with customers until they get there.
- Establish goals that “good” isn't good enough – e.g., 80% of customers report “very good” or “excellent”