CITY OF CHARLOTTE

Performance Management Framework

APRIL 2024

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Today's Objective

◁ **Review performance measures associated with Council's selected policy goals and objectives**
- *Seeking committee feedback*

◁ **Discuss**
- Staff process for identifying performance measures
- Areas where committee input/direction is needed

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Reminder

◁**January**
- Council selected policy goals and objectives aligned with the Strategic Priorities

◁**February**
- Committee affirmed selected goals and objectives
- Staff began work on matching performance measures with policy goals and objectives

◁**March/April**
- Staff present status of performance measures for committee feedback

◁**May/June**
- Include selected policy goals, objectives, measures, and targets, in the FY 2025 Budget

◁**Future**
- Public Dashboard
- Regular reporting to the public/Council

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Approach to Identifying Performance Measures

◁**Leverage existing measures where possible**
- Some plans included performance measures
  - *Ex: Comprehensive Plan, Strategic Energy Action Plan*
- Some information is already being tracked by the department
  - *Ex: Violent crime rates*

◁**Differentiate between "city" and "community" measures**
- *Objective: Maintain or increase the number of middle skill jobs*
  - **City measure: Apprenticeship placement for city jobs**
  - **Rationale: Limited community-wide data and city influence**
- *Objective: Increase the share of trips made without a car and broaden multi-modal connectivity*
  - **Community measure: Percent of individuals driving alone to work**
  - **Rationale: Ability to measure this on a community-wide basis**

◁**Understand how measures relate to policy goals**

◁**Identify gaps and areas for refinement in next iteration**

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Where We Are At a Glance

◁ **Council selected policy goals: 18**
◁ **Council selected policy objectives: 29**
◁ **Staff identified performance measures: 37**
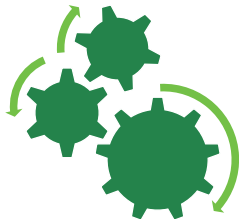
Policy Goal	Policy Objective	Proposed Measure	Workforce and Business Dev.	Transp. and Planning	Well Managed Government, Engagement, Equity, and Envir.	Safe Communities	Great Neighborhoods
Equity in governance framework	Meaningfully engage residents	Number of stakeholders engaged across multiple methods	X	X	X	X	X

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Workforce and Business Development

Policy Goals

- Comprehensive Plan Goal 1: 10-Minute Neighborhoods
- Comprehensive Plan Goal 8: Diverse and Resilient Economic Opportunity
- Charlotte Business INClusion Policy

Proposed Measures

- Percent of contracts greater than $100,000 with established goals
- Public wi-fi access points
- Percent of end-of-service devices to local refurbishment programs
- Proximity to financial services
- Citywide spend with MWSBEs
- Employment within existing/planned activity centers
- Percent vacant land within manufacturing/logistics place types
- Annual apprentices placed in city jobs

Notes:
Two policy objectives related to transportation investments are captured and measured under Transportation and Planning. One policy objective related to property tax relief is included in Great Neighborhoods.

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Next Steps

◁ **Refine performance measures**

◁ **Identify target measures**

◁ **Address gaps in measurement, data-collection, automation of reporting**

◁ **Develop back-end data processes where necessary**

◁ **Build public-reporting infrastructure**

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