



## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

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**To: Metro Council**

**From: Diego Eguiarte, Director of Performance Management**  
**Kristin Wilson, Chief of Operations & Performance**

**Subject: Operating Performance Metrics Catalogue FY21**

**Date: June 1<sup>st</sup>, 2020**

The Office of Performance Management (OPM) hereby presents the operating performance measures catalogue to supplement the Mayor's FY21 budget proposal, as mandated in Section 6.04 A. of the Metropolitan Charter. *As set forth therein, the Mayor shall provide "performance and efficiency measurements, as determined by the director of finance, for departments, boards, commissions and other agencies for which appropriations are made by the metropolitan government. The director of finance shall have discretion to omit those departments, boards, commissions and other agencies whose functions, duties and/or responsibilities are not conducive to quantifiable performance and efficiency measurements;"*.

Our Performance Management efforts are focused on strengthening transparency and accountability within Metro by developing a metro-wide culture of ongoing performance reporting. Shifting from on-demand analysis to continuous performance tracking, we have developed a set of measures with each department. This allows us to track impactful and relevant operating performance variations, identify items that require immediate attention, and support data-based decision making.

OPM will conduct monthly visits to departments to gather data and coordinate quarterly meetings where departments will report on their performance, carefully reviewing each metric and the factors that affect the outcomes expected.

Implementation of our online performance monitoring platform, where metrics will be published, will begin during this fiscal year. These metrics will be collected by OPM and updated in our platform on a monthly basis.

This document is designed to help the reader understand each department's mission and how it measures and manages work. A list of metrics is included to show each department's operating performance history, expectations, and objectives for the coming fiscal year. Metro departments selected a combination of demand- and outcome-based measures that contextualize their chief services, delivery capabilities, and aspirations. This list includes industry standard benchmarks and other unique measures to provide a comprehensive view used to compare performance with other entities and to understand progress over time.

Metro departments were asked to provide measures within their existing tracking capabilities that are meaningful to them for managing day to day operations. OPM will work with departments to improve and fine tune these measures as this is an iterative process in which departments, the administration, and the public will learn and contribute to its development and evolution.

If you have any questions, please reach out to us. We look forward to partnering with you in the coming weeks to meet our collective goal of a strong, effective Metro government.