



# CITY OF MADISON

## PERFORMANCE EXCELLENCE



# 2024-2028

## Performance Excellence

### Work Plan

# TeamCity Performance Excellence



Supports **City of Madison** in meeting our **Vision, Mission, Values, and Service Promise**



Primarily facilitated by **Human Resources Organizational Development**



**Agency** stakeholders are **responsible, accountable, consulted, and informed**

# Process Creation & Contributions

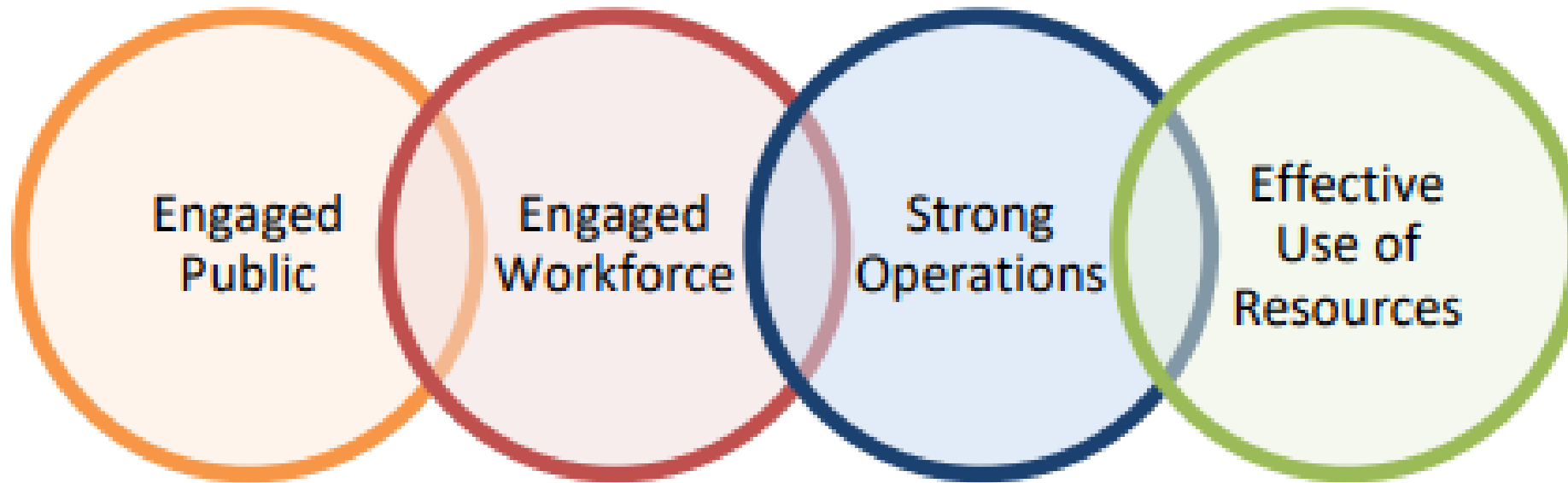


## Thank you to participating Agencies!

- Assessor
- Civil Rights
- Community Development
- Council
- DPCED Office of the Director
- Employee Assistance
- Economic Development
- Finance
- Fleet
- Human Resources
- Information Technology
- Library
- Mayor's Office
- Monona Terrace
- Municipal Court

**47% Agency  
Participation  
Rate**

# Performance Excellence



**Strategy & Leadership**

# Engaged Workforce

**Ideal State:** People are happy and healthy in their job.

**Meaning:** TeamCity makes meaning of vision, mission, values, and service promise at work.

## TeamCity Lead: Anne Nowak

Organizational Development Manager, Human Resources



## 2024-2028 Plan Highlights in Brief

- **2024:** SOP for Employee Survey
- **2025:** Employee Survey
- **2026:** Survey Accountability
- **2027:** Repeat Employee Survey
- **2028:** Survey Accountability



# Engaged Public

**Ideal State:** People are happy and healthy in the Madison community.

**Meaning:** Community members are satisfied with TeamCity because we listen and include their ideas.

**TeamCity Lead:** kristy kumar

Equity and Social Justice Manager, Civil Rights



## 2024-2028 Plan Highlights in Brief

- **2024:** Learning materials for public engagement
- **2025:** Training staff on learning materials
- **2026:** Track public engagement & share information
- **2027:** Evaluate efforts
- **2028:** Share success stories

# Strong Operations

**Ideal State:** We get work done efficiently and effectively by innovating and reducing barriers to great work.

**Meaning:** TeamCity solves problems effectively and efficiently by learning from those who are impacted.

**TeamCity Lead:** karalyn kratowicz

Performance Excellence Specialist, Human Resources



## 2024-2028 Plan Highlights in Brief

- **2024:** Identify priority process improvements & prioritize one citywide improvement annually
- **2025:** Citywide customer service plan, BCC reorganization & training support
- **2026:** Develop innovation methods
- **2027:** Teach innovation methods
- **2028:** Create expectations for interagency service agreements

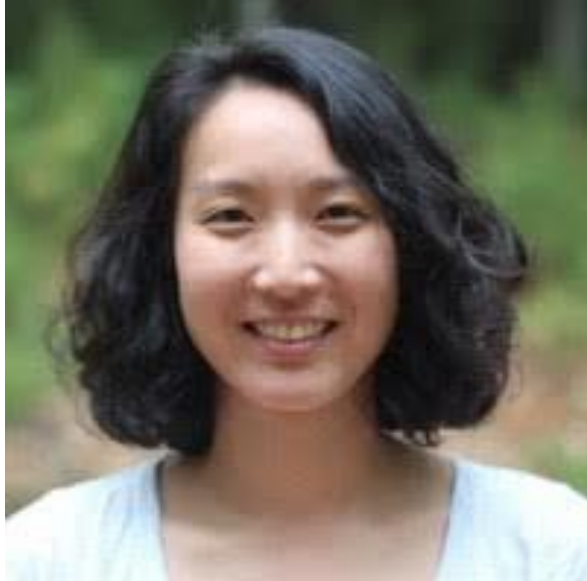
# Effective Use of Resources

**Ideal State:** We spend wisely and improve services sustainably through Results Madison.

**Meaning:** TeamCity uses data and standard operating procedures to optimize results for public accountability.

## TeamCity Lead: Christine Koh

Budget and Program Evaluation Manager, Finance



## 2024-2028 Plan Highlights in Brief

- **2024:** Schedule remaining agency data engagements and work planning
- **2025:** Team work planning training
- **2026:** Complete data engagements
- **2027:** Complete agency work planning trainings
- **2028:** Results Madison data convening



# Strategy

**Ideal State:** A citywide strategic plan exists.

**Meaning:** TeamCity knows the plan(s) that guide operations of our work.

## TeamCity Lead: Heather Stouder

Administrative Services Manager, DPCED



## 2024-2028 Plan Highlights in Brief

- **2024:** Discover citywide issues through work planning & risk assessments
- **2025:** Collaborate on strategies related to work planning & risk assessments
- **2026:** Align organizational strategies with comprehensive plan update process
- **2027:** Citywide support for comprehensive plan update process
- **2028:** Adopt comprehensive plan

# Leadership

**Ideal State:** All staff are TeamCity leaders.

**Meaning:** TeamCity actively engages in their unique strengths and abilities to lead City services.

## TeamCity Lead: Jay Winston

Leadership Development Specialist, Human Resources



## 2024-2028 Plan Highlights in Brief

- **2024:** Mentorship program roll-out
- **2025:** Continued team-based trainings
- **2026:** Leadership knowledge, skills, and abilities integrated to Human Resources Management System
- **2027:** Accountability mechanisms for ongoing efforts
- **2028:** Evaluation of ongoing efforts

# Benefits this brings to the City

- Higher engagement from our workforce
- Higher engagement from the public
- Increased satisfaction and engagement from our workforce
- Increased satisfaction and engagement from public
- More efficient and effective workload management
- Collective understanding of priorities
- Meaningful work aligned to values and priorities



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### **Questions? Let's Connect!**

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