



12/6/19

# Performance Focus Group

In early December, OEO facilitated a focus group workshop to get feedback on the County's Strategic Plan & Department Performance pages. We had several participants countywide from all divisions, as well as cross-organizational participation from the City of Albuquerque and Peter St. Cyr from NMFOG.

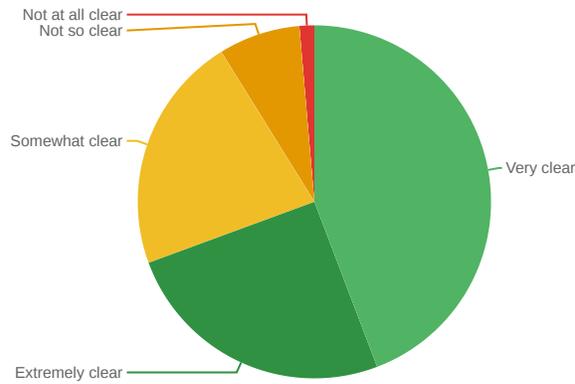
Our overall goal was to obtain objective/outside feedback on the usability and understandability of the Strategic Plan & Department Performance pages with the mindset of 'how can we improve?'

## Ranking the Webpages

Participants reviewed the Strategic Plan and Department Performance Page, Department Performance Page and the Detailed Performance Page and ranked the sections based on overall clarity. The story shows the overall ranking and then the ranking by each section for the webpage.

### 01 Overall Ranking of the Webpages

Updated 17 weeks ago



**147**

Category in 2019-20

### Overall Ranking of the Webpages

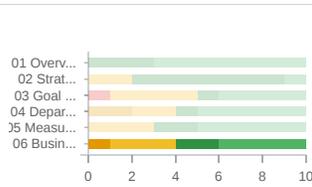
Category	Dec 2019
Very clear	65
Extremely clear	37
Somewhat clear	32
Not so clear	11
Not at all clear	2

### Ranking Categories

- ★ ★ ★ Extremely Clear
- ✓ Very Clear
- 📝 Somewhat Clear
- ! ? Not So Clear
- 🚫 Not At All Clear

## Strategic Plan and Department Performance Page

### 02 Ranking: Strategic Plan and Department Performance Page



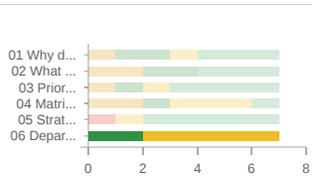
**10**  
Category in 06 Business Strategy

### Strategic Plan Page Ranking

Category	Dec 2019
Very clear	26
Extremely clear	16
Somewhat clear	14
Not so clear	3
Not at all clear	1

## Department Performance Page

### 03 Ranking: Department Performance Page

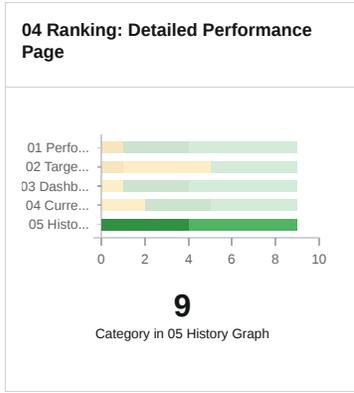


**7**  
Category in 06 Department Performance Measures & Objectives

### Department Perf Page Ranking

Category	Dec 2019
Very clear	16
Somewhat clear	11
Extremely clear	8
Not so clear	6
Not at all clear	1

# Detailed Performance Page



### P173: PROVIDE TRANSPARENCY, DATA AND INFORMATION TO THE RESIDENTS OF BERNALILLO COUNTY VIA PUBLIC EVENTS

**Measure Overview**

**Performance Measure**  
P173: Provide transparency, data and information to the residents of Bernalillo County via public events (P)

**Strategic Plan Goal**  
Government Accountability

**Business Strategy**  
Transparency

**Why is this measure important?**  
To offer the public information on how the assessment process works and how to apply for any savings programs they may be eligible for. Increasing our public outreach, we are able to educate residents of programs and terms that are available to them.

**Where does the data come from?**  
Using all social events and outreach from businesses.

**How is the measure calculated?**  
Count the number of public events/outreach opportunities where information is provided outside of the downtown location and outside of the AM-5:30 business hours.

**Who to contact if you have questions?**  
Public Info

**Additional Information**  
Ensure that any forms or information that can be obtained by coming into our office is also publicly posted on our website.  
Events hosted or participated in: St. Pricide Day, Day in Paradise, events with Treasurer and Clerk, East Mountain, State Fair, PINK, Child First, via Outreach.

**FY19 TARGET**  
20  
# of events

**FY20 TARGET**  
20  
# of events

**TREND ANALYSIS**  
Target icon

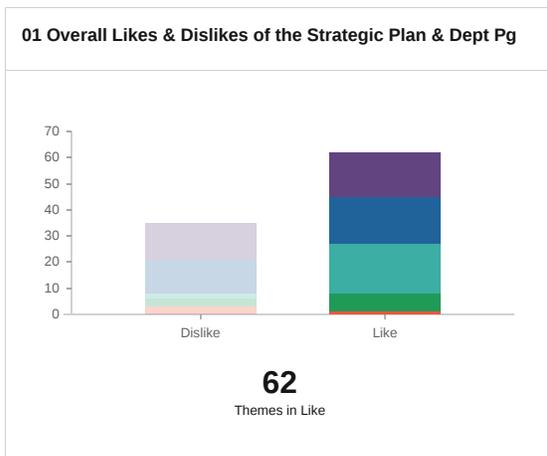
### Detailed Department Page Ranking

Category	Dec 2019
Very clear	23
Extremely clear	13
Somewhat clear	7
Not so clear	2

## Activity 1: Likes and Dislikes of the Strategic Plan and Department Page

Participants brainstormed individually and as a group to determine what they liked or disliked about the Strategic Plan & Department Performance page, which is our homepage/landing page.

### Overall Likes & Dislikes of the Strategic Plan & Department Page

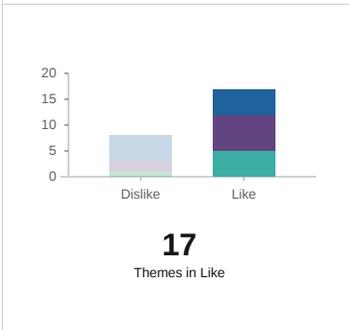


### Themes of the Likes and Dislikes

- Design/Layout**  
Design and layout of the page
- Content**  
Information that is shown on the website
- Color**  
Colors used on the webpage
- Graphs/Images**  
Graphs and images on the webpage
- Recommendations**  
Improvements and new ideas

## Overview

Likes & Dislikes of the Overview

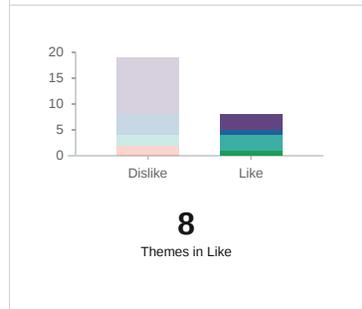


Updates that will be made based on your feedback

- Add screen shot of strategic plan goals to expand section
- Add a description to the video
- Update goal picture and remove overlapping wording

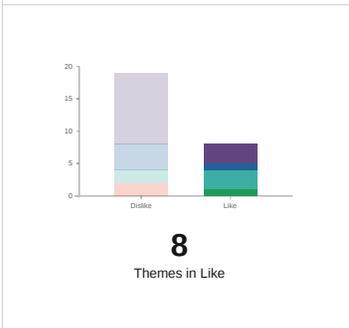
## Strategic Plan Goals

Likes & Dislikes of the Strategic Plan Goals



## Goal Page

Likes & Dislikes of the Goal Page

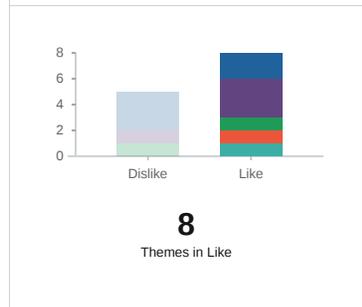


Updates that will be made based on your feedback

- Update the Business Strategy Page
- Add a section to discuss trend for all of the departments
- Add rotator for departments doing a good job

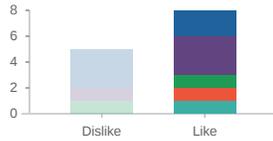
## Department Performance

Likes & Dislikes of the Department Performance



## Measuring What Matters

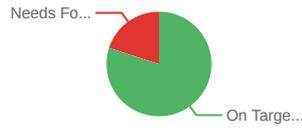
Likes & Dislikes of Measuring What Matters



**8**

Themes in Like

Trend Analysis - YSC

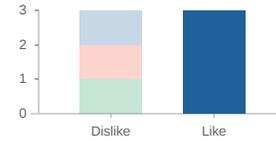


**5**

Trend Analysis in Youth Services Center (YSC)

## Business Strategy

Likes & Dislikes of the Business Strategy



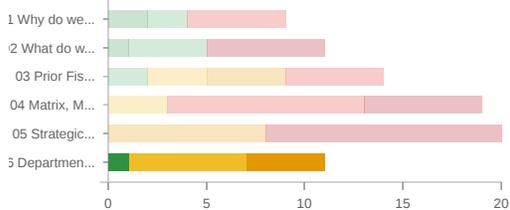
**3**

Themes in Like

## Activity 2: Rank the Department Performance Page Sections

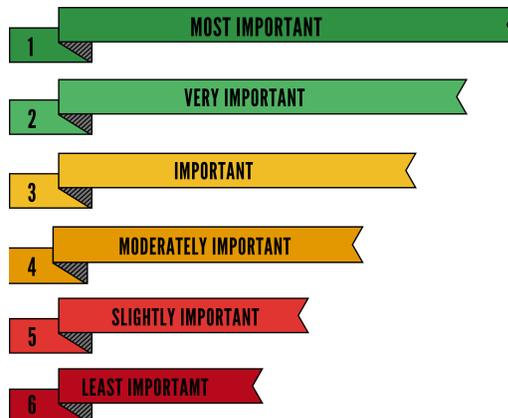
Participants worked in groups to ranked the sections based the importance of the each section on the page, sections include: mission, services, measure statements, etc.

Ranking of Department Performance Page



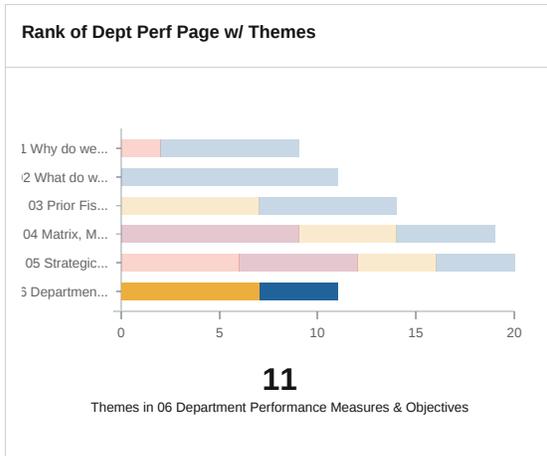
**11**

Category in 06 Department Performance Measures & Objectives

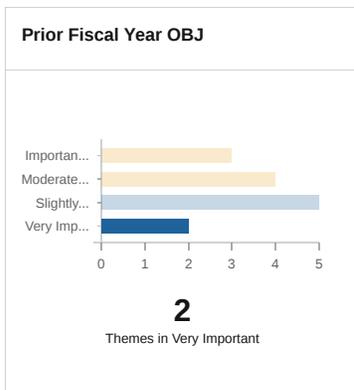
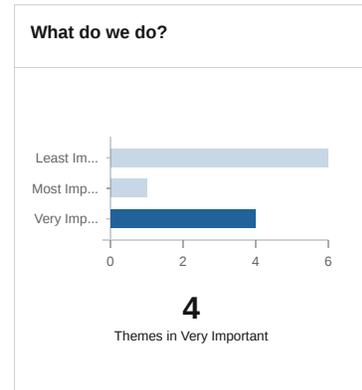
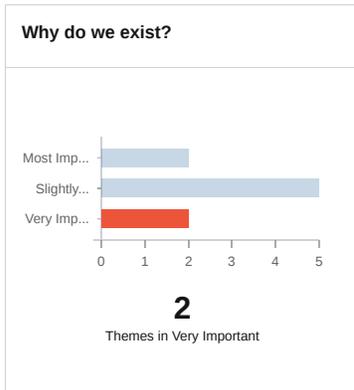


# Ranking of the Department Page with Themes

# Themes of Ranking Categories



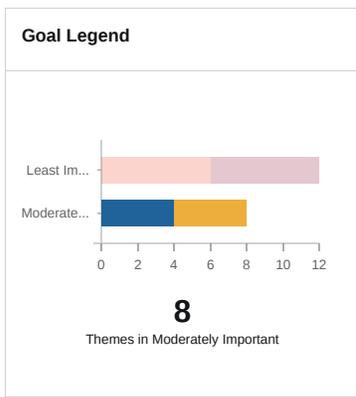
- ▲ **Content**
- ▲ **Recommendations**
- ▲ **Unclear**
- ▲ **No Comment**



**Updates that will be made based on your feedback**

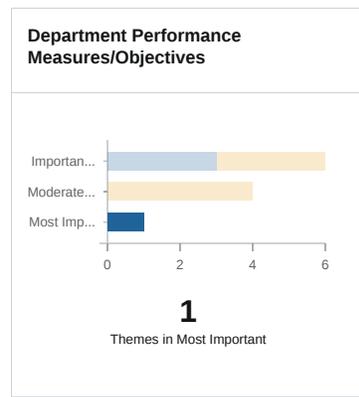
- Add trend analysis to tiles
- Clarify the matrix, agenda and industry research
- Add strategic goal to tile - link to legend





**O87: Complete phase two of "Get Automated" which involves implementation of a new Jail Management System (JMS) to modernize and mitigate liability (%)**

On Target



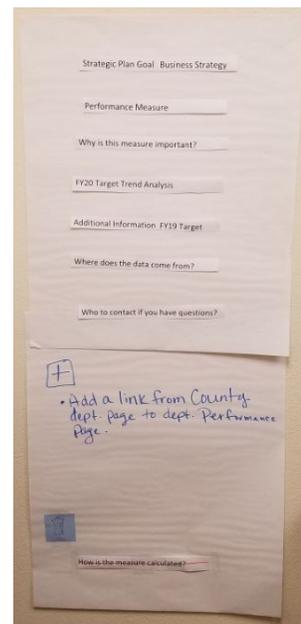
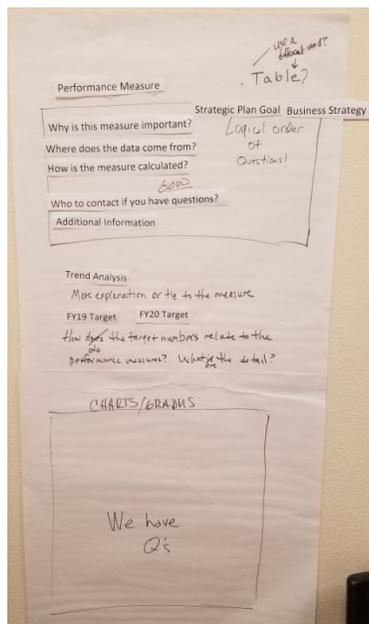
**Updates that will be made based on your feedback**

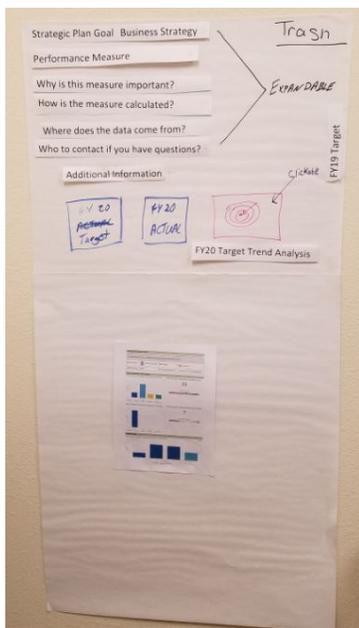
- Add a place for public input



## Activity 3: Redesign the Detailed Performance Page

Participants became our 'web designers' and redesigned the Detailed Performance Page.





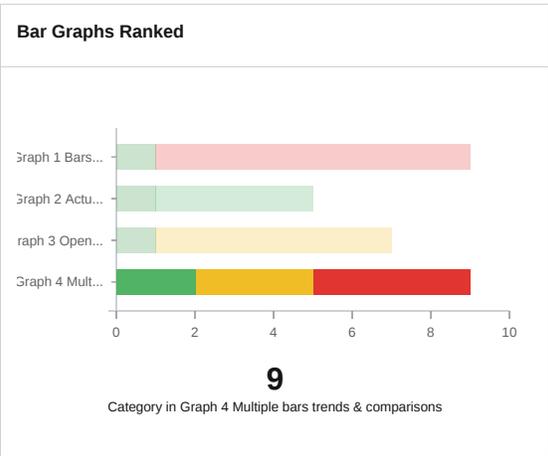
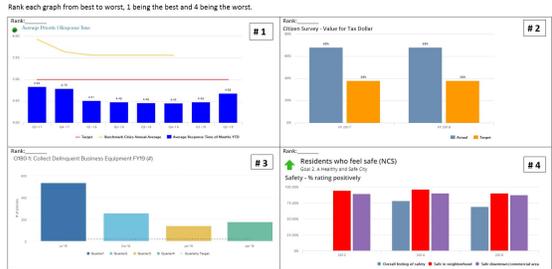
**Updates that will be made based on your feedback**

- Rearrange sections to focus on why the measure is important
- Move the graphs closer to wording
- Make sections expandable/collapsible

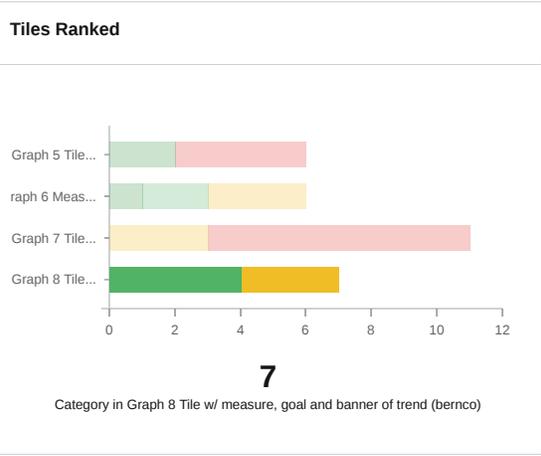
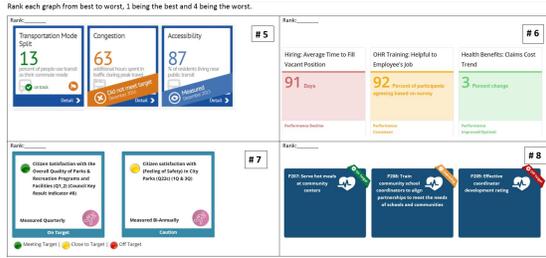
# Activity 4: Rank the Graphs

Participants ranked a variety of graphs, trends and scorecards from outside agencies compared to Bernco.

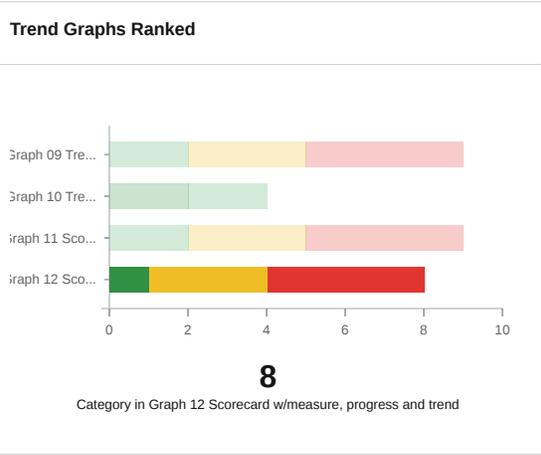
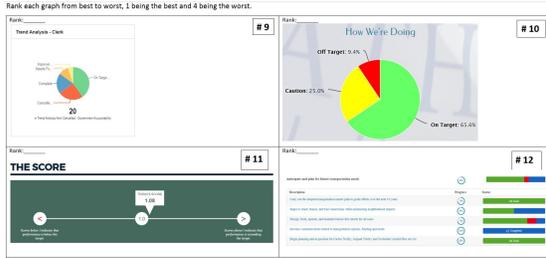
## Bar Graphs



# Tiles

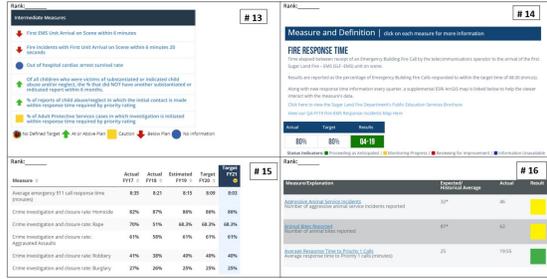


# Trend Graphs

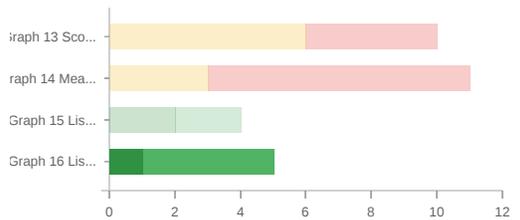


# Scorecards

Rank each graph from best to worst, 1 being the best and 4 being the worst.



## Scorecards Ranked



5

Category in Graph 16 List of measures with historical, actual and results of trend color

Updates that will be made based on your feedback

- Add graphs with green, yellow, red color coding based on targets



## A big thanks to our focus group participants!

Department	Name
Communication Services	Tiffany E. Chamblee
Communication Services	Tracy Dingmann
Community Services	Amanda I. Colburn
Economic Development	Sulema Lenz
Fire and Rescue	Zachary Lardy
General Services	John S. Vialpando
Housing	Patrizia L. Lucero
Human Resources	Victoria Organick
Operations and Maintenance	Duane Hamar
Procurement and Business Services	Renita Elder
Risk Management	Bruce Lambert
Finance	Shirley Ragin
Open Access New Mexico	Peter St. Cyr
City of Albuquerque	Haley Kadish

Contact the Operations Excellence Office (OEO) for assistance or Information on OpenGov.

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