

ITEM	8
MANAGER'S REPORT NO.	52
COUNCIL MEETING 1982 09	27

Re: PERFORMANCE PLANNING AND MEASUREMENT

MUNICIPAL MANAGER'S RECOMMENDATION:

1. *THAT Council give consideration to the Performance Planning and Measurement documentation for those Decision Units under its responsibility, including Council expense, Grants and Publicity Committee, and the Mayor's Office, to be completed for inclusion with the final budget preparation, scheduled for early November.*

REPORT

Members of Council will recall that staff, with the assistance of Currie, Coopers and Lybrand Ltd., have been working since early in the summer on the development of a Performance Planning and Measurement System for this Municipality. Members of Council will recall from earlier discussions that the approach being followed at the staff level is initiated with the Manager's Challenge Statement, followed with a quite intensive process of setting objectives, examining the current scope of activity in each area, setting out the major planning considerations and assumptions for the year to come, and then developing a number of changes and improvements for the year. That process is accompanied by an evaluation of the major activities in each "Decision Unit" area, compared to the objectives for that area, in an attempt to develop a number of measuring performance.

That process, while it has been a difficult and time consuming one, has now put the staff in the position where they are much better prepared and equipped for the difficult decisions which lie ahead, for 1983.

No area in the Corporation has been exempt from this planning process. It is the considered opinion of staff that there would be value in the Council giving some consideration to that same sort of planning exercise for those parts of Corporate activity and Budget which fall directly under the span of the Council. There is a budget of approximately one half million dollars which falls directly under the control of Council, covering areas including Council expense, the Mayor's Office, and Grants and Publicity Committee.

The "PPM" Program includes summary forms which set out the objectives and measures for each "Decision Unit" area in the Corporation. An initial effort has been made to draft those forms for the three areas of responsibility mentioned above; it is suggested that members of Council may well wish to consider this documentation, treating it as a draft, and certainly subject to amendment. The benefits of Council considering these three areas will include a completion of the planning process, as well as a better understanding on the part of Council of the type of process followed by staff throughout the Corporation.

It is therefore recommended that Council give consideration to the Performance Planning and Measurement documentation for those Decision Units under its responsibility, including Council expense, Grants and Publicity Committee, and the Mayor's Office, to be completed for inclusion with the final budget preparation, scheduled for early November.

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 D R A F T

FCRM PPM 282

BURNABY PERFORMANCE PLANNING AND MEASUREMENT					
1. DEPARTMENT	2. DECISION UNIT NAME	3. DECISION UNIT MANAGER			
	PERFORMANCE MEASURES	Council			
	REPORTING CODE A (ANNUAL) B (BI ANNUAL) Q (QUARTERLY) M (MONTHLY) W (WEEKLY) D (DAILY)	Council			
4. PERFORMANCE MEASURES	5. SOURCE AND HOW COLLECTED	6. REPORTING FREQUENCY			
WORK LOAD/DEMAND	- Number and length of regular meetings. - Number and length of special meetings.				
EFFICIENCY					
EFFECTIVENESS	- Complaints and compliments by public. - Expression of support at the polls.				

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 D R A F T

FORM PPM-11E2

1.	<p style="text-align: center;">BURNABY PERFORMANCE PLANNING AND MEASUREMENT 1983 PROVISIONAL BUDGET</p>	4. ACCOUNT CODES
<p>DECISION UNIT NAME Council</p>	<p style="text-align: center;">DECISION UNIT SUMMARY</p>	5. DATE
<p>2 SUBMITTED BY:</p>		3. SUBMITTED TO:
<p>6. OBJECTIVES</p> <p>To continue to seek and weigh citizen input in arriving at decisions that are in the broadest community interest. To formulate and enact public policy and comprehensive plans. To provide overall direction and guidance to the municipal administration.</p>		
<p>7. CURRENT SCOPE OF ACTIVITY</p> <p>Meets weekly (except bi-weekly in July and August) to consider all items of Corporation business requiring Council consideration. Arranges and/or attends to such other meetings, functions and business as required and appropriate.</p>		
<p>8. MAJOR PLANNING CONSIDERATIONS AND ASSUMPTIONS</p> <p>Economic times will require many difficult decisions in 1983.</p>		
<p>9. CHANGES AND IMPROVEMENTS PLANNED</p> <p>Strive for even more efficient operation of the Corporation. Attempt to bring in budget that calls for virtually no increase in tax levy.</p>		
<p>10. ALTERNATIVES CONSIDERED AND REASONS FOR REJECTION</p>		

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 D R A F T

FORM PPM 2:82

BURNABY PERFORMANCE PLANNING AND MEASUREMENT					
1. DEPARTMENT	2. DECISION UNIT NAME	3. DECISION UNIT MANAGER	5. SOURCE AND HOW COLLECTED	6. REPORTING FREQUENCY	
	PERFORMANCE MEASURES	Mayor's Office Mayor			
	REPORTING CODE A (ANNUAL) B (BI ANNUAL) Q (QUARTERLY) M (MONTHLY) W (WEEKLY) D (DAILY)				
	4. PERFORMANCE MEASURES				
WORK LOAD/DEMAND	<ul style="list-style-type: none"> - Reports to Council. - Number of meetings - Council - Committees - Community - Number of public functions. - Volume of correspondence and telephone calls. 				
EFFICIENCY					
EFFECTIVENESS	<ul style="list-style-type: none"> Public complaints and compliments. Expression of support at the polls. Length of Council meetings. 				

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 D R A F T

FORM PPM-112

1.		4 ACCOUNT CODES	
BURNABY			
PERFORMANCE PLANNING AND MEASUREMENT 1983 PROVISIONAL BUDGET			
DECISION UNIT SUMMARY			
DECISION UNIT NAME	2. SUBMITTED BY:	3. SUBMITTED TO:	5. DATE:
Mayor's Office			
6. OBJECTIVES			
<p>To continue to provide overall leadership to the Council and the Corporation. To carry out the functions of Chief Executive Officer of the Corporation. To carry out the public functions required of a head of government, including response to constituents' concerns.</p>			
7. CURRENT SCOPE OF ACTIVITY			
<p>Council meetings, committee meetings, special meetings on Corporation business, public functions.</p>			
8. MAJOR PLANNING CONSIDERATIONS AND ASSUMPTIONS			
<p>Economic times will dictate that some difficult issues will require thorough debate and sound leadership.</p>			
9. CHANGES AND IMPROVEMENTS PLANNED			
10. ALTERNATIVES CONSIDERED AND REASONS FOR REJECTION			

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D R A F T

FCRM PPM 2.82

BURNABY PERFORMANCE PLANNING AND MEASUREMENT					
1. DEPARTMENT	2. DECISION UNIT NAME	3. DECISION UNIT MANAGER	4. PERFORMANCE MEASURES	5. SOURCE AND HOW COLLECTED	6. REPORTING FREQUENCY
	PERFORMANCE MEASURES	Grants and Publicity Committee			
	REPORTING CODE A (ANNUAL) B (BI ANNUAL) C (QUARTERLY) M (MONTHLY) W (WEEKLY) D (DAILY)	Council			
WORK LOAD/DEMAND			Number of applications. Number of grants awarded.		
EFFICIENCY					
EFFECTIVENESS			<ul style="list-style-type: none"> - Number of organizations receiving significant assistance. - Expression of public support. - Number of appeals. - Number of Grants and Publicity Committee recommendations changed/revised by Council. 		

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 D R A F T

FORM PPM 193

1	BURNABY PERFORMANCE PLANNING AND MEASUREMENT 1983 PROVISIONAL BUDGET	4. ACCOUNT CODES
DECISION UNIT NAME Grants & Publicity Committee	2. SUBMITTED BY: 3. SUBMITTED TO:	5. DATE
6. OBJECTIVES <p>To continue to provide municipal support to those cultural, recreational and human service organizations which have as their goal the betterment of life in the municipality. To ensure that limited resources available are being distributed to organizations on the basis of need within the community, in as equitable a fashion as possible.</p>		
7. CURRENT SCOPE OF ACTIVITY <p>60 grants in 1981 for a total of \$115,000 (estimated).</p>		
8. MAJOR PLANNING CONSIDERATIONS AND ASSUMPTIONS <ul style="list-style-type: none"> - Limited or no increase in funds in 1983. - Continuing high level of need and demand for support from recipient organizations. 		
9. CHANGES AND IMPROVEMENTS PLANNED		
10. ALTERNATIVES CONSIDERED AND REASONS FOR REJECTION		

