

**Performance Review Committee
Framework**

PRC Mission

To work with County staff to develop meaningful performance measures that capture project timelines and costs to demonstrate efficiencies gained over time through process improvements.

Methodology

1. Program Overview
2. Update on progress of Board directed items
3. Summary of PDS performance improvement initiatives: current and upcoming
4. Examine how the process works to focus on what to measure
 - a. Tour of building via process
 - b. High level workflows
 - Tentative Map
 - Final Map
 - Building Permit
5. Performance Measures
 - a. Discussion on what is important to measure
 - Which Board directed items should have individual performance measures
 - What should be the global performance measures (Time, Cost, Quality)
 - What other measures would be most useful to develop
 - b. Benchmarks – Staff to research other jurisdictions to determine what other entities use
 - c. PDS to develop new performance measures
 - Measure
 - Baseline
 - Target
 - Results
 - d. PRC to review draft of new performance measures
 - e. PRC meeting to discuss new performance measures
6. Reporting
 - a. Review of performance measure tracking
 - b. Which measures are achieving targets and which are not
 - c. Where to pursue additional changes in process / approach, based on results

As opportunities for future improvements are identified through process discussion they will be captured for future action

Performance Improvement Initiatives

Includes a list of future opportunities to improve the process. Includes what is in process and new opportunities.

Target Timeline

June 20, 2013 - **COMPLETED**

- PDS Program Overview
- PRC Overview & Introductions

July 18, 2013 – **COMPLETED**

- Brown Act Training
- PRC Mission, Methodology, Timeline
- Update on progress of Board directed items
- What is important to measure

August 15, 2013

- Finish update on Board Directed Items (continued item from 7-18-13)
- Tour of new building (based on LD process)
- Presentation on current and upcoming Performance Improvements for PDS
- Review of PRC Methodology
- Discussion on PDS to initiate research of performance measures in other jurisdictions

September 2013 Meeting

- Presentation on PDS Workflows
 - Tentative Map – Discretionary process for PP and LD
 - Final Map & Condition Satisfaction
 - Building Permit
- Measurement discussion
 - Which BOS directed items require specific measures?
 - What should be the program measures (time, cost, quality)
 - What other measures would be most useful to develop

November 2013 Meeting

- PDS Report out on existing measures
- Draft of new performance measures presented to PRC
 - Research of other agencies
 - Baselines
 - Targets

Future meetings

- Continue discussion of draft new performance measures
- Seek to finalize proposed new measures