



GOVERNMENT OPENNESS & RESPONSIVENESS Focus Task Force

PERFORMANCE MEASUREMENT RECOMMENDATIONS

Vision: In 2025, Jacksonville thrives due to exemplary governance. Well-informed citizens actively engage to solve problems together with outstanding elected officials. Jacksonville's diverse representative leadership is accessible, fiscally responsible, and accountable for delivering public services in a cost-efficient manner. Our transparent, ethical public policy reinforces effective financial investment in common goods.

Strategy to achieve the Vision:

- Develop and publish performance measures for government functions, openly reporting on effectiveness and efficiency of local government.

The JAX2025 Focus Task Force proposes a Performance Measurement Strategy for city government which recognizes that the efficiency and effectiveness of any organization or entity is based on constant monitoring and evaluation of performance. In order for citizens to understand how well our city is performing, performance measures are critical.

Recommendations

1. Institutionalize and prioritize a performance measurement system so that it transcends political administrations and promotes budgeting and management based on a consistent set of city-wide performance measures. It is recommended that a performance measurement system be institutionalized via ordinance, which can only be waived by a supermajority or two-thirds vote.
 - *Ordinance 2000-274-E, codified as Sec. 106.219, is already enacted; see attached. This ordinance should be recognized as a starting point from which to enhance and implement a performance measurement system.*
2. Develop a web-based, real-time data dashboard so that residents and decision-makers can review city performance at any time. As a supplement to the dashboard, an annual report of performance measures should be released by June 1st so as to inform budget decisions and distributed to a broad audience. The content of the data dashboard and the annual report should be disaggregated by planning district or zip code so that neighborhood groups and representatives can monitor city performance to ensure equal treatment.
 - *Ensures that efficiency and effectiveness of government spending can be monitored by both citizens and policymakers.*
 - *City saves money (postage, printing) and time (processing delays, mail delays).*
 - *Department funding is linked to performance, which emphasizes results and outcomes.*
 - *Offers policymakers an opportunity to evaluate department performance on a more objective basis and incorporate discussions that specify outcomes and quality levels.*
3. Provide for widespread communications to spread awareness about the performance measurement system (social media, promotional campaigns). In conjunction with this, enable a platform for regular citizen feedback and suggestions regarding the system.
 - *Improves citizen awareness of government functions and performance.*
 - *Allows for residents to provide suggestions and feedback.*
 - *Provides local government with an opportunity to obtain citizen buy-in for initiatives, programs, and plans.*



Every great city has a vision of itself and what it will be.
Now is the time to Build It – the kind of community we want to be in 2025.