

MAY 7-9, 2018  
WASHINGTON, DC

# 18th Annual CITY AND COUNTY PERFORMANCE SUMMIT

Performance Measures and Data Analytics in Local Government

**Performance Analytics:** Performance measures and data analytics success stories for major city and county program areas

**Process Improvements:** Best practices in streamlining and transforming service delivery

**Emerging Technologies:** How big data and digital innovations can enhance delivery of city and county services

**Citizen Engagement:** Tips for improving customer service and citizen engagement in your city and county



Earn up to 18 CPE  
credits for attending  
[cityandcounty.org](http://cityandcounty.org)

Best practices from cities and counties in using performance measures and data analytics to drive transformation

**TOP 10 REASONS TO ATTEND CCPS:**

TOP 10 REASONS TO ATTEND CITY AND COUNTY PERFORMANCE SUMMIT

**Model Measures and Data Analytics Sessions For Key City & County Functions:**

- Police
- Fire/EMS/911
- Housing
- Streets and Traffic
- Opioid Crisis
- Social Services
- Water / Wastewater
- Public Health
- Infrastructure
- Homeless
- Neighborhood Codes
- Building Services
- ...and much more!

**1**  
Acquire performance measures for cities and counties

**2**  
Align city and county budgets to results

**3**  
Enhance transparency in city and county management

**4**  
Find the answers to your most complex problems by leading experts in the local government

**5**  
Learn strategies for collaborating with other cities and counties

**6**  
Evaluate the latest process improvement techniques to curb government waste

**7**  
Network with managers from other city and county governments

**8**  
Prepare for the new evidence-based funding mandates

**9**  
Learn to become the catalyst for change in your office

**10**  
Use Data Analytics to improve efficiency and mission results

**NO MATTER** your challenge or budget size,  
The Performance Institute has training programs  
and consulting services to help you maximize your  
performance, efficiency, and effectiveness.

**OUR AREAS OF EXPERTISE**

- Strategic Planning and Performance Measurement
- Data Analysis and Performance Reviews
- Process Improvement and Customer Service
- Employee Engagement and Change Management
- Program Restructuring and Innovation Pilots
- Budget Justifications and Evidence-Based Analysis

**GET CERTIFIED as a Government  
Performance Manager (CGPM)**

Advance your career by completing The Performance Institute's certification program in government performance management. Take as few as five courses to complete your certification!

Learn more about CGPM Certification and upcoming training forums at [performanceinstitute.org](http://performanceinstitute.org)

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The Global Voice of Quality®



# 18th Annual City and County Performance Summit

## DAY 1: Monday, May 7, 2018

Time Slot	Title	
7:30 – 8:30	Registration and Breakfast	
8:30 – 9:45	LEADERSHIP PANEL: How Performance Management and Data Analytics Can Transform City and County Operations	
	<b>MODEL MEASURES AND DATA ANALYTICS FOR CITY &amp; COUNTY FUNCTIONS</b>	<b>MANAGING AND BUDGETING FOR RESULTS</b>
9:45 – 10:45	Police Department Data Analytics and Measures	Performance-Informed Budget Justifications: What Do Results Cost?
11:00 – noon	Streets, Transportation, and Infrastructure Data Analytics and Measures	Enhancing Program Evaluation and Expanding Evidence-Based Innovation in Government
noon – 1:00	Lunch	
1:00 – 2:00	Public Health Data Analytics and Measures	Measuring and Improving Customer Service
2:00 – 3:00	Homeless Services Data Analytics and Measures	Employee Engagement in Government
3:15 – 4:15	Water & Wastewater Data Analytics and Measures	Citizen Engagement Strategies for Building Support, Awareness, and Involvement
4:15 – 4:45	Government Workforce Performance Optimization Initiative: Research Results and Recommendations	

## Day 2: Tuesday, May 8, 2018

Time Slot	Title	
7:30 – 8:30	Breakfast	
8:30 – 9:30	Getting Leadership to Use Performance Measures: Citi-Stat and County-Stat Models	
	<b>MODEL MEASURES AND DATA ANALYTICS FOR CITY &amp; COUNTY FUNCTIONS</b>	<b>TOOLS FOR IMPROVING PERFORMANCE</b>
9:30 – 10:30	Fire-EMS-911 Data Analytics and Measures	How Data-Driven Performance Reviews (DDPRs) Can Drive Strategy Execution in Government
10:45 – 11:30	Social Service Case Management Data Analytics and Measures	Using Lean Six Sigma to Streamline Processes in Government
11:30 – 12:15	Workforce and Economic Development Data Analytics and Measures	Connecting the Dots – Harnessing Government and Private Sector Data Streams to Generate Insight
12:15 – 1:15	Lunch	
1:15 – 2:15	Neighborhood Code and Building Services Data Analytics and Measures	Shared Services in Government – How to Consolidate Functions and Generate Savings
2:30 – 3:30	Data Analytics and Collaborative Strategies for the Opioid Epidemic	Smart City Innovations: The Latest Application of Technologies to Transform City and County Management
3:30 – 4:30	Fraud Analytics: Detecting and Reducing Waste, Fraud and Error	Cultivating the Next Generation of Performance Leaders

## Day 3: Wednesday, May 9, 2018 – Post-Conference Workshops

A	B	C	D
Developing and Using Performance Measures in Government	Data Analytics Fundamentals for Government Managers	Lean Six Sigma and Process Improvement for Government	Performance Budgeting and Resource Allocation

# Day 3 Optional Workshops

## **Workshop A:**

### **Developing and Using Performance Measures in Government**

Curious how to use organizational goals and objectives to develop appropriate performance measures?

This workshop – a core component of the Certified Government Performance Manager certification – will help you work through those tough challenges.

You'll learn how to design effective performance measures to implement your government organization's goals and strategies, as well as destructure and align key indicators using the most up-to-date and proven methodologies. In addition, you'll learn how to implement and manage using data to execute and meet your organization's strategic goals and objectives.

## **Workshop B:**

### **Data Analytics Fundamentals for Government Managers**

Government agencies collected more data sets in just the last five years than the entirety of data since the founding of the nation! With all that data, how can city and state government agencies put it all to use – to improve outcomes, reduce risk and enhance efficiency? This workshop helps answer this pressing question!

Data analytics involves the strategic collection, use, and analysis of government data sets to improve mission attainment. Predictive modeling involves data analytics to forecast outcomes and identify ways to change those outcomes for the better. You will emerge from this conference ready to use both data analytics and predictive modeling to improve your agency's performance.

## **Workshop C:**

### **Lean Six Sigma and Process Improvement for Government**

Using its experience exclusively in city and state government settings, The Performance Institute has customized a comprehensive certification program in government process improvement using Lean Six Sigma and a variety of other process improvement methodologies showing great success in government.

Government agencies at all levels are generating significant benefits through Lean Six Sigma. Lean Six Sigma helps government identify critical quality issues, operational risk issues, and cost drivers – and equips government with methodologies to integrate principles of business, statistics, waste reduction, and engineering to achieve tangible quality and efficiency outcomes

Specifically designed for managers who have an interest in leading a process improvement initiative for their organization, this training course is the only Lean Six Sigma program specifically designed for application of Lean Six Sigma in a government setting.

## **Workshop D:**

### **Performance Budgeting and Resource Allocation**

As budget reviews more and more rely on goals and measures to justify funding, it's critical to have a firm grasp. This workshop helps you utilize performance goals and measures to make the best case during budget reviews – and show how you can link resources to results.

You'll also learn the ten most critical steps when using Performance-Based Budgeting – helping you justify programs and avoid pitfalls, all while helping to calculate the true cost drivers in your program to pinpoint opportunities for savings and efficiencies.



# 3 Easy Ways to Register



## ONLINE

Register online at  
[performanceinstitute.org](http://performanceinstitute.org)



## CALL

877.992.9521



## MAIL\*

Name	Title	
Address		
City	State	Zip
Email		
Phone		

\* Payment by company check, credit card or SF-182 must be received for all mail registrations no later than 5 business days PRIOR to course date.

## PRICING

Reserve your space at the conference now and save \$100 off the standard rate.

Registration Type	Price
Early Bird / Until April 1	\$995
Conference + one workshop Early Bird / Until April 1	\$1495
General Registration	\$1095
Conference + one workshop	\$1595

### Bringing your team?

Contact PI for group discounts: 877-992-9521

## Summit Location

Marriott Metro Center, Washington, D.C.  
775 12th St NW, Washington, DC 20005  
(between G and H Streets NW – Metro Center station)

## Day 3 Workshops

The Performance Institute  
1440 G St NW, Washington, DC 20005  
(two blocks from Conference)

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## GET CERTIFIED

### Certified Government Performance Manager (CGPM) Program

The Performance Institute's Certified Government Performance Manager (CGPM) program provides the skills and tools needed to make you a lead performance management resource for your organization. Candidates for our standard certificate sit for a brief examination. Candidates for our advanced certificate complete a capstone project—a real-world project from your agency that you can use to apply concepts, knowledge and skills from your courses and receive expert feedback from a staff member of The Performance Institute.

Upon completion of certification, you will gain both a professional distinction and academic credit. The Performance Institute has been reviewed and approved as a provider of training by the Project Management Institute (PMI)® and accredited through the National Association of State Boards of Accountancy (NASBA).

For more information about the CGPM program, or for help customizing CGPM certification to suit your needs, contact The Performance Institute at 1-877-992-9521.



[www.performanceinstitute.org](http://www.performanceinstitute.org)  
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