

## TMBP Data Helping to Move the Needle in the City of Knoxville



*Russ Jensen, 311 Director, City of Knoxville*

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Things that get measured get better. While that is not always a popular mantra in government, it is true. It is also true that comparing those measurements with peers adds to the level of improvement several fold.

Knoxville has long embraced measurement and performance outcomes. It is one of the reasons the city weathered the great recession of 2007-2009 better than most cities throughout the U.S. On a monthly basis, department heads receive and review reports on performance measures that have been agreed upon and developed through due diligence with 311, the city's customer service center. For the last four years, Knoxville has participated in the Tennessee Municipal Benchmarking Project. The participation has sparked a lot of conversations pertaining not only to what we measure, but how. It has also helped focus attention on areas that may require improvement, or at least review, when compared to other municipalities throughout the state.

For example, after comparing the fees collected for the service areas of building inspections and parks and recreation amongst the TMBP cities, city staff conducted a review of both fee schedules and changes were made to the inspection schedule. Similarly, a review of the municipal court was conducted after a comparison of TMBP data on the percentage of court fine obligations collected across member cities.

These are just two examples of how Knoxville uses the data it collects throughout the course of the year, and how we take advantage of the opportunities to compare that data against other cities in the state. Knoxville continues to look for ways to integrate data analytics on a day-to-day basis to improve overall value to the city residents.



CITY OF KNOXVILLE

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*This article will also appear in the April 2016 edition of the MTAS Municipal E-News.*

# Interesting in Learning More About Performance Measurement?

## MTAS Has a Class for That!

### CITY OPERATIONS - HOW TO DETERMINE IF YOU ARE WINNING OR LOSING

Have you ever wondered how your city's operations compare with other cities? Have you asked if your city is efficient in the number of code inspections performed? What is the cost per ton of refuse collected per household? Can we reduce the response time on fire calls? How are we doing year-to-year? Is our performance improving? If you have ever asked these questions, then this course is for you. You will learn about types of performance improvement, performance measures and how to apply them to improve operations. Unless you are keeping score, how will you know if you are winning or losing?

**Target Audience:** Elected Officials, Managers and Supervisors

#### Dates/Locations/Times:

April 25	Jackson	8:30 a.m. - 12:30 p.m. CDT
April 26	Nashville	8:30 a.m. - 12:30 p.m. CDT
April 29	Knoxville	8:30 a.m. - 12:30 p.m. EDT

**Credits:** 4 CPE/CMFO (Other) (PA)

Register online here:

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