

Office of Innovation and Efficiency

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The ***Office of Innovation and Efficiency*** exists to guide and advise the City and its departments through the strategic use of data and performance management to achieve their public purpose and make informed decisions that drive continuous improvement for **efficient and effective** delivery of City services.



Efficient

producing the intended community outcomes with minimal waste, delay, or rework.

Effective

delivering the right service, at the right time, at the right quality, using the right level of resources.

Our goal is to take it even one step further and that is moving towards

Sustainable Efficiency.





What is Sustainable Efficiency?

- Not a one-time cut or reactive approach
- Its replicable
- It's embedded
- Its business as usual



Office of Innovation & Efficiency Services Offered



MANAGING
WITH DATA



BUSINESS
SOLUTIONS



PERFORMANCE
REPORTING



DATA
GOVERNANCE



CAPACITY
DEVELOPMENT



STORYTELLING



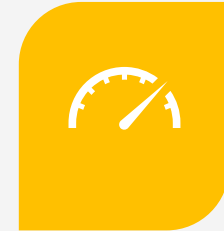
MANAGING WITH DATA

Using timely, reliable data to understand what's happening and guide decisions, resources, and improvements toward intended outcomes.



BUSINESS SOLUTIONS

Tools, systems and workflows that solve business needs and improve daily operations.



PERFORMANCE REPORTING

Clear, decision-ready updates on outcome progress, risks, and accountability.



DATA GOVERNANCE

Policies and procedures that manage city data as an asset—ensuring it's timely, high-quality, and appropriately accessible.



CAPACITY DEVELOPMENT

Building organization-wide knowledge to use data, tools, and performance information in everyday decisions.



STORYTELLING

Strategic communication that combines data, context, and narrative to explain what we're doing, why it matters, and the outcomes achieved.



OFFICE OF INNOVATION AND
EFFICIENCY

PRESENTS

PERFORMANCEPLUS

ENVISION. ELEVATE. IMPACT.

Systematic approach **ensuring alignment with the council priorities** in the **stewardship of city resources** in constant commitment to **continuous improvement, innovation, efficiency and effectiveness.**



PERFORMANCE**PLUS**



Envision

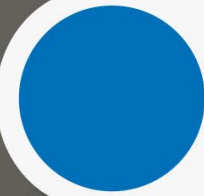


Elevate



Impact

Culture of Continuous Improvement



Outputs Based- How **busy we are**



OUTCOMES BASED- How **effective we are**



Through a collaborative partnership with OIE, departments:

- Define outcomes aligned with citywide priorities
- Focus efforts on the outcomes that matter most
- Establish meaningful KPIs and leading (driving) metrics



Purpose:

The [Department Name] exists to [primary function or service] to / for [desired outcome or benefit to the community outcomes] to [alignment with council priority].

Outcomes-based KPI

Off Track

Target
95.00%

87.95%

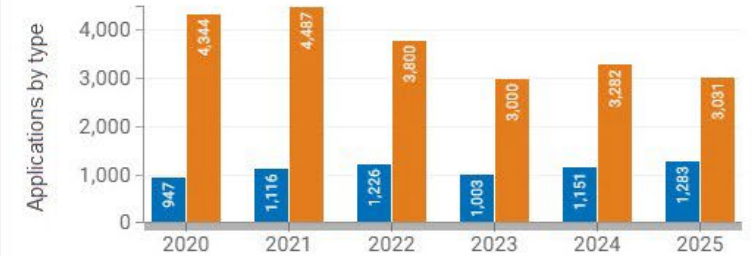
Availability Rate

10/1/25 - 10/31/25

Driving Indicator - Input/Output/Outcome



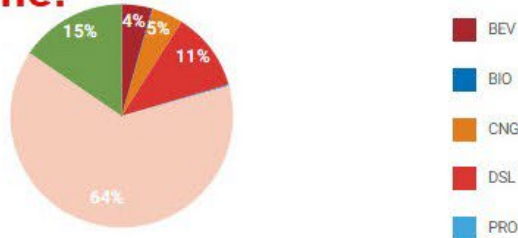
Driving Indicator - Input, Output, Outcome.



il.

Legend ^

Driving Indicator - Input, Output, Outcome.



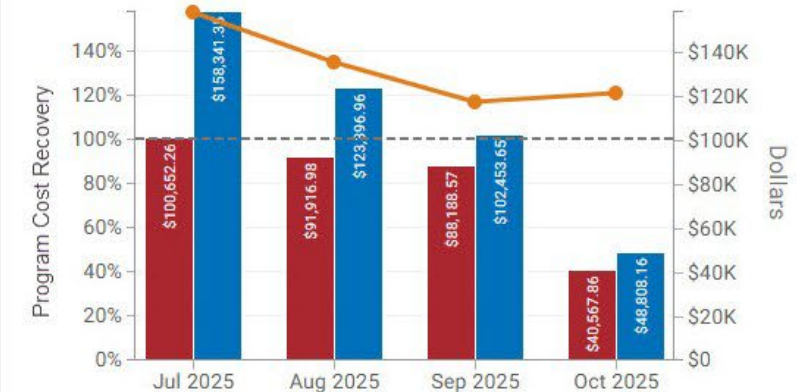
BEV
BIO
CNG
DSL
PRO

Service Delivery Impact



il.

Budget Impact



il.

Legend ^

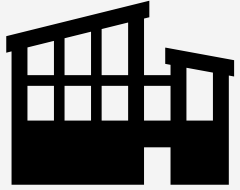


Interconnected priorities across the organization that help identify, pilot, and scale process, workflow, and system improvements.

Elevating data-informed decision-making: moving from situational uses to consistent expectation and organizational standard.



Collaborative Efficiencies

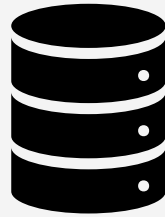


Building Permit
Review Process

Police Hiring

Capital
Improvement
Process

Quality Indexing

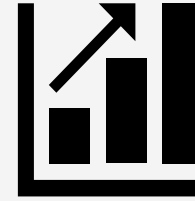


Economic
Development

Urban
Transformation

Police

Collaborative Measures



Fleet
and
Solid Waste

Workforce
Readiness

Managing with Data



Specialty Licensing and
Permits

Water & Energy
Resources

Prediction Models
(Code Compliance,
Water Mains,
Pedestrian-Related
Fatalities / Injuries)



Threading is the practice of intentionally identifying and connecting related needs, processes, and opportunities across departments to reveal where work intersects, overlaps, or depends on one another—enabling coordinated process improvements and shared efficiency gains.

It makes visible how departmental challenges are not isolated, but part of **system-wide workflows and value chains**, allowing the organization to address root causes rather than symptoms.

A photograph of an outdoor park area with tiered wooden seating, green streetlights, and trees. The image is dimmed to serve as a background for the text.

FEEDBACK Q&A



mesa·az