

Performance Excellence Leadership

End of Year Summary



Background

In 2025, Performance Excellence completed year two of its five-year (2024-2028) work plan. The [work plan](#) exists to support the City of Madison on our journey to meet our [Vision, Mission, Values, and Service Promise](#). The work is facilitated and tracked by Human Resources-Organizational Development (HR-OD) Performance Excellence Specialist. The work plan impacts our entire organization. All agencies are key stakeholders who are responsible, accountable, consulted, and informed about the design, development, and completion of the work plan strategies and actions.

2025 Work Plan Progress Report

For each area of the [work plan](#), accomplishments (complete) and ongoing efforts (started, not yet complete) include:

Area of the Plan	Accomplishments	Ongoing Efforts
Engaged Workforce	✓ Implement updated Equitable hiring plan to support gender and racial equity ✓ Implement TeamCity Survey	✓ Implement skills-based hiring practices ✓ Engage staff citywide to create TeamCity survey action plan(s)
Engaged Public	✓ Roll out Board, Committee, Commission (BCC) re-organization	✓ Develop standard training for BCCs ✓ Launch learning materials to implement well designed public participation
Strong Operations	✓ Draft guidelines for Human Resources Management System	✓ Produce a citywide customer service plan, strategies, and goals ✓ Multi-Agency Process Improvement: BCCs
Effective Use of Resources	✓ Roll out mid-level manager team work planning training	✓ Develop citywide communications standard operating procedures ✓ Agency Work Planning Workshop ✓ Results Madison Data Engagements
Strategy	✓ Communicate organization wide risk assessment findings to impacted agencies	✓ Inventory key organizational meetings citywide ✓ Identify accountability mechanisms re: pain points from work planning
Leadership	See Leadership end of year summaries	

Completing Ongoing Efforts

Items listed as ongoing efforts in the table above will carry forward. Each item will be assessed for priority against the 2026 items list on the [work plan](#) and completed as able.

Learn More about Performance Excellence

Connect with our Performance Excellence Specialist, at OrganizationalDevelopment@cityofmadison.com to learn more or get involved.