Define PEAK

P – Perform Mission
E – Evaluate Measures
A – Assess Outcomes
K – Keep Climbing

Main Theme: “Keep Climbing!”
The City of Las Cruces seeks to be a customer focused, higher performing organization through PEAK Performance achieving:

Better Customer Service.

Continuous improvements.

Transparency (Budget).

Communications with Departments and Staff (Better Listening).
Peak Performance is intended to deliver the following Key Results identified by the Design Team:

- **Building Confidence – Public, Council, Staff.**
  - Public: Results the public receives for its money.
  - Council: Priorities/Themes being implemented.
  - Staff: Know they're doing what is expected of them.

- **More openness, transparency, concreteness; less reactivity.**

- **Effective governance.**

- **Alignment, strategic focus from top-down, advancement of strategic direction.**

- **Integrated and better services, public trust, best application of funds.**

- **Sense of organizational confidence, alignment, trust among ourselves.**
✓ Integrated management system that focuses people, resources and organizations on **results** for **customers**

✓ Organizational culture where the language, beliefs and behaviors are focused on **results for customers**
Peak Performance:

Integrated Management System

Planning for Results

Contractor/Employee Performance Management

Decision Making for Results

Budgeting for Results

Evaluating Results

Integrated Management System & Culture Focused on Results

Performance Data Collection

Reporting Results
<table>
<thead>
<tr>
<th>Customer</th>
<th>Results</th>
<th>Services/Outputs</th>
<th>Demand</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who will receive these services and</td>
<td>What impact or Result do we want</td>
<td>What type and level of Services will it take</td>
<td>What is the customer Demand for this Service?</td>
<td>What it Cost to deliver the desired</td>
</tr>
<tr>
<td>experience the intended benefit?</td>
<td>Result do we want customers to experience?</td>
<td>to create this experience or Result?</td>
<td></td>
<td>performance?</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>
Department Strategic Business Planning

Consistent Methodology and Terminology

- Director’s Interview
- 1. Assessment of the Future
- 2. Issue Statements
- 3. Strategic Results
- 4. Mission Statement

Process

Product

Strategic Business Plan
- Mission Statement
- Issue Statements
- Strategic Results
- Line of Business 1
  - Purpose 1
  - Key Measures 1
  - Program 1A
    - Purpose 1A
    - Services 1A
    - Measures 1A
  - Program 1B
  - Line of Business 2

- Line of Business
- Performance Measures
- Purpose Statements
- Program Structure
- Inventory of Services
- Key Results
Department Strategic Business Plans assure that the Council’s Strategic Plan will be implemented through Department Services and Programs.

Council Priorities:
• Capital Improvements & Infrastructure.
• Communication, Involvement and Follow-Up.
• Economic & Community Development.
• Education.