



## Indicators Progress Commission Meeting Notes

July 20, 2021

### **Called to order at 12:05 pm:**

**Present voting members:** Diane Harrison Ogawa, Enrique Cardiel, Mark Gilboard, Elaine Hebard, Sarah Sampsel, Jessica DuVerneay, Dr. Timothy Krebs, and Tony Monfiletto.

**Staff:** Haley Kadish – Performance & Innovation Officer

### **Approve Agenda at 12:05pm:**

The current agenda was reviewed. A motion to approve the agenda was made by Dr. Timothy Krebs and seconded by Mark Gilboard. The Commission unanimously approved the agenda.

### **Approve Minutes at 12:06pm:**

The minutes from the last meeting were reviewed. A motion to approve the minutes from the June meeting was made by Dr. Timothy Krebs and seconded by Mark Gilboard. The Commission unanimously approved the minutes.

### **Envisioning the IPC of the Future Discussion:**

In advance of the meeting, each member of the Commission was asked to consider the following questions and come ready to share their thoughts:

1. What would you change about the IPC?
2. What about the IPC do you want to keep?
3. What do you hope to be true in the future?
4. How would you like the IPC to function in the future?
5. What would success look like?
6. What do you hope is true 5, 10, 20 years from now?

The rest of the meeting was spent listening to each member's response to the posed questions.

- **Mark Gilboard**

- Would like to change the collection of the community input. Would like to see easier and online data collection method as opposed to the in-person community forums. But want to ensure we do not lose equity and inclusion - want to make sure everyone has an opportunity to be heard. Also, take advantage of the pandemic and the ability to be virtual.

- Would like to keep the continued emphasis on appropriate indicators - assessment, evaluation, communication, etc. and communicating the indicators. Would also like to keep the monthly meetings to discuss how to get feedback and to be equitable.
- In the future, hope the work of the IPC is important, valid, and well-communicated.
- Regarding IPC functions - similar to the past, but with less burden to put on those events. Maybe leverage other opportunities to communicate - neighborhood associations, ABCWUA mailers, Mayor Town Halls
- Success would be agreement from the group as leaders and collectors of this information and participative community that feels reached and heard - set a target for reach like 5% of the community.
- Long term, hope that Albuquerque continues to be a community that cares about its citizenry and that the IPC is an effective gatherer of indicators that capture the progress and that the process is inclusive and representative.
- **Jessica DuVerneay**
  - **What would you change?**
    - Longer term tracking: How durable they are year to year
    - How indicators are selected and collected: how aligned they are to existing metrics from other departments
    - Set a mission, vision, and values for the commission in line with the city's
  - **What do you want to keep?**
    - Cross section of the city in terms of representation
  - **What do you hope to be true?**
    - We are making meaningful progress as a city
    - Policy is driven by insights from this team
    - Not tied to any administration
    - Not tied to any single issue
    - Inclusive of all voices
    - Intellectually honest; not spun to show false progress
  - **How would the IPC function?**
    - Proactive, NOT reactive
    - Data driven
    - Building on existing goals / data being collected across city departments; not reinventing the wheel
    - Process:
      - Set mission, vision, values for IPC
      - Gathering community input
      - Identify KPIs in alignment with longer-term city mission / vision / values and citizen needs
      - Baseline where we are
      - Track and measure progress
      - Goal setting
      - Assigning accountability to elected officials
      - Reporting year over year
      - Making recommendations
  - **What would success look like?**
    - Sharing these KPIs and progress towards them publicly in digital format (dashboard etc.)
    - Honesty, transparency, accountability
    - Appropriate, sustainable suggestions for improvement
  - **What do you hope is true 5, 10, 20 years from now?**

- Albuquerque is the exemplar in treating all citizens with dignity and respect
  - Albuquerque is a safe place to live
  - Albuquerque sets the bar in self-awareness and honesty about where we need to improve and incremental improvement
  - Albuquerque stays true to who we are, not emulating another city
- **Dr. Timothy Krebs**
  - Being new, it is difficult to recommend changes. Appreciate the Albuquerque Progress Report and the annual citizen satisfaction survey. And want to keep the monthly meetings. Commission appears to be functioning the way it is supposed to.
  - I hope the IPC can perform a deeper education function - educate residents about the major problems facing the community.
  - Success of the IPC is about promoting the success of the city. Inclusivity, equity, and authenticity are all important. When thinking about the long-term success of the city, think about problems (crime, homelessness, economic development, etc.), particularly in the downtown core, because really successful cities have really successful cores. Would like the work of the IPC to connect its work to improving the functioning of the downtown core.
  - The IPC persuades by providing information. Cannot implement anything - can only persuade
    - Would like to see more action
    - Worthwhile to think about narrowing the scope to a particular part of the community
- **Enrique Cardiel**
  - Coming into the meeting with concern and disconcertedness due to lack of engagement with IPC in recent years.
  - Value of equity would have the IPC focused on communities of color and working-class communities. Would like to see a focus on neighborhoods - not just lump everyone together.
  - Unfortunately, not enough teeth in what the IPC says - do not get traction.
  - Should track turnout and participation as part of an indicator of whether the IPC is doing its job.
  - Shouldn't focus on central core - a lot of difference in health equity just within the County.
  - Want to continue to meet monthly.
- **Diane Harrison Ogawa**
  - Change
    - Want to have an answer to the question "so what"
    - Would like to be more than an entity that just
    - IPC is only discussed twice - during goals forum and then
    - City departments have areas they should own and be held responsible for. Giving them a roadmap. Here is what your community says matters. But there is not a conversation - departments should respond with their top 3 strategies
    - Translate the APR
    - Would like to see the Journal be a media partner on this.
    - Hold elected officials accountable - if there is a trend that is not going well
    - Don't want everyone to only be about issue X - that wastes time.
    - Would like to link budget investments to trends observed from IPC.
    - If going to be a useful tool - has to be used.
    - Map out a 24-month cycle and have departments and the City take charge and ownership of. Then have the media check in.
  - Keep

- Meet on a monthly basis
  - Collect community input
  - Use technology differently
- Hope to be True
  - That the work that we do matters. The culmination of the work is not issuing the report - it is triggering action. Pick out the things that the administration will be focused on and then
  - Call to action and invitation into involvement
- **Elaine Hebard**
  - Climate Change Task Force report that came out earlier this year. Resiliency and adaptation - want to add a new goal
  - Separated land use and water. Could establish better indicators and be more cooperative.
  - Meeting regularly will be good
- **Tony Monfiletto**
  - Indicators could use some root cause analysis - what is driving the indicator.
  - Social determinants - things that are cross-cutting and affect many different outcomes. Education around root causes would be great. Good adaptation
  - Cause is in the eye of the beholder. Deliberateness about who you are asking
  - Tension between management nature of the outcome and the goals that are professed and why they matter. Outcomes that are managerial (tasks that could be fixed), but the goals are very lofty. Begs for a deeper root cause approach
  - In 5-10 years would like to see structural changes - would require
  - The IPC is working on generational problems - they are not short-term.
  - More robust set of indicators
- **Sarah Sampsel**
  - Like the idea of regular meetings - facilitate relationships and stay in touch
  - Root cause analysis is definitely a need
  - Continuous quality improvement cycle - engraining and integrating TQI into what we are doing
  - Focus on things we can change
  - Would like to see desirable attributes of what
  - Would like to be able to retire indicators because they have achieved the goal or achieved success.
  - Could we have a key set of indicators - those things that are realistic goals and then those things that

**Meeting adjourned at 1:00 pm**

A recording of this virtual meeting can be accessed here:

<https://cabq.zoom.us/rec/share/uWbd8VDWuag7MADgQY6Owk-XFksoDHmAGkVGyxXGB236AVleumbKlvCS0bleCg7z.5RwQIJt IW0BFuyJ?startTime=1626804334000>