

PORT OF SEATTLE
MEMORANDUM

COMMISSION AGENDA –STAFF BRIEFING

Item No. 7b
Date of Meeting May 3, 2011

DATE: April 26, 2011
TO: Tay Yoshitani, Chief Executive Officer
FROM: Kurt Beckett, Chief of Staff
SUBJECT: Port-wide Performance Metrics Initiative Briefing

BACKGROUND:

- Metrics are a proven way to manage and improve performance. “You can’t manage what you can’t measure,” as the old adage says. Managing and measuring performance has never been as important as it is today.
- The hard news is that a tough global economy and competition to our core lines of business can take jobs away from us in the coming years. The good news is that our port and our region have true strengths that enable us to meet this challenge and even increase jobs. To succeed with our business strategies, we must be clear about what is most important and what is effective. By focusing on actions that make our divisions and customers successful, the port will maintain competitive business lines, provide consistent jobs and economic benefit to the community and improve stability for port employees in future years.
- The port has managed and measured organizational performance in a variety of ways over the years. More recently, in 2008 and 2009, CEO Yoshitani called for a more visible and robust performance management process, and metrics to help track progress towards our objectives.
- In a related action, the 2009 budget included a zero-based budgeting process that asked divisions and departments to identify and justify each major function, define costs and benefits, and identify metrics, if available, that could be used to measure the success or impact of the function. In addition, through ongoing quarterly performance reports, divisions and departments identify and track key performance indicators (KPI’s).
- This port-wide initiative builds on these earlier efforts and combines them under one umbrella for development, tracking and coordination.

COMMISSION AGENDA

Tay Yoshitani, Chief Executive Officer

April 27, 2011

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BRIEFING OUTLINE:

- PowerPoint overview of:
 - Initiative development
 - Metrics SharePoint site tour
 - 2011 next steps