



NEWS RELEASE

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January 17, 2018

City Transforming to High Performing Organization

Residents and guests to Las Cruces will soon begin experiencing a notable, positive change in the way City government responds to their needs through the new PEAK Performance initiative.

PEAK stands for:

- Perform Mission
- Evaluate Measures
- Assess Outcomes
- Keep Climbing

“The transition to PEAK Performance is part of the new strategic plan adopted by city council last summer,” said Mayor Ken Miyagishima. “The transition is well underway and residents will begin noticing our service improvements soon.”

“By transitioning to a high performing organization, we are focusing municipal government on the community,” said City Manager Stuart C. Ed. “Our goal is for every associate with the City organization to view everything we do from the customer perspective.”

Ed further stated that the PEAK initiative will result in constant improvement, and through a transparent process, the public will be able to review and assess City government’s progress. “We are developing convenient ways for our customers to monitor our progress, and provide us their feedback so we can make the necessary adjustments to maximize our performance.”

Each of the City’s 13 departments are transforming to a performance-based model in a phased approach. The departments that have already undergone the process are Parks & Recreation and Economic Development. The complete transition is scheduled to occur by the end of 2018.

“A performance-based model of government means our community will experience enhancements in the way we do business,” Ed said. “It is a huge undertaking but one that will always benefit our customers, and make how we do business more efficient, effective and transparent.”

More information about PEAK Performance is available online at las-cruces.org, under Hot Topics on the home page.

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