Legislation Text

File #: 19-1524, **Version:** 1

Subject:
Discussion of performance measures to be shared with Town citizens
BACKGROUND SUMMARY :

Town staff has prepared the attached summary of performance measures, organized by strategic plan goal area, to begin reporting on a regular basis to citizens.

OVERVIEW:

Following adoption of the strategic plan last May, Town staff reviewed and selected key performance measures and other data to be shared with citizens via the Town's website. This presentation of performance measures will provide information to citizens and assist management in fine-tuning service delivery. In addition to key performance measures, a subset of key results from the 2018 National Citizens Survey (NCS) also are included by strategic plan goal. By tracking community satisfaction over time, Town management can determine where to direct efforts in order to better serve the community.

Additionally, Town staff will provide appropriate and recognized benchmarks where appropriate.

A few data items and selected National Citizen Survey results are filled in on the attached file. Staff will finalize data once Council determines the measures it wishes to include.

RECOMMENDATION :
Town staff recommends that Council discuss the proposed performance measures for presentation to the public.