Corporate Scorecard

Council Priorities

The Council approved 6 priorities on March 7, 2012:

- Thriving & Sustainable Business Community
- Safe & Healthy City
- Comprehensive Fiscal Stewardship
- Community Pride
- Excellent Customer Service
- Organizational Excellence

Importance of KPIs

Key Performance Indicators:

- Help tell the story of how the city is doing
- Provides a snapshot of the city's performance
- Are incorporated into department strategic business plans
- Are incorporated into executive performance evaluations

How the Scorecard Works

- Each priority has an index of measures (somewhere between 8 and 15)
- Each measure has a weighting, and the total of all measures within the priority is 100%
- If the target is achieved for a measure, the full weighting of that measure is counted as points. If the target is not achieved, no points are received for that measure.

Thriving & Sustainable Business Community

Focus Area	Weighting
Jobs Created	35%
Investment	10%
Net Property Absorption	10%
Processing Times for Key Development Services	15%
Business Licenses	15%
A Great Downtown	15%
	100%

Safe & Healthy City

Focus Area	Weighting
Life Safety	35%
Infrastructure	25%
Accountability	20%
Healthy Opportunities	20%
	100%

Comprehensive Fiscal Stewardship

Focus Area	Weighting
Fair & Competitive Wages & Benefits	40%
Sustain & Restore Prioritized Services	50%
Fund Infrastructure & Unfunded Benefit Liabilities	10%
	100%

Excellent Customer Service

Focus Area	Weighting
Service Delivery	30%
Committing to Continuous Improvement	30%
Easily Accessible Information	20%
Citizen Engagement	20%
	100%

Organizational Excellence

Focus Area	Weighting
Employee Empowerment	30%
Build Trust	30%
Effective Communication	15%
Employee Recognition	10%
Employee Development	15%
	100%

Next Steps

- Measurements will be incorporated into department strategic business plans and executive performance evaluations
- A corporate report card will be developed for FY13 by the end of calendar year 2013.
- We will convene an independent group of experts to decide on a rating system for performance. This group will also review the measures and data.

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QUESTIONS?

Thriving & Sustainable Business Community (12 measures)

Jobs Created (35%)

- ✓ Number of new direct and indirect jobs created

Investment (10%)

- ✓ Dollar amount of private investment
- ✓ Ratio of private to public investment

Net Property Absorption (10%)

- ✓ Net square feet of retail, office and industrial space occupied by new or expanding businesses (Citywide)
- ✓ New retail and industrial square footage developed and available for occupancy or occupied

Processing Times for Key Development Services (15%)

- ✓ Business licenses issued within 14 calendar days of receipt of a completed application
- ✓ Commercial plans check initial review completed by B&S within an average of 8 business days
- ✓ Customers will wait 20 minutes or less