

Three - Year Working Mission Statement

To work together to responsibly grow our community, and to provide quality, cost-effective, and efficient government services

2013-2015 Balanced Scorecard

Fiduciary Perspective	Customer/Stakeholder Perspective
<ul style="list-style-type: none"> Maintain the City’s AA+ rating Maintain moderate tax levy growth Achieve an increase in the taxable property market value Economic Development Director to initiate economic development efforts. 	<ul style="list-style-type: none"> Achieve a 70 percent or higher rating amongst residents’ customer satisfaction for overall public services and safety in the community Achieve 8 minutes, 36 seconds for average police response time Achieve the ISO rating of 5 in serviced areas Achieve 8 minutes, 39 seconds for average fire response time Achieve rating of 6.5 average of road conditions Achieve a 70 percent or higher rating for business customer satisfaction with Economic Development and Police Business Services
Internal Perspective	Learning and Growth Perspective
<ul style="list-style-type: none"> Achieve 70 percent satisfaction rating of policy makers by providing timely, pertinent, comprehensive information with options and recommendations Monitor Development Review timeline 	<ul style="list-style-type: none"> Achieve 100 percent of revised job descriptions, development plans, and develop a performance rating strategy for employees Achieve a 70 percent or higher rating amongst employees’ satisfaction with Leadership Team

Definition: “A Balanced Scorecard is a management system that can channel the energies, abilities, and specific knowledge held by people throughout the organization toward achieving long-term strategic goals (strategic initiatives.) It is also a measurement system. The Balanced Scorecard uses measures in four categories – financial performance, customer knowledge, internal business (organization) process and learning and growth – to align individual, organizational, and cross-departmental initiatives and to identify entirely new processes for meeting customer and shareholder (community) objectives.” (Designed by Kaplan and Norton)

