

City of Ramsey 2015-2018 Balanced Scorecard

Fiduciary Perspective	Customer/Stakeholder Perspective
<ul style="list-style-type: none"> • ○ <i>Maintain the City's AA+ rating</i> • ○ <i>Maintain a stable tax levy rate 2015-17: 42.26%, 43.41%, 42.406%</i> • ○ <i>Economic Development Director to initiate economic development (new business park, business expansions and outreach)</i> 	<ul style="list-style-type: none"> • ○ <i>Achieve and maintain a 70 percent or higher customer satisfaction rating from residents for overall public services and safety in the community(2016 Survey: Police 90%, Fire 93%, overall 81%)</i> • ○ <i>Achieve and maintain an 8 minutes, 36 seconds or better for average police response time (2016 response times were 7:30 non-priority, 3:23 for priority calls)</i> • ○ <i>Achieve and maintain an 8 minutes, 39 seconds or better for average fire response time (2016 response times were 8:23)</i> • ○ <i>Achieve and maintain an ISO rating of 5 or better in serviced areas (looking at options to upgrade to an ISO 4)</i> • ○ <i>Achieve and maintain city's ratings of 6.5 average of road conditions (current rating 7.439)</i> • ○ <i>Achieve and maintain a 70 percent or higher rating for business customer satisfaction with economic development and Police business Services (Last survey was 2013)</i> • ○ <i>Achieve and maintain a maximum 10 business day plan review and 48 hour inspection window for building permits (staffing adjusted and technology added to maintain this level)</i>
Internal Perspective	Learning and Growth Perspective
<ul style="list-style-type: none"> • ○ <i>Achieve and maintain a 70 percent or higher satisfaction rating of policy makers by providing timely, pertinent, comprehensive information with options and recommendations to policy-makers and staff (100% Favorable Zone in Ratings)</i> • ○ <i>Monitor development review timeline (all development reviews periods within statutory guideline)</i> 	<ul style="list-style-type: none"> • ○ <i>Achieve and maintain 100 percent of updated job descriptions, employee development plans, and develop a performance rating strategy for employees. (development plans to be developed)</i> • ○ <i>Achieve and maintain a 70 percent or higher employee satisfaction rating of Leadership Team (work environment 79.71%^, good place to work 93.85%^, recommend 93.85%^, clear communications 69.3%^)</i>

