

City of Bedrock Balanced Scorecard

Provide responsible leadership and the services and infrastructure necessary for a safe environment and a high quality of life for our citizens

Perspective	Objective	Measure	Target
Mission	Provide services that result in overall citizen satisfaction with community safety Citizens believe they have a high quality of life City leaders are responsive to citizen needs and desires	Response to items on citizen survey about feelings of safety	Average score \geq 85%
		Response to items on citizen survey about satisfaction with quality of life	Average score \geq 85%
		Response to items on citizen survey about satisfaction with responsiveness of leaders	Average score \geq 80%
Customer Focus	Telephone courtesy of employee - overall citizen satisfaction Provide police services perceived as satisfactory by citizens Phone calls directed accurately Satisfaction with ambulance service	Response to items on citizen survey about courtesy of call center employees	Average score \geq 80%
		Response to items on citizen survey about satisfaction with police services	Average score \geq 80%
		Response to items on citizen survey about satisfaction with ambulance services	Average score \geq 80%
		Number of misdirected calls per month	Fewer than 5 instances of misdirected calls in 1 month
Internal Processes	Staff members are courteous while providing services Quick response to service calls Effectiveness in maintenance of city buildings Accuracy of response to requests Acquisition excellence	Phone call monitoring by supervisors	Fewer than 5 instances of discourteous responses by agents in 1 month
		Average time to respond to service calls	Target to be determined after baseline established
Learning & Knowledge	Employees received adequate training to perform efficiently Employees are treated as valued customers	Hours of job-related training per employee annually	\geq 12 hours of job related training / yr
		Employee engagement indicates overall satisfaction with the city as an employer	
Financial	Operates within budget Finance reports are prepared and delivered to users timely Finance reports are accurate and reliable Payroll is processed accurately Payables are processed timely There are enough employees on staff to perform services	Budget variance measured monthly	Variance from budget is \leq 2%
		Number of late reports per month	No. reports delivered after due date
		Number of errors in standard finance reports / month	No. of errors monthly
		Number of paychecks with errors per pay period	\leq 2 paycheck errors per month
		Number of vendor payments made more than 30 days after invoice is received	% of late payments per month