



Efficient and Effective City Services – Summary Report

Council is committed to providing programs and services to the community in the most efficient and cost effective manner possible without sacrificing responsiveness and quality.



Outcome Measure(s)	Year	Target	Rating	Status
<p>Value of Public Services</p>	FY2019 FY2016 FY2012	65% 65% 65%	54% 54% 52%	☹️ Slightly Below Target ☹️ Slightly Below Target ☹️ Below Target
<p>Employee Satisfaction</p>	FY2017	80%	95%	😊 At or Above Target
<p>Confidence in City Leadership</p>	FY2017	80%	89%	😊 At or Above Target
<p>Financial Condition</p>	FY2018 FY2017 FY2016 FY2015	35% 35% 35% 35%	40% 45% 37% 34%	😊 At or Above Target 😊 At or Above Target 😊 At or Above Target 😊 At or Above Target
<p>Unassigned Fund Balance</p>	FY2018 FY2017 FY2016 FY2015 FY2014	35% 35% 35% 35% 35%	84% 76% 53% 48% 44%	😊 At or Above Target 😊 At or Above Target 😊 At or Above Target 😊 At or Above Target 😊 At or Above Target
<p>Confidence in City Government</p>	FY2019 FY2016	65% 65%	62% 62%	☹️ Slightly Below Target ☹️ Slightly Below Target
<p>Attended or Watched a Public Meeting</p>	FY2019 FY2016 FY2012	35% 35% 35%	23% 28% 31%	☹️ Below Target ☹️ Slightly Below Target ☹️ Slightly Below Target



Efficient and Effective City Services – Summary Report

Council is committed to providing programs and services to the community in the most efficient and cost effective manner possible without sacrificing responsiveness and quality.



Provide Effective Services				Year	Status															
3 measures At or Above Target, 1 Slightly Below Target 4 measures At or Above Target 3 measures At or Above Target, 1 Slightly Below Target 2 measures At or Above Target, 2 Below Target				FY2018 FY2017 FY2016 FY2015	😊 At or Above Target 😊 At or Above Target 😐 Slightly Below Target 😞 Below Target															
Objective Measure(s)	Year	Target	Rating	Status																
<p>Satisfaction with Service Quality</p> <table border="1"> <tr><th>Year</th><th>Good or Excellent</th><th>Target</th></tr> <tr><td>FY2012</td><td>71%</td><td>81%</td></tr> <tr><td>FY2016</td><td>81%</td><td>81%</td></tr> <tr><td>FY2019</td><td>81%</td><td>81%</td></tr> </table>	Year	Good or Excellent	Target	FY2012	71%	81%	FY2016	81%	81%	FY2019	81%	81%	FY2019 FY2016 FY 2012	65% 65% 65%	81% 81% 71%	😊 At or Above Target 😊 At or Above Target 😊 At or Above Target				
Year	Good or Excellent	Target																		
FY2012	71%	81%																		
FY2016	81%	81%																		
FY2019	81%	81%																		
<p>Positive Employee Interactions</p> <table border="1"> <tr><th>Year</th><th>Good or Excellent</th><th>Target</th></tr> <tr><td>FY2012</td><td>71%</td><td>79%</td></tr> <tr><td>FY2016</td><td>77%</td><td>77%</td></tr> <tr><td>FY2019</td><td>79%</td><td>79%</td></tr> </table>	Year	Good or Excellent	Target	FY2012	71%	79%	FY2016	77%	77%	FY2019	79%	79%	FY2019 FY2016 FY2012	65% 65% 65%	79% 77% 71%	😊 At or Above Target 😊 At or Above Target 😊 At or Above Target				
Year	Good or Excellent	Target																		
FY2012	71%	79%																		
FY2016	77%	77%																		
FY2019	79%	79%																		
<p>Use of Greer Connect</p> <table border="1"> <tr><th>Year</th><th>Requests Made</th><th>Target</th></tr> <tr><td>FY2015</td><td>340</td><td>300</td></tr> <tr><td>FY2016</td><td>306</td><td>300</td></tr> <tr><td>FY2017</td><td>305</td><td>300</td></tr> <tr><td>FY2018</td><td>290</td><td>300</td></tr> </table>	Year	Requests Made	Target	FY2015	340	300	FY2016	306	300	FY2017	305	300	FY2018	290	300	FY2018 FY2017 FY2016 FY2015 FY2014 FY2013	300 300 300 200 200 200	290 305 306 340 126 87	😐 Slightly Below Target 😊 At or Above Target 😊 At or Above Target 😊 At or Above Target 😞 Below Target 😞 Below Target	
Year	Requests Made	Target																		
FY2015	340	300																		
FY2016	306	300																		
FY2017	305	300																		
FY2018	290	300																		
<p>Service Requests closed within SLA</p> <table border="1"> <tr><th>Year</th><th>Requests closed by SLA Date</th><th>Target</th></tr> <tr><td>FY2015</td><td>61%</td><td>65%</td></tr> <tr><td>FY2016</td><td>52%</td><td>65%</td></tr> <tr><td>FY2017</td><td>65%</td><td>65%</td></tr> <tr><td>FY2018</td><td>75%</td><td>65%</td></tr> </table>	Year	Requests closed by SLA Date	Target	FY2015	61%	65%	FY2016	52%	65%	FY2017	65%	65%	FY2018	75%	65%	FY2018 FY2017 FY2016 FY2015 FY2014 FY2103	65% 65% 65% 65% 65% 65%	75% 65% 52% 61% 44% 48%	😊 At or Above Target 😊 At or Above Target 😐 Slightly Below Target 😐 Slightly Below Target 😞 Below Target 😞 Below Target	
Year	Requests closed by SLA Date	Target																		
FY2015	61%	65%																		
FY2016	52%	65%																		
FY2017	65%	65%																		
FY2018	75%	65%																		



Efficient and Effective City Services – Summary Report

Council is committed to providing programs and services to the community in the most efficient and cost effective manner possible without sacrificing responsiveness and quality.

Maintain an Effective Workplace Environment				Year	Status
1 measure At or Above Target, 2 Slightly Below Target, 1 Below Target				FY2017	☹️ Slightly Below Target
Objective Measure(s)	Year	Target	Rating	Status	
<p>Communicating Expectations by Management</p>	FY2017	80%	78%	☹️ Slightly Below Target	
<p>Applying Discipline Fairly and Consistently</p>	FY2017	80%	45%	☹️ Below Target	
<p>Employee Appreciation</p>	FY2017	80%	81%	😊 At or Above Target	
<p>Have Necessary Materials, Resources and Equipment</p>	FY2017	80%	79%	☹️ Slightly Below Target	



Efficient and Effective City Services – Summary Report

Council is committed to providing programs and services to the community in the most efficient and cost effective manner possible without sacrificing responsiveness and quality.

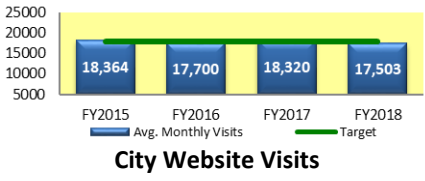
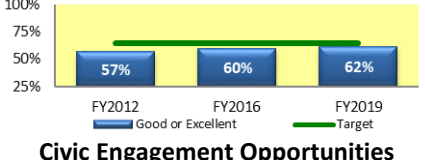
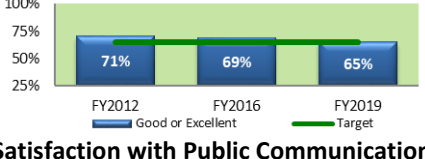
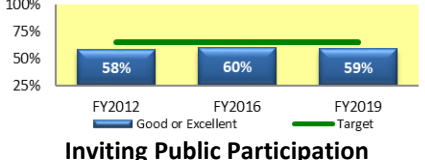


Provide Sound Financial Management				Year	Status
4 measures At or Above Target				FY2018	😊 At or Above Target
4 measures At or Above Target				FY2017	😊 At or Above Target
4 measures At or Above Target				FY2016	😊 At or Above Target
3 measures At or Above Target, 1 Slightly Below Target				FY2015	😞 Slightly Below Target
4 measures At or Above Target				FY2014	😊 At or Above Target
Objective Measure(s)	Year	Target	Rating	Status	
<p>Revenue Over/Under Expenditures</p>	FY2018	5%	23%	😊 At or Above Target	
	FY2017	5%	24%	😊 At or Above Target	
	FY2016	5%	11%	😊 At or Above Target	
	FY2015	5%	11%	😊 At or Above Target	
	FY2014	5%	10%	😊 At or Above Target	
<p>Personnel Budget</p>	FY2018	65%	64.2%	😊 At or Above Target	
	FY2017	65%	62.3%	😊 At or Above Target	
	FY2016	65%	61.9%	😊 At or Above Target	
	FY2015	65%	60.5%	😊 At or Above Target	
	FY2014	65%	61.5%	😊 At or Above Target	
<p>Debt Margin</p>	FY2018	50%	9.4%	😊 At or Above Target	
	FY2017	50%	11.9%	😊 At or Above Target	
	FY2016	50%	14.9%	😊 At or Above Target	
	FY2015	50%	18.0%	😊 At or Above Target	
	FY2014	50%	24.7%	😊 At or Above Target	
<p>Significant Material Findings</p>	FY2018	0	0	😊 At or Above Target	
	FY2017	0	0	😊 At or Above Target	
	FY2016	0	0	😊 At or Above Target	
	FY2015	0	1	😞 Slightly Below Target	
	FY2014	0	0	😊 At or Above Target	



Efficient and Effective City Services – Summary Report

Council is committed to providing programs and services to the community in the most efficient and cost effective manner possible without sacrificing responsiveness and quality.

Facilitate Civic Engagement				Year	Status
1 measure At or Above Target, 3 Slightly Below Target				FY2018	☹️ Slightly Below Target
2 measures At or Above Target, 2 Slightly Below Target				FY2017	☹️ Slightly Below Target
1 measure At or Above Target, 3 Slightly Below Target				FY2016	☹️ Slightly Below Target
2 measures At or Above Target, 2 Slightly Below Target				FY2015	☹️ Slightly Below Target
Objective Measure(s)	Year	Target	Rating	Status	
 <p>City Website Visits</p>	FY2018	18,000	17,503	☹️ Slightly Below Target	
	FY2017	18,000	18,320	😊 At or Above Target	
	FY2016	18,000	17,700	☹️ Slightly Below Target	
	FY2015	18,000	18,364	😊 At or Above Target	
	FY2014	15,000	16,713	😊 At or Above Target	
	FY2013	15,000	15,184	😊 At or Above Target	
 <p>Civic Engagement Opportunities</p>	FY2019	65%	62%	☹️ Slightly Below Target	
	FY2016	65%	60%	☹️ Slightly Below Target	
	FY2012	65%	57%	☹️ Slightly Below Target	
 <p>Satisfaction with Public Communications</p>	FY2019	65%	65%	😊 At or Above Target	
	FY2016	65%	69%	😊 At or Above Target	
	FY2012	65%	71%	😊 At or Above Target	
 <p>Inviting Public Participation</p>	FY2019	65%	59%	☹️ Slightly Below Target	
	FY2016	65%	60%	☹️ Slightly Below Target	
	FY2012	65%	58%	☹️ Slightly Below Target	