



Attachment 9-1

Key Organizational Performance Measures by Strategic Goal
<p>Financial Responsible City Providing Superior Municipal Services</p> <p>Financial Stewardship:</p> <ul style="list-style-type: none"> • Revenue Performance • Net Operating Revenue per Capita • Debt Service as a % of Net Operating Revenue • Net Operating Expenditures per Capita as a % of Median Income • % Citizens feel they receive good value for taxes paid. <p>Employee Focus:</p> <ul style="list-style-type: none"> • % of employees participating in University of Collinsville • Worker's Compensation Claims per Full-time Employee • Overall Employee Satisfaction • Employees Committed to the Organizations Success • Feeling that Employees are Provided with Opportunities to Learn and Grow <p>Continuous Improvement:</p> <ul style="list-style-type: none"> • Average Lead Time Reduction within a process • Average Touch Time Reduction with in a process <p>Customer Focus</p>
<p>Strong Balanced Economy</p> <p>Community Development</p> <ul style="list-style-type: none"> • # New Businesses • Commercial Vacancy Rates
<p>Top Quality Infrastructure</p> <p>Street Department</p> <ul style="list-style-type: none"> • Road Rehabilitation Costs per Mile • % Oil and Chip Streets Repaired • % Lane Miles Assessed in Satisfactory Condition <p>Water</p> <ul style="list-style-type: none"> • # Water Services Repaired/Replaced • Total # Leaks/Breaks • % Distribution System Water Loss <p>Wastewater</p> <ul style="list-style-type: none"> • # Linear Feet of Manholes Renovated • # Grease Traps Inspected • # Wastewater Lines Cleaned
<p>Vibrant Uptown</p> <p>Community Development</p> <ul style="list-style-type: none"> • # Retail events coordinated/sponsored by businesses • # Responses for New Development in Master Plan Area
<p>Preferred Place to Live</p> <p>Community Development</p> <ul style="list-style-type: none"> • Residential Building Permits • Commercial Building Permits • # Rezoning Applications <p>Police Department (Code Enforcement)</p> <ul style="list-style-type: none"> • Cases brought into voluntary compliance as a % of all cases initiated

Attachment 9-2