

# Future Ready Action Plan & Performance Measurement Framework

Council Meeting  
September 28, 2020



# A new way of operating

- A responsive and agile organization
- An integrated strategy and multi-year budget
- Results based performance tracking and reporting
- Easy-to-understand and relatable communications for the community

# Council workshop – what we heard

- Support for budget alignment
- Agreement that measures of success reflect priorities
- Need to measure affordability from the community perspective
- Balancing affordability and progress may mean scope and timing adjustments

# Future Ready Measures of Success





# Powering our Future

- Number of new businesses and collaborations with priority innovative sectors
- Percentage of businesses reporting Guelph as a good place to do business



# Sustaining our Future

- Percentage reduction of climate risk exposure for the city's built and natural assets
- Percentage increase in renewable energy resources to achieve corporate 100 percent renewable energy target
- Percentage reduction in greenhouse gas emissions to achieve community net zero carbon target



# Navigating our Future

- Percentage of existing municipal fleet /infrastructure converted to clean and efficient technology
- Percentage change in non-auto mode share
- Percentage reduction in collision severity
- Connectivity index



# Working together for our Future

- Employee engagement index
- City's credit rating
- Percentage increase in citizen satisfaction
- Percentage of digital transactions
- Total tax and rate burden as a percentage of average household income





# Building our Future

- Percentage of current assets that provide satisfactory levels of service
- Percentage of affordable residential units
- Improvement in response time for emergency services
- Percentage of residents who perceive themselves to be safe in the city
- A sense of belonging to Guelph

# Implementation 2020/21

- Setting up governance group
- KPI readiness assessment and set-up
- Maximizing business intelligence tools
- Annual reporting and public dashboards
- Proactive communications with the community

# Thank you

