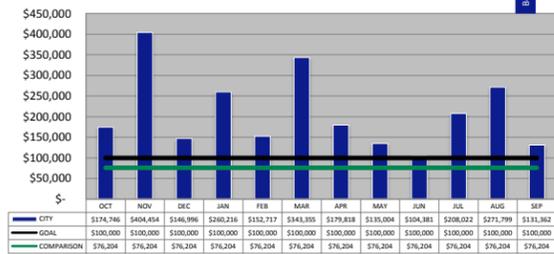




CITY OF TYLER - CITY WIDE METRICS

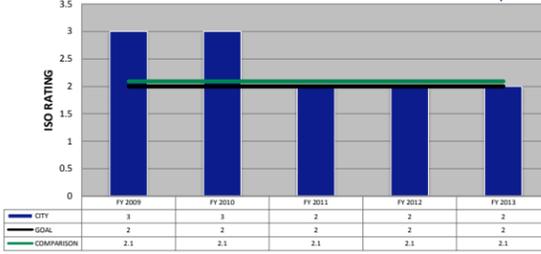
FINANCIAL

Communications - Earned Media Value ↑ Better



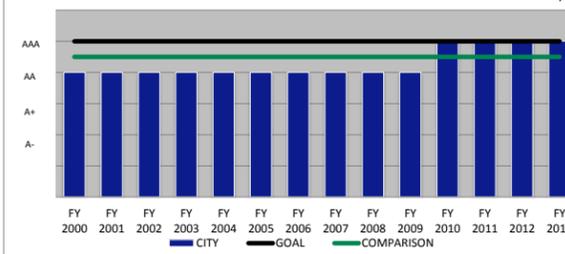
* Comparison based on five year trend.

Fire - ISO Rating ↑ Better



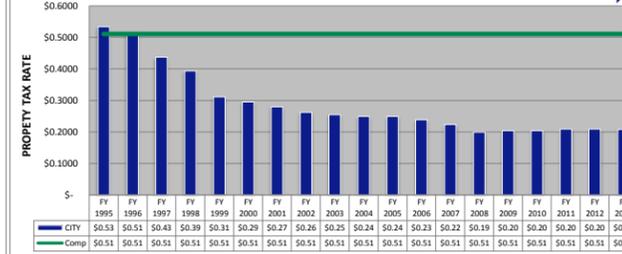
* Comparison based on 10 Cities.

Finance - General Obligation Debt Rating ↑ Better



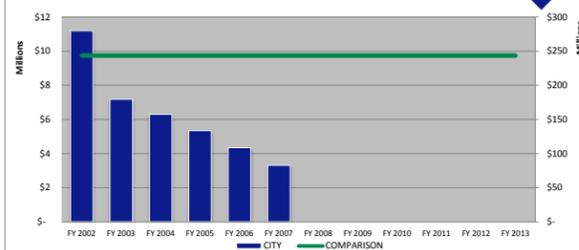
* Comparison based on 11 Cities.

Finance - Property Tax Rate ↑ Better



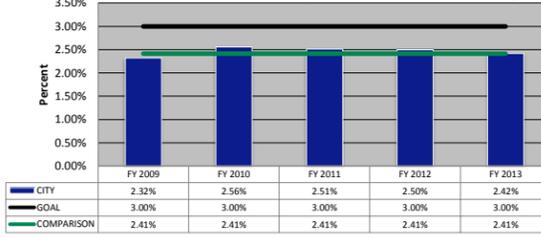
* Comparison based on 11 Cities.

Finance - General Obligation Debt ↓ Better



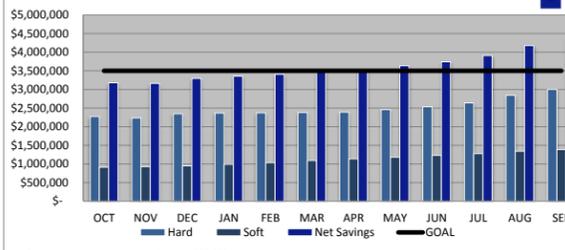
* Comparison based on 11 Cities.

IT - Operating & Maint. Expend. as a % of Total Jurisdiction Operating Expenditures ↓ Better



* Comparison based on three Cities from ICMA.

Lean Six Sigma - Monthly Savings ↑ Better



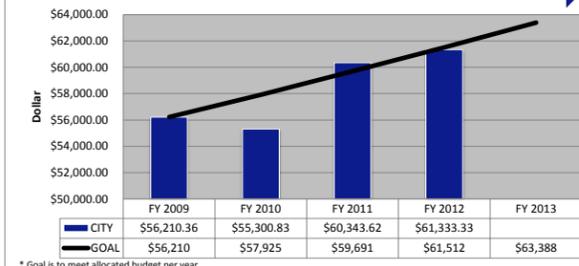
* Goal to exceed accumulated savings by \$320,000 per year.

Solid Waste - Garbage Collection Rate ↑ Better



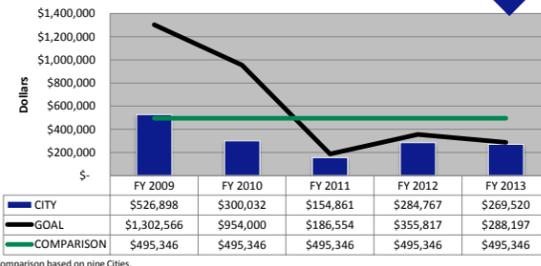
* Comparison based on 11 Cities.

Streets - Expenditures per Paved Lane Mile ↑ Better



* Goal is to meet allocated budget per year.

Traffic - Mitigation Dollars ↓ Better



* Comparison based on nine Cities.

Water - Water and Sewer Rates ↓ Better



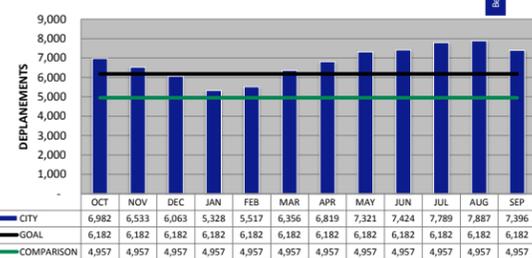
* Comparison is based 11 Cities.



CITY OF TYLER - CITY WIDE METRICS

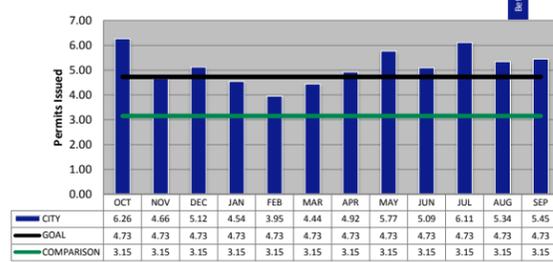
PROCESS

Airport - Passenger Enplanement



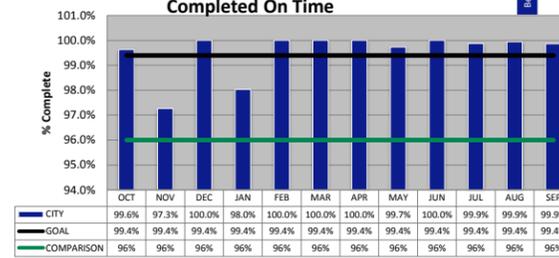
* Comparison based on 10 Cities.

Development Services - Permits Issued per 1,000 Population



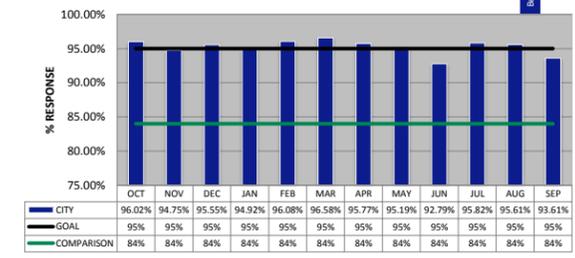
* Comparison based on ICMA Report > 100,000 Population.

Development Services - Percent of Inspections Completed On Time



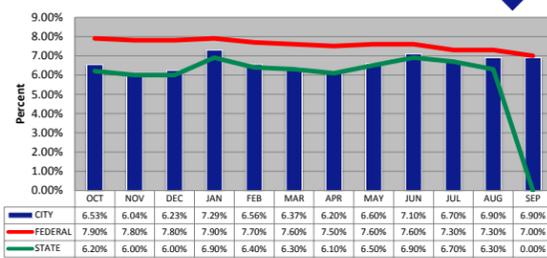
* Comparison based on ICMA Report > 100,000 Population.

Fire - Percent of Response Times < 8 Minutes



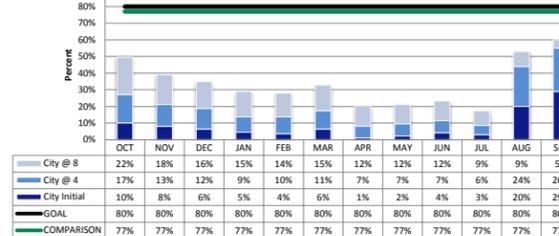
* Comparison based on ICMA Report > 100,000 Population.

HR - Unemployment Rate



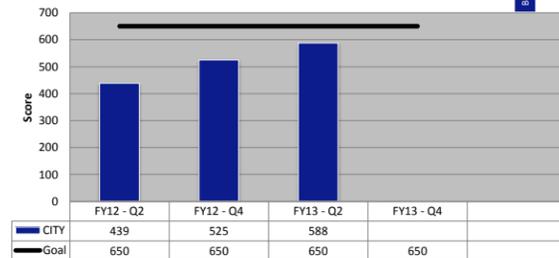
* Comparison based on National and State trends.

IT - Percent of Help Desk Calls Resolved within Four and Eight Hours



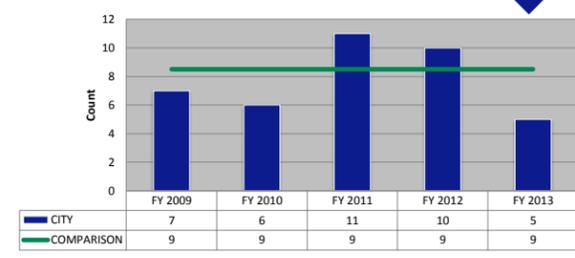
* Comparison based on 10 Cities.

Lean Six Sigma - PEP Score



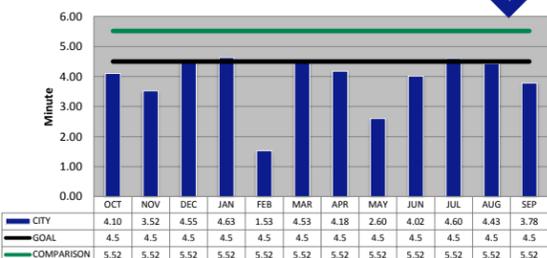
* Goal based on observed best in class Quality Texas/Baldrige Scores.

Legal - Settlements



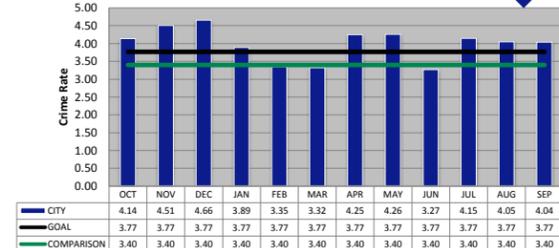
* Comparison based on four years of historical data.

Police - Response Time to Top Priority Calls



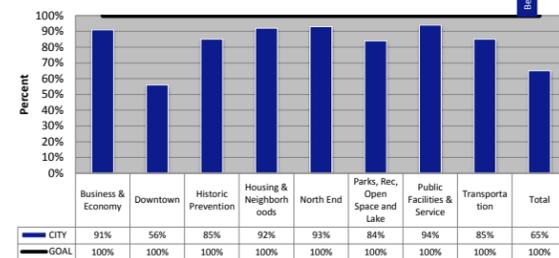
* Comparison based on ICMA > 100,000 Population.

Police - Crime Rate / UCR Part 1 Crimes (Per 1,000 Pop)



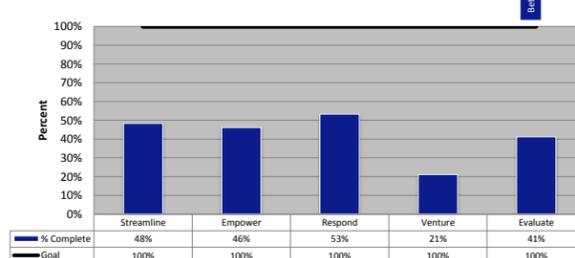
* Comparison based on ICMA > 100,000 population.

Planning - Completed Actions from Tyler 1st



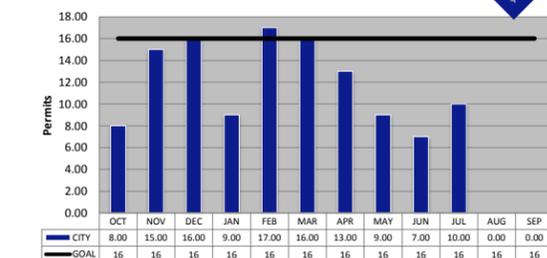
* Goal to attain 100 percent completion.

Strategic Planning - Completed Actions



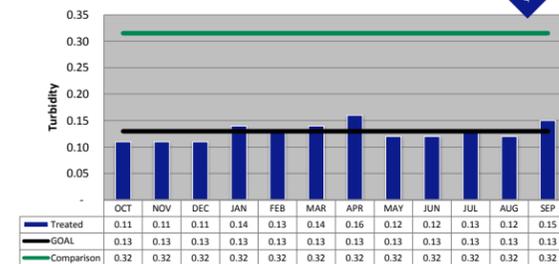
* Goal to attain 100 percent completion.

Traffic - Construction Parking Permits Granted



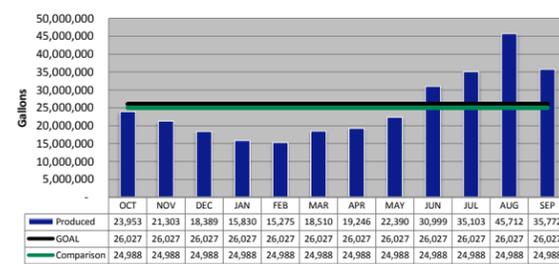
* Goal is set by a maximum target.

Water - Turbidity



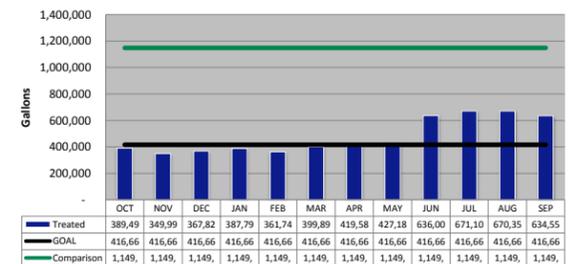
* Comparison based on 11 Cities.

Water - Gallons Produced



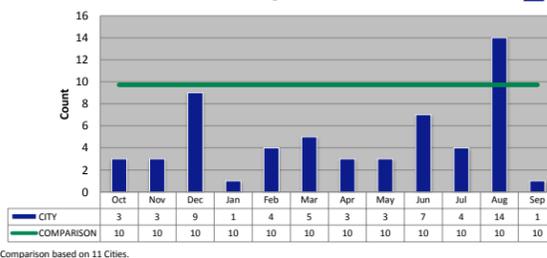
* Comparison based on 11 Cities.

Water - Gallons Treated



* Comparison based on 11 Cities.

NHS - # of Units Rehab per \$100,000 of Total Funding for Housing Rehab



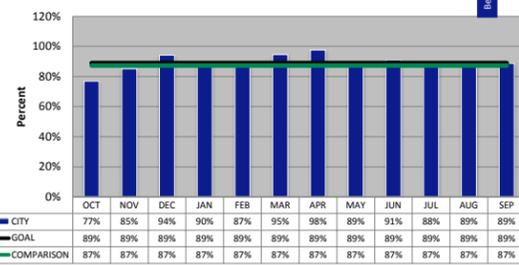
* Comparison based on 11 Cities.



CITY OF TYLER - CITY WIDE METRICS

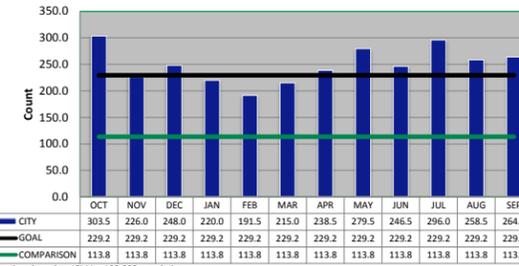
CUSTOMER

Code Enforcement - Voluntary Compliance



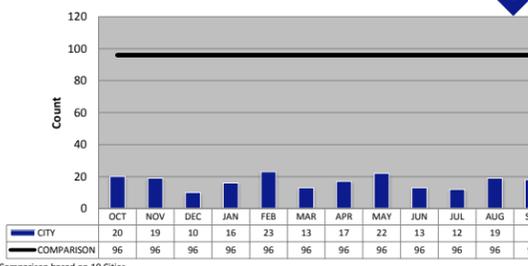
* Comparison based on eight Cities.

Development Services - Permits Issued per FTE



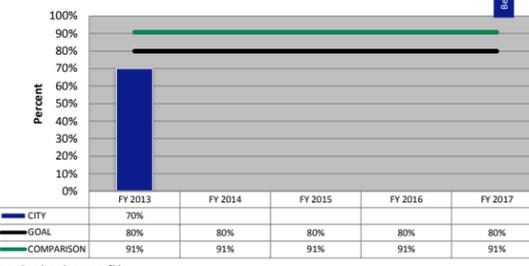
* Comparison based on ICMA > 100,000 population.

Legal - Open Records Requests



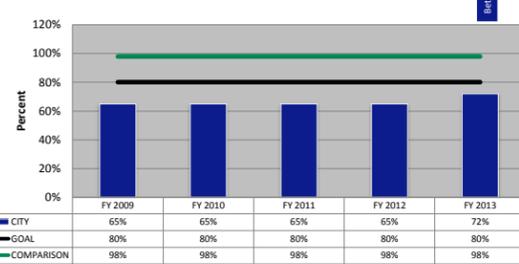
* Comparison based on 10 Cities.

Library - Overall Satisfaction of Services



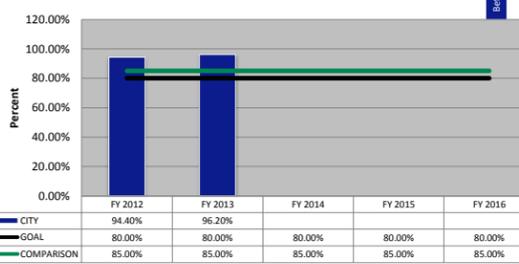
* Comparison based on seven Cities.

Parks - Overall Satisfaction With Parks and Recreation



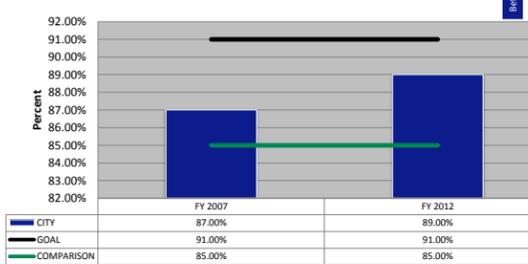
* Comparison based on five Cities.

Police - Overall Quality of Public Safety Services



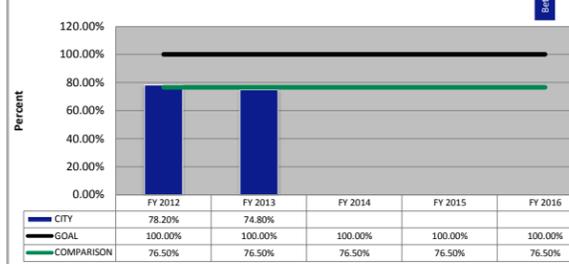
* Comparison based on Tyler 1st.

Solid Waste - Overall Satisfaction



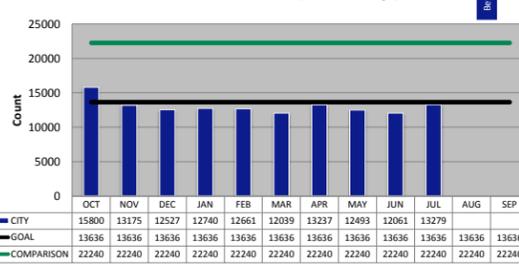
* Comparison based on Tyler 1st.

Streets - Overall Satisfaction of Pavement Maintenance



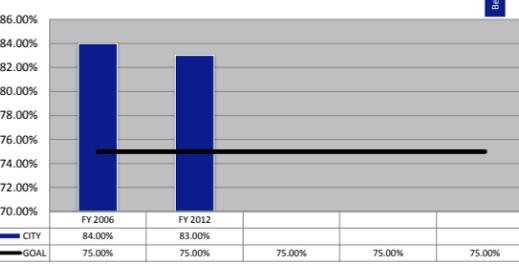
* Comparison based on historical trend.

Transit - Bus Services (Ridership)



* Comparison based on five Cities.

Water - Overall Satisfaction of Water Quality



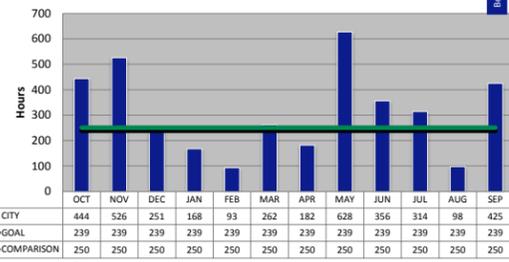
* Comparison based on five Cities.



CITY OF TYLER - CITY WIDE METRICS

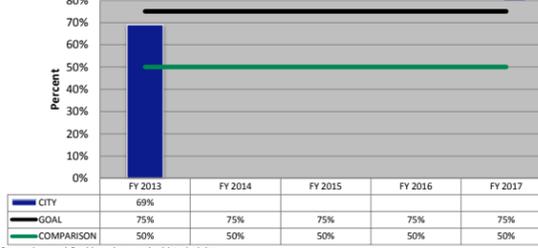
WORKFORCE

City University - Hours Trained



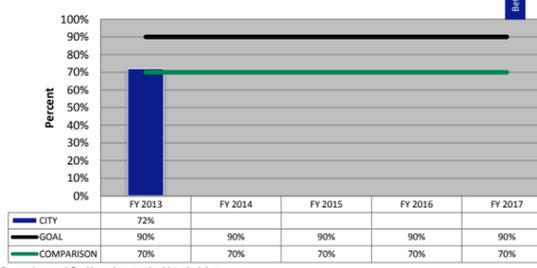
* Comparison based on one City.

Communications - Employee Satisfaction with Internal Communications



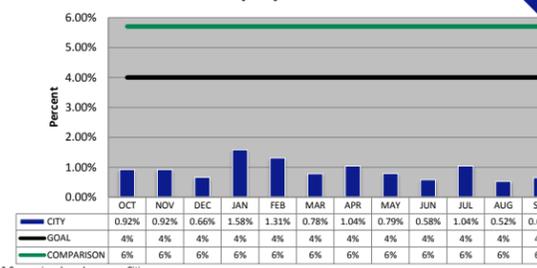
* Comparison and Goal based on vendor historical data.

Communications - Employee Survey Participation Rate



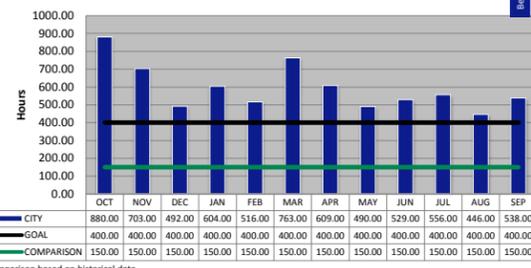
* Comparison and Goal based on vendor historical data.

HR - Employee Turnover



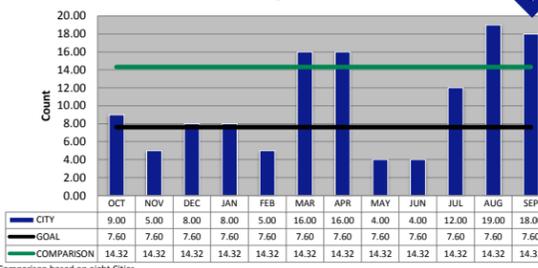
* Comparison based on seven Cities.

HR - Volunteer Hours



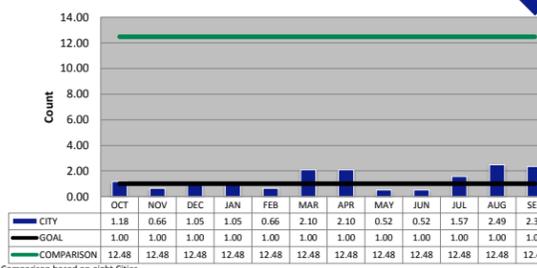
* Comparison based on historical data.

HR - Workers Compensation Claims



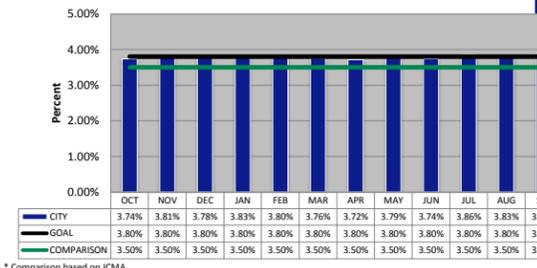
* Comparison based on eight Cities.

Risk - # of Workers' Compensation Claims per 100 FTE's



* Comparison based on eight Cities.

IT - Internal Customer Satisfaction of General Services



* Comparison based on ICMA.