

Strategy	Performance Metric	Performance Goal	Goal Score	Q1 Score	Q2 Score	Q3 Score	Q4 Score	Notes
SATISFACTION WITH SERVICES	Overall Satisfaction with Madison County Services	90%	10	10	10	11	11	Q1 - 94.9% ; Q2 - 93.0% ; Q3 - 99.7% ; Q4 - 98.0%
	% of Residents who Believe Madison County Provides Value	90%	10	10	10	11	11	Q1 - 94.6% ; Q2 - 94.1% ; Q3 - 100% ; Q4 - 98.7%
	Accessibility to County Government Services	90%	10	10	10	11	11	Q1 - 95.1 ; Q2 - 93.6% ; Q3 - 99.2% ; Q4 - 98.5%
TOTAL			30	30	30	33	33	
FISCAL MANAGEMENT	Bond Rating	AA	8	8	8	8	8	Q1 - There has been no change to the County's AA bond rating. Q2 - There has been no change to the County's AA bond rating. Q3 - There has been no change to the County's AA bond rating. Q4 - There has been no change to the County's AA bond rating.
	Stabilization Reserves	0%	7	7	7	7	7	Q3 & Q4 - The County is in compliance with its Fund Balance Policy, with unexpended surplus funds falling within (approximately 13%) the 5-15% range established in the Policy.
	TOTAL			15	15	15	15	15
COMMUNITY ENGAGEMENT	Shared Services (Annual)	1	9	7	9	9	9	Q1 - none Q2 - Town of Lincoln IT Shared Services including fiber Q3 - None Q4 - None
	Public/Private Partnerships (Annual)	1	9	7	7	7	7	Q3 & Q4 - Though it wasn't until 2/2/2020, we did finally close on the 160 Center Street Property.
	Internet & Social Media Reach	250 likes	9	11	8	8	9	Q1 - Facebook likes increased from 7,103 to 7,541 (438 more likes) Q2 - Facebook likes increased from 7,541 to 7,730 (+189) Q3 - Facebook likes increased from 7,730 to 7,813 (+83) Q4 - Facebook likes increased from 7,813 to 7,891 (+78)
	TOTAL			27	25	24	24	25
EMPLOYEE SUCCESS	Employee Engagement	75%	10	10	10	10	10	Q1/Q2 - at 73% from last year. New survey going out in Q3. Q3/Q4 - at 74% from new survey conducted October 2019.
	Leadership Development (Annual)	10	9	10	11	11	12	Q1 - 8 ; Q2 - 4 ; Q3 - 0 ; Q4 - 1
	Professional Development (Annual)	250	9	11	11	11	12	Q1 - 200 ; Q2 - 89 ; Q3 - 132 ; Q4 - 206
	TOTAL			28	31	32	32	34
OVERALL TOTAL			100	101	101	104	107	