Madison Metrics Performance Scorecard

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	80%	9	8				67% based on 3/2017 survey
	% Of Residents who Believe Madison County Provides Value	80%	8	7				70% based on 3/2017 survey
	Accessibility to County Government Services	80%	8	6				Not measured. Will measure in 2018 survey
	TOTAL		25	21				
FISCAL MANAGEMENT	Real Tax Growth	2.50%	7	9				5%
	Bond Rating	AA	6	6				AA
	Stabilization Reserves	0%	6	4				N/A - data will be available 2nd quarter
	Budget Variance	0%	6	4				N/A - data will be available 2nd quarter
	TOTAL		25	23				
COMMUNITY ENGAGEMENT	Shared Services (Annual)	1	9	9				Town of Eaton utilizing County IT
	Public/Private Partnerships (Annual)	1	8	8				Delphi Falls Donation
	Internet & Social Media Reach	5%	8	11				8.45% increase in Facebook followers 1st quarter
	TOTAL		25	28				
EMPLOYEE SUCCESS	Employee Engagement	75%	9	6				N/A - surveying in 2nd quarter
	Leadership Development	4	8	11				11 participating
	Professional Development	20	8	11				85 participating
	TOTAL		25	28				
	OVERALL TOTAL		100	100				

Overall Notes   Some metrics did not have base lines so we gace goals a best guess. This first scorecard will give us real baselines that we will build on going forward

Where we are not able to score a goal because data is not available on a quarterly basis – we assign a "placeholder" number which will be corrected when we report with the actual data. As you can see, when we use placeholders, rather than assign the maximum points we could achieve, we insert the lowest number of points we could earn. The score will be corrected for the next quarter when the data is available.

Results are scored on a sliding scale – with the opportunity to score 30% over goal and 30% under goal for each metric.