

# 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	10			Q1 - 67% based on 2017 survey Q2 - 92% based on 2018 survey to date
	% Of Residents who Believe Madison County Provides Value	80%	8	7	9			Q1 - 70% based on 2017 survey Q2 - 92.5% based on 2018 survey to date
	Accessibility to County Government Services	80%	8	6	9			91.5% based on 2018 survey to date
	<b>TOTAL</b>		<b>25</b>	<b>21</b>	<b>28</b>			
FISCAL MANAGEMENT	Real Tax Growth	2.50%	7	9	9			5% Q1 - AA Q2 - AA-
	Bond Rating	AA	6	6	5			Policy states between 5% and 15%. 3.94% over goal (18.84% - \$17,137,029 unexpended surplus ESTIMATE) Will be reducing fund balance to comply with policy per BOS direction.
	Stabilization Reserves	0%	6	4	5			9.5% variance due mostly to state grants not budgeted. Need to adjust target for next year to account for NYS grants.
	Budget Variance	0%	6	4	3			
<b>TOTAL</b>		<b>25</b>	<b>23</b>	<b>22</b>				
COMMUNITY ENGAGEMENT	Shared Services (Annual)	1	9	9	9			Q1 - Town of Eaton utilizing County IT Q2 - no additional
	Public/Private Partnerships (Annual)	1	8	8	8			Q1 - Delphi Falls Donation Q2 - no additional
	Internet & Social Media Reach	5%	8	11	5			Q1 - 8.45% increase in Facebook followers Q2- 2.46% increase in Facebook followers (6,575 total likes)
	<b>TOTAL</b>		<b>25</b>	<b>28</b>	<b>22</b>			
EMPLOYEE SUCCESS	Employee Engagement	75%	9	6	9			73% engagement based on employee survey (note 93% neutral or better with only 7% not engaged)
	Leadership Development	4	8	11	11			Q1 - 11 participating Q2 - 11 participating
	Professional Development	20	8	11	11			Q1 - 85 participating Q2 - 70 participating
	<b>TOTAL</b>		<b>25</b>	<b>28</b>	<b>31</b>			
<b>OVERALL TOTAL</b>		<b>100</b>	<b>100</b>	<b>103</b>				

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

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