



## MUNICIPALITY OF THAMES CENTRE

**REPORT NO.** CAO-008-24

**TO:** Mayor and Members of Council  
**FROM:** Chief Administrative Officer  
**MEETING DATE:** October 21, 2024  
**SUBJECT:** **Municipal Performance Measures & Indicators**

### RECOMMENDATION:

**THAT** Report No. CAO-008-24 **BE RECEIVED** for information;

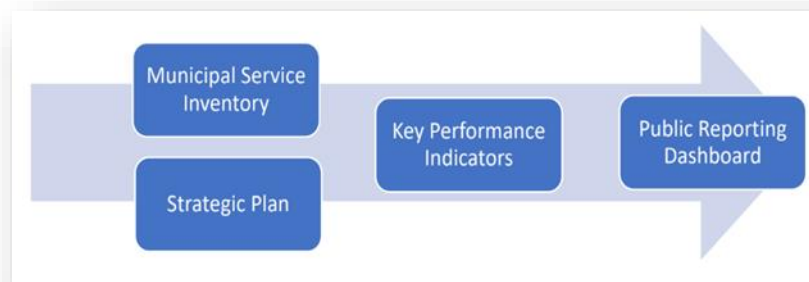
**AND THAT** Council **APPROVE** the ongoing development, tracking and publication of Thames Centre Municipal Performance Measures and Key Performance Indicators (KPIs).

### PURPOSE:

The purpose of this report is for Council to consider embedding relevant KPIs as part of its local municipal government operations as a way to measure, and therefore, better manage its resource allocations and service levels moving forward.

### BACKGROUND:

In June 2023, Council received report CAO-006-23: 'Municipal Service Inventory and New Strategic Plan,' which laid a path that included a service inventory providing Council and staff with a baseline of all services provided by the Municipality (101 internal and forward facing services identified). In parallel, a new Strategic Plan provided a roadmap for the Municipality to reach current, medium range and longer term goals. The report further referenced the development of KPIs and a public reporting dashboard as further steps:



Council approved its 2024-2027 Strategic Plan in November 27, 2023, which included 'Municipal Services' **Goal 6D**: *The Municipality should initiate a Performance Measurement project, which would establish key performance indicators (KPIs) for all municipal services to*

*determine baseline performance levels. The KPIs could then be publicly reported and utilized in annual budget planning.*

The approved Service Inventory and Strategic Plan further helped to support the 2024 Budget process, which included funds to assist in the development Performance Measures and KPIs for the Municipality.

## COMMENTS:

The attached report embarks to formally establish KPIs for the Municipality as its next phase of constructing a results-based annual budget. The KPIs can also be used as an accountable and transparent system that publicly reports the performance of specific municipal services.

Like the Customer Service Charter, the approval of Performance Measures and KPIs is yet another step in a continuum moving the organization towards municipal service delivery excellence. It has been developed as a platform for further refinement and adjustments as the organization continues to grow. With a new Thames Centre Municipal website to be launched later this year, a public facing dashboard will be included continually displaying and updating municipal service metrics.

The Municipality of Thames Centre staff are firmly committed to advancing and improving in alignment with Council priorities and its Strategic Plan. Council approval of performance measures would build upon a Thames Centre 'One Team' approach towards increasing excellence in municipal service delivery focused on residents and tangible results.

## FINANCIAL IMPLICATIONS:

The cost to develop performance measures and KPIs through an independent third party (308 Consulting & Strategy Group) has been included in the approved 2024 Budget and there are no costs associated with the tracking and publication of KPIs moving forward.

## STRATEGIC PLAN LINK

**Pillar:** *Municipal Services*

**Goal:** *Goal 6D: The Municipality should initiate a Performance Measurement project, which would establish key performance indicators (KPIs) for all municipal services...*

## CONSULTATION:

Senior Management Team (SMT)

## ATTACHMENTS:

308 CSG Report: Municipality of Thames Centre – Key Performance Indicators

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