

Halifax Regional Council
October 8, 2002

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:


Councillor Ron Cooper - Chair, Program and Service Review Committee

DATE: October 1, 2002

SUBJECT: Corporate Scorecard

ORIGIN

At the November 27 , 2001, Regional Council meeting a Report on the on-going performance measurement initiative was presented and its recommendations were approved. The recommendations were:

1. Council approve the attached draft program mission statements,
2. Council endorse the proposed next steps of the performance measurement initiative.

One of the approved next steps was that: "A Corporate Scorecard is developed and results are reported regularly to Council." In order to proceed, there is a requirement to have a clearly articulated set of desired outcomes against which HRM can measure progress.

RECOMMENDATION

It is recommended that :

1. Council approve the following themes as the basis for Corporate Scorecard:
 - Safe Communities,
 - Healthy Sustainable, Vibrant Communities,
 - Excellence in Governance,
 - Excellence in Service Delivery.

BACKGROUND

In the spring of 2001 the Program and Service Review Committee embarked upon a Performance Measurement Initiative of which the Corporate Scorecard is one component. The focus of the Performance Measurement Initiative is to establish data collection, reporting and analysis procedures in HRM at the Corporate and Business Unit level in order to monitor performance and provide accountability.

The Corporate Scorecard will consist of a set of measures to assess the performance of the HRM Corporation as a whole. It will provide a mechanism to translate the corporate strategies and priorities of HRM into an internal tracking and measuring system designed to achieve long-term goals and focus the organization on performance.

The audience of the Corporate Scorecard is the public and Regional Council.

DISCUSSION

The four themes were arrived at by consulting and synthesizing information from a number of sources:

- HRM 20/20
- Business Strategies
- 2001 Council Workshop
- CAO Goals and Objectives
- Business Unit Mission Statements

The four outcomes have been presented to, and reviewed by, Program and Service Review Committee.

Once a set of themes are approved by Regional Council, the next steps would be as follows:

1. Continue to refine the themes with Program and Service Review Committee - articulate specific outcomes to be measured and identify indicators to be reported,
2. Report to Regional Council on draft outcomes and indicators,
3. Begin collecting and reporting data.

BUDGET IMPLICATIONS

None

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

ALTERNATIVES

None.

ATTACHMENTS

None

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

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