

FY 2012 Citizen Performance Report

September 11, 2012



Delivering what we promise



Reporting to Citizens

- Third annual citizen performance report
- Second year of citizen focus groups
- Positive feedback from citizens about the information in the report



Strategic Planning Process

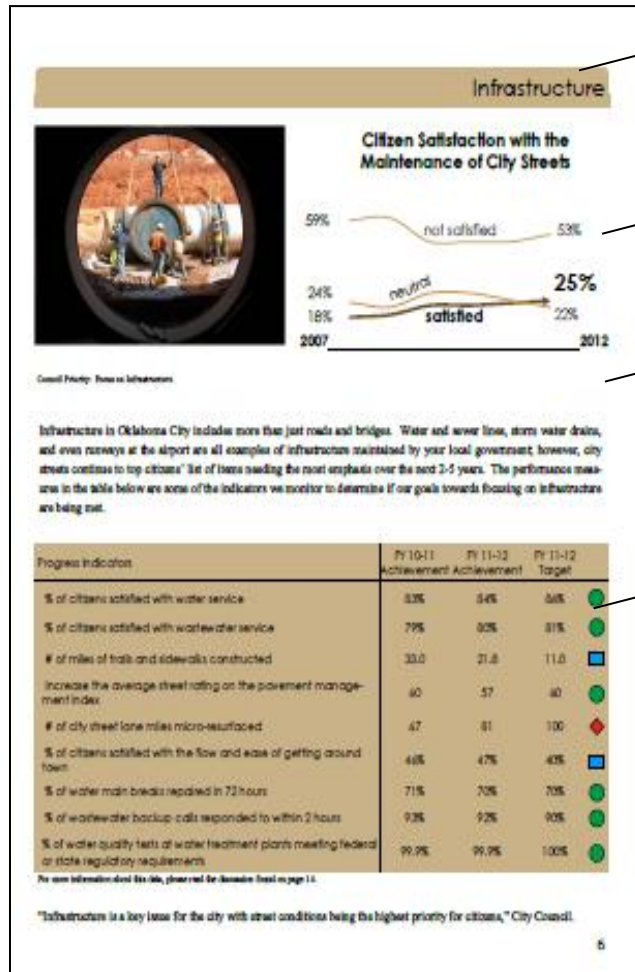


City Council Priorities

- Preserve and grow citizen confidence and trust in city government
- Promote a sustainable financial model
- Focus on infrastructure development
- Increase effectiveness and sustainability of public transportation
- Expand economic development initiatives
- Enhance the quality of life
- Improve public education
- Gain greater government efficiency
- Ensure citizen safety



Using the Report




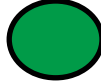


Council Priority

Progress Data

Explanation

Progress Indicators

Using the Report

Over Target (>5%)	
On Target (+ or - 5%)	
Below Target (<5% to -15%)	
Significantly Below Target (<-15%)	



Citizen Confidence

“Maintaining the confidence of our citizens and preserving a high level of satisfaction with city services is of the highest importance,”

Adopt implementation plan for MAPS 3



Sustainable Financial Model

“The City should move toward a financial model that ensures adequate resources to meet expectations for quality services in a growing city.”

FY 2012 Bond Rating – AAA/Aaa

FY 2011 Bond Rating – AAA/Aaa

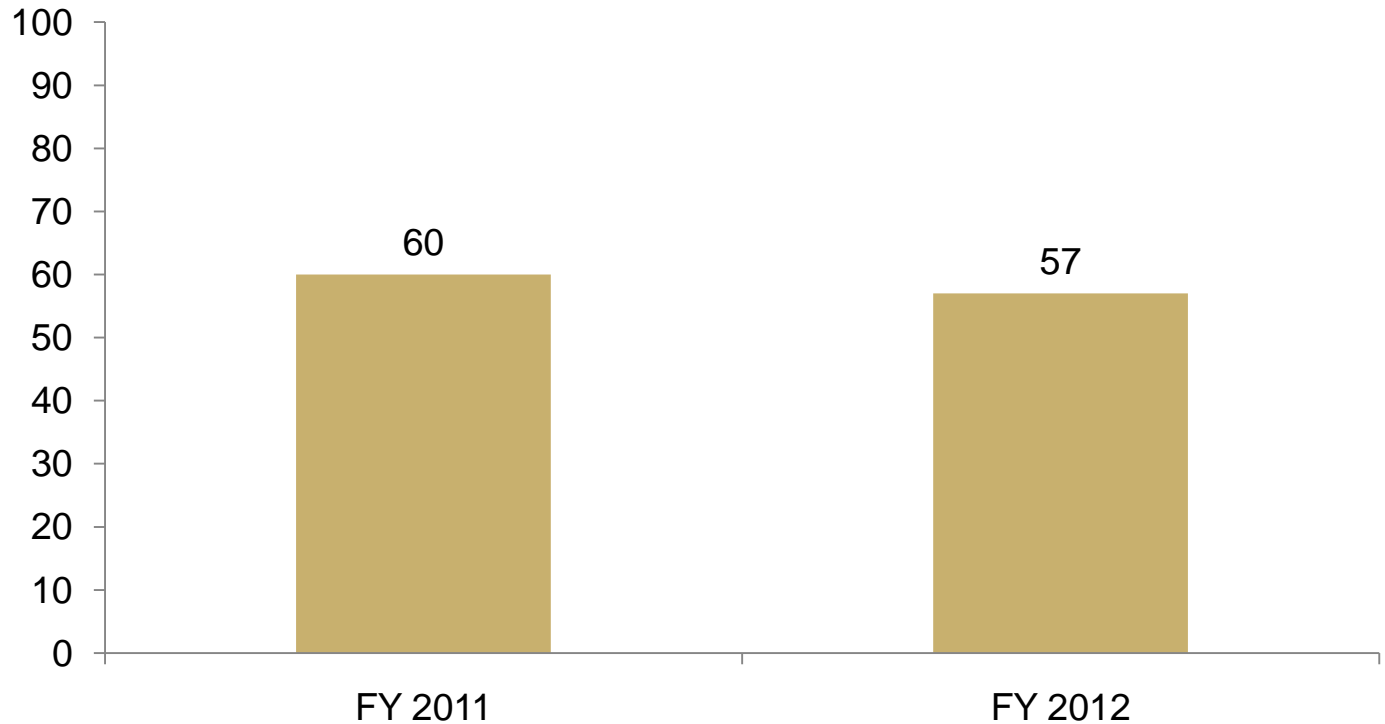
FY 2010 Bond Rating – AAA/Aaa

FY 2009 Bond Rating – AAA/Aa1



Infrastructure

Average Pavement Condition Index (PCI) rating for City Streets



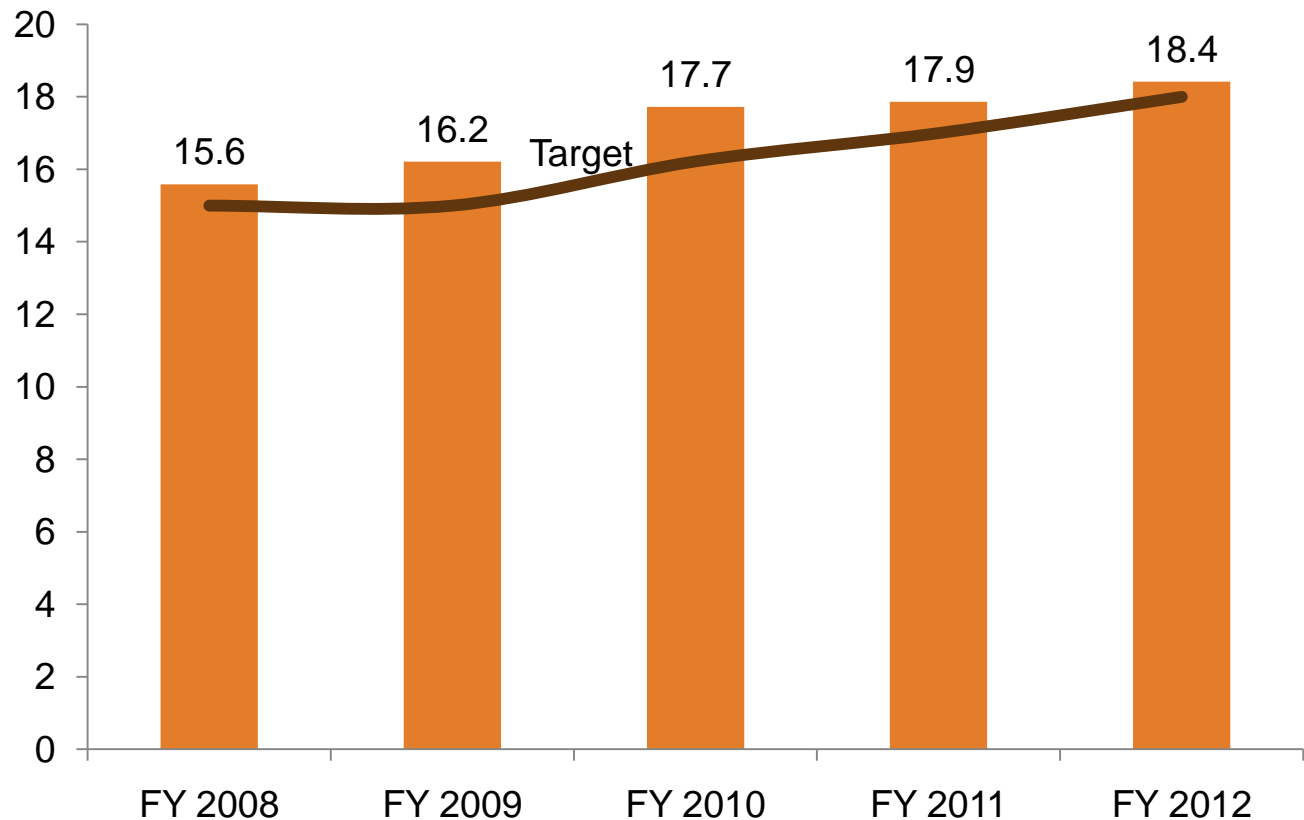
“Infrastructure is a key issue for the city with street conditions being the highest priority for citizens,”



PUBLIC TRANSPORTATION

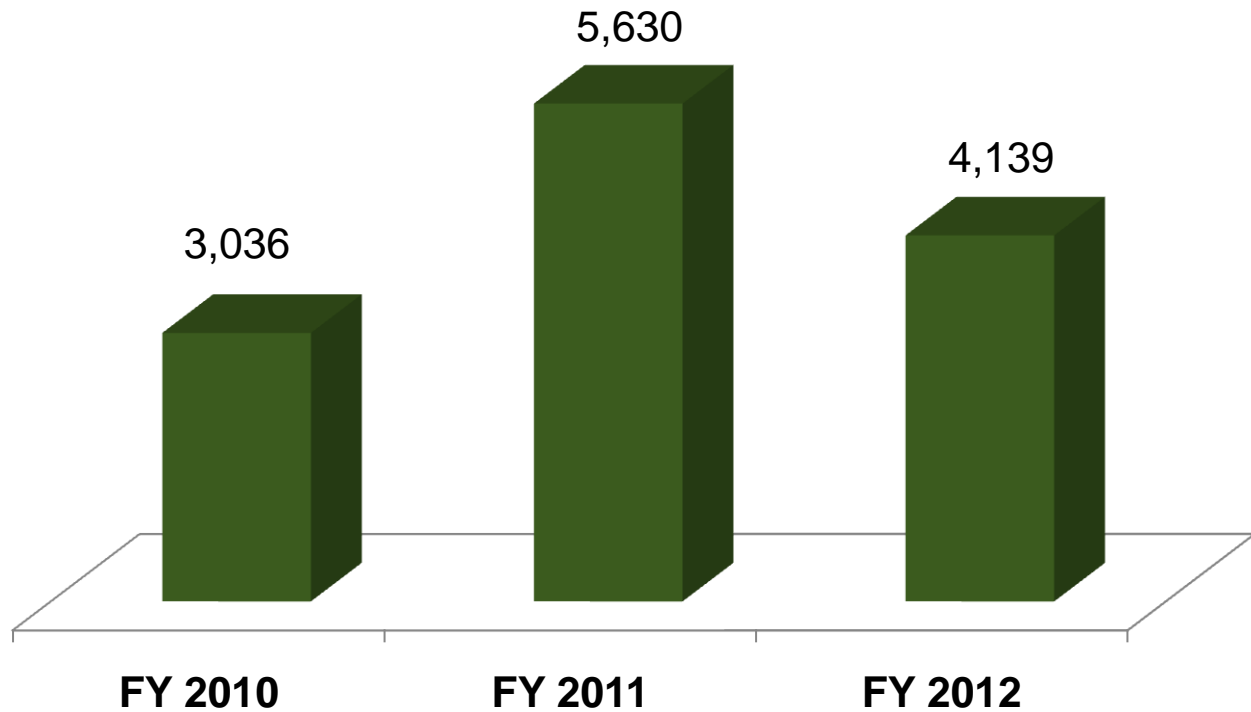
“Enhancing the existing system is a key in developing an effective public transportation system,”

of Bus Passengers Per Service Hour



ECONOMIC DEVELOPMENT

of jobs created



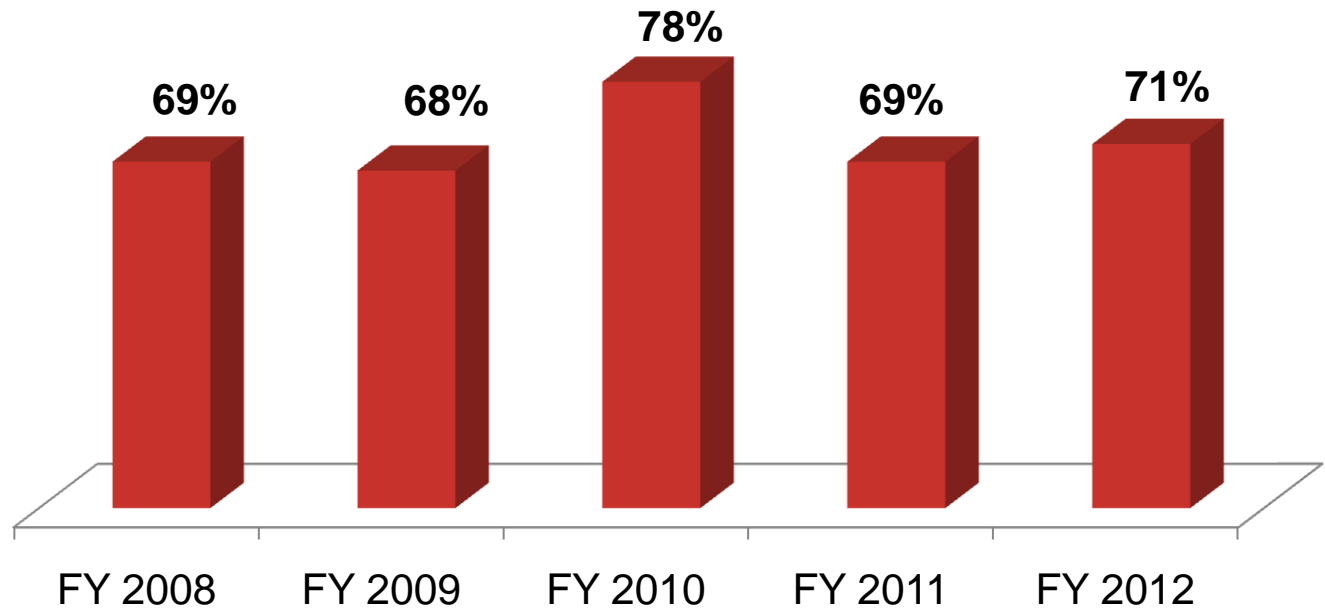
“The City should continue to utilize performance-based incentives to attract higher paying jobs and encourage retail development that supports the City’s tax base,”



QUALITY OF LIFE

% of Citizens Satisfied with the Quality of Life in Oklahoma City

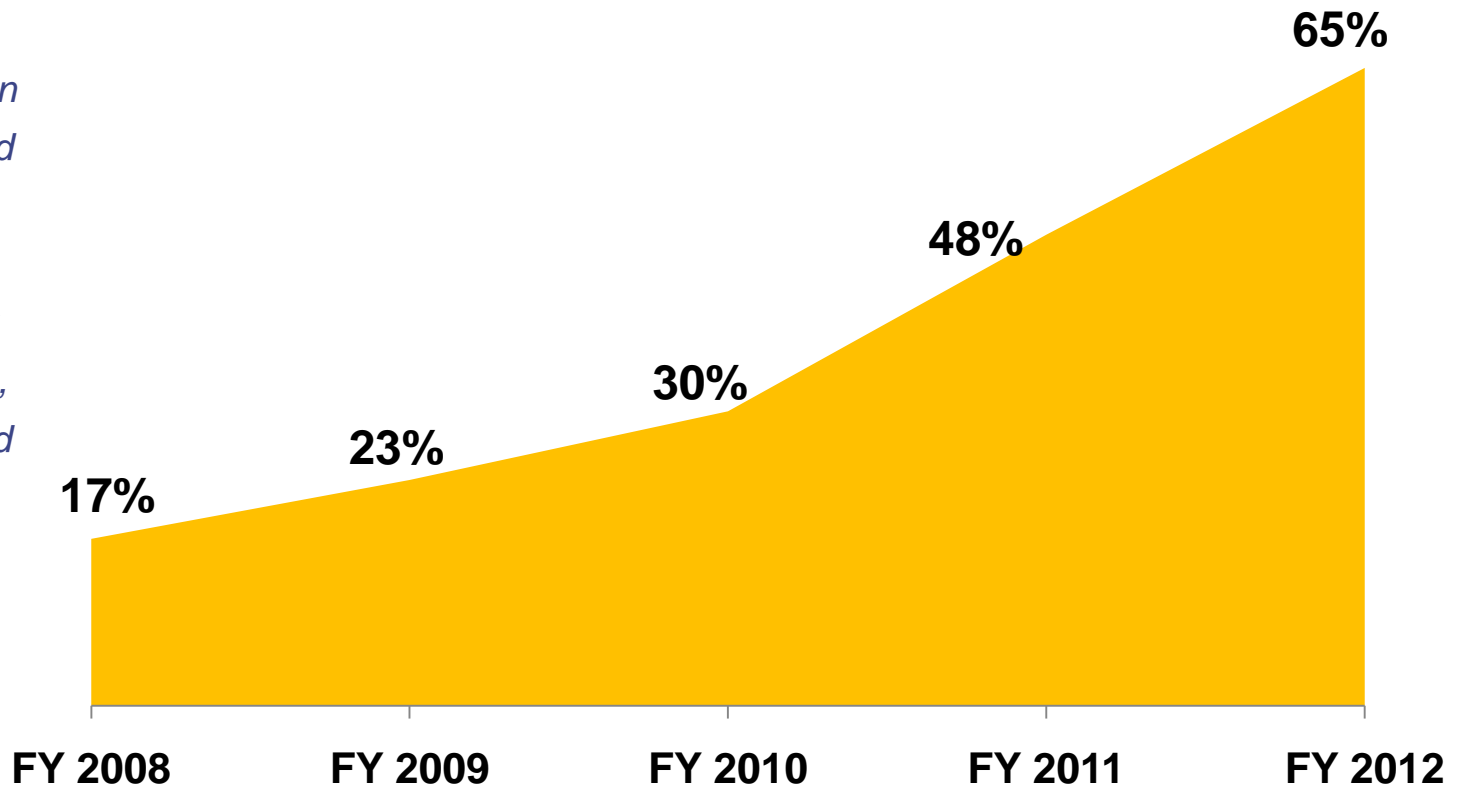
“Demands continue to grow for recreational, cultural and entertainment choices that meet the needs of a diverse population,”



PUBLIC EDUCATION

% of Students in a New or Renovated School

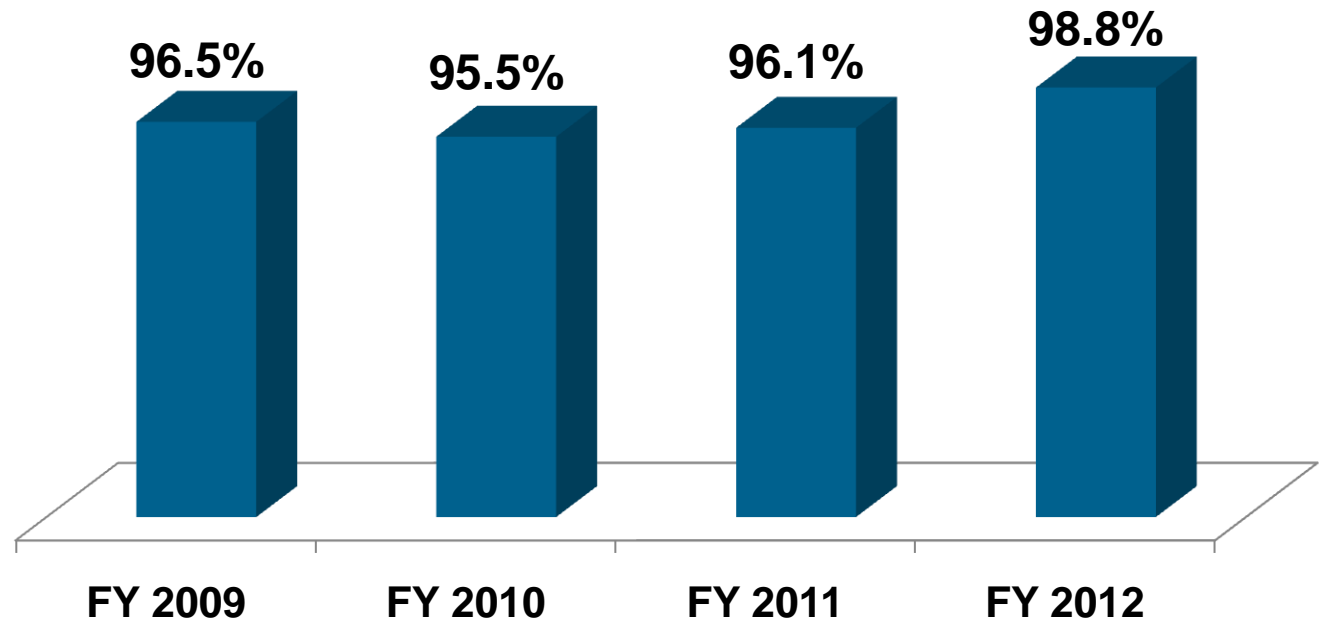
“We must encourage accountability in the schools and find new ways to partner with Oklahoma City Public Schools, businesses and community groups to improve education for our children,”



GOVERNMENT EFFICIENCY

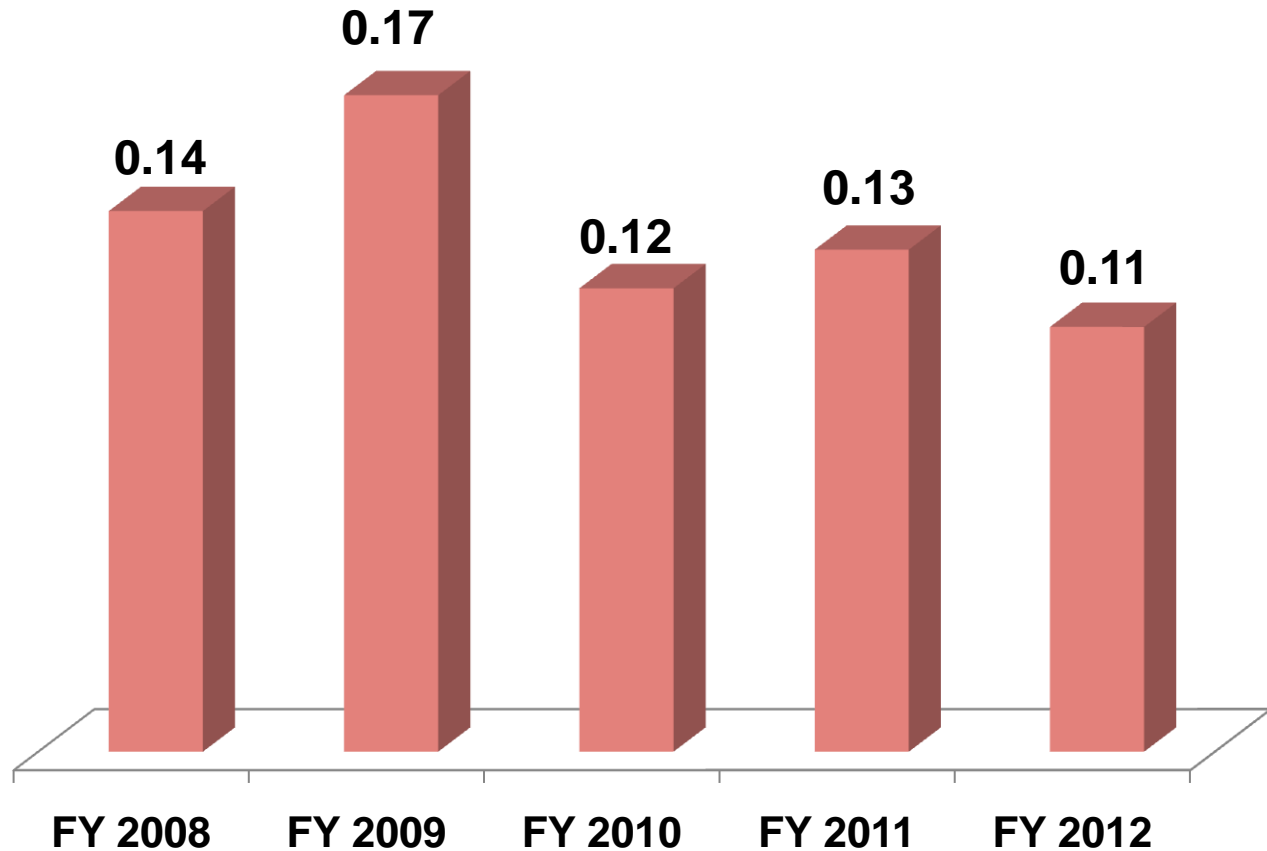
“Sharing resources and consolidating services between jurisdictions and continuing to find more efficient ways to provide services within our own city will reduce the cost of local government or improve the effectiveness of the services delivered to citizens.”

% of Citizen Service Requests Responded to Within 10 Days



CITIZEN SAFETY

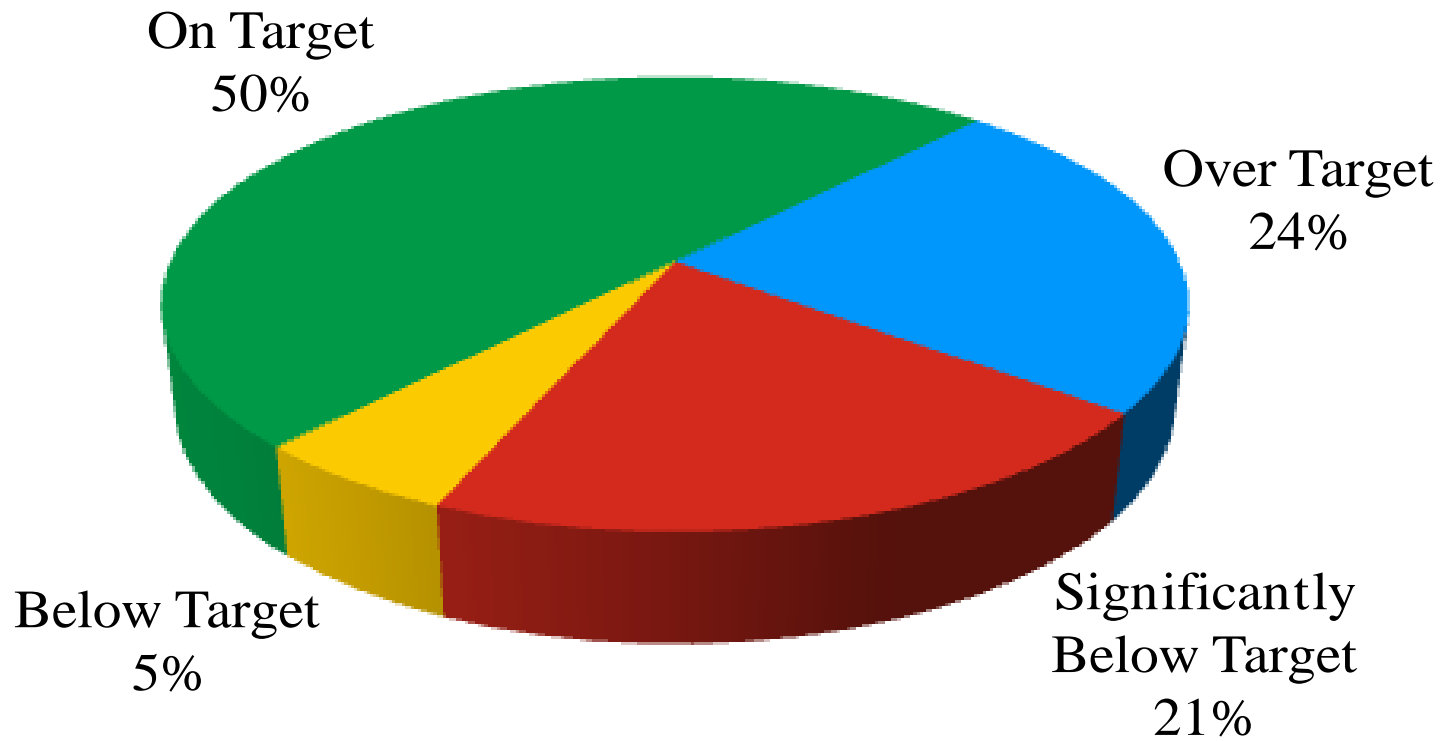
of Traffic Fatalities per 1,000 Residents



“Citizens continue to expect to live in a safe city with safe neighborhoods. Providing efficient and effective public safety services such as police, fire, ambulance, animal control and code enforcement is of the highest priority,”
City Council.



Indicator Totals



Additional Information in the Report

- Additional Discussion
- City Budget
- Where to go for *More Information*



More Performance Data on okc.gov

Citizen Web Page for Performance Information

- City Council Priorities
- Department Strategic Business Plans
- Past Performance Reports
- Budget Book
- City Department Performance Measures

All Available at okc.gov or contact the Office of Management and Budget at 297-2257



Council Priority Accomplishments

- 2007 GO Bond Election
- MAPS 3 Election
- Increased Public Transportation ridership
- Citizen satisfaction with the Maintenance of City Streets



Questions?

