



COUNCIL AGENDA: 02-06-18  
ITEM: 3.3

# Memorandum

**TO: CITY COUNCIL**

**FROM: Mayor Sam Liccardo**

**SUBJECT: ANNUAL REPORT ON CITY SERVICES 2016-17**

**DATE: February 5, 2018**

Approved

Date

2-5-18

## RECOMMENDATION

Accept the Annual Report on City Services for 2016-17, and:

1. Direct the City Manager to identify the top half-dozen or so priorities from each of the six (6) City Service Areas as part of the Annual Budget process; and, for these priorities, identify metrics that measure outcomes versus output (ie: cycle times and performance improvements versus number of permits approved) with quantifiable baselines and targets; and,
2. Direct the City Auditor to include this dashboard for the highest priority metrics in the 2017-18 City Services Annual Report.