

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.