

Item # 17B

**City of Carson City
Agenda Report**

Date Submitted: March 8, 2010

Agenda Date Requested: 3/18/2010

Time Requested: 15 Minutes

To: Board of Supervisors

From: Linda Ritter, Special Projects – Strategic Planning

Subject Title: Review of the Carson City Operations Scorecard and announcement of a Board workshop to develop a customer service scorecard to monitor impact to customer service as a result of budget reductions.

Staff Summary: This item represents the monthly business review related to the City-wide performance scorecard. Staff has prepared a Briefing Book that highlights some of the interesting measures and developments that have taken place since the last report to you. Additionally, staff will announce the schedule for a workshop to develop a scorecard of customer service measures that will serve as a tool to the Board and staff to monitor actual changes in customer service levels.

Type of Action Requested: No action
 Resolution Ordinance
 Formal Action/Motion Other (Specify)

Does This Action Require A Business Impact Statement: Yes No

Recommended Board Action: No action

Explanation for Recommended Board Action: No action is scheduled for this item, however, should the Board wish to hold a detailed discussion and/or take action on any part of the business plan or briefing book, staff will schedule that discussion on the next agenda.

Applicable Statue, Code, Policy, Rule or Regulation: n/a

Fiscal Impact: n/a

Explanation of Impact:

Funding Source:

Alternatives:

Supporting Material: In order to provide the most up-to-date data, the Carson City Operations Scorecard and the Board of Supervisors Briefing Book will be provided as late material and will also be posted to the City website.

Prepared By: Linda Ritter

Reviewed By: _____
(Department Head)

Date: 3/9/10

(City Manager)

Date: _____

(District Attorney)

Date: 3/9/10

Board Action Taken:

Motion: _____

- 1) _____
- 2) _____

Aye/Nay

(Vote Recorded By)