

Report Cards for City Hall: Grade the City!

- ◆ **I want to be accountable.**

I will work with residents and businesses to develop a report card, and then have people grade City Hall. How are we doing? Are we meeting the challenges? Are we providing the services? Are we truly “customer driven”? Are we fulfilling promises and meeting goals? Are we accomplishing what we set out to do?

I would like to see a list of the things that people think make for a great city. And then I want to set goals and outcomes for those things we’ll work on each year. You want to reduce crime? Then in the first year, we’ll establish a realistic target (reduce crimes-of-opportunity by 5%, for example). We’ll link our budget to it: how much will it cost, and what will it take to do this? And then we’ll get to work.

Residents and businesses will grade us on how well we do. We may not get very good grades on some things: sometimes we’ll learn that we didn’t budget enough, or we didn’t have all the right resources or plans or strategies. And sometimes we’ll just plain stumble. Most of the time --- I’ll work for this! --- we’ll do very well. We will get great grades because I’ll help the city accomplish its goals.

The process will insure that we’re being accountable to you, and that you’re watching what happens.

We’ll do this twice a year, and we’ll ask the newspapers and radio stations to report the results.

After each report card, I’ll then provide to City Council a proposed action plan for improving our grades. At an annual presentation, I’ll propose new items to be tracked in the coming year.

City Government is a business that is created to produce and deliver services. Tax payers, voters, residents, businesses: these are our customers. We will be accountable to you!

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