

## BALANCED SCORECARD City of Tontitown

Responsibility:

PERSPECTIVE: FINANCIAL

No.	Higher Level Perf. Meas.- Respon/Number	Performance Measurements	Actual Results			Target Performance Standards		
			FY2024	FY2025	FY2026	FY2024	FY2025	FY2026
1	Funding Capital/ Operation Exp.	Performance Measure: Funding Secure for 85% of Plan						
		Performance Indicator: 5 year Capital Improvement Plan						
2	Max.Benefit of cost of Service	Performance Measure: Cost per Capita for Pubic Safety						
		Performance Indicator: Not to exceed yearly budget						
3	Max, Cost of Personal	Performance Measure: Will not exceed 50% of Operating						
		Performance Indicator: 2024 Budget						
4	Growth of Tax Base	Performance Measure: Increase by 3% per year						
		Performance Indicator: Yearly Tax Base						
5	Maintain AA Bond Rating	Performance Measure: AA						
		Performance Indicator: Bond Rating						
6	Maintain Adequate Reser.	Performance Measure: 6 months of operating per budget						
		Performance Indicator: City's Fiscal Policy						
7		Performance Measure:						
		Performance Indicator:						
8		Performance Measure:						
		Performance Indicator:						
9		Performance Measure:						
		Performance Indicator:						
10		Performance Measure:						
		Performance Indicator:						

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## City of Tontitown

**Responsibility:**

**PERSPECTIVE: EFFICIENT AND COST EFFECTIVE INFRASTRU**

No.	Higher Level Perf. Meas.- Respon/Number	Performance Measurements	Actual Results			Target Performance Standards		
			FY 2024	FY2025	FY2026	FY2024	FY2025	FY2026
1	Water Loss	Performance Measure: Meet or lower than 20%						
		Performance Indicator: Health Department Standard						
2	Lift Station Maintenance	Performance Measure: Inspection once a month						
		Performance Indicator: 100% Inspected and Maintained						
3	Sewer Lines Inspected	Performance Measure: 10% of Lines Inspected per year						
		Performance Indicator: Total of Sewer lines						
4	Revenue Operating Cost	Performance Measure: Meet 60% of Delivery/Cost						
		Performance Indicator: Target Delivery/Cost of Service						
5	Increase Infrastructure Capacity	Performance Measure: Meet or exceed 50% of Future St.						
		Performance Indicator: Schedule/Cost Performance Index						
6	Street Maintenance	Performance Measure: 100% Completion of Year Plan						
		Performance Indicator: 10 Year Maintenance plan						
7		Performance Measure:						
		Performance Indicator:						
8		Performance Measure:						
		Performance Indicator:						
9		Performance Measure:						
		Performance Indicator:						
10		Performance Measure:						
		Performance Indicator:						

# BALANCED SCORECARD

## City of Tontitown

**Responsibility:**

**PERSPECTIVE: SAFE COMMUNITY**

No.	Higher Level Perf. Meas.- Respon/Number	Performance Measurements	Actual Results			Target Performance Standards		
			FY 2024	FY 2025	FY 2026	FY2024	FY 2025	FY2026
1	Response times for Police	Performance Measure: Will not Exceed 3.0 Minutes						
		Performance Indicator: Police response Times						
2	Violent Crimes Cleared	Performance Measure: Will exceed 75% w/arrest						
		Performance Indicator: Violent Crimes Cleared						
3	Property Crimes Cleared	Performance Measure: Will exceed 35% w/arrest						
		Performance Indicator: Property Crimes Cleared						
4	Arrest per Officer	Performance Measure:						
		Performance Indicator: Arrest per sworn officer						
5	Response times for Fire	Performance Measure: 4 minutes for Fire and EMS						
		Performance Measure: Response Time						
6	ISO Rating	Performance Measure: Will not exceed a 4 ISO						
		Performance Indicator: ISO Rating						
7	Fire Hyrants Inspected	Performance Measure: 25% of Fire Hyrants Inspected/Flow						
		Performance Indicator: Number of Fire Hyrants						
8		Performance Measure:						
		Performance Indicator:						
9		Performance Measure:						
		Performance Indicator:						
10		Performance Measure:						
		Performance Indicator:						

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## City of Tontitown

Responsibility:

PERSPECTIVE: STRONG ECONOMY	No.	Higher Level Perf. Meas.- Respon/Number	Performance Measurements	Actual Results			Target Performance Standards		
				FY 2024	FY 2025	FY 2026	FY2024	FY2025	FY2026
	1	New Business w/ Sale Tax Base	Performance Measure: Meet or Exceed 50% of New LSD Performance Indicator: Percent of Yearly Square Footage						
	2	Increase in Sales Per Capita	Performance Measure: Meet or Exceed 3% Increase Performance Indicator: Sales Tax per Capita						
	3	Increase in Property Evaluation	Performance Measure: Meet or Exceed 5% of Evaluation Performance Indicator: Annual Property Evaluation						
	4	Increase in Business License	Performance Measure: Meet or Exceed 5% Annual Rev. Performance Indicator: Total Business License Fees						
	5	Increase in Permit Fees	Performance Measure: Meet or Exceed 3% Increase Performance Measure: Total permit fees collected						
	6	Grants	Performance Measure: Meet or Exceed 20% of Projects Performance Indicator: Percent of Total Grants Received						
	7		Performance Measure: Performance Indicator:						
	8		Performance Measure: Performance Indicator:						
	9		Performance Measure: Performance Indicator:						
	10		Performance Measure: Performance Indicator:						