

# HRM Corporate Scorecard Report

Managing  
for Results  
June 2004

**HALIFAX**  
REGIONAL MUNICIPALITY



# Process To Date

- Program and Service Review Committee and HRM staff developed themes, outcomes and indicators. Council approved outcomes and indicators under each theme area:
  - Safe Communities
  - Excellence in Service Delivery
  - Excellence in Governance
  - Healthy, Sustainable, Vibrant Communities

# Performance Measurement Data

Data collected from a variety of sources:

- **CRA Survey May 2004**
- **2004/05 Budget Consultations – Sept/Oct 2003**
- **Various Regional Planning public input forums**
- **2003 Halifax Regional Police & RCMP Townhalls**
- **Citizenfirst3 survey - 2002**
- **HRM business unit client benefits and strategic outcomes performance measurement data**



# Safe Communities

## Result Highlights:

- 1) **100% satisfaction rate with Fire, 84% with Police response in an emergency**
- 2) **At least 93% of citizens felt completely or mostly safe in their communities, neighbourhoods and in public buildings**
- 3) **A large number of citizens are volunteering to increase safety in their communities**
- 4) **Concerns expressed in Town Hall Meetings**
- 5) **HRM estimates a shortfall of \$32 million each year for infrastructure spending**



# Healthy Sustainable Vibrant Communities

## Result Highlights:

- 1) **95% of citizens completely or mostly agreed that HRM is a great place to work, learn, live and play**
- 2) **89% of citizens felt completely or mostly satisfied with their average commute time to get to work – dissatisfaction higher in Halifax, Bedford/Sackville and suburban/rural HRM**
- 3) **Solid waste diversion rate is 53.6% over 1989 baseline**
- 4) **Economy steadily growing**
- 5) **Residential taxes average 1.9% of income**



# Excellence in Governance

## Result Highlights:

- 1) 9% attended an HRM meeting, 24% contacted HRM. 89% of citizens completely or mostly agreed they were treated fairly
- 2) 51% feel HRM doing good job working with Provincial Government (48% wrt Federal Gov't)
- 3) 71% of citizens are very or somewhat confident that HRM is managing its finances in a responsible manner
- 4) Standard and Poors has awarded HRM an A (stable ) rating



# Excellence in Service Delivery

## Result Highlights:

- 1) **87% of citizens were completely or mostly satisfied with municipal services – those dissatisfied, 36% were concerned about street and road repair and paving, 19% by snowplowing and 17% by metro transit**
- 2) **79% of citizens were completely or mostly satisfied with the service by HRM Council**
- 3) **85% satisfied with service of staff (knowledgeable, friendly, understood, fair)**
- 4) **63% of citizens completely or mostly agreed they receive good value for property taxes paid**

# 2004/05 – Next Steps

- Members of HRM Council to review Scorecard report and provide feedback to staff by mid August.
- Program and Service Review Committee and HRM staff to review HRM Council and public feedback and scorecard results
- Develop targets, benchmarks
- Identify quality of life indicators
- Make recommendations around service efficiency decisions