

TOCL Department Metrics

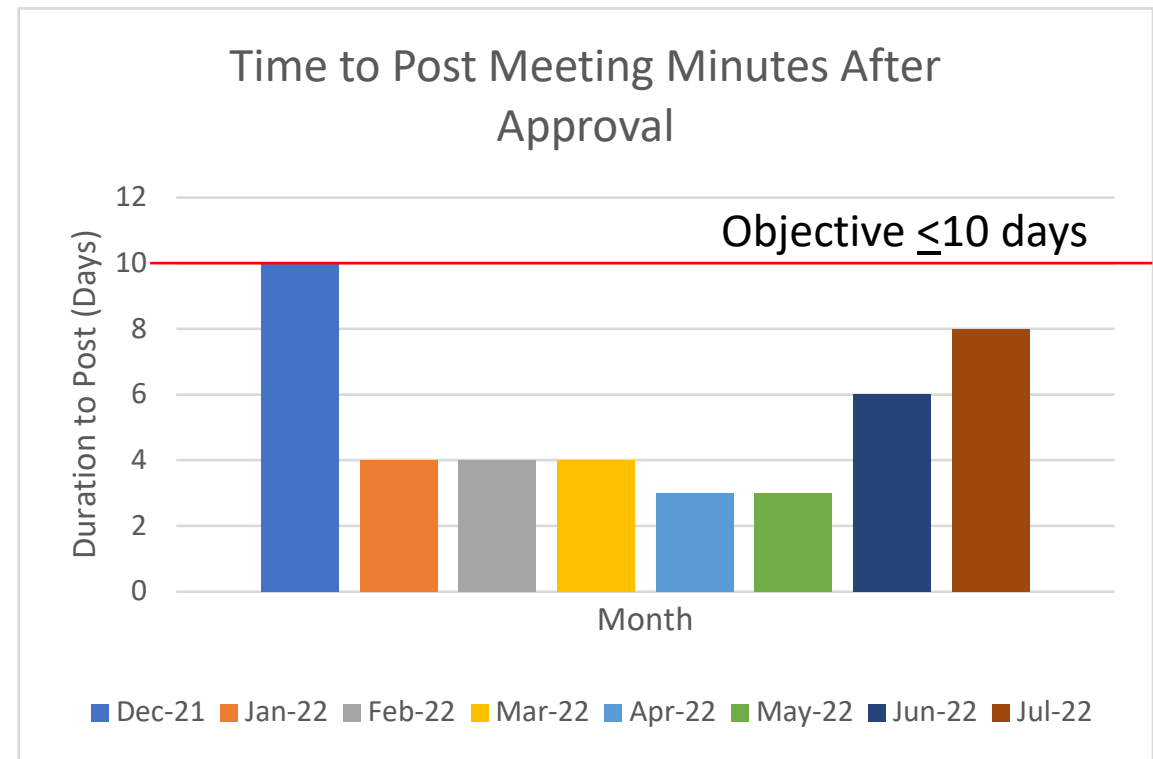
August 2022

Clerk Treasurer

Meeting Minute Timeliness

- **Process being measured:** Preparation and posting of Town Council meeting minutes
- **Performance Measurement (Metric):** Time to post minutes after Council approval
- **Performance Objective:** Post on Town Web page within 10 days of Council approval

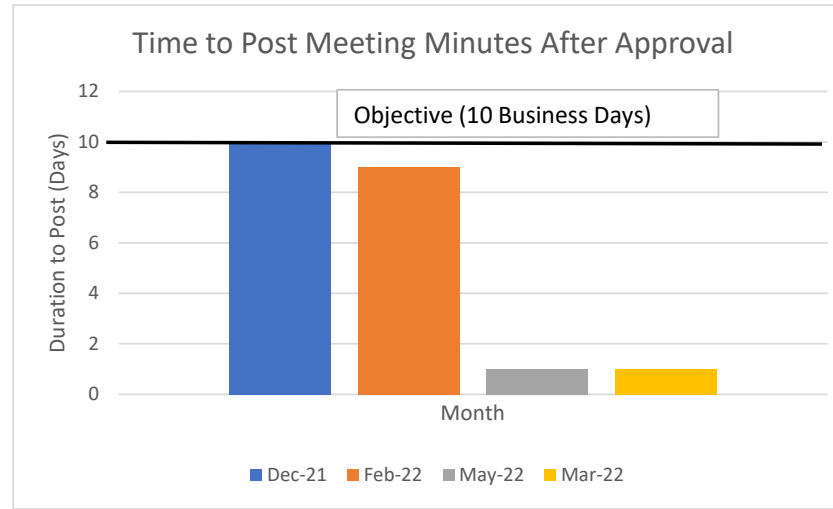
Town Council Minutes



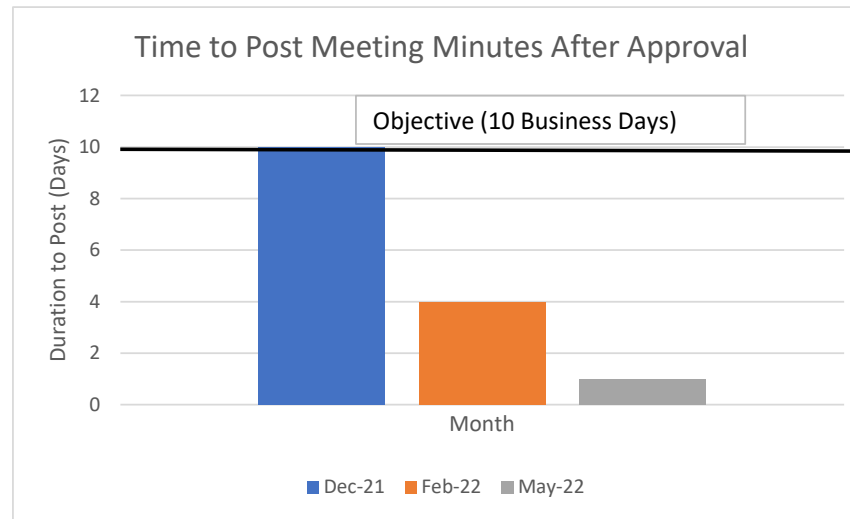
Clerk Treasurer Cont.

Meeting Minute Timeliness

- **Process being measured:** Preparation and posting of Plan Commission & BZA meeting minutes
- **Performance Measurement (Metric):** Time to post minutes after Board approval
- **Performance Objective:** Post on Town Web page within 10 days of Board approval



PC Minutes Pending Board Approval
-8/2/22 Regular Session
-Board approval anticipated at next regular session

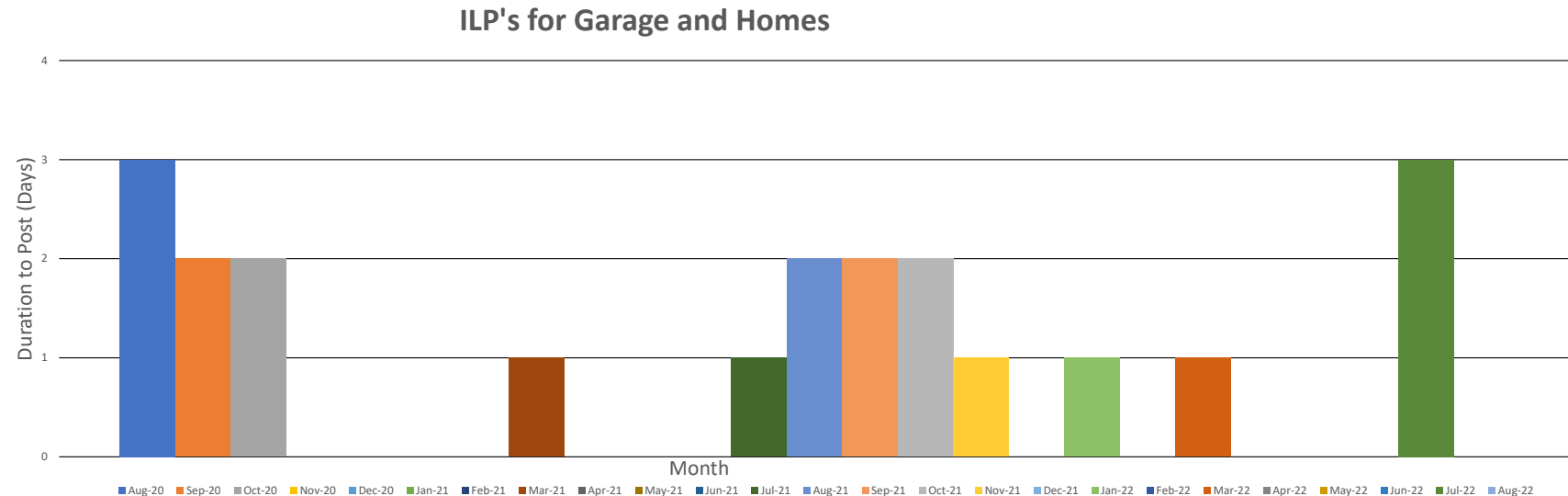
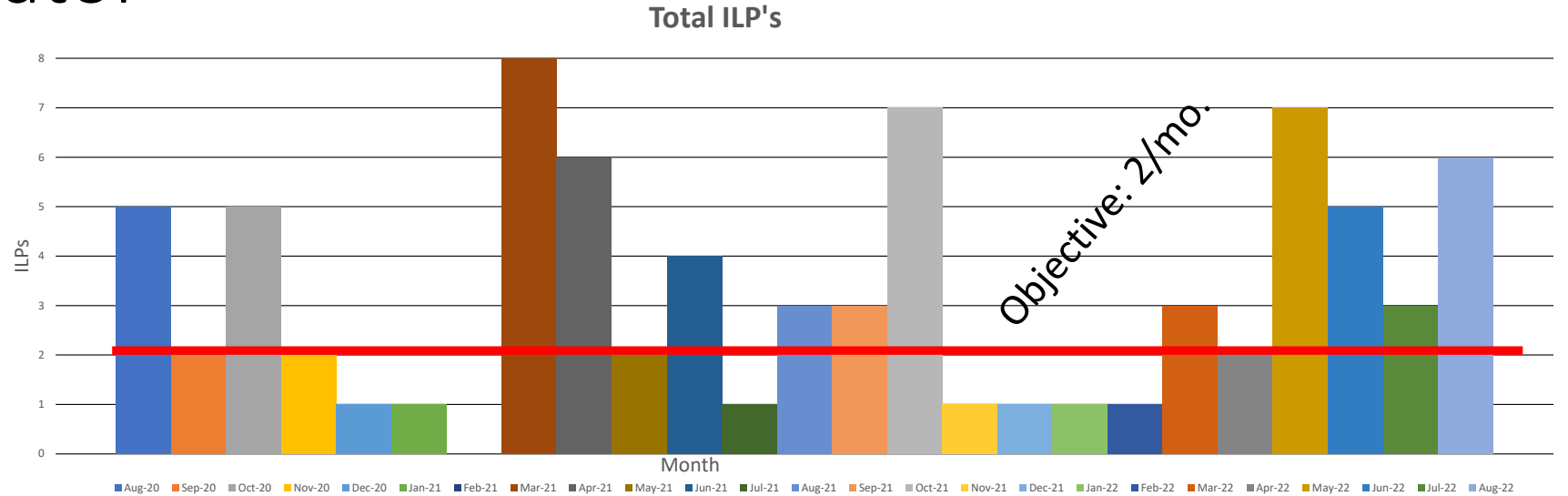


BZA Minutes Pending Board Approval
-4/12/22 Regular Session
Board approval anticipated at next regular session

Zoning Administrator

Number of ILPs Submitted by Month

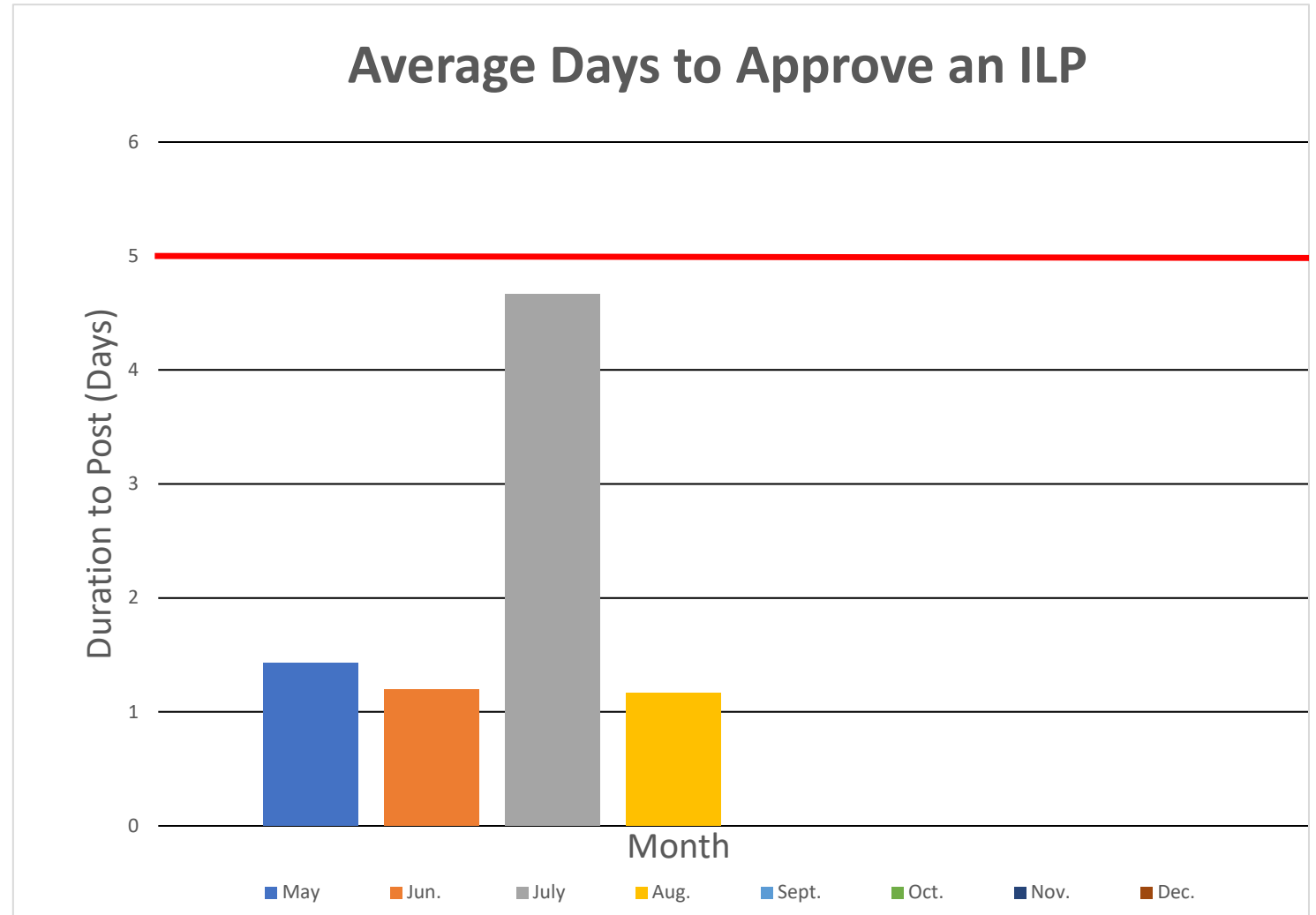
- Process being measured: ILP Applications
- Performance Measurement (Metric): Demand on Zoning Administration Office
- Performance Objective: 2 per month (TBR)



Zoning Administrator

ILP Approval Time (Avg)

- **Process being measured:** ILP compliance assessment
- **Performance Measurement (Metric):** Duration required for ILP approval once all required information is received
- **Performance Objective:** Complete compliance assessment within 5 days

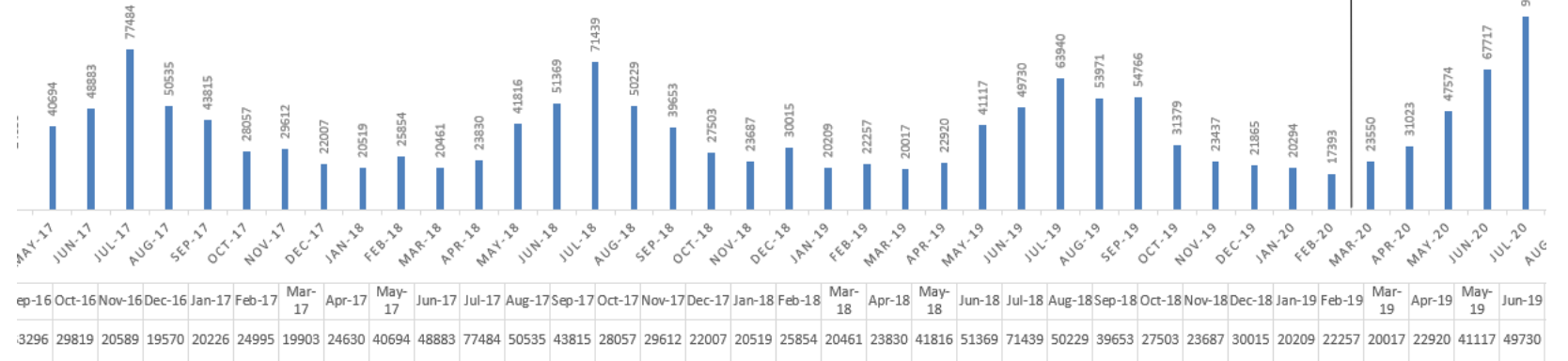


Street & Utility Superintendent

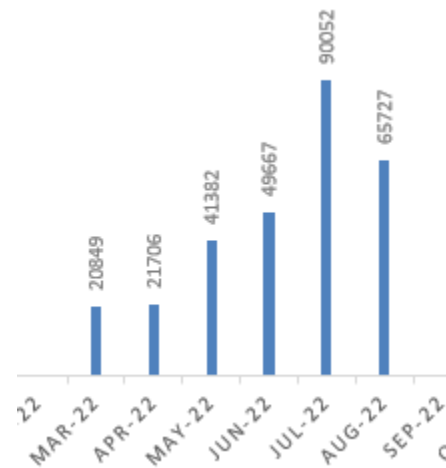
Sewer Flow Rate

- **Process being measured:** Lift Station Transfer Rate
- **Performance Measurement (Metric):** Average Sewage Transfer (Monthly, Peak & Yearly)
- **Performance Objective:** Measure of System Process Rate

AVG DAILY FLOW (GALLONS)



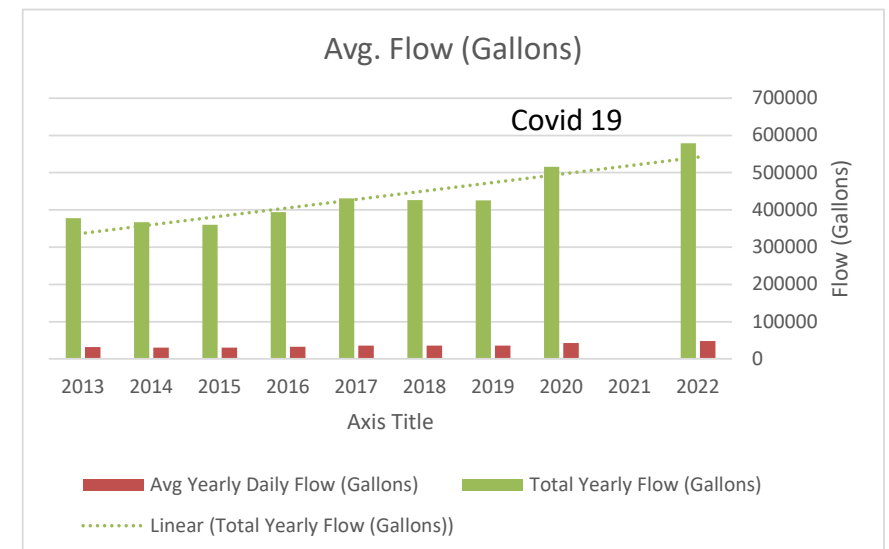
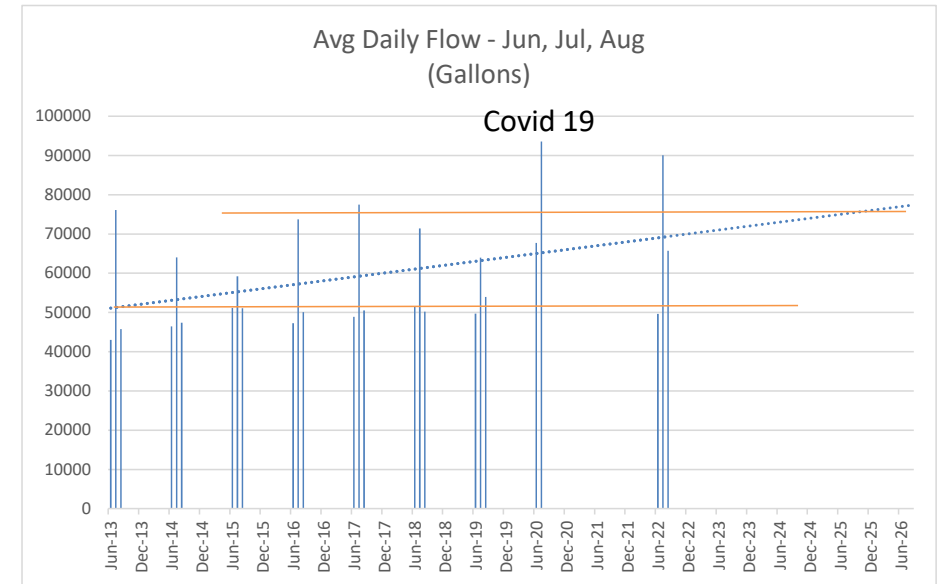
Resuming Metric Post Lift Station Upgrade



Street & Utility Superintendent Cont.

Sewer Flow Rate

- **Process being measured:** Lift Station Transfer Rate
- **Performance Measurement (Metric):** Average Sewage Transfer (Monthly, Peak & Yearly)
- **Performance Objective:** Measure of System Process Rate



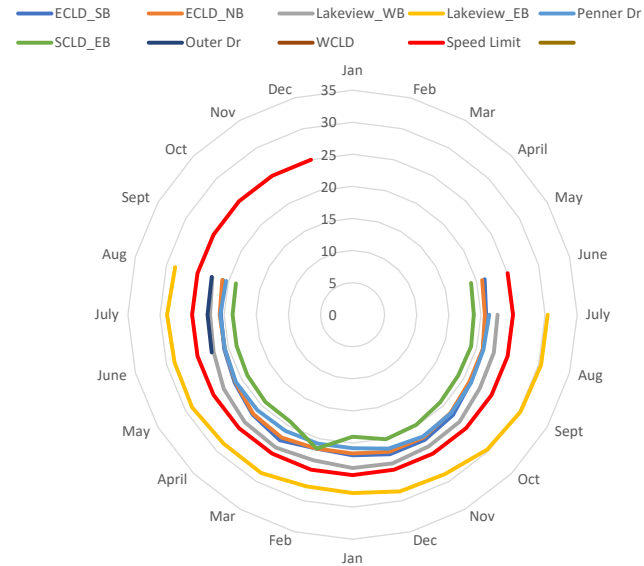
Town Marshal

Road Congestion & Compliance to Speed Limit

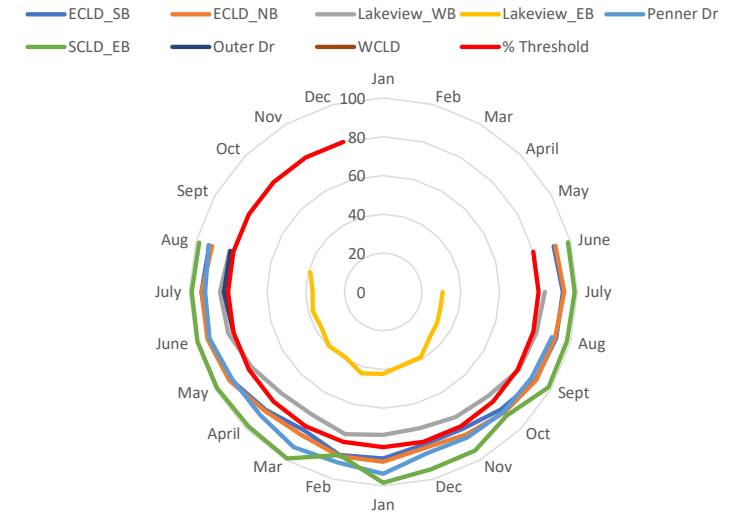
- **Process being measured:**
Enforcement of Vehicle Speeds
Road Congestion
- **Performance Measurement (Metric):** Vehicle Speeds & # of Vehicles
- **Performance Objective:**
100% \leq 25mph



Avg. Speed by Location (MPH)



≤ 25 MPH by Location (%)



of Vehicles by Month

