

RESOLUTION NO. 20141002-046

WHEREAS, the City of Austin has set a goal of being the best managed City in the United States; and

WHEREAS, successful management requires an understanding of both the conditions in which one operates and the factors that contribute to the performance of operations; and

WHEREAS, the City currently has a performance management system with specific measures and targets that are officially established by the City Manager as a part of the budget adoption process; and

WHEREAS, the budget adoption process primarily focuses on sources and uses of funds, and less on the City Manager proposed performance measures and targets; and

WHEREAS, the performance measures that drive the operations of the City would benefit from a robust discussion by both council and boards and commissions; and

WHEREAS, Austin is not unique in trying to develop meaningful measures of outcomes, and many communities seek to benchmark themselves against each other; and

WHEREAS, the international organization for standardization (ISO) is an independent, non-governmental organization founded in 1946 with members in 165 countries with the goal of coordinating the unification of city performance standards internationally; and

WHEREAS, in May 2014, ISO published a first-of-its-kind standard entitled ISO 37120, which outlined key measurements for evaluating a city's service delivery and quality of life in order to help city managers, elected officials, researchers, business leaders, planners, designers and other professionals focus on key issues and implement policies for more livable, tolerant, sustainable, resilient, economically attractive, and prosperous cities; and

WHEREAS, the ISO 37120 standard 's uniform approach will enable cities to seamlessly compare themselves in relation to other cities and serve as a learning tool that can be used to identify best practices; **NOW**,

THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

The City Manager is directed to review all City performance measures, definitions, and reported community indicator data for consistency with the ISO 37120 standard, and make recommendations for changes and additions as

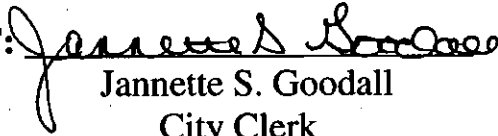
necessary to be included in the Fiscal Year 2015-2016 budget adoption process and designate a time in the process when they can be meaningfully discussed by Council.

BE IT FURTHER RESOLVED:

The City Manager is directed to review performance measures and goals with boards and commissions as necessary, as a part of their annual participation in the budget adoption process.

ADOPTED: October 2, 2014

ATTEST:


Jannette S. Goodall
City Clerk