

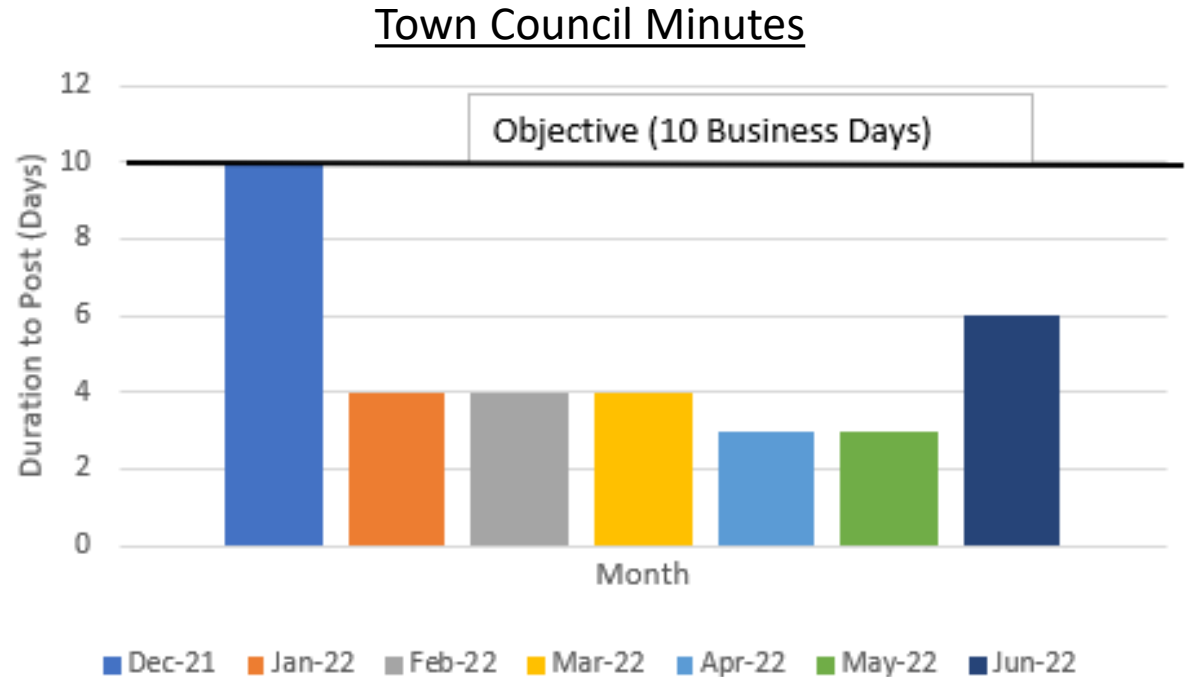
# TOCL Department Metrics

July 2022

# Clerk Treasurer

## Meeting Minute Timeliness

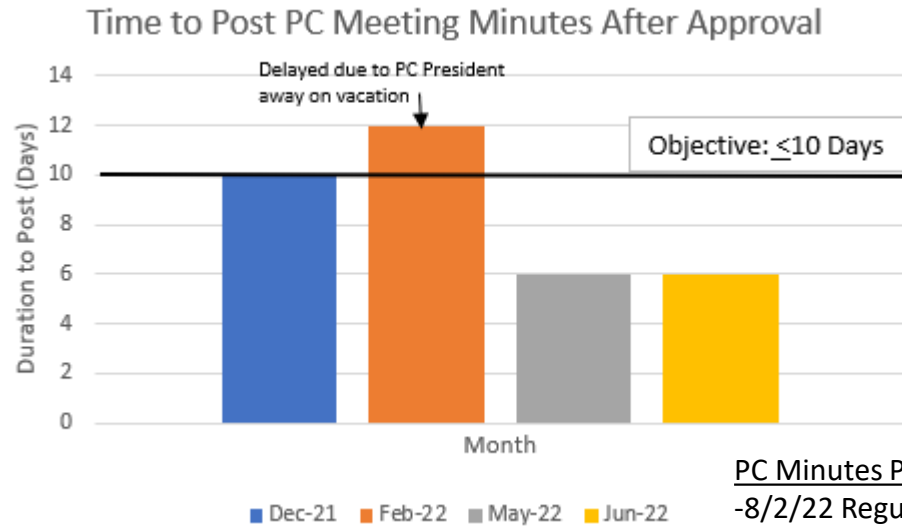
- **Process being measured:** Preparation and posting of Town Council meeting minutes
- **Performance Measurement (Metric):** Time to post minutes after Council approval
- **Performance Objective:** Post on Town Web page within 10 days of Council approval



# Clerk Treasurer Cont.

## Meeting Minute Timeliness

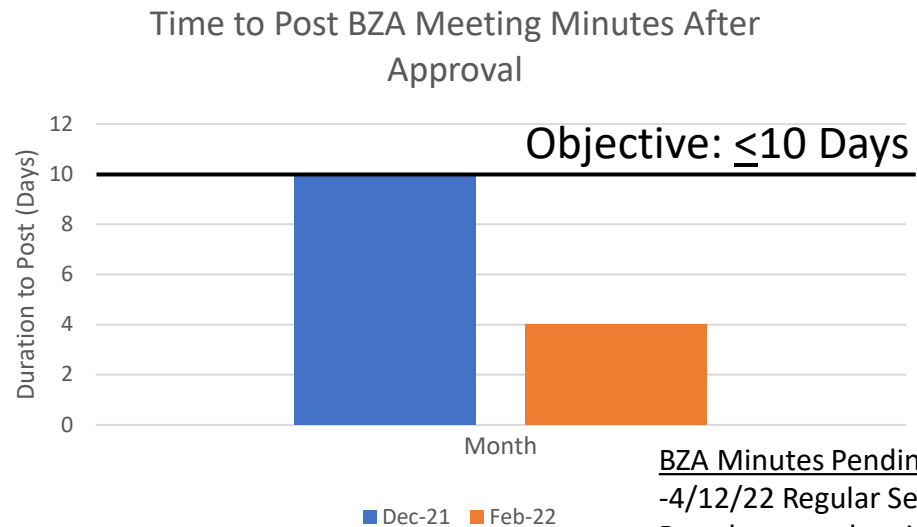
- **Process being measured:** Preparation and posting of Plan Commission & BZA meeting minutes
- **Performance Measurement (Metric):** Time to post minutes after Board approval
- **Performance Objective:** Post on Town Web page within 10 days of Board approval



PC Minutes Pending Board Approval

-8/2/22 Regular Session

-Board approval anticipated at next regular session



BZA Minutes Pending Board Approval

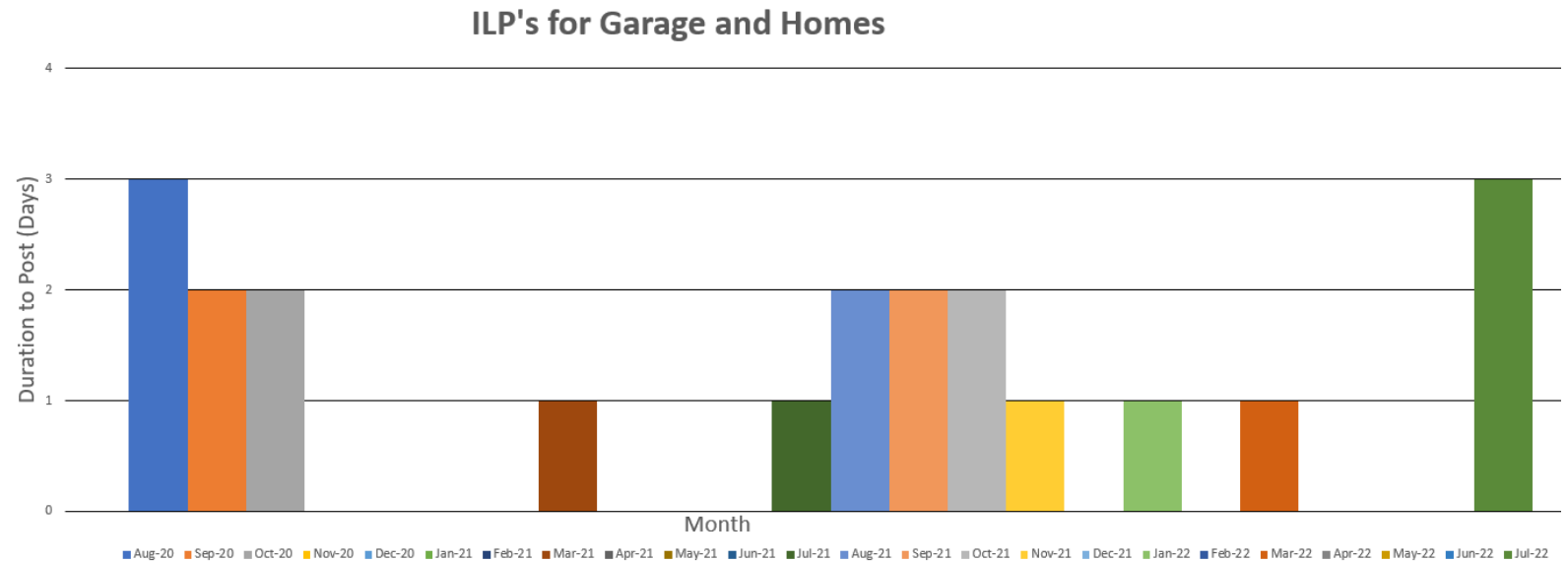
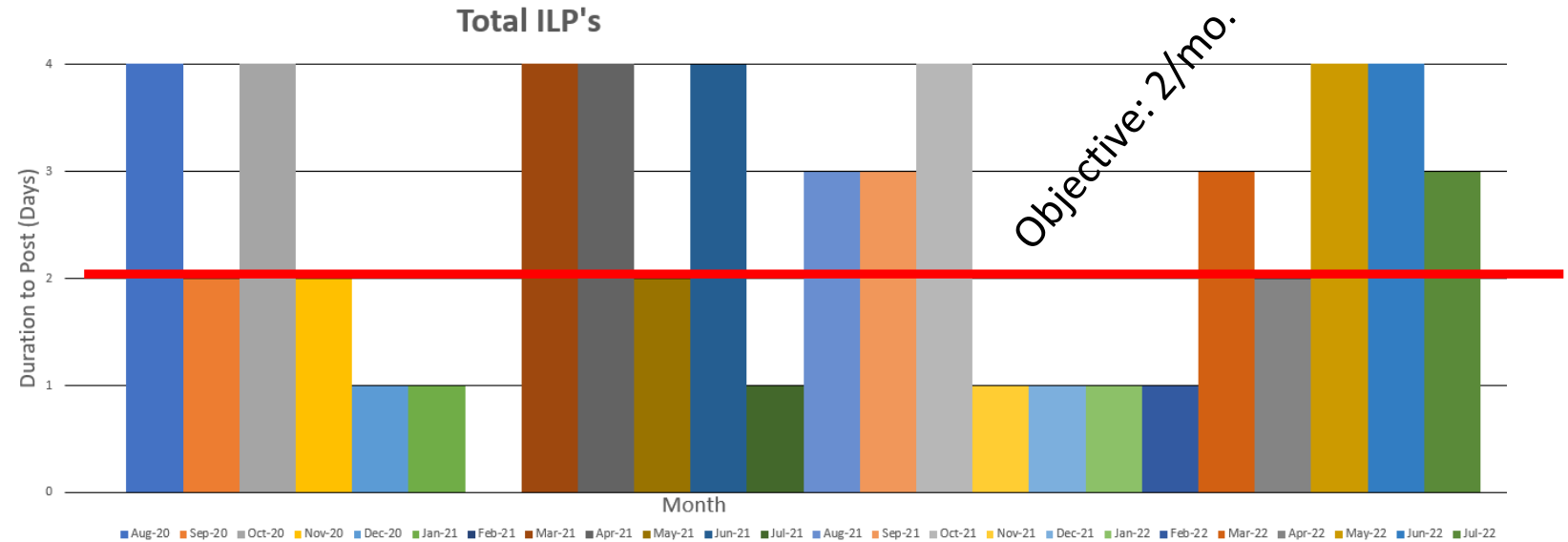
-4/12/22 Regular Session

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

## Average Days to Approve an ILP

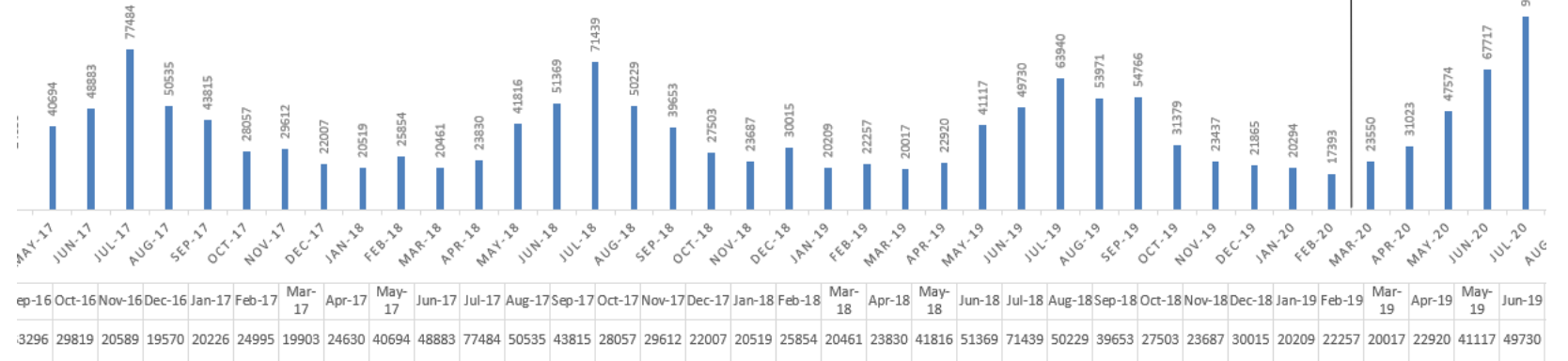


# Street & Utility Superintendent

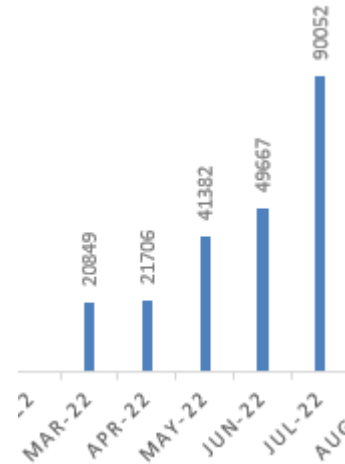
## Sewer Flow Rate

- **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)



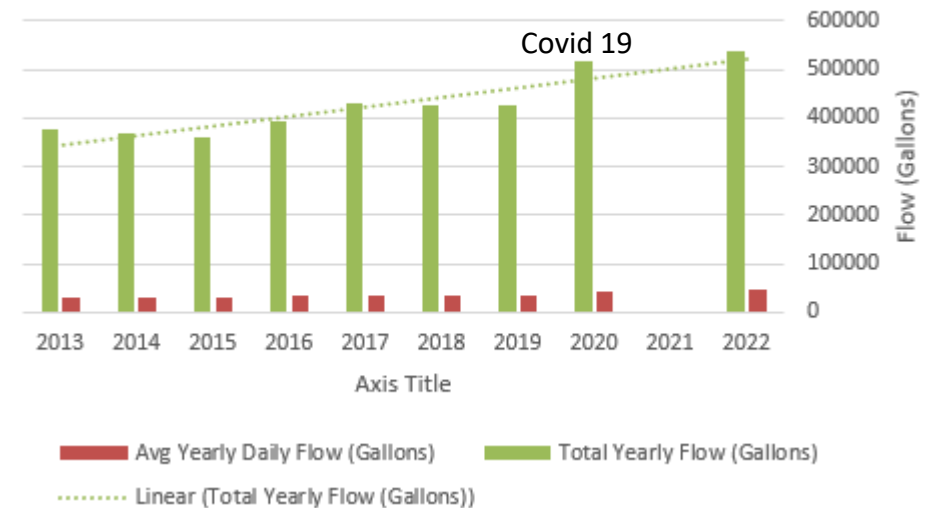
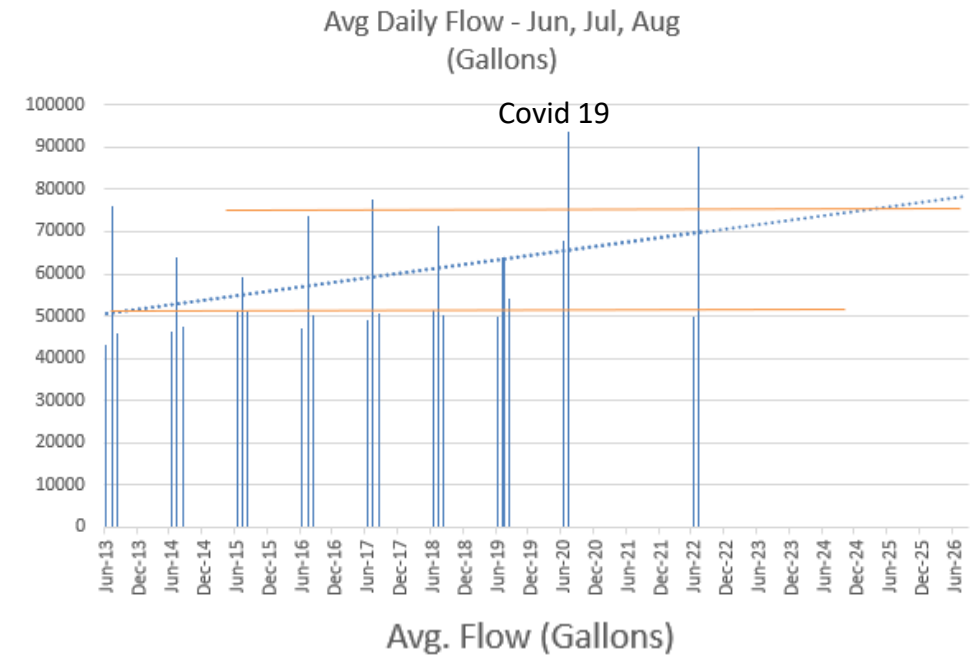
Resuming Metric Post Lift Station Upgrade



# 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



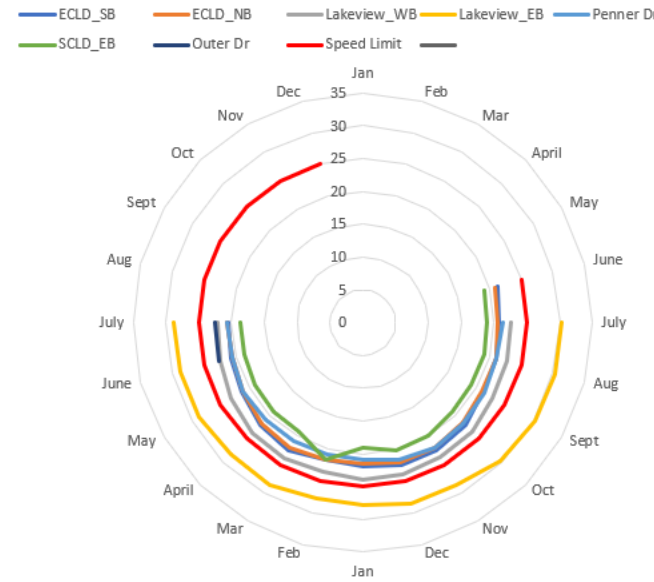
# Town Marshal

## Road Congestion & Compliance to Speed Limit

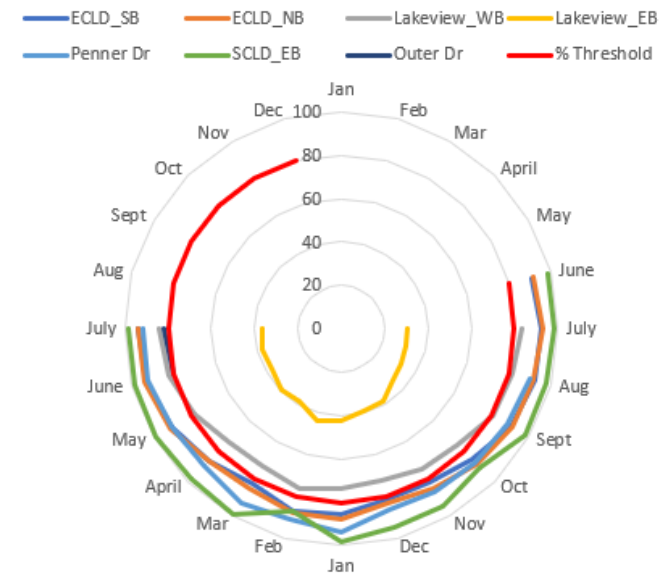
- **Process being measured:**  
Enforcement of Vehicle Speeds  
Road Congestion
- **Performance Measurement (Metric):** Vehicle Speeds & # of Vehicles
- **Performance Objective:**  
 $100\% \leq 25\text{mph}$



Avg. Speed by Location (MPH)



$\leq 25$  MPH by Location (%)



# of Vehicles by Month

