



Village of New Glarus

319 Second Street • PO Box 399 • New Glarus, WI 53574 • 608-527-2510 • www.newglarusvillage.com

New Glarus By The “Numbers” Performance Scorecard – 2018

Village of New Glarus begins Performance Measurement Program

Starting with the 2018 Annual Budget, the Village of New Glarus embarked on a performance measuring effort to better monitor how the Village provides services to our citizens. Village Staff will track data on various Village services, and compare it to past performance to determine if village services are providing residents, businesses, and visitors with expected outcomes. The development of this performance benchmarking program allows the Village to create a “scorecard” indicating how we are performing in meeting the benchmarks.

The performance benchmarking program provides the village with the necessary data for future strategic planning and budgeting, as well as provide useful information to the Village Board to aid in their decision-making process. The performance benchmarking will highlight areas of success, but also identify areas for future improvement. This provides accountability to the public by increasing the transparency of village decision-making and resource usage.

As the Village continues to grow and develop this performance benchmarking program, the Village will look to benchmark themselves against other similar sized municipalities within Wisconsin and across the country. As this performance benchmarking program is a work in progress, the Village welcomes community input to support making New Glarus the best government it can be for its citizens and stakeholders.

Connection to Annual Budgeting Process

The Village Board identified five (5) key budget priorities for 2018 Budget to support the mission and vision statements of the community. The attached Performance Scorecard tracks the Village’s progress towards meeting those five budget priorities through various Village services or initiatives.

The Village’s inaugural Performance Scorecard includes performance measures for both workload measures that reflect the demands for a service (i.e. number of police calls) and efficiency measures for how much a program costs relative to the scope of the program (i.e. garbage collection per capita). All of these measures provide important information to the Village Board and staff to make more informed decisions about budgeting and service delivery.



2018 Budget Goals

For service areas on the Performance Scorecard that are not meeting goals, Staff has provided an explanation of the results or proposed improvements to increase performance.

An equal opportunity/affirmative action employer.