

## Executive Summary

I am pleased to present the 2010 Annual Performance Report. The report demonstrates the City's progress toward priorities and objectives of the community and the organization by highlighting key performance measures in each of the eight Key Result Areas.

The City's Organizational Scorecard was developed in 2004 to manage progress toward strategic targets and promote continuous improvement in efficiency, service delivery and value for tax dollars invested. The measures included in this report align our business activities with strategic priorities and allow managers to monitor program results from four perspectives:

- ⇒ Customer
- ⇒ Business Processes
- ⇒ Financial
- ⇒ Employee Learning & Growth

As with prior reports, this 2010 Annual Performance Report includes a *Key Results Dashboard* of high priority indicators. The *Key Results Dashboard* is like the dashboard of a car. It focuses attention on a manageable group of indicators that when looked at together, provide a snapshot of the overall City government performance. A narrative of each Key Result Indicator and its alignment with City Council Priorities and Organizational Objectives follows the Dashboard.

Included throughout the report are visual indicators which provide a general assessment of the performance level of each measure. Information about the indicators utilized in the report is included below:

- Green:** Meets target or shows a significant trend of improvement
- Yellow:** Not meeting target but showing stable or improving performance
- Red:** Not meeting target and showing little or no progress

The results indicated in this report reflect that the City of Olathe performed at an impressive level during 2010. When an extreme downturn in the economy forced the City to cut expenditures and personnel, many expected the performance levels of our services to be significantly decreased. This assumption has not held up, however. In our annual DirectionFinder® citizen survey, the Overall Satisfaction Index improved to a new record high of 130, while the overall index for the KC metro area dropped to 92. Additionally, targets were met or exceeded for 12 of the 13 Key Result Indicators which were measured this year.

I expect that continuing these unprecedented levels of performance will be a challenge in the current economic climate. However for 2010, we have shown that improving our business practices can have a sustainable, positive effect. I look forward to working with you as we continue to promote accountable government, and further Olathe's reputation of "**setting the standard for excellence in public service.**"

Sincerely,

J. Michael Wilkes  
City Manager