

Honoring Our Commitments

How we honor our commitments as a whole is more important than “who does what” within our department. Every program, service, or product contributes towards creating a livable community. It is our responsibility to ensure that the community’s money is working toward that end. Therefore, we set goals for our programs and services and monitor their progress throughout the year using key result measurements.

The key results serve as indicators for our overall success and represent the highest level of commitment we make to the community. We refer to the below flow chart as a “so that” chain. It demonstrates how our funding feeds into our key results and aligns with Council goals “so that” we achieve the City’s Comprehensive Plan goal of community livability.

