

***Our Mission: We ensure the City's financial integrity and promote efficient, effective and accountable government.***

Vision	Goals	Strategies	Performance Measures
A Well-Run City	Encourage Best Practices in City Government	Provide effective consulting and technical assistance to City departments to improve their operations	Percentage of client ratings for consulting projects that are "good" or "excellent" Percentage of citizens who rate local government performance as "good" or "very good"
		Provide performance measurement and reporting for City services	Percentage of City performance measures that address outcomes
		Provide auditing services with significant financial and operational impact to the City	Value of savings, concession revenues, billing corrections identified in audits
	Support Informed Policy Decisions	Audit departments, contractors, and concessions timely to minimize risk to the City	Count of code-required audits completed
		Promote effective integrated financial and information systems Citywide	Percentage of Phase I completion of budget and performance measurement system Percentage completion of human resources information system
		Provide timely economic and operational analyses to inform legislation and management decisions	Percentage of economic impact analyses issued five or more days before scheduled hearing Percentage of legislation amended to mitigate economic risks based on Controller's recommendations
A Financially Sound City	Support the City's Financial Infrastructure	Provide effective systems for Citywide payroll, budgeting, accounting and purchasing functions	Percentage of scheduled time that systems are available for departmental use Percentage of system users who were able to accomplish needed tasks using City systems
		Ensure that the City follows appropriate accounting procedures	Number of findings of material and significant weakness in annual City audit Number of audit findings with questioned costs in annual Single Audit of federal grants Percentage of departmental financial transactions with errors found during post-audit Percentage of client department ratings for Financial & Accounting Services Team of "good" or "excellent"
		Manage the Citywide family of financial professionals	Number of training units provided in City financial systems and procedures Percentage of systems training evaluations that are "good" or "excellent" Percentage of departments that successfully close their accounts by September 30, approximately 90 days after the end of the fiscal year Percentage of sixteen (16) major departments that have been trained on cost recovery policies and procedures
	Provide High-Quality Financial Services	Provide accurate, timely information to support fiscal planning	Percentage by which actual revenues vary from budget estimates Percentage by which actual expenditures vary from nine-month estimate Percentage by which actual revenues vary from mid-year estimates Ratings of the City's General Obligation Bonds
		Provide accurate, timely financial transactions	Percentage of payroll transactions not requiring correction Percentage of documents for Controller approval processed within five days
		Provide accurate, timely financial reporting	City receives certificate of achievement for excellence in financial reporting from Government Finance Officers Association Number of days from previous fiscal year end to complete the City's comprehensive financial report
An Informed Public	Provide Useful and Timely Information	Produce clear, easily accessible reports	Percentage of readers surveyed who find Controller reports clear and accessible
	Increase Access and Awareness	Respond effectively to public inquiries and requests	Percentage of web survey respondents who found what they were looking for
		Publicize Controller reports and information services	Number of web site visitors that open or download a report
Knowledgeable and Effective Staff	Invest in Our Employees	Recruit and retain highly qualified people	Percentage of staff who receive evaluations of "Exceeded Objectives" on their performance evaluation and who stay with the Controller's Office for a minimum of two (2) years
		Provide high-value educational opportunities for employees	Percentage of staff who received at least eight hours of training in the year Percentage of employee training evaluations that would recommend the training to others Percentage of employees who agree with the statement: "I have sufficient access to training."
		Recognize and reward employee contributions and ensure employee satisfaction	Percentage of employees who agree with the statement: "Overall, I'm satisfied with the Controller's Office as a place to work and grow."
		Facilitate employees' development for internal and external promotion	Number of hires that are internal promotions
		Practice and promote effective communication	Percentage of employees who agree with the statement: "I am kept informed of what is going on."
A Model City Department	Manage the Controller's Office Effectively	Conduct audits and projects efficiently	Percentage of audits and projects completed within time budgeted
		Provide effective support for internal information systems	Percentage of Controller's Office staff that rate internal, departmental information systems functionality as "good" or "excellent"
		Ensure all Controller employees have current performance appraisals	Number of employees for whom performance appraisals were scheduled Number of employees for whom scheduled performance appraisals were completed Percentage of employees for whom performance appraisals were completed, of those scheduled for appraisal
		Promote employee health and wellness	Percentage of employees who exercise for at least 15 minutes at least three times a week
		Prepare for emergencies	Percentage of seven (7) major emergency plan functions that have been tested, activated and/or where training has been provided

**Our Values: Teamwork Trust Respect Equal Opportunity Communication Excellence Service**