

City of Camas - Level of Service Performance Status

Department	Services	Performance Goal	Status	Level of Service
Administrative Services	HR	Open Jobs filled within 60 days	Needs Improvement	Not Adequate
	City Clerk	% of Public Records Requests filled within 10 days	More Data Needed	
	HR	Well City Standards met	Meets Goal	Adequate
	HR	Workplace Safety	More Data Needed	
Finance	Budget	Fund Balance	Meets Goal	Adequate
	Budget	Revenues in excess of expenditures	Meets Goal	Adequate
	Billing	Utility Billing Collection Rate	Needs Improvement	Not Adequate
	Accounting	Excellence in Financial Reporting	Meets Goal	Adequate
	Treasury	Bond Rating	Meets Goal	Adequate
	Treasury	Electronic Transactions	Meets Goal	Adequate
Community Development	Building	Occurance of excessive inspection loads & Plan Reviews	Needs Improvement	Not Adequate
	Economic Development	% of all new units under 2k sq ft	Needs Improvement	Not Adequate
	Planning	% of costs for twp planning employees funded by permit revenues	Needs Improvement	Not Adequate
Detention & Corrections	Municipal Court	Municipal Court Case loads	Measuring	Adequate
	Offender Work Crew	% change in work crew sentences	Measuring	Adequate
CWFD	Fire/EMS	Total Monthly Call Responses	Measuring	Not Adequate
	Fire Marshal	% of scheduled inspections completed	Needs Improvement	Not Adequate
	Fire Marshal	Days of permit review time	Needs Improvement	Not Adequate
	Fire/EMS	Days per month staffed to minimum levels without OT	Needs Improvement	Not Adequate
IT	Systems/Applications	Resource enhancements or upgrades per year	Meets Goal	Adequate
	Desktop/User Support	% of employees with remote or mobile access	Needs Improvement	Not Adequate
	Enterprise Network	31 wireless access points (Public Wi-Fi Access)	Meets Goal	Adequate
	Technology Mgmt	% gap between Camas & National survey results	Needs Improvement	Not Adequate
	Systems/Applications	39% increase in CamasConnect requests from citizens	Meets Goal	Adequate
	Technology Mgmt	Technology aligned with Strategic Plans		
Library	Community Engagement	Event Participants	Needs Improvement	Not Adequate
	Content Delivery	Materials circulated	Meets Goal	Adequate
	Community Engagement	Social Media Reach		
	Community Engagement	Use of Library Meeting Spaces		
Parks & Recreation	Parks Maintenance	Employees per 100 acres of parks	Needs Improvement	Not Adequate
	Parks and Recreation	Acres of park or green space ber 1,000 residents	Meets Goal	Adequate
	Parks Maintenance	Employees per trail mile	Needs Improvement	
Police	Accreditation	Professional Accreditation maintained	Meets Goal	Adequate
	Call Response Time	6.2 minutes to respond to high priority calls	Needs Improvement	Not Adequate
Public Works	Engineering	115 days between plan submittal and approval	Needs Improvement	Not Adequate
	Streets	1.7 employees per 100 lane miles	Needs Improvement	Not Adequate
	Streets	% of roads in very good condition	Needs Improvement	Not Adequate
	Solid Waste	775.9 pickups per driver per day	Needs Improvement	Not Adequate
	Solid Waste	571 extra service calls	Needs Improvement	Not Adequate
	Water	Millions of gallons produced	Meets Goal	Adequate
	Water	4.3 per 100 miles of water line	Needs Improvement	Not Adequate
	Water	% of radio-read meters	Needs Improvement	Not Adequate
	Sewer	millions of gallons per month	Meets Goal	Adequate
	Sewer	% of completion of step tanks scheduled for pumping	Meets Goal	Adequate
	Storm Water	6 sweeps per street per year	Needs Improvement	Not Adequate
	Storm Water	% of catch basins inspected and cleaned yearly	Needs Improvement	Not Adequate
	ERR	107 fleet vehicles maintained	Measuring	
	Cemetery	30 interments per year	Measuring	