

## A guide to using the Results Dashboard

- The Results Dashboard provides real-time results on the progress of actions in the City's strategic plan.
- Strategic directions are for a period of 10 years, goals for the term of Council (4 years), and actions to advance the goals are identified annually.
- Written progress reports which include commentary on specific actions, are presented to Council quarterly. These reports reflect progress at the time of reporting; the dashboard therefore provides a more current and accurate reflection of progress.
- Items in the dashboard that are indicated as **behind** have progressed, but not as quickly as planned due to a variety of challenges or delays.
- Items that are **overdue** were scheduled to be fully complete within the indicated timeframe but for a variety of reasons have been delayed and were not able to be completed on time.
- Percentages in the dashboard represent percent complete. The percent complete for a strategic direction is the average completion of all goals beneath it. The percent completion of a goal is the average completion of all actions beneath it.

