

# Reading A Performance Scorecard

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## Organization of Scorecards

There are nine scorecards, one for each of the City Legacy policy statements.

“We are working today so future generations will benefit from...”

1. Clean, Safe Drinking Water
2. Healthy Environment
3. Vibrant Sustainable Economy
4. Sense of Place
5. Safe & Prepared Community
6. Mobility & Connectivity Options
7. Access to Quality of Life Amenities
8. Equity & Social Justice
9. Quality, Responsive City Services

## Elements of a Scorecard

1. Two types of metrics can be shown on a scorecard:

**Community Status** metrics consist of Community Indicators. These metrics show status at the community level – and require partnership to change results. Community indicator metrics have a prefix of “*Indicator*”.

**City Contribution** metrics consist of City performance measures. These metrics reflect City of Bellingham contribution to the Legacy goals. City performance measure metrics have a prefix of “*City Measure*”.

Clean, Safe Drinking Water	
Name	
Community Status	Clean, Safe Drinking Water
Indicator	Chlorophyll in Lake Whatcom as indicator of phosphorus (micrograms per liter)
Indicator	Percent of watershed acres protected to avoid development
Indicator	Water disinfection byproduct in drinking water (trihalomethane levels in ppb)
City Contribution	Clean Safe Drinking Water
City Measure	Annual pounds of phosphorus removed from City's portion of Lake Whatcom Watershed

2. The name of the metric shows next on a scorecard

Clean, Safe Drinking Water	
Name	
Community Status: Clean, Safe Drinking Water	
Indicator: Chlorophyll in Lake Whatcom as indicator of phosphorus (micrograms per liter)	

Metrics are listed on the scorecard, with community indicators listed first and city performance measures following.

When a metric is selected, a more detailed [Measure at a Glance](#) view will appear, providing detailed information about the metric, including data values over time, a description, and goals or targets information.

3. The prior value of the metric shows next

Clean, Safe Drinking Water	
Name	Prior Value
Community Status: Clean, Safe Drinking Water	
Indicator: Chlorophyll in Lake Whatcom as indicator of phosphorus (micrograms per liter)	3.01

The prior value is the value of the metric from the previous known period. For an annual metric, the previous period would be the previous year.

Some metrics will have data values every other year or every few years, so the prior value would represent the previous value for that metric. The [Measure at a Glance](#) view will show the year associated with each of the data values.

Some metrics will have a “color band” that highlights the data in green, yellow, or red. Data values are shown in green when the data values meet policy goals. Data values are shown in yellow when the value is of concern. Data values are shown in red when the values are of significant concern related to policy goals.

Color banding has been established for many of the metrics. The detailed [Measure at a Glance](#) view provides information about goals, targets, and color banding for the metrics when those have been established.

4. The most recent value of the metric shows next, and is associated with the most recent period for the metric.

Name	Prior Value	Most Recent Value	Trend Over # of Periods	Most Recent Period
Community Status: Clean, Safe Drinking Water				
Indicator: Chlorophyll in Lake Whatcom as indicator of phosphorus (micrograms per liter)	3.01	4.62	↘ 2	2010

The most recent value is the value of the metric for the period shown in the most recent period. Some metrics will have a “color band” that highlights the data in green, yellow, or red.

Data is shown in green when the data values meet policy goals. Data is shown in yellow when the value is of concern. Data is shown in red when the values are of significant concern related to policy goals.

Color banding has been established for many of the metrics. The detailed [Measure at a Glance](#) view provides information about goals, targets, and color banding for the metrics when those have been established.

**5. The Trend Over # of Periods shows next, and is a reflection of how the data values for the metric have changed over time.**

Clean, Safe Drinking Water				
Name	Prior Value	Most Recent Value	Trend Over # of Periods	Most Recent Period
Community Status: Clean, Safe Drinking Water				
Indicator: Chlorophyll in Lake Whatcom as indicator of phosphorus (micrograms per liter)	3.01	4.62	 2	2010

This column generally has two parts:

- An arrow - is shown to indicate whether the data values have been increasing, decreasing, or are unchanged. If the arrow is red then that means the data values have not been moving in the desired direction based on the most recent data. If the arrow is green that means the data values have been moving in the desired direction. If the arrow is shown in black that means that either a) a specific direction goal has not been established for the metric or b) the data has been unchanged over time.
- A number - that follows the arrow shows the number of periods where the data is moving in the same direction. Using the example highlighted above, the direction arrow for the Chlorophyll in Lake Whatcom metric is moving upward and is shown in red. This means that the data values have most recently been increasing, and that an increase in data values is *not* the desired trend direction for chlorophyll. The number 2 following the red arrow indicates that data values for chlorophyll have increased over the past two periods.

**6. The measure at a glance screen provides detailed information about a metric.**

A sample Measure at a Glance view is shown below. Note that data history, descriptions, and comments are provided.



**Measure at a Glance**

Community Status: Clean, Safe Drinking Water

Indicator: Water disinfection byproduct in drinking water (trihalomethane levels in ppb)

Year Period	Actual Value
2010	16.4
2009	16.3
2008	16.9
2007	16.7
2006	17.3
2005	17.6
2004	16.6
2003	16.4
2002	17.3

**Description**

This indicator measures level of trihalomethanes (THM) in the drinking water, at a base town sampling station in the City's distribution system. The site represents an area with a moderate detection level. THM is one of the most common of the free chlorine disinfection by-products. The City treats drinking water with chlorine which then reacts with the organic matter present in lake water to create THM's. These by-products contribute to higher THM levels. The amount of chlorine applied to the water, the amount of organic matter present in the water, and time, with the further reaches of the water exposed to base chlorine disinfection treatment.

This measure is calculated based on an annual average of samples taken quarterly at a routine monitoring station in the City's South Zone (10th & Monroe). The South Zone site was selected as it has a longer detection time. Detection time works to increase the formation of THM's. The City of Burlington collects samples to establish compliance with the Safe Drinking Water Act.

**Comments**

This metric aligns with the City's Clean, Safe Drinking Water Legacy. This community indicator describes the status of water quality at a drinking