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**FOR IMMEDIATE RELEASE**

## **THAMES CENTRE TO ADOPT NEW KEY PERFORMANCE INDICATORS**

*NEW TRACKING TOOLS WILL ALLOW FOR  
IMPROVED SERVICES, MORE ACCOUNTABILITY*

**THAMES CENTRE** - October 22, 2024 – Thames Centre Council has voted to create new Key Performance Indicators (KPIs) to measure the speed and quality of local municipal services.

Council was presented with a report on new KPIs at last night’s meeting, and voted in support of developing of these new tracking tools.

“Key Performance Indicators will make local government more accountable to the people of Thames Centre,” said Mayor Sharron McMillan. “KPIs will allow our local government to properly measure and improve the speed and quality of services. Online reporting of KPIs will increase transparency, and make local government more accountable to the people that we serve.”

KPIs are measurable values that demonstrate how effectively an organization is achieving its objectives. For the Municipality of Thames Centre, developing new KPIs will allow systematic tracking of internal and external deliverables. Tracking government services through KPIs fulfills a recommendation in the Strategic Plan.

“Like the Customer Service Charter, the approval of Performance Measures and KPIs is yet another step in a continuum moving the organization towards municipal service delivery excellence,” said CAO David Barrick. “Staff are firmly committed to advancing and improving in alignment with Council priorities and its Strategic Plan.”

More information on the development of new KPIs and how they will work can be found online at <https://tinyurl.com/3jwr4xwy>.

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