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To: Common Council

From: Erin Hirn, City Administrator

Date: June 16, 2026

Subject: Approval of Three-Year Strategic Performance Management Software Agreement with ClearPoint Strategy

Purpose

The purpose of this memorandum is to request Common Council approval of a three-year agreement with ClearPoint Strategy, a strategic performance management software platform that will assist the City in managing, tracking, and communicating progress on strategic priorities and organizational goals.

Background

The City is preparing to launch its next Strategic Plan covering the 2027–2031 period. As the organization continues to manage increasingly complex initiatives, capital projects, operational improvements, and performance measures across multiple departments, the need for a centralized system to coordinate, monitor, and report progress has become increasingly important.

Currently, strategic initiatives are tracked through a combination of spreadsheets, reports, presentations, and departmental updates. While these methods provide information, they do not offer a comprehensive, real-time view of organizational progress or a consistent method for tracking accountability across departments.

Multiple solutions were researched bringing forward two solutions that were put before department heads before bringing to you today.

ClearPoint Strategy is a cloud-based platform specifically designed for public-sector strategic planning and performance management. The software is utilized by municipalities, counties, and other governmental organizations to manage strategic plans, performance measures, departmental initiatives, and public-facing dashboards.

Benefits to the Organization

Internal Project Management and Accountability

A significant benefit of the platform is its ability to serve as the City's centralized strategic management system.

The software will allow staff to:

- Assign ownership and accountability for strategic initiatives.
- Track milestones, deadlines, and project status updates.



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- Monitor departmental and cross-departmental objectives.
- Establish performance measures and key indicators.
- Generate executive-level reports and dashboards.
- Reduce reliance on manual spreadsheet tracking and repetitive reporting processes.

As the City continues to implement major initiatives—including strategic plan priorities, facility consolidation projects, infrastructure investments, economic development efforts, organizational excellence initiatives, and intergovernmental collaborations—a centralized project management and reporting platform will help ensure projects remain visible, measurable, and aligned with Council-adopted goals.

Enhanced Strategic Oversight

The platform will provide City leadership and elected officials with a consistent and transparent method of reviewing progress throughout the year rather than relying solely on annual updates.

Council members will have access to:

- Strategic objective progress updates.
- Performance measure trends.
- Departmental accomplishments.
- Status reports on major initiatives.
- Visual dashboards that summarize organizational performance.

This will support data-driven decision-making and strengthen alignment between strategic priorities, budgeting decisions, and operational activities.

Public Transparency and Engagement

An additional benefit of ClearPoint is its public-facing dashboard capability.

The platform allows the City to create interactive dashboards that can be embedded directly into the City's website. Residents will be able to view progress on Council-adopted strategic priorities through easy-to-understand visualizations and status indicators.

Potential public dashboard elements include:

- Strategic Plan progress by focus area.
- Infrastructure and capital project updates.



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- Economic development initiatives.
- Community engagement metrics.
- Organizational performance measures.
- Annual accomplishments and outcomes.

This level of transparency provides residents with a clear understanding of how City resources are being utilized and how progress is being made toward community goals.

Financial Considerations

The proposed agreement is for a three-year term, providing pricing stability and allowing the City to fully implement and integrate the platform into its strategic planning and performance management processes.

The investment supports both internal operational efficiencies and external transparency efforts. By reducing administrative reporting burdens, improving project visibility, and enhancing accountability, the platform will provide long-term value beyond the life of the initial agreement.

This would come from the Administrative budget GL 100-1001-513.30-04 Professional Services / Other.

Recommendation

It is recommended that the Common Council approve the proposed three-year agreement with ClearPoint Strategy.

The platform will provide the City with a modern strategic management tool that strengthens project oversight, improves organizational accountability, enhances Council visibility into progress, and offers residents a transparent view of how strategic priorities are advancing over time.

Approval of this agreement will position the City to effectively manage and communicate the implementation of the 2027–2031 Strategic Plan and other major organizational initiatives for years to come.