# Success Metrics

## Product Metrics (KPIs)

**Adoption:** - Number of departments using system (Target: 5+ by end of Q2 2025) - Number of strategic plans created (Target: 5+ by end of Q2 2025) - Number of active users (Target: 20+ by end of Q2 2025)

**Efficiency:** - Average time to create strategic plan (Target: <25 hours, 50% reduction) - Average time to generate consolidated report (Target: <5 minutes, 90% reduction)

**Data Quality:** - % of initiatives with validated budgets (Target: 100%) - % of initiatives with KPIs defined (Target: 90%+)

**Engagement:** - Number of comments per plan (Target: 10+ for plans under review) - Number of plan revisions before approval (Target: <3)

**User Satisfaction:** - User satisfaction score (Target: 4.0+/5.0) - NPS score (Target: 40+)

## Business Metrics

**Cost Savings:** - Staff time saved per planning cycle (Target: 500+ hours) - Value of staff time saved (Target: $25,000+)

**ROI:** - Payback period (Target: <2 years) - 3-year net benefit (Target: $100,000+)

**Transparency:** - Citizen views of published plans (Target: 1,000+ per quarter) - City Council paperless approvals (Target: 100%)

## Technical Metrics

**Performance:** - Page load time p95 (Target: <2 seconds) - Dashboard query time p95 (Target: <3 seconds) - API response time p95 (Target: <500ms)

**Reliability:** - Uptime (Target: 99.5%+) - Error rate (Target: <1%)

**Security:** - Zero data breaches - Zero unauthorized access incidents - 100% audit log coverage