

## *Keystone: Performance Monitor*

The Performance Monitor module helps you define, record, calculate and print or export municipal performance information based on the Municipal Performance Measurement Program (MPMP). This module can be set up to link directly to the Call Manager module and incorporate information captured regarding customer complaints.

- Create your own custom performance measure definitions, calculating provincially mandated performance measures or any other performance measures you wish to calculate
- Quickly and easily calculate the required efficiency and effectiveness statistics
- Print reports and even generate an html page suitable for posting on your web site
- Gather statistics in an Excel spreadsheet and link into your performance measures definitions for up to date measures with the click of a button

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