



CITY OF HOBART

# MINUTES ATTACHMENT

## ECONOMIC DEVELOPMENT & COMMUNICATIONS COMMITTEE MEETING

### OPEN PORTION OF THE MEETING

THURSDAY, 27 AUGUST 2020  
AT 4:30 PM

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# SISTER CITY RELATIONSHIPS

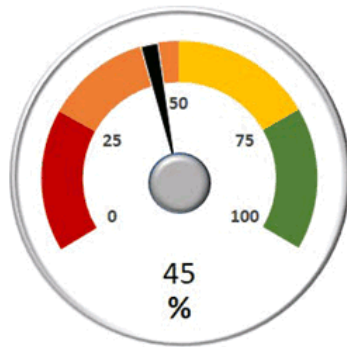
A TOOL TO ASSESS WHETHER TO ESTABLISH A RELATIONSHIP  
AND OVER TIME THE SUCCESS OF A RELATIONSHIP

Peter Frappell

Tuesday, 20 August 2019

## Parameters

**Requirements**  
a condition/s that needs to be satisfied

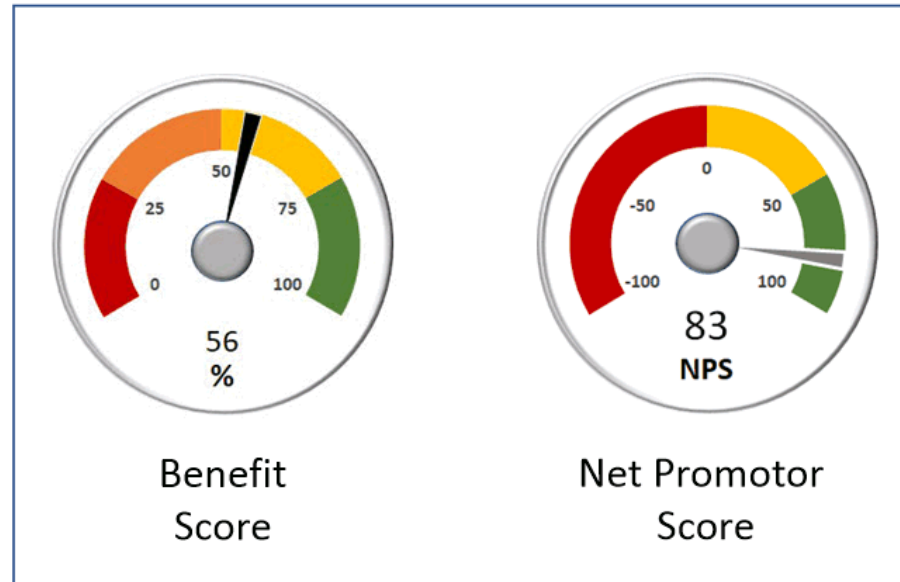


Requirement Score

**Stakeholders**  
individuals or collectives that are considered to benefit to varying degrees from one or more attributes from a sister city relationship

X

**Benefits**  
attributes that the sister city relationship are evaluated on



Benefit Score

Net Promotor Score

### Scoring

		Use Y/N				Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4
	<b>Benefits</b>	<b>w</b>			Y	Y		Y	
	Benefit 1	5	Y	●	5	4	0	3	
	Benefit 2	5	Y	●	1	4	0	2	
	Benefit 3	2	Y	●	1	1	0	3	
	Benefit 4	2	Y	●	4	1	0	3	
	Benefit 5	2	Y	●	5	3	0	5	

**Benefit Score**

Blank	Do not include
0	None
1	Very weak
2	Weak
3	Moderate
4	Strong
5	Very strong

**Benefit Weight**

1	Very weak
2	Weak
3	Moderate
4	Strong
5	Very strong

0	Does not meet
1	Just meets
2	Nearly meets
3	Meets

### Requirements

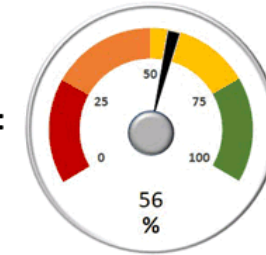
	Use Y/N		
Requirement 1	Y	●	3
Requirement 2	Y	●	3
Requirement 3		●	0
Requirement 4		●	0
Requirement 5		●	0

## Dashboard Gauges

Possible weighted benefit scores and their groupings for determining the Net Promoter Score (NPS)

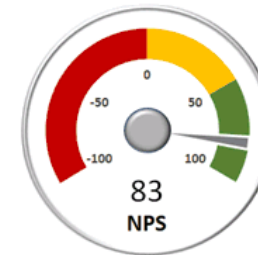
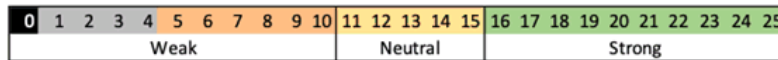
		Benefit Score						
		-	0	1	2	3	4	5
Benefit Weight	1	-	0	1	2	3	4	5
	2	-	0	2	4	6	8	10
	3	-	0	3	6	9	12	15
	4	-	0	4	8	12	16	20
	5	-	0	5	10	15	20	25

$$\frac{\sum \text{Weighted scores}}{\text{Maximum score}} =$$



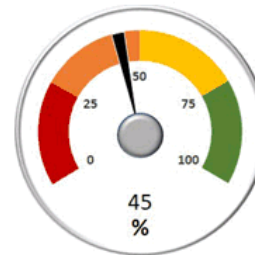
Benefit Score

Percent *strong* benefits – percent *weak* benefits =



Net Promotor Score

$$\prod \text{Scores} =$$



Requirement Score

## Defining Parameters

**Create City Template** To create a new template indicate from the below lists the parameters you will use in evaluating the city partnership  
Enter an alphanumeric name for the City

Include	Benefits
1	<input checked="" type="checkbox"/> Arts based collaborations
2	<input checked="" type="checkbox"/> Business to business links
3	<input type="checkbox"/> Community ownership of elements of relationship
4	<input checked="" type="checkbox"/> Community to community links
5	<input checked="" type="checkbox"/> School to school links
6	<input checked="" type="checkbox"/> Suggestions for projects coming from local community
7	<input type="checkbox"/> Visits from sister / friendship cities

Include	Stakeholders
1	<input type="checkbox"/> Federal government
2	<input checked="" type="checkbox"/> Local businesses
3	<input checked="" type="checkbox"/> Local community group/s
4	<input checked="" type="checkbox"/> State government
5	<input checked="" type="checkbox"/> University of Tasmania

Include	Requirements
1	<input checked="" type="checkbox"/> Commitment to communication
2	<input checked="" type="checkbox"/> Demonstrated improvements in human rights record
3	<input checked="" type="checkbox"/> Demonstrated interest in sustainability
4	<input checked="" type="checkbox"/> Willingness to collaborate in projects
5	<input checked="" type="checkbox"/> Willingness to visit Hobart and engage with the community

### Example

#### Requirements

- Enter weighting: 0 does not meet requirement
- 1 just meets requirement
- 2 nearly meets requirement
- 3 meets requirement
- Indicate whether to use in Dashboard (Y/N)

ADD NOTES:

#### Requirements

		Use Y/N		
1	Commitment to communication	Y	●	3
2	Demonstrated improvements in human rights record	Y	●	3
3	Demonstrated interest in sustainability	Y	●	2
4	Willingness to collaborate in projects	Y	●	3
5	Willingness to visit Hobart and engage with the community	Y	●	3

### Example

Created: 24/08/2020 15:56

Viewed: 26/08/2020 21:38

#### Benefits

- Enter score (0-5) for each Benefit per Stakeholder, or BLANK cell if excluded
- Enter Benefit weighting, W (1-5)
- Indicate whether to use in Dashboard (Y/N)

ADD NOTES:

Local bus iness es  
Local community Group/s  
State Government  
University of Tasmania

	Benefits	w	Use Y/N					
1	Arts based collaborations	5	Y	●	1	5	4	3
2	Business to business links	3	Y	●	5	1	4	4
3	Community to community links	5	Y	●	3	5	3	3
4	School to school links	5	Y	●	2	4	5	3
5	Suggestions for projects coming from local community	5	Y	●	0	5	0	0

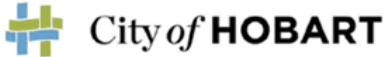


# Example

Sister City Dashboard

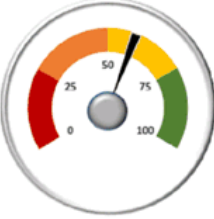
Devonport Refresh and Sort City Tabs Print

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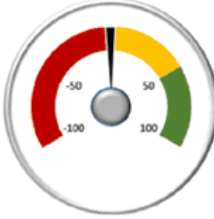


Sister City Dashboard

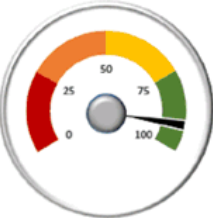
Devonport



Benefits Score



NPS Score



Requirements Score

**Requirements**

- 1 Commitment to communication
- 2 Demonstrated improvements in human rights record
- 3 Willingness to collaborate in projects
- 4 Willingness to visit Hobart and engage with the community
- 5 Demonstrated interest in sustainability

**Benefits**

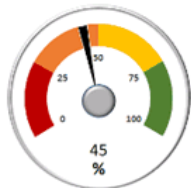
- 1 Community to community links
- 2 School to school links
- 3 Arts based collaborations
- 4 Business to business links
- 5 Suggestions for projects coming from local community

**Stakeholders**

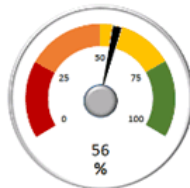
- Local community group/s
- State government
- University of Tasmania
- Local businesses

Dashboard Parameters Devonport Launceston

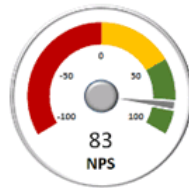
# The Tool



Requirement Score



Benefit Score



NPS

