

Making the Most of PERFORMANCE MANAGEMENT

Performance Measure Types

■ WORKLOAD MEASURES

Describe how much work was demanded or performed.

■ OUTPUT MEASURES

Quantity or number of units produced. Outputs are activity-oriented, measurable, and usually under managerial control

■ OUTCOME MEASURES

Qualitative consequences associated with a program/service (i.e. the ultimate benefit to the customer). External forces can sometimes limit managerial control. Outcome focuses on the ultimate "why" of providing a service. Can include measures of service quality.

■ EFFICIENCY MEASURES

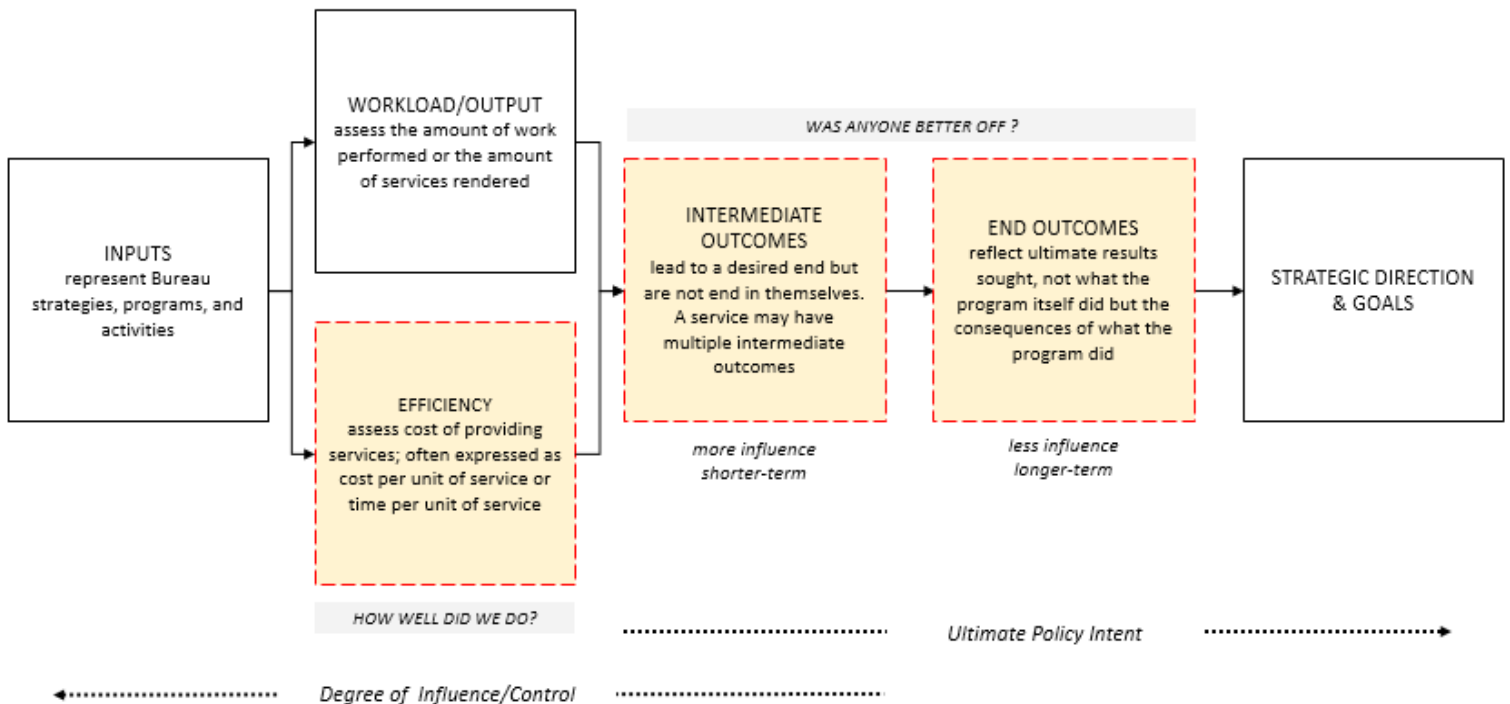
Inputs used per unit of output. They tell us "at what financial cost" were the inputs, outputs, and outcomes reached.

■ KEY PERFORMANCE MEASURES

Outcome indicators of core service delivery that provide bureau managers and council with information to guide decision-making.



Bureau-level Logic Model



New Metadata Requirements

Collection Method

Includes (1) data collection mechanisms (describe ways the data will be collected, survey forms, printed reports, contractor performance reports, etc.); (2) data sources (manual logs, check sheets, computer databases, surveys, spreadsheets, etc.); data collection time frame (i.e. reporting time lag); data storage location.

Formula

Mathematical equation used to calculate the measure. Include numerator and denominator as applicable. For example, to calculate BPS on-time trash collection during scheduled hours, divide the number of times it was collected on time by the total number of times trash was collected.

Frequency of collection

How often are component variables collected (each transaction, weekly, monthly, quarterly, or intermittently); frequency may vary from when data is reported.

Bureau data source contact

Name and email address of the person responsible for collecting, gathering, and reporting the data for this specific measure.

Bureau data source program manager

Name and email contact information of employee overseeing the relevant program.

URL

“For more info”—Directs reader to program web pages, press releases, how to get involved/citizen engagement, annual report, budget, or simply the bureau home page.

Reliability of Data

Refers to the expected accuracy and reliability of the performance data. High—data gathered via reliable process designed to validate or verify the information; Medium—somewhat dependable process designed to validate or verify the information; Low—data gathered without a dependable process to validate or verify the information, or indication that bureau does not have a reliable method of data quality assurance.

Strategic Target

The bureau’s ultimate level of service goal for the measure, as informed by a City or bureau strategic plan or policy document.

Target Year

The year that the bureau expects to achieve the strategic target.

Strategic Plan

The Citywide or bureau strategic plan referenced in the creation of the strategic target (not required for non-KPMs)

Bureaus will now provide metadata for all performance measures

Program-level Logic Model

