

# PERFORMANCE MEASURES



# Why Performance Measures?



- Government Finance Officers Association (GFOA) has long urged state and local governments to incorporate performance measurement as an integral part of their budget process.
- What gets measured gets done.
- If you measure results, you can tell success from failure, reward success and correct failure.
- Demonstrating results can bolster public support.

# From the GFOA and the National Advisory Council on State and Local Budgeting



- Create a framework of information, measures, goals, priorities and activities relevant to the priorities and wellbeing of the government and the community.
- Information related to performance, decisions, regulations and processes is transparent and easy to access, use and understand.
- Goals, programs, activities and resources are aligned with priorities and desired results.
- Decisions and processes are driven by timely, accurate and meaningful data.
- Practices are sustainable over time and across organizational changes.
- Performance management helps to transform the organization, its management and the policymaking process.

# What do Performance Measures do?



- Help us budget for outcomes
- What story does your department want to tell?
- What can measure that feature?
- What is the desired outcome?



# How to Develop Measurements?



- Strategic objectives or guidance from Council
- From those objective, develop Department mission and objectives
- From the Department mission, develop Department Programs and Goals
- Take measurements, review and analyze, make corrections and measure again.

# Town of Vienna Mission Statement



“To provide our community with exceptional services that promote a safe and healthy environment rooted in tradition, while supporting a greater quality of life.”



# Examples



- Roanoke, VA – Static Report
  - Ablemarle County, VA
  - Charlotte County, FL
- <http://www.roanokeva.gov/998/Indicators-Measures>
  - <https://ia2010.albemarle.org/performance/kpi/Pages/default.aspx>
  - <https://www.charlottecountyfl.gov/transparency/Pages/Scorecard-Home.aspx>

# Software Solutions



- Open Gov – Mainly Financial Data

Northglen, CO

<https://www.northglenn.org/transparency>

Stanton, CA

<http://ci.stanton.ca.us/Departments/Administrative-Services-and-Finance>

# Software Solutions, con't



- Socrata

Suwanee, GA

[http://budget.suwanee.com  
/#!/year/default](http://budget.suwanee.com/#!/year/default)

Dallas Police Department

[http://www.dallaspolice.net  
/ois/ois](http://www.dallaspolice.net/ois/ois)

# Software Solutions, con't



- Munis also offers a transparency web site module that we are exploring at the current time.

# Plan for the Town of Vienna



- Input from Council at this work session; further input from Strategic Plan
- Interdepartmental group to lead the process in the spring or summer of 2017
- Identify software system by fall of 2017
- Sample measures ready for internally-faced reporting by winter of 2017-2018
- New measures incorporated into the 2018-2019 budget developed in the winter of 2018
- Performance measures posted on web site for citizen reporting by summer of 2018.