

**Linking
Performance Measures with
Strategic Planning
and Budget**



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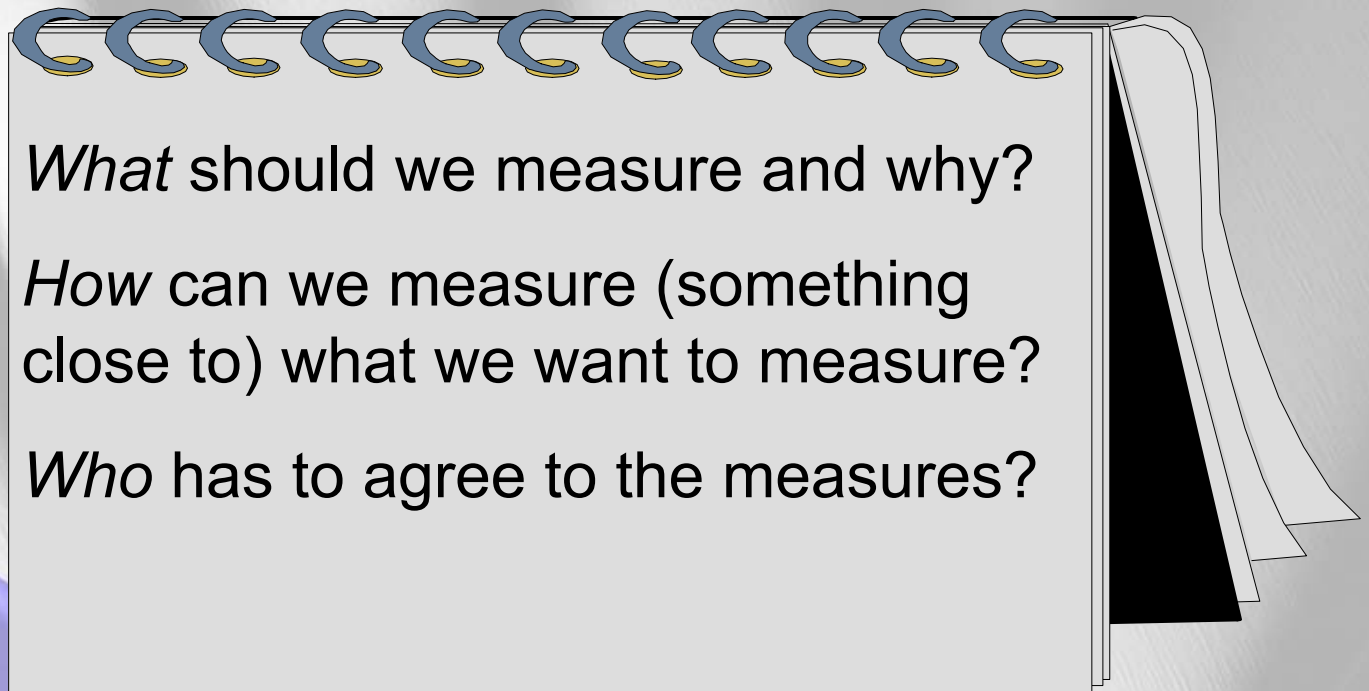
Performance Measures are like the gauges on an airplane—the altimeter, the compass, and the airspeed indicator —they let you know how high, how fast, and in what direction you are going so you can avoid flying into the side of Mt. Lemmon. They don't tell you exactly where you are —and your wings may ice up and you go down —they are not reality, but they give you an indication of where you are. ”



*Mike Brown, County Administrator
Santa Barbara County*

M e a s u r i n g P e r f o r m a n c e

- ❖ You can't manage it if you can't measure it.



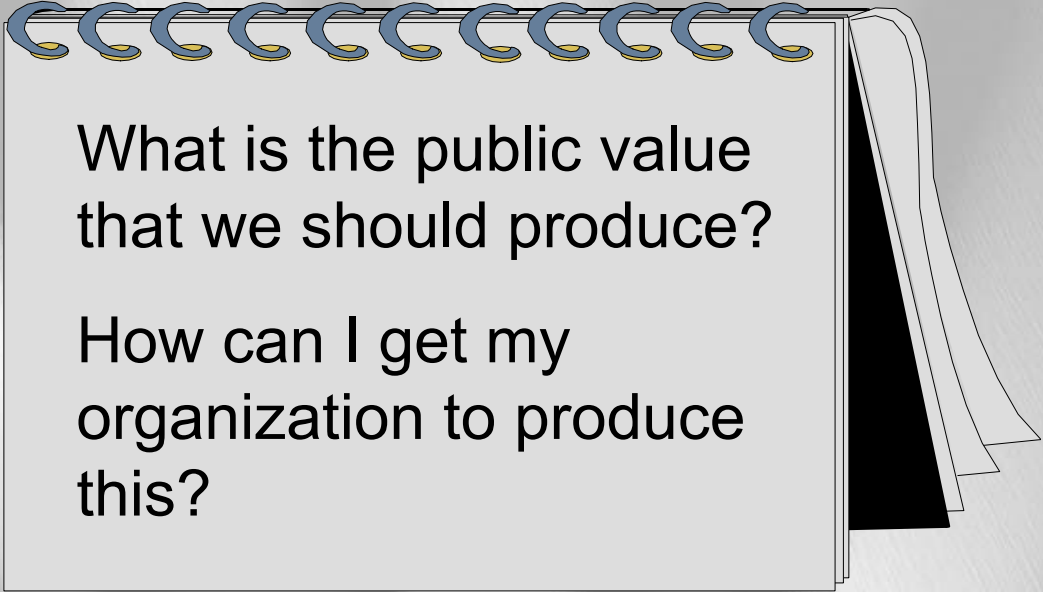
W h y M e a s u r e P e r f o r m a n c e ?

- ❖ C itizen taxpayers have expected levels of perform ance from us , their public service providers .



R e s u l t s

- ❖ Question zero is: "What are we trying to accomplish?"



What is the public value
that we should produce?

How can I get my
organization to produce
this?



M L B P e r f o r m a n c e 2 0 0 2

	W i n s	L o s s e s	G a m e s B e h i n d	P a y r o l l
O a k l a n d	103	59	-	\$41,942,665
A n a h e i m	99	63	4	\$62,757,041
S e a t t l e	93	69	10	\$86,084,710
T e x a s	72	90	31	\$106,915,180



P e r f o r m a n c e M e a s u r e m e n t T o o l s

- ❖ These 6 types of measures are appropriate for County activities
 - ❖ Each is designed to answer a different question
 - ❖ Often used in combination to analyze department, division, or unit results
1. Input
 2. Indicators
 3. Output
 4. Efficiency
 5. Effectiveness
 6. Outcomes



P e r f o r m a n c e



Inside



Internally
Focused



Outside



More Abstract
Further Off In
Time

