

Measuring Performance:

metrics and dashboards

Why Measure Performance?

Measuring Performance allows us to:

1. More clearly understand how day to day activities are helping the department achieve medium- and short-term goals and long-term outcomes.
2. Improves overall transparency and accountability
3. Helps aid strategic planning processes
4. Helps reduce waste by encouraging the elimination or modification of programs that are not properly meeting targeted metrics.

Metrics, Strategic goals, outcomes

- Goals represent the steps (both short- and medium- term) that will eventually lead to desired programmatic and departmental outcomes
- Metrics are ways to quantify progress towards goals and objectives

Additional Definitions

- A performance measure or metric is a quantifiable measure of the activities performed by a department or one of its subunits
- Performance monitoring is the active process of collecting multiple data points and using that data to make process improvements, improving outcomes.
- There are several types of metrics:
 - Input
 - Outputs
 - Efficiency Statistics
 - Outcome Measures
 - Qualitative/Descriptive Metrics

Review of Departmental Dashboards

- Land Inventory Display
- Outreach metrics
- Sport Tourism Impact
- Strategic Plan Dash
- ROWs/Medians