The Art and Science of Measuring Performance in Local Government

Virtual Workshop Follow-up

Telling your story with words and numbers
REMINDER: Workshop content

What should I measure?
Collecting and reporting data
Translating data and information into insight
Purpose

• Discuss any experiences you had in using the tools and templates

• Share your successes and challenges to learn from each other
Identified Challenges

1. Creating the right organizational culture
2. Identifying the right things to measure
3. Measuring too many things
4. Using data to make decisions
Organizational culture

1. How has the culture of your organization impacted efforts to implement a successful performance management system (positive or negative)?

2. What concerns do you hear from staff?

3. What are some things you have done to help manage the change associated with your organization’s performance measurement efforts?
What have others done?

Communicate “The Why” & WIIFM → Set expectations → Create organizational awareness

Define governance and processes → Build skills → Provide support / tools

Apply knowledge → Provide feedback / recognition → Evaluate
blueprint
CHESTERFIELD
Building a Better Government
Specifically, what have you done to help staff identify the right things to measure?
What have others done?

Planning & oversight
Peer support
Learning opportunities
Tools, templates, job-aids
Performance Measurement Maturity model

Level 1
- Measures that assess operations and compliance

Level 2
- Data used by managers of programs and functions to tell their story

Level 3
- Data used for strategic decisions and resource allocation
Too many measures

How have you minimized the number of measures you track and report?
Categorize your measures

- Organizational outcomes, results
- Department, programs, functions
- Measures to manage by

Football Doctors
Using data to make decisions

1. Who looks at the reported data and how often?

2. How are conversations started about reported data?
What have others done?

- Hire for competencies & experience
- Provide learning to build skills
- Set expectations / accountability
- Schedule time
- Designate analysis team