

Performance Measurement in Local Government

Course objective: This one-day workshop helps public officials design measures in local government for accountability and results. The workshop introduces the types of performance measures commonly found in local government, how to develop good measures from goals and objectives, and how they can be used to support other management processes.

9:00 to 10:00 Basics of Performance Measurement (William Rivenbark)

- Purpose
- Types of Measures
- Other Management Processes

10:00 to 10:30 Break

10:30 to 12:00 Identifying Meaningful Measures (William Rivenbark)

- Mission and Goals
- Objectives
- Performance Measures

12:00 to 1:00 Lunch

1:00 to 2:30 Managing Performance Measurement Systems (Dale Roenigk)

- Measuring and analyzing results
- Focusing on the problem
- Using a cause-and-effect approach

2:30 to 3:00 Break

3:00 to 4:00 Evolution of Performance Measurement Systems (Eric Peterson and Jen Della Valle)

- Performance measurement must adjust to evolving conditions
- Change does not happen overnight
- Performance measurement comes in multiple flavors