

Performance Measurement in Local Government

Course objective: This one-day workshop provides an overview of well-designed performance measurement systems in local government. The workshop introduces the types of performance measures commonly found in local government, how to develop meaningful outcome measures from goals and objectives, and how they set the stage for decision-making.

9:00 to 10:15 Basics of Performance Measurement (William Rivenbark)

- System Dimensions
- Types of Measures
- Benchmarking

10:15 to 10:30 Break

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

- Mission and Goals
- Objectives
- Performance Measures

12:00 to 1:00 Lunch

1:00 to 2:45 Managing Performance Measurement Systems (Dale Roenigk)

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

2:45 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