

OUTCOMES MEASUREMENT CALCULATOR TEMPLATE

Examples:

Goal: Reduce transaction time for citizens
Formula: $(\text{Number of citizen requests per year}) \times (\text{time saved per request due to automation}) \times (\text{value of citizen's time per hour}) = (\text{reduced time cost to citizen})$
Outcome: Quantified measure of citizen time saved

Goal: Improve citizen service by standardizing data sources used by multiple agencies
Formula: $(\text{Number of agencies using data source (i.e., address)}) \times (\text{value of citizen's time per hour}) \times (\text{average number of hours spent at each agency}) = (\text{reduced time cost to citizen})$
Outcome: Quantified measure of citizen time saved