



Performance Measurement



AGENDA

- Background
- Review Draft Measures
- Next Steps

Performance Measurement



HISTORY

- Goal in FY2022-2024 Strategic Plan
- Process & Examples
- Criteria





Performance Measurement

TYPES OF MEASURES

	Output (Workload)	Efficiency	Outcome (Effectiveness)
Description	Raw counts of services or activities	Outputs compared to resources used to produce them	Impact of a program or service, or service quality
Examples	Inspections completed	Inspections per employee per day	Percent of cases resolved by voluntary compliance

Performance Measurement



TYPES OF MEASURES

	Lagging (Desired Result)	Leading (Inputs)
Description	What we ultimately want to achieve at the end	Staff's efforts or activities to influence those results
Examples	Residents' overall feeling of safety	Percent proactive police officer time

Performance Measurement



FISCAL & RESOURCE MANAGEMENT

- Percent investment returns exceed market benchmark
- Percent public safety fleet availability



Performance Measurement



ECONOMIC VITALITY

- Number of new retail and entertainment businesses assisted by Goodyear Economic Development
- Percent of commercial/industrial construction plans approved on second review



Performance Measurement



SENSE OF COMMUNITY

- Percent of ideas pitched to media that successfully result in coverage
- Overall attendance/participation as a percentage of the established target (including ballpark, library, rec center, events, and programs)



Performance Measurement



QUALITY OF LIFE

- Percent of patients experiencing cardiac arrest that were treated, transported, and delivered to the hospital with a pulse
- Case clearance rates for both violent and property crimes



Performance Measurement



NEXT STEPS

- Staff to develop the dashboard and produce first report by the end of FY2023
- Ongoing refinement and enhancement
- Complete review in FY2026 or FY2027