



Performance Measure Criteria Checklist

Question #1: Is the performance measure significant and meaningful?

- Does this measure link directly to one or more of the 20 desired outcomes?
- Does this measure assist in decision-making (i.e. is it actionable)?
- Is the measure valid? Does the City or community partner output lead to a desired outcome(s)? Ask the '5 Why's,' create a 'Logic Model' or 'So That...' diagram.
- Does the measure represent trends, or potentially isolated or narrow impacts?

Question #2: Is the performance measure understandable?

- Does the measure need further explanation or context?
- Can the measure be described in terms of wanting it to increase or decrease?
- Can it be displayed in an easy to understand way that tells a clear story?

Question #3: Is the data for the performance measure available?

- Can the necessary data be collected in cost-effective manner?
- Is the data available long-term?
- Is the measure a basic measure, composite (index) measure, or a complex measure?
- Could the data collection be replicated by someone other than the originator?

Question #4: Can the City or a community partner impact the performance measure?

- Will the measure provide timely results?
- Can decision-makers, staff, or partners exert some leverage or control over moving the measure in the desired direction (e.g. through actions)?



- Will this measure intentionally or unintentionally promote attention or resources away from other important programs or projects? If yes, is this okay?

Question #5: Are the set of approximately 12 draft performance measures balanced and comprehensive?

- Are the five action areas addressed in a balanced way?
- Are all the “key” topic areas addressed (transportation, public safety, neighborhoods, etc.)?
- Can some measures be applied to multiple action areas?
- Is there a variety of measurement systems represented (examples: measurements for outcomes, cost effectiveness, number of outputs, efficiency, quality, and satisfaction.)?
- Can this list be narrowed to approximately 12 total measures?