

Minnesota Council on Local Results and Innovation

Performance Measurement System

The following are steps that must be taken by a city/county to effectively adopt and implement the basic performance measurement system.

1. City Council/county board should adopt **community goals** related to the services that are provided.
 - a. Community goals are typically long-term (3 to 5 years) and describe the strategic objectives a city/county is seeking to achieve in the future. Examples of community goals include objectives such as a safe community, livable neighborhoods, low taxes, and low unemployment.
2. Adopt by official **resolution** and implement a minimum of 10 **performance measures** .
3. Establish appropriate **outcome and output measures** for the performance measures that were adopted.
 - a. **Outcome measures** describe the results of the services provided, and are used to help assess whether the community goals are being met. Examples include citizens' rating of safety or road condition, overall pavement condition index rating, and percentage of children with no recurrence of maltreatment.
 - b. **Output measures** detail the units produced, goods or service provided, or people served. An example of public safety services output would be police/sheriff or fire response times.
4. **Report** the results of the measures at least annually **to the public** through publication, direct mailing, posting on the city/county website, or a public hearing at which the budget and levy will be discussed and public input will be taken.
5. **Report** by July 1 of each year **to the Office of the State Auditor** to be eligible for the benefits of participation in the program. The reporting includes your official resolution, and the city/county results of the 10 minimum performance measures adopted and implemented. To report, go to www.auditor.state.mn.us and select "Forms", and then the Performance Measurement Program menu item.