THE 4 TYPES OF PERFORMANCE MEASURES

INPUT MEASURES

Input measures are what you put into a process/program in order to achieve an outcome. Examples of inputs include the number of staff involved in a program or the number of dollars put into a process. Inputs can also be things like the number of permit applications received by a program.

OUTPUT MEASURES

Output measures are the raw number of services/products produced by a process or program. Examples include the number of permit applications processed or the number of recreation classes offered.

EFFICIENCY MEASURES

Efficiency measures tell you how time/cost effective a process is. An efficiency measure tells you either the cost or time per output produced. Examples might be permit applications processed per FTE or dollar cost per recreation class attendee.

OUTCOME MEASURES

Outcome measures tell you the impact that your program has on people or issues. Outcome measures may include change in health outcomes of patrons in a recreation class or percent of financial transactions accurately processed on time.

WANT TO LEARN MORE?

The Budget and Management Services Department is always happy to work with City of Raleigh departments on performance measurement. Contact Rafael Baptista at rafael.baptista@raleighnc.gov for additional information.

City of Raleigh Strategic Planning & Performance Analytics Academy