

# 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](mailto:rafael.baptista@raleighnc.gov) for additional information.

