



Municipal Technical Advisory Service  
INSTITUTE *for* PUBLIC SERVICE

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## Performance Measurement Defined

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Dear Reader:

The following document was created from the MTAS website ([mtas.tennessee.edu](http://www.mtas.tennessee.edu)). This website is maintained daily by MTAS staff and seeks to represent the most current information regarding issues relative to Tennessee municipal government.

We hope this information will be useful to you; reference to it will assist you with many of the questions that will arise in your tenure with municipal government. However, the *Tennessee Code Annotated* and other relevant laws or regulations should always be consulted before any action is taken based upon the contents of this document.

Please feel free to contact us if you have questions or comments regarding this information or any other MTAS website material.

Sincerely,

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## Performance Measurement Defined

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Performance measurement (or “management”—the terms are used interchangeably) is a means of evaluating how well services are performed. It involves regular and continuous data collection and reporting on selected services or programs. Performance measures are generally reported as numeric indicators. Such indicators tell what was accomplished and at what cost, what citizens receive for their tax dollars (or fees), and how well the services were performed. They also may be used to quantify worker productivity.

Cities can measure virtually any public works service. The following activities are candidates for performance measurement:

- The number of refuse carts collected per day (week, month, year);
- The tons of refuse collected;
- The cost per household for refuse collection;
- The number of citizen complaints associated with refuse collection;
- The number of brush (and/or leaves) pickups per day (week, month, year);
- Cubic yards or tons of brush (and/or leaves) collected;
- Cost per household for brush (leaves) collection;
- The number of citizen complaints associated with brush (leaves) collection;
- The miles of streets resurfaced;
- The cost per mile of streets resurfaced;
- The number of potholes repaired;
- The number of citizen complaints associated with potholes;
- The number of culverts cleaned;
- Cost per culvert cleaned;
- Miles of right-of-way mowed;
- Cost per mile of right-of-way mowed;
- Miles of streets swept;
- The gallons of drinking water produced;
- The gallons of drinking water sold; and
- The unaccounted for water (water produced but unbilled).

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