

Performance Measures
(Study Step 2: Performance)

Agency Responding	Commission on Indigent Defense
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Types of Performance Measures:

Outcome Measure - A quantifiable indicator of the public and customer benefits from an agency's actions. Outcome measures are used to assess an agency's effectiveness in serving its key customers and in achieving its mission, goals and objectives. They are also used to direct resources to strategies with the greatest effect on the most valued outcomes. Outcome measures should be the first priority. Example - % of licensees with no violations.

Efficiency Measure - A quantifiable indicator of productivity expressed in unit costs, units of time, or other ratio-based units. Efficiency measures are used to assess the cost-efficiency, productivity, and timeliness of agency operations. Efficiency measures measure the efficient use of available resources and should be the second priority. Example - cost per inspection

Output Measure - A quantifiable indicator of the number of goods or services an agency produces. Output measures are used to assess workload and the agency's efforts to address demands. Output measures measure workload and efforts and should be the third priority. Example - # of business license applications processed.

Input/Activity Measure - Resources that contribute to the production and delivery of a service. Inputs are "what we use to do the work." They measure the factors or requests received that explain performance (i.e. explanatory). These measures should be the last priority. Example - # of license applications received

Performance Measure	Type of Measure:	Agency selected; Required by State; or Required by Federal:	Time Applicable	Target and Actual row labels	Target and Actual Results (Time Period #1)	Target and Actual Results (Time Period #2)	Target and Actual Results (Time Period #3)	Target and Actual Results (Time Period #4)	Target and Actual Results (Time Period #5 - most recent completed)	Target Results Time Period #6 (current time period)	Currently using, considering using in future, no longer using
Increase the number of Full-Time Public Defenders (PD) in all 16 Judicial Circuits	Output Measure	Agency Selected	July - June	Target:	DNE	DNE	DNE	291.50	291.50	291.50	Currently using
				Actual:	DNE	DNE	DNE	236.50	272.50	272.50	
Decrease the number of cases (Warrants) handled by each individual Public Defender	Efficiency Measure	Agency Selected	July - June	Target:	DNE	DNE	DNE	376	376	376	Currently using
				Actual:	DNE	DNE	DNE	464	426	373	
Increase attendance in the Public Defender Training Sessions; PD 101, PD 102 and PD 103	Output Measure	Agency Selected	July - June	Target:	DNE	DNE	DNE	165	165	165	Currently using
				Actual:	DNE	DNE	DNE	79	182	61	
Increase the number of Continuing Education Hours provided to PD's (Continuing Legal Education)	Output Measure	Agency Selected	July - June	Target:	DNE	DNE	DNE	60	60	60	Currently using
				Actual:	DNE	DNE	DNE	48.50	59	48	
Increase number of Judicial Circuits the have mentoring programs for new PD's in the Family and Summary Courts	Output Measure	Agency Selected	July - June	Target:	DNE	DNE	DNE	16	16	16	Currently using
				Actual:	DNE	DNE	DNE	2	7	7	