

How to Read Performance Measures Reports

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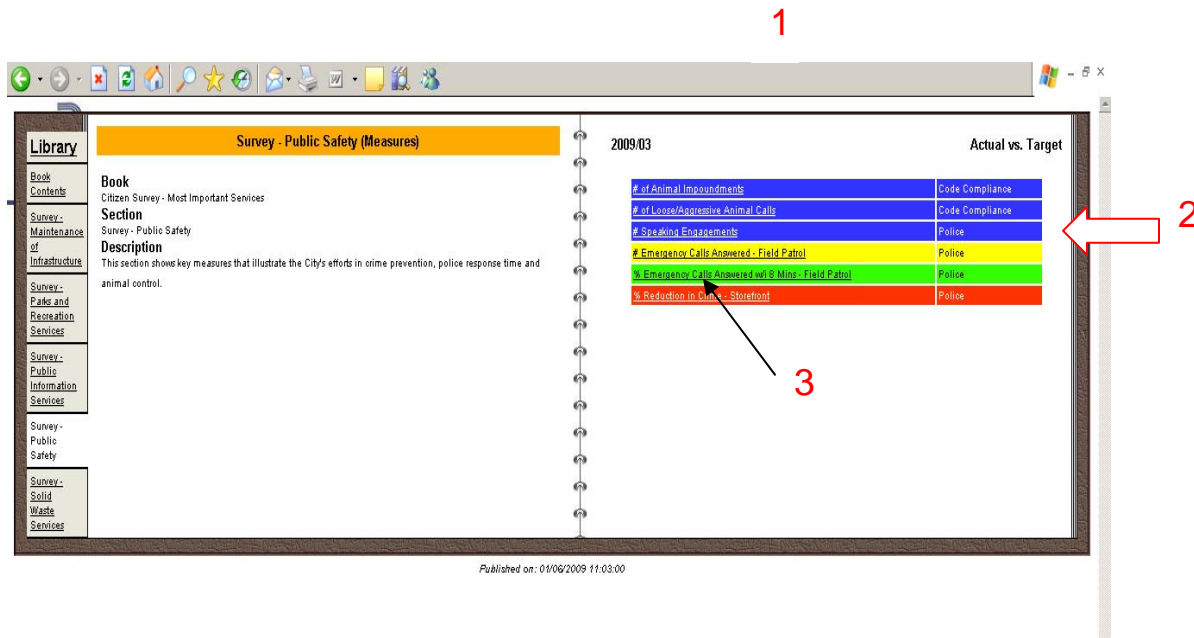
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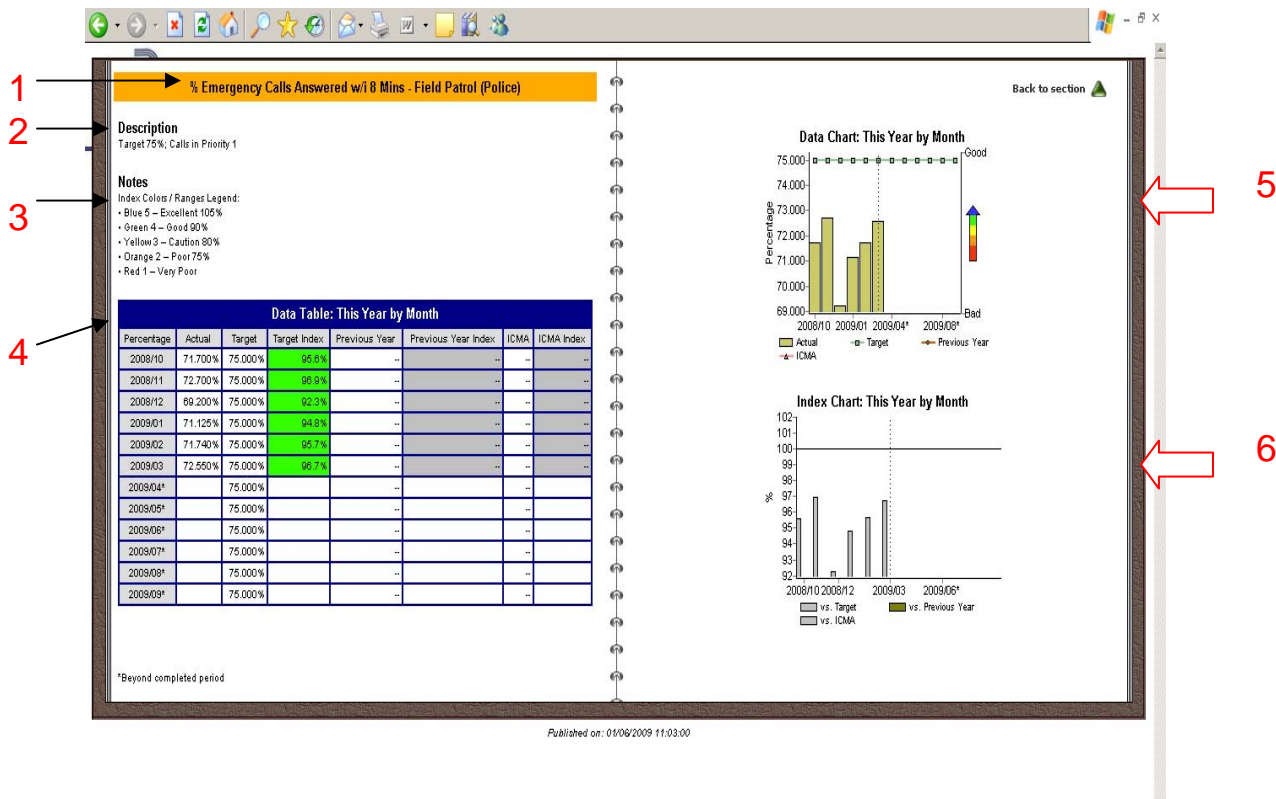
How do you read the reports?

The information is displayed in a “book” format, with a book for the Most Important Services (according to the Citizen Survey) and a book for each Key Focus Area.

1. **From the main page**, click on the title of the book you want to view. The selected book will open, and you’ll have two ways to get to the performance data.
2. On the **left page** you’ll see **tabs** that correspond either to a department & service name (or a Most Important Service). Click on the tab, and that service will open.
3. OR, on the **right side of the book** you’ll see the **services** highlighted. You can also click on the service name here to open it.
4. To **return to the main page** and select a different book to view, click on the “Book Contents” tab.



- Once you have clicked on a tab or a service name, on the **right side of the book** you'll see the measure name and the responsible department.
- The **color** of the measure indicates how well we are performing:
 Blue = We are exceeding our target
 Green = We are at 90-100% of our target
 Yellow = We are at 80-89% of our target
 Orange = We are at 75-79% of our target
 Red = We are at 75% or less of our target
- Click on the **measure name** for more information about that specific measure.



- Left page:**
1. Name of the measure
 2. Description tells you what is being measured
 3. Notes tells you what the color values mean
 4. Data Table provides a year-to-date view of the performance
- Right page:**
5. Data Chart: a bar graph of the actual performance (the "raw numbers")
 6. Index Chart: compares actual performance to the target, which is represented by the line at 100%. If we are performing at 100%, we have reached our target.

Questions?

Dallas Measures is managed by the Strategic Customer Services department. You may contact us via email at dallasmeasures@dallascityhall.com, or by phone at 214-670-5551.