

Attachment 7
Miami-Dade County
Scorecard Measure Standards

Measure Component	Criteria
Name	<ul style="list-style-type: none"> • Must precisely describe what is being measured • In most cases, measure names should start with “Number of” or “Percent of” • Measure names should be concise and understandable to a layperson • Avoid industry terminology and uncommon acronyms • Include units of measure if necessary
Description	<ul style="list-style-type: none"> • Expand on measure name • Fully explain in plain terms what is being measured • Include formula being used, the source of the data, measure assumptions, and if relevant, what is NOT included in the measure • Include the methodology of setting the target
Ownership	<ul style="list-style-type: none"> • Owner is person responsible and accountable for the measure’s performance • Add a second owner if necessary for data entry • Department should have procedures in place to ensure coverage when measure owners are unavailable and continuity when measure owners vacate the position • Department’s scorecard administrator should not be listed as the owner unless he/she is the person accountable for the measure
Good Direction and Accumulation	<ul style="list-style-type: none"> • Outcome and efficiency should include a good direction (up or down) • Measures that are designed to perform within a range (neither too high nor too low) should be accordingly defined as “To Center” • Fiscal Year to Date accumulators should be set logically
Performance History and Frequency	<ul style="list-style-type: none"> • Enter sufficient performance history to discern data trends • Data should be collected frequently enough to allow for analysis and timely corrective action
Data Validity	<ul style="list-style-type: none"> • Data should come from systems that have a consistent and reliable method for collecting information • When data comes from manually-entered logs or Excel tracking sheets, data collection procedures must be established and an ongoing review / quality control process should be in place • Departments should have procedures regarding the retention of back-up source data • Departments should ensure that data matches data included in the County’s Budget Books, where applicable
Target	<ul style="list-style-type: none"> • Key outcome and efficiency measures must have performance targets consistent with the department’s business plan • Targets should be set at least one fiscal year into the future • Best practice or comparative performance levels should be considered in setting the target

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Child Measures	<ul style="list-style-type: none"> • Use child measure when necessary to facilitate root cause analysis of the parent measure's performance • Not all child measures need to have a <i>mathematical</i> relationship to the parent; they can also just add additional information about the parent
Variance Reports	<ul style="list-style-type: none"> • Create procedures to complete a variance report when triggered by the Strategic Management System • Variance reports must include a reason for underperformance and a summary of planned corrective action, where necessary
Associated Strategic Plan Objective	<ul style="list-style-type: none"> • Measures must have a clear correlation to the objective or the strategic goal they support. The goals and objectives can be found in Attachment 1 of the business plan instructions
Associated 4E or Thrive305 Priority/Action	<ul style="list-style-type: none"> • Measures may have a clear correlation to one of the Mayor's 4Es (Engagement, Economy, Equity, or Environment) or Thrive305 Actions. The Mayor's 4Es can be found in Attachment 9. The Thrive305 Priorities and Actions can be found in Attachment 5 of the business plan instructions