

“Manager’s View”

**A monthly e-mail message from
County Manager Tom Zdunek**

“You Cannot Manage What You Cannot Measure”

July 2012

The beginning of a new fiscal year provides a good opportunity to talk about an issue that is very important to me, and one that I hope each employee of Bernalillo County embraces as well. That issue is performance measurement. It is likely that each of you has heard that term before, but have you taken a moment to think about why it is important for organizations of all kinds and sizes to measure and track performance?

Measuring the performance of county operations allows us to gather important data about how efficiently and effectively we are using taxpayer dollars to deliver the services we provide. It gives us the opportunity to see where we can improve our service delivery and identify costs associated with providing specific services.

Last year the county joined the International City/County Management Association’s Center for Performance Measurement (CPM) to help us gauge how our service delivery stacks up compared to other cities and counties that provide similar services to their residents. Through our participation in the CPM we were able to identify areas where Bernalillo County performs very well as well as areas where we can continue to improve. In August we will begin to enter our performance data for FY12 in the CPM database as we continue this effort. This is a high priority for me and if your department is involved in the CPM data collection effort, I want to impress upon you the importance of entering accurate data again this year so we are able to obtain good data when we compare our performance against jurisdictions around the country.

I also want to let all county employees know that all of us play a key role in managing the county’s performance. No matter your current role or job title, each of us, every day, makes a difference in how effective we are in delivering the many services the county provides to its residents. Performance measurement is about using data to help us be the best we can be. There will always be areas in which we can improve and I’m OK with that—so long as we are continually trying to get better and provide the best services we can for the residents we are here to serve.