

Colorado Fire Service Critical Issue Briefing



The Future Demands High
Performing Local Government

April 24, 2018



*Peering into the future before
it becomes present*

Introduction

Summit Economics specializes in conducting research and analysis to provide critical information for effective decision making.

- Economic and Social Impact Analysis
- Economic and Financial Forecasting
- Business and Organizational Research
- Public Policy
- Urban and Real Estate Economics
- Municipal Finance



Overview

- Citius Altius, Fortius
- What are the components of excellence?
- Who is doing what?
- How do you evaluate performance?
- What are the questions we should ask?
- What do you find most valuable?



Citius Altius, Fortius

- Limited funding
- Resistance to more funding
- Increased expectations
- Need to achieve mission



High Performance

How do we recognize a high performing organization?

What elements do we need to make sure are in place?

How do we know?



High Performing Frameworks

- Baldrige
- Denhardt
- HPO Center
- In Search of Excellence
- SROI



What does each framework have in common? Data collection and analysis...

- Colorado Performance Measurement Consortium – Average EMS/Fire Response times
- Comparative and raw data collection and evaluation
- Research and incorporation of best Practices

...But how do you measure the performance of your own teams and organizations?



High Standards for Performance – Verified through Data Collection and Analysis

- Comparative and raw data collection and evaluation are excellent ways to accurately and objectively assess individual and organizational standing – Evidence based decision making
- As a data driven friend of mine likes to say, “it [data collection and analysis] makes the invisible visible.”



What kind of questions should you be asking?

The development of meaningful performance measures will require public managers to ask and answer the following questions:

1. What kind of performance do we want to measure?
2. Where can we find that in the data? How do we effectively correlate the data with performance?
3. What do we do with the information we collect? How do we implement change?



Where do we begin? Perhaps with ourselves....

1) What kind of performance do we want to measure?

- **Leadership**

2) Where can we find that in the data? How do we effectively correlate the data with performance?

- **Self-assessment; compare results with known elements of good leadership...**

3) What do we do with the information we collect? How do we implement change?

- **Sometimes knowing is half the battle;**



What Experiences Have You Had With Measuring Excellence That Have Been Most Valuable?

- What is working for you?
- What evaluation techniques are *not* working?



Thank you!

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