

EXAMPLE

Fire	
Emergency Service	Analysis – Stronger Operational Measures
Program Description	
Strengths:	To the point; highlights major services
Weaknesses:	
Program Result	
Strengths:	Gives tangible results
Weaknesses:	<ul style="list-style-type: none"> ▪ Results listed do not correspond to what is being measured. Should include: AED, Response Time, Structure Fire Containment, Life Guard Rescue ▪ Could contain targets
Indicators	
Strengths:	<ul style="list-style-type: none"> ▪ Measures quality (timeliness) ▪ Measures improvement ▪ Indicators are consistent with the Operational Measures
Weaknesses:	Does not measure desired results from Result Statement
Operational Measures	
Strengths:	<ul style="list-style-type: none"> ▪ Relates to each measurement within Indicators ▪ Gives quantity of each area measured in Indicators ▪ Gives a sense of: How much service was delivered; how many were served; # of activities performed
Weaknesses:	Introduces a new measure (ALS) not measured within the Indicators
Outcomes	<ul style="list-style-type: none"> ▪ Framework is such that outcomes could be compared by fire station i.e. response time; number of structure fires contained and could be used to improve processes and for the sharing of best practices ▪ With careful analysis, there are some links that could be made to make budgeting decisions

EXAMPLE

Administrative Officer	
Unincorporated Area Services	Analysis – Weaker Indicators
Program Description	
Strengths:	Good overview
Weaknesses:	Vague on desired outcomes
Program Result	
Strengths:	
Weaknesses:	Not concrete; no tangible result
Indicators	
Strengths:	Measures % of pop. getting information to access services
Weaknesses:	<ul style="list-style-type: none"> ▪ No way to determine if service delivery has been enhanced, or change produced ▪ No measurement of service delivery strategies and results ▪ No quality measured
Operational Measures	
Strengths:	Gives general idea of % pop. being served and by what means
Weaknesses:	
Outcomes	May be useful to dept. but not strong enough to make budget decisions