# Local Government Officials' Assessments of Data Use and Performance Management Efforts: A View from Michigan

Presentation for the
2nd Annual CAPPA Research Conference in Public Management
May 27, 2013

# Presentation Outline

- Overview of the Michigan Public Policy Survey (MPPS)

- Summary of findings on the use of data in decision-making by jurisdictions across the state

# Background:
## The Development of the MPPS

- Problem: information gap in the policymaking process

  - Great deal of data available on Michigan's citizens

  - Certain amount of data available on Michigan's businesses

  - Lack of data on Michigan's local governments and public officials

- Solution: new ongoing survey program focused on local government and local government leaders

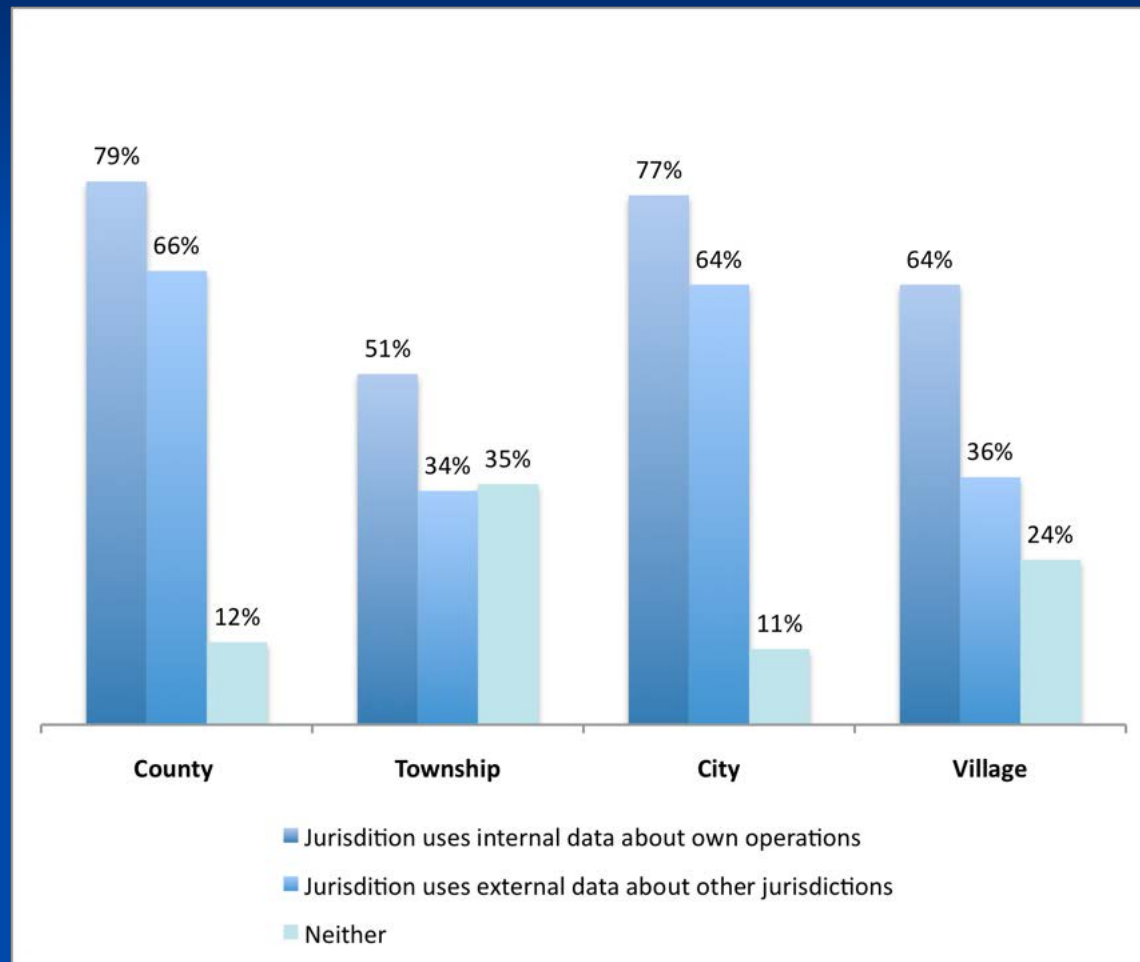# Michigan Public Policy Survey: Overview

- **Census Survey** - every Michigan county, city, township, and village

- **Respondents** - the <u>chief elected</u> and <u>chief appointed</u> officials

- **Timing**- twice per year (Spring and Fall)

- **Administered** - online and via hardcopy questionnaire

- **Response rate** - 70%+ response rate by jurisdiction

- **Topics** - wide range, such as fiscal health, budget priorities, economic development, intergovernmental cooperation, employee policies, labor unions, state relations, environmental sustainability, citizen engagement, much more.
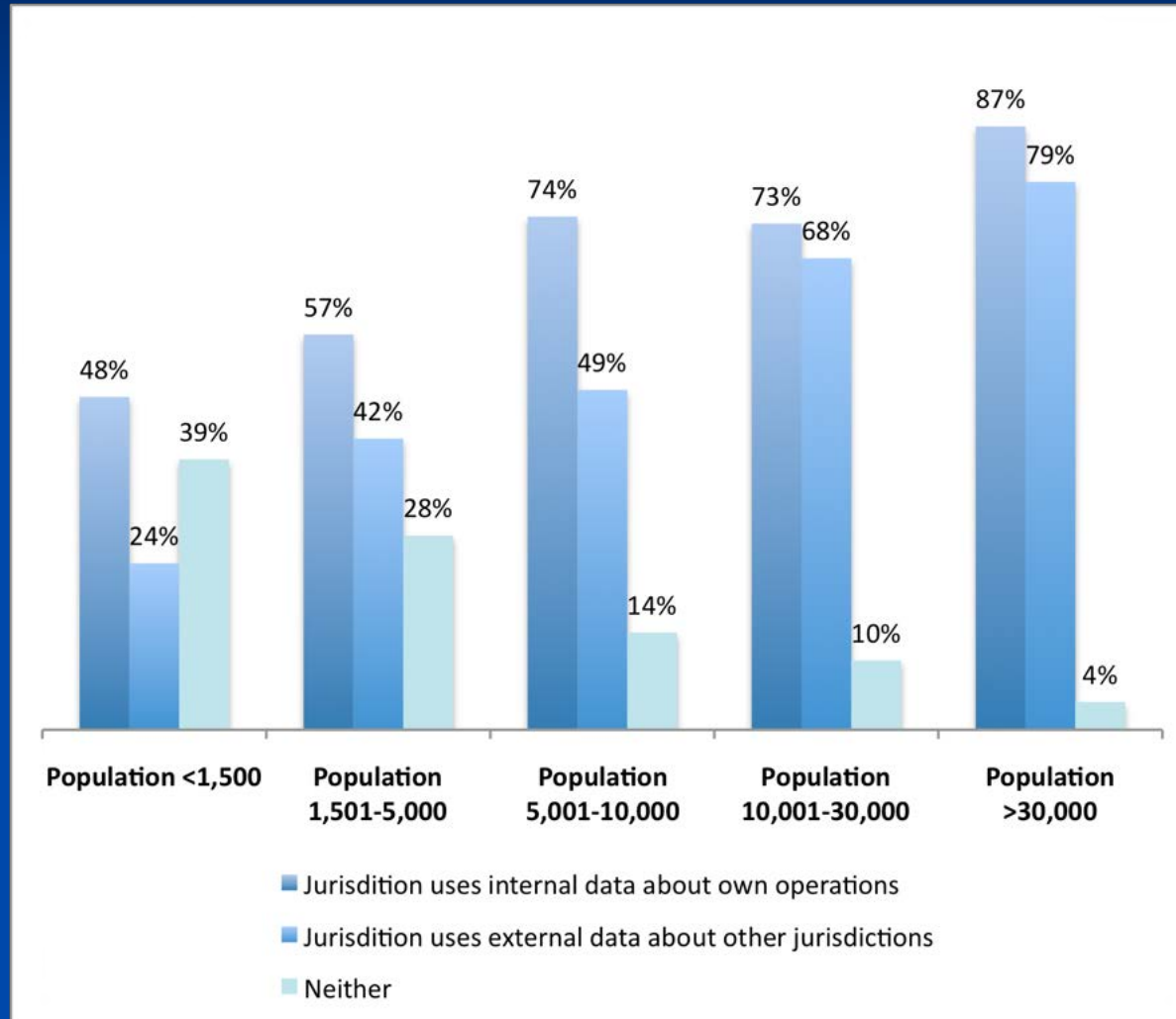
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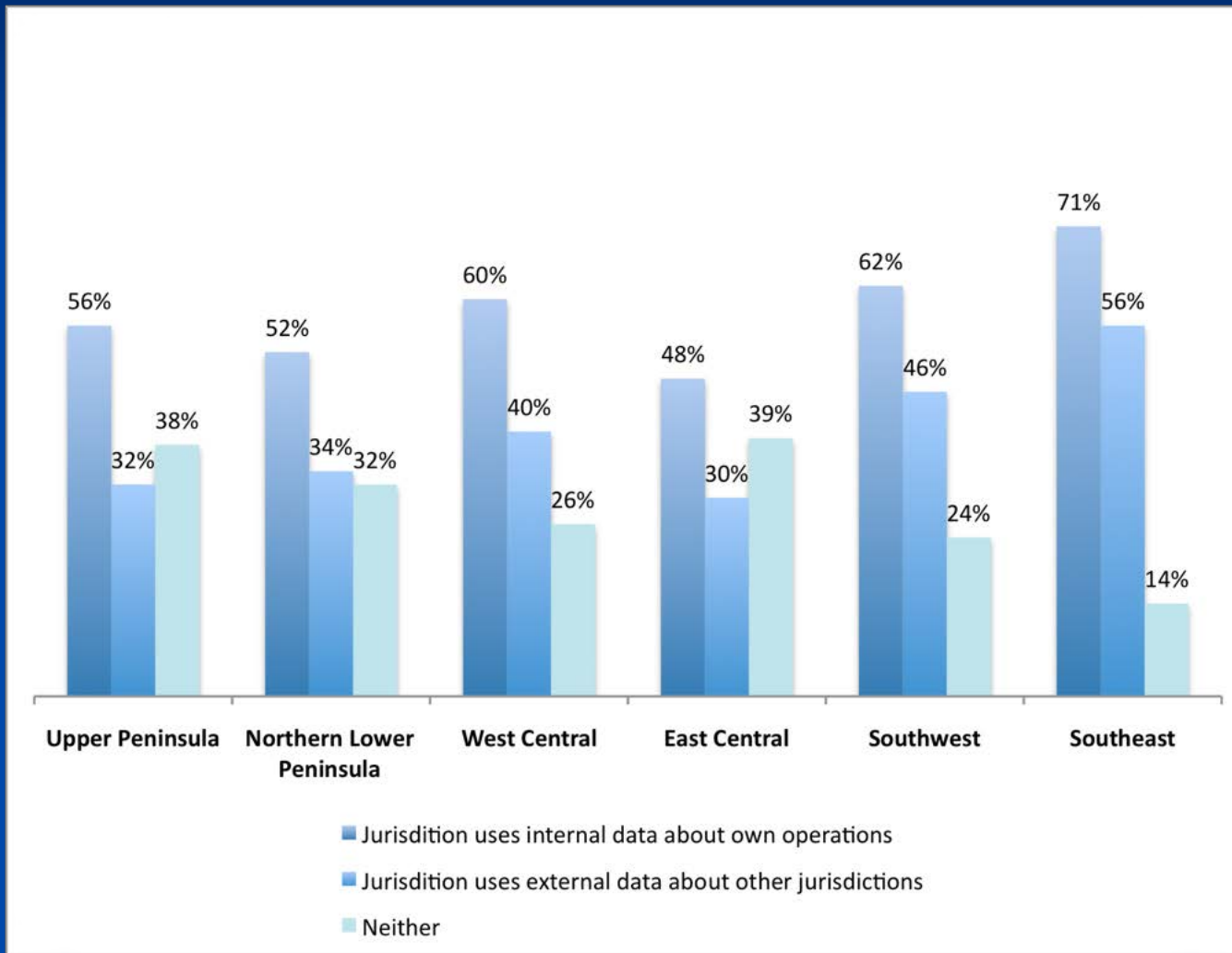
# The initial filter question:
# Do you use data?

# 68% of Michigan localities overall use some kind of performance data

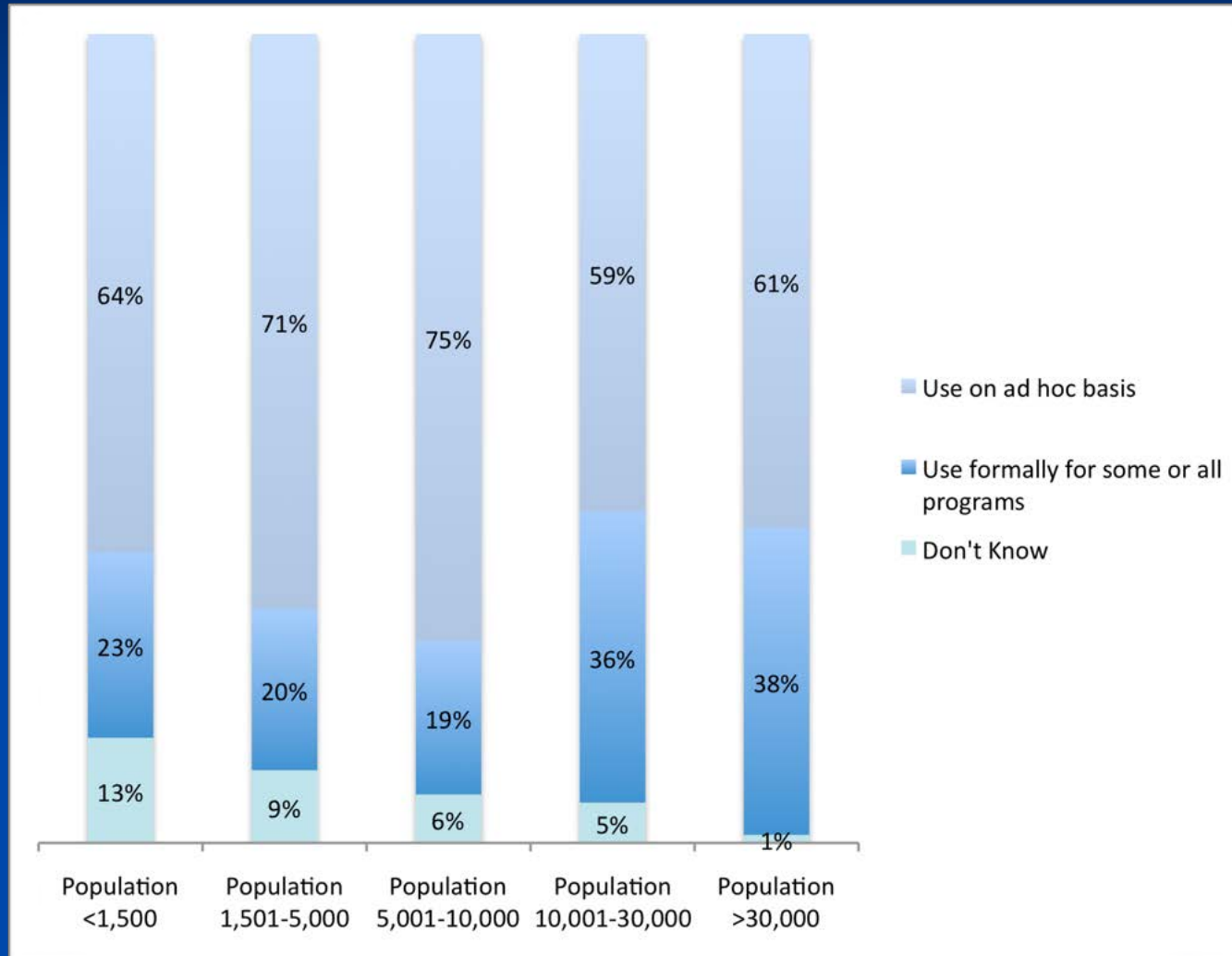# 68% of Michigan localities overall use some kind of performance data

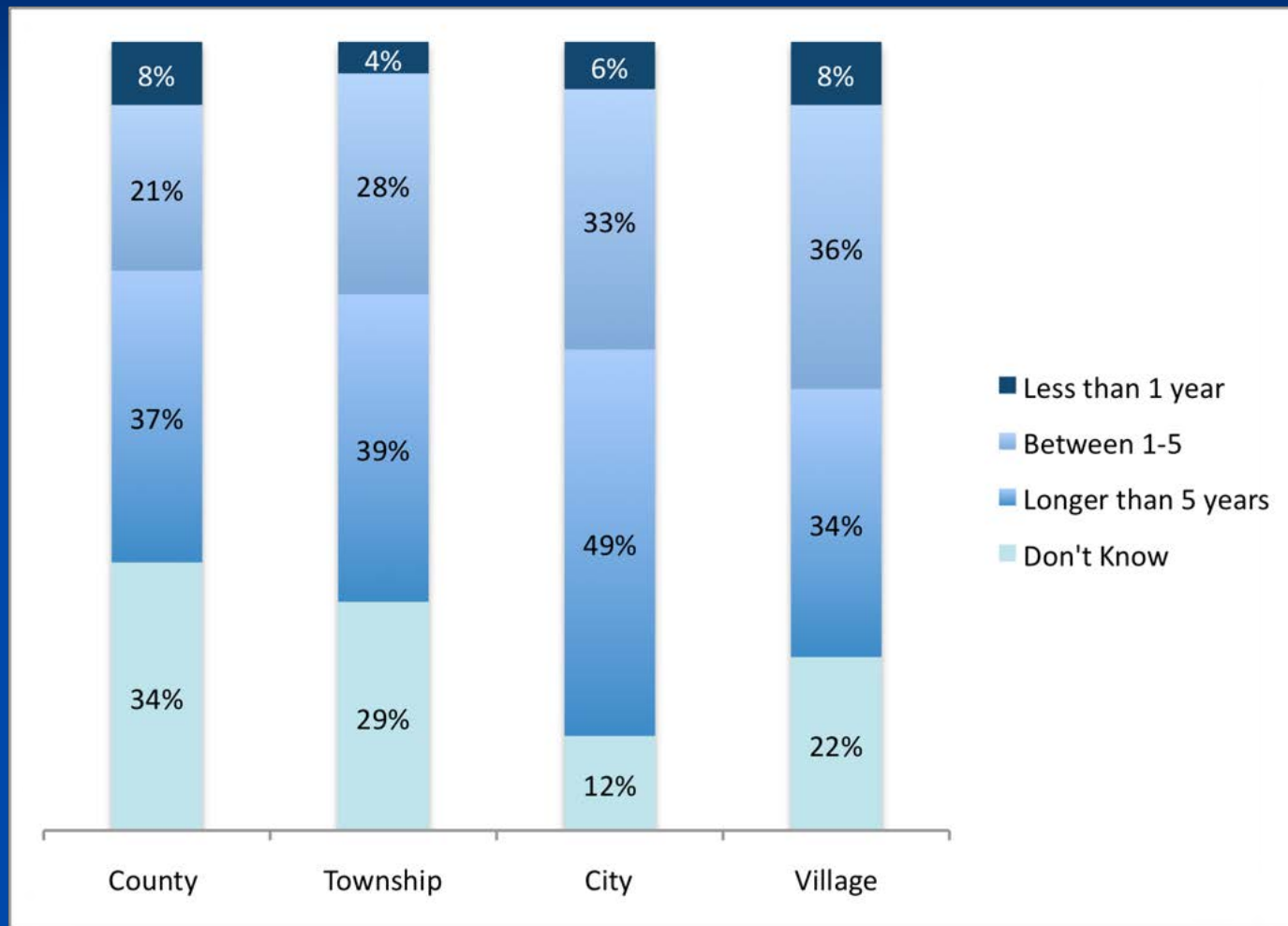# 68% of Michigan localities overall use some kind of performance data
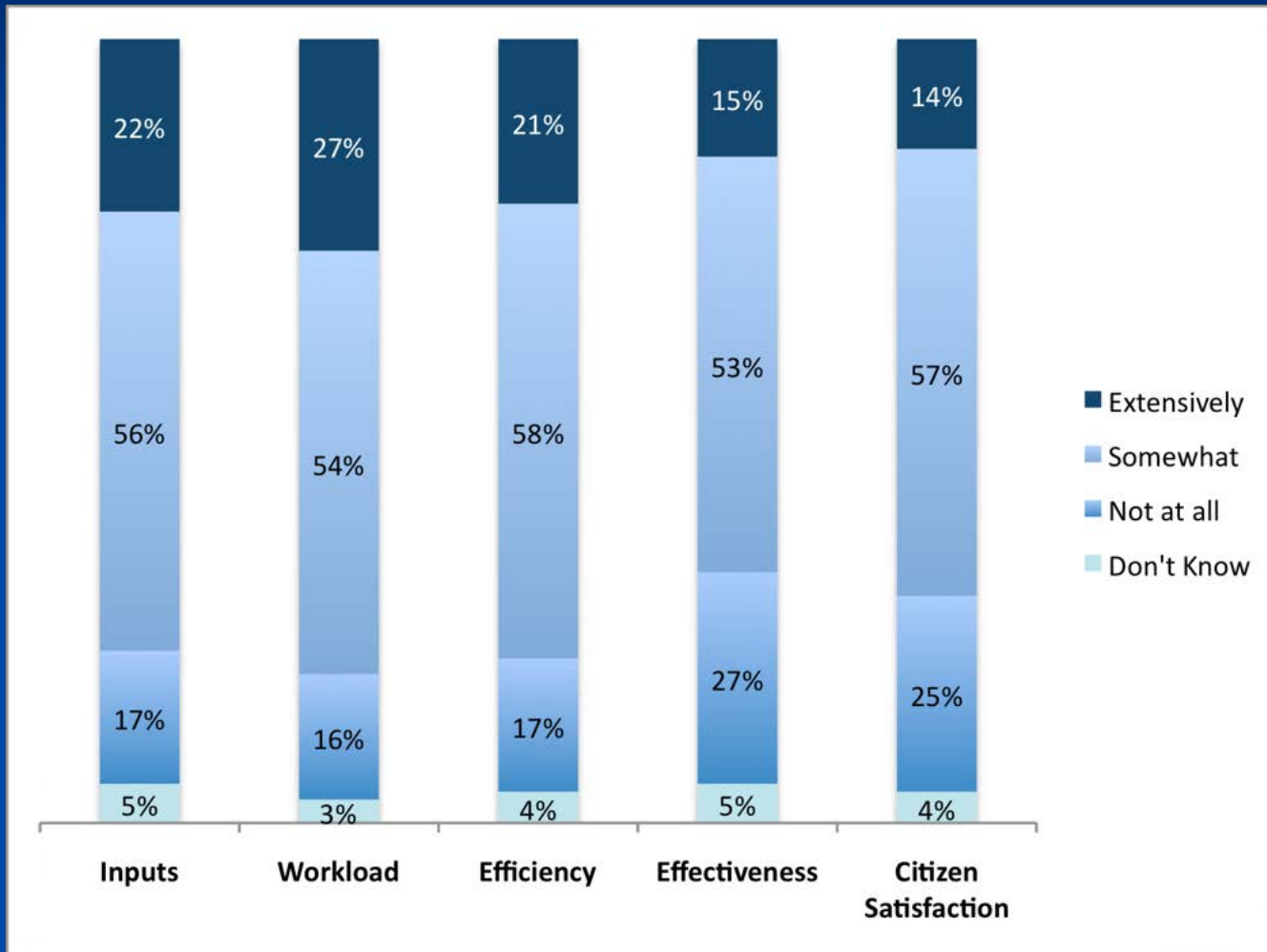
# The "Yes" Track

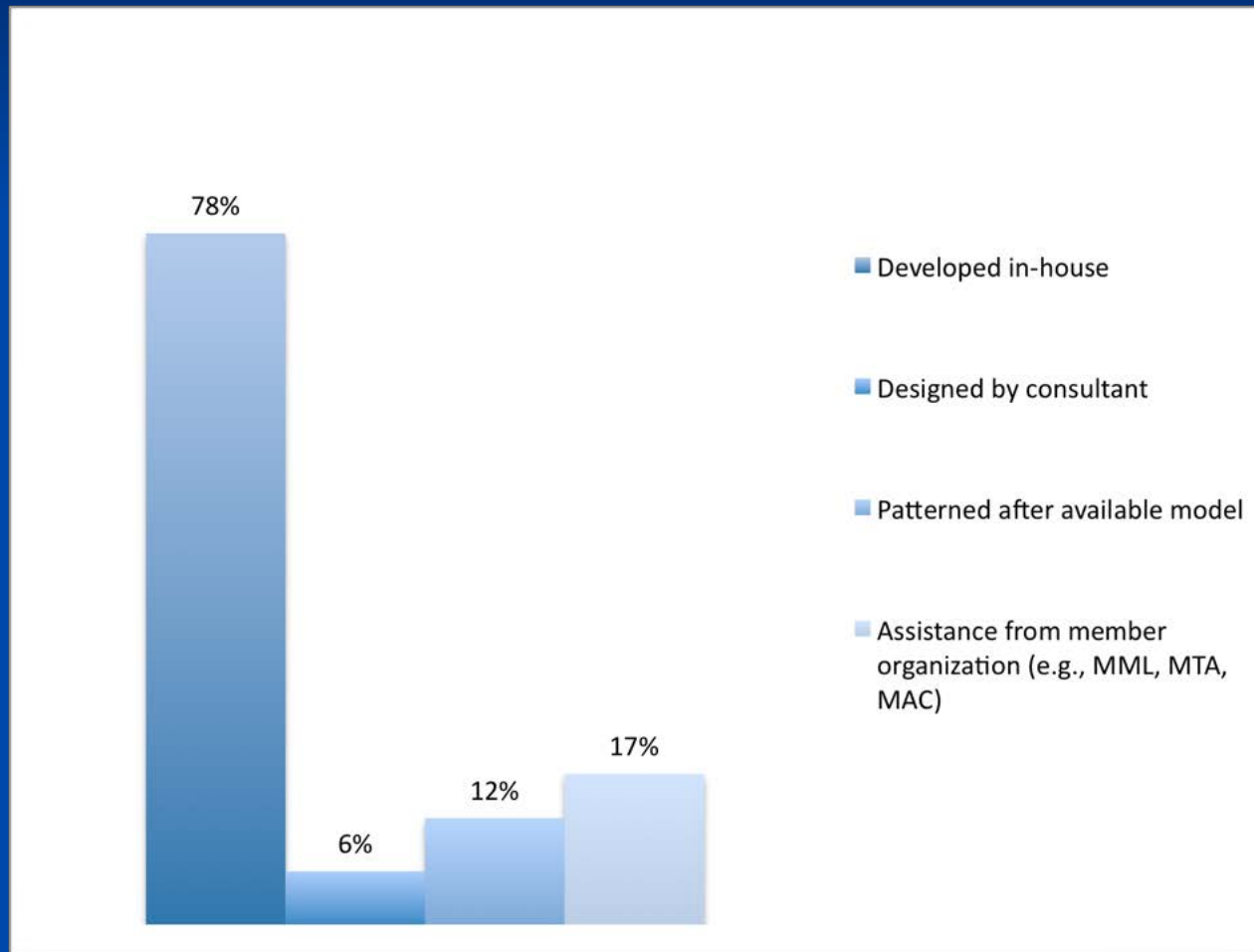# Two-thirds of data-using jurisdictions report doing so on an ad hoc basis

# Nearly half of all cities have been using performance measures longer than 5 years
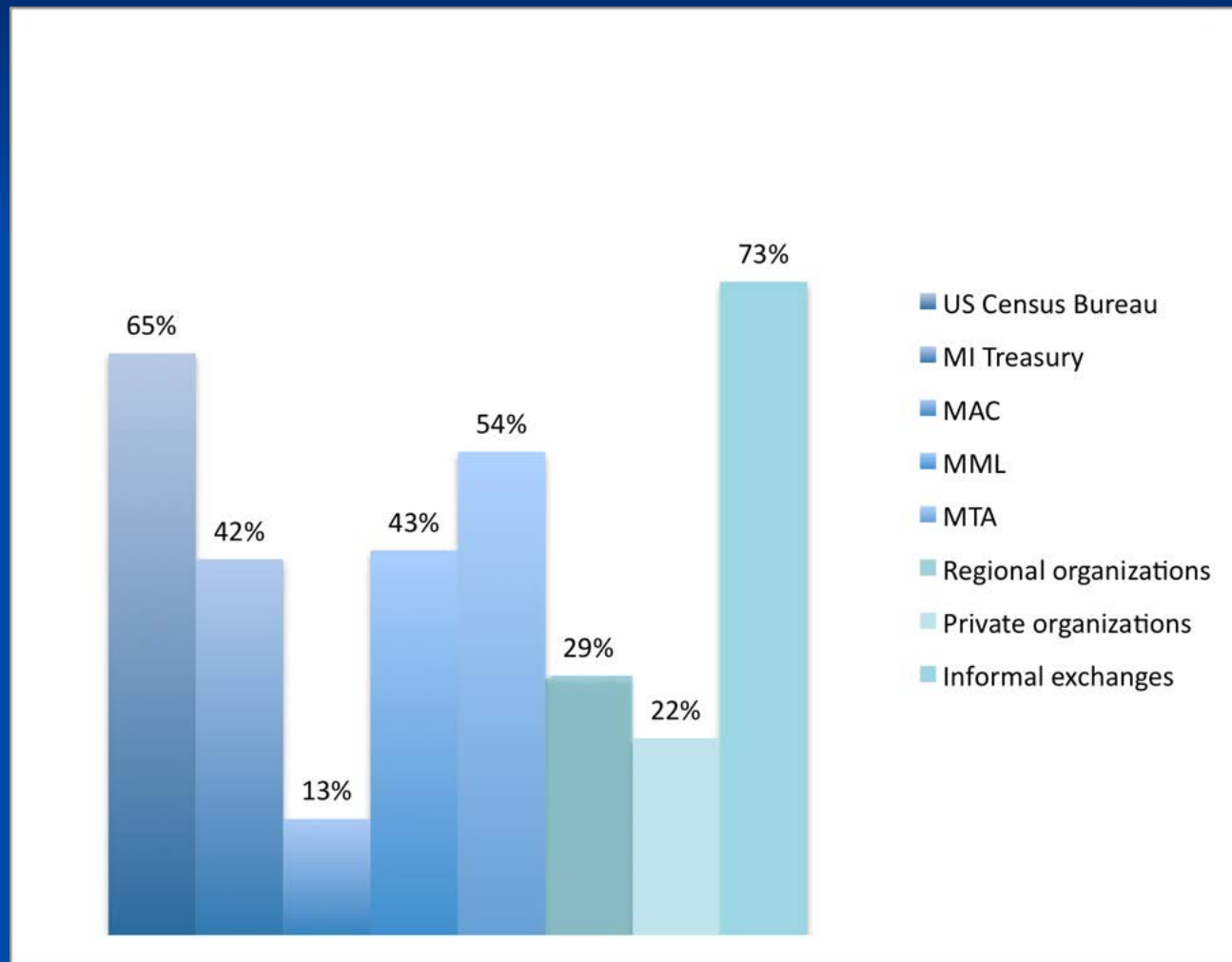
# Internal workload measures most extensively used, effectiveness and citizen satisfaction slightly less so
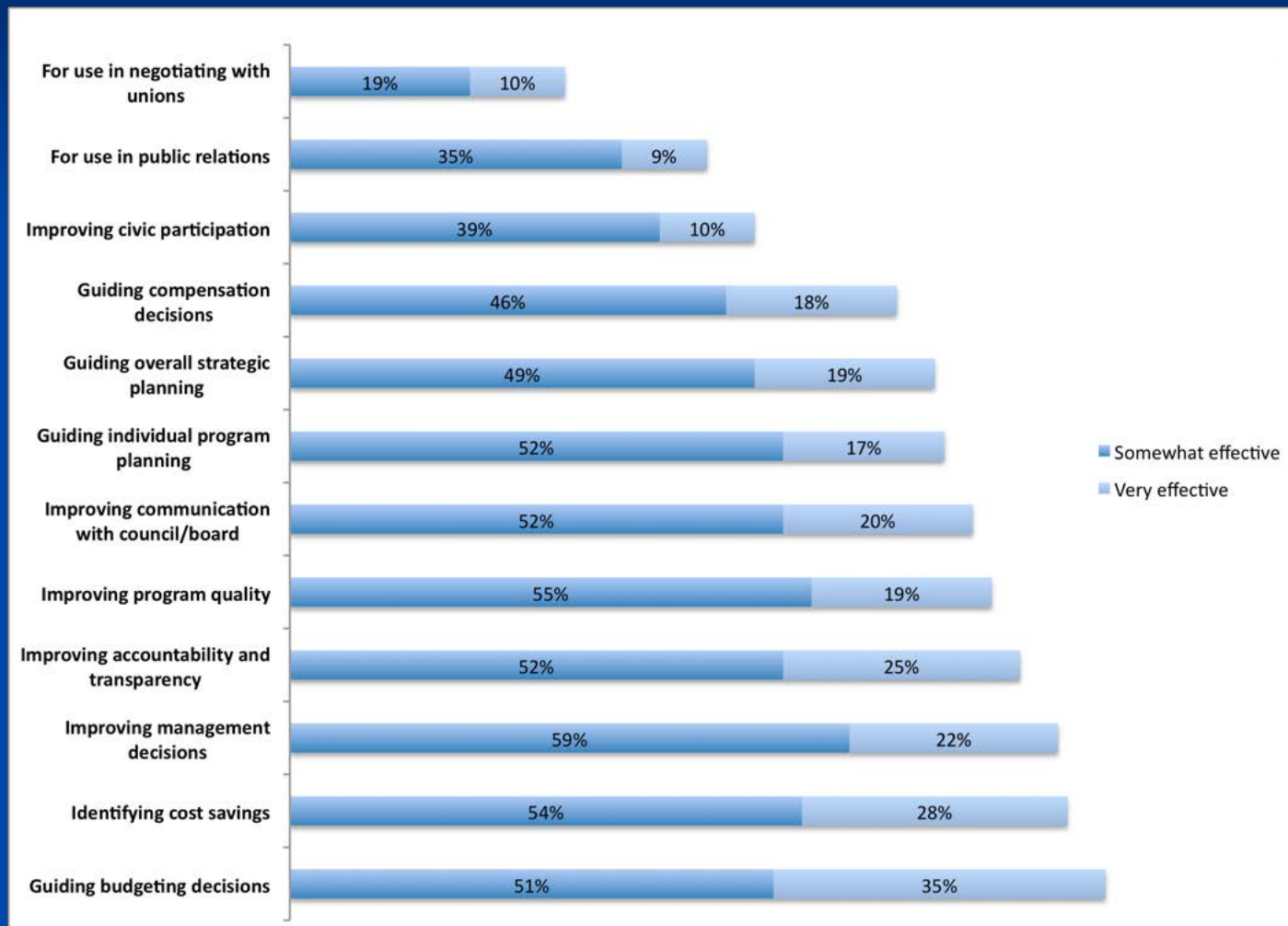
# Most Michigan jurisdictions develop their internal performance measures themselves



78%

6%

12%

17%

- Developed in-house
- Designed by consultant
- Patterned after available model
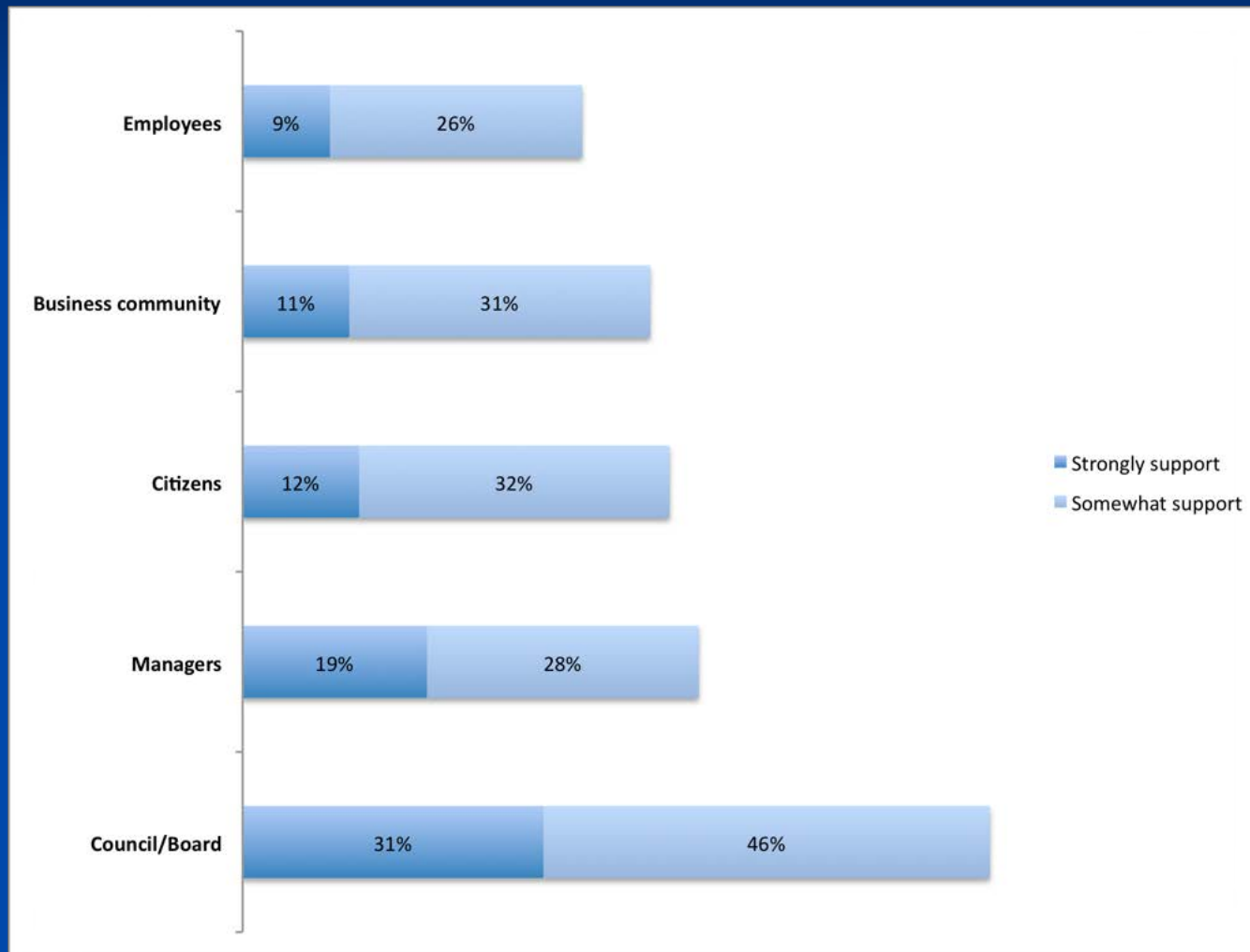- Assistance from member organization (e.g., MML, MTA, MAC)

# Michigan jurisdictions gather their external measures from a variety of sources
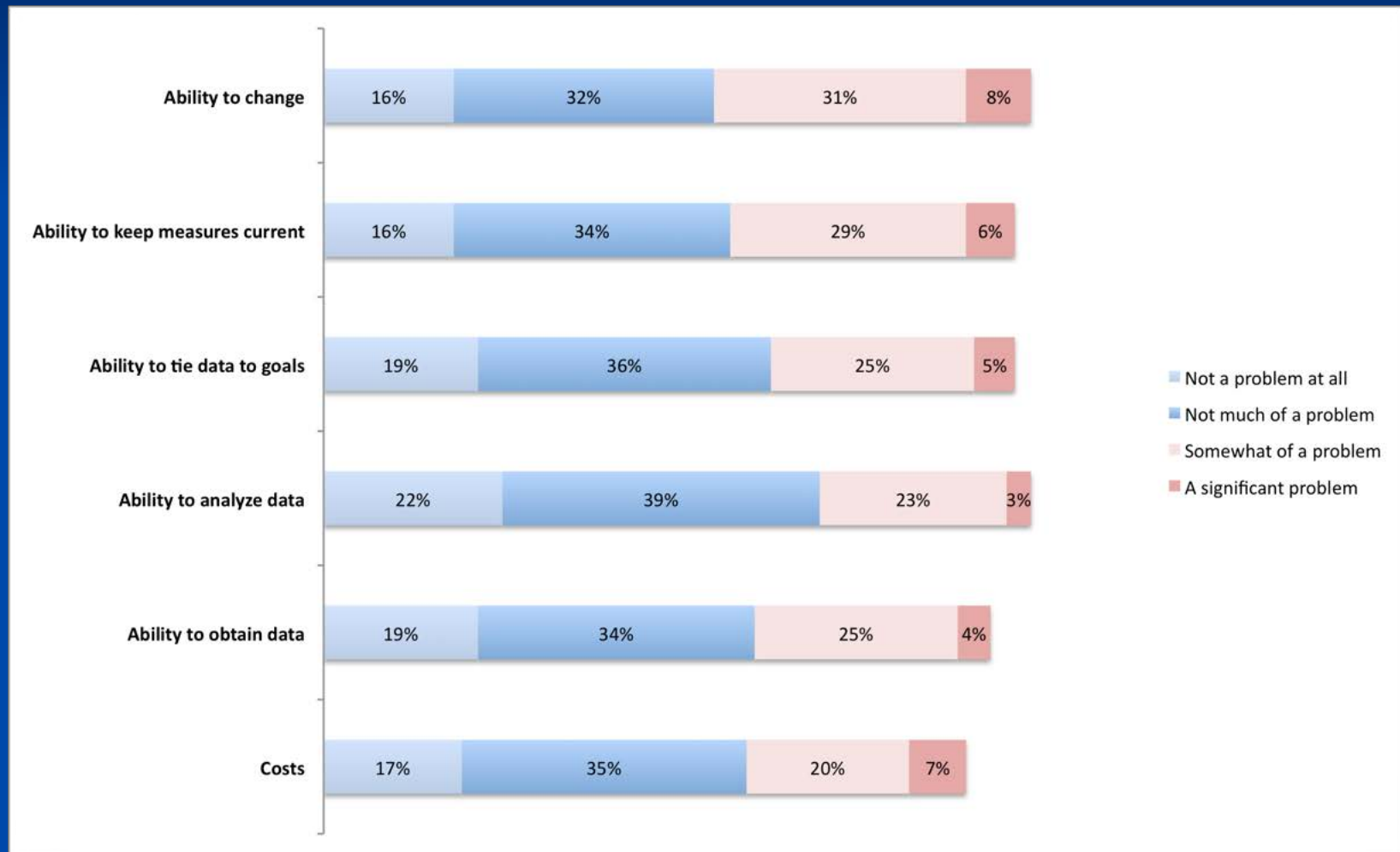
# Officials say performance measures generally effective, particularly at guiding decisions & cost savings
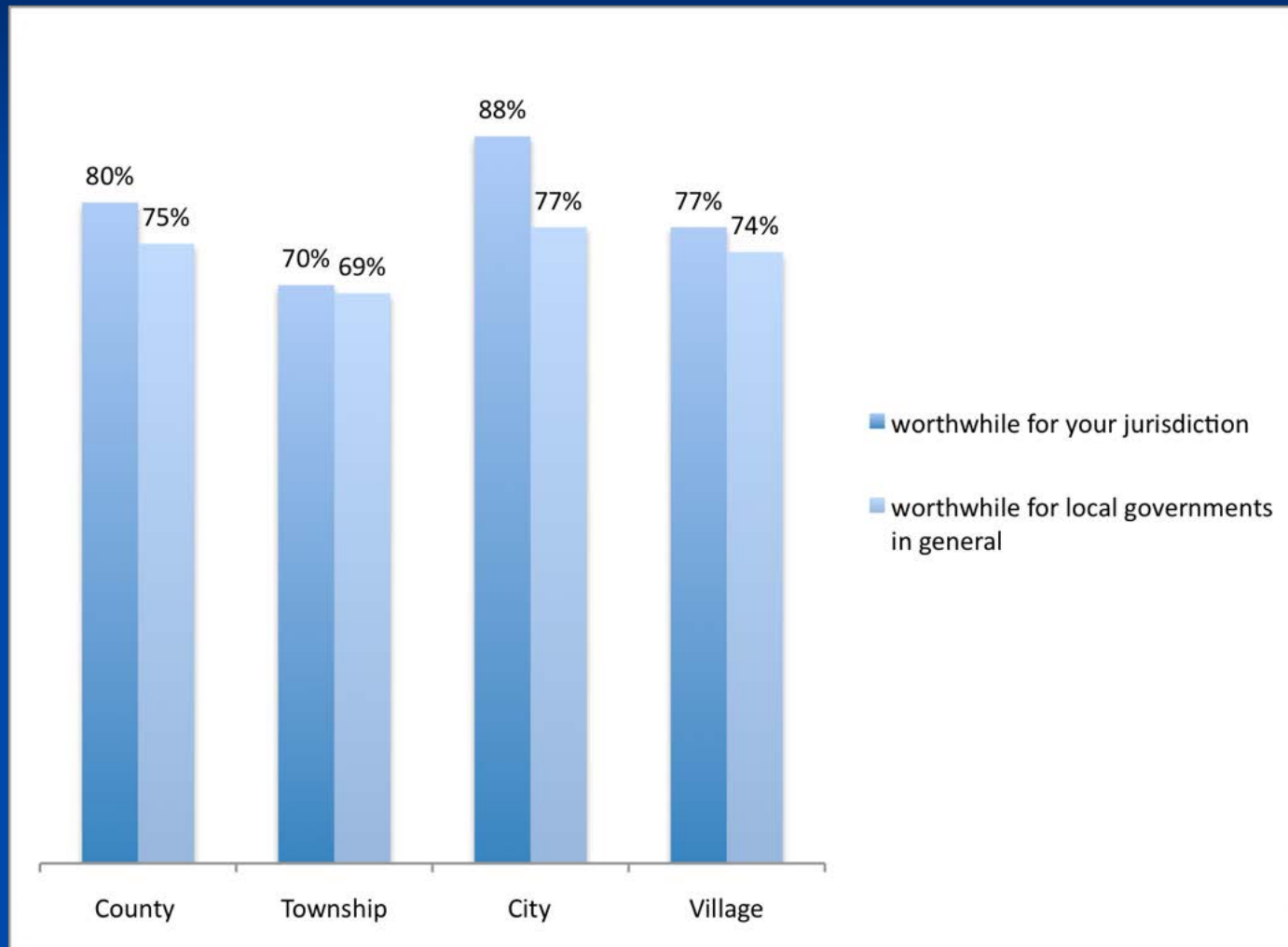
# Officials report overall support for performance management from key groups

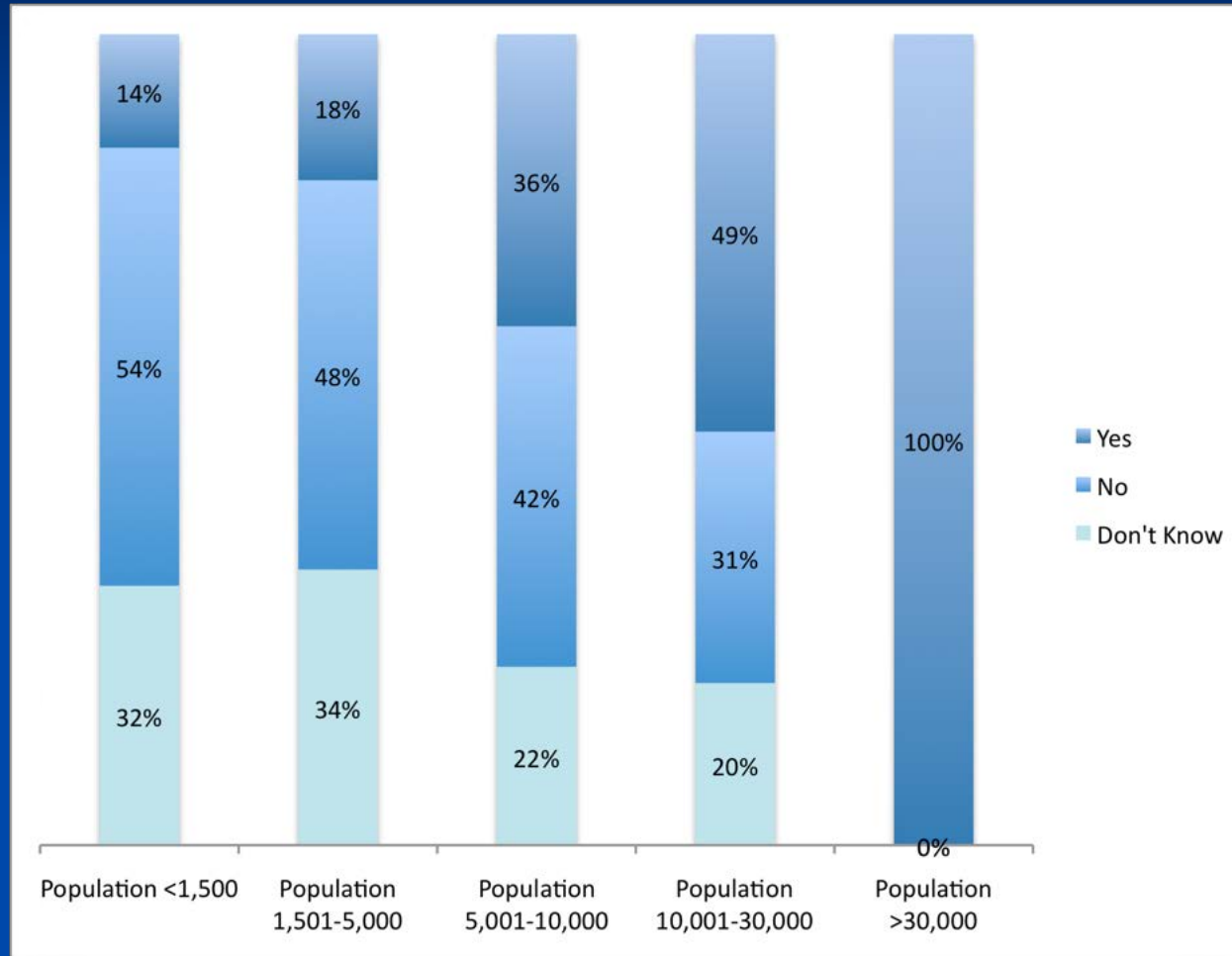# Four in ten officials cite 'ability to change' as a problem in their use of performance data

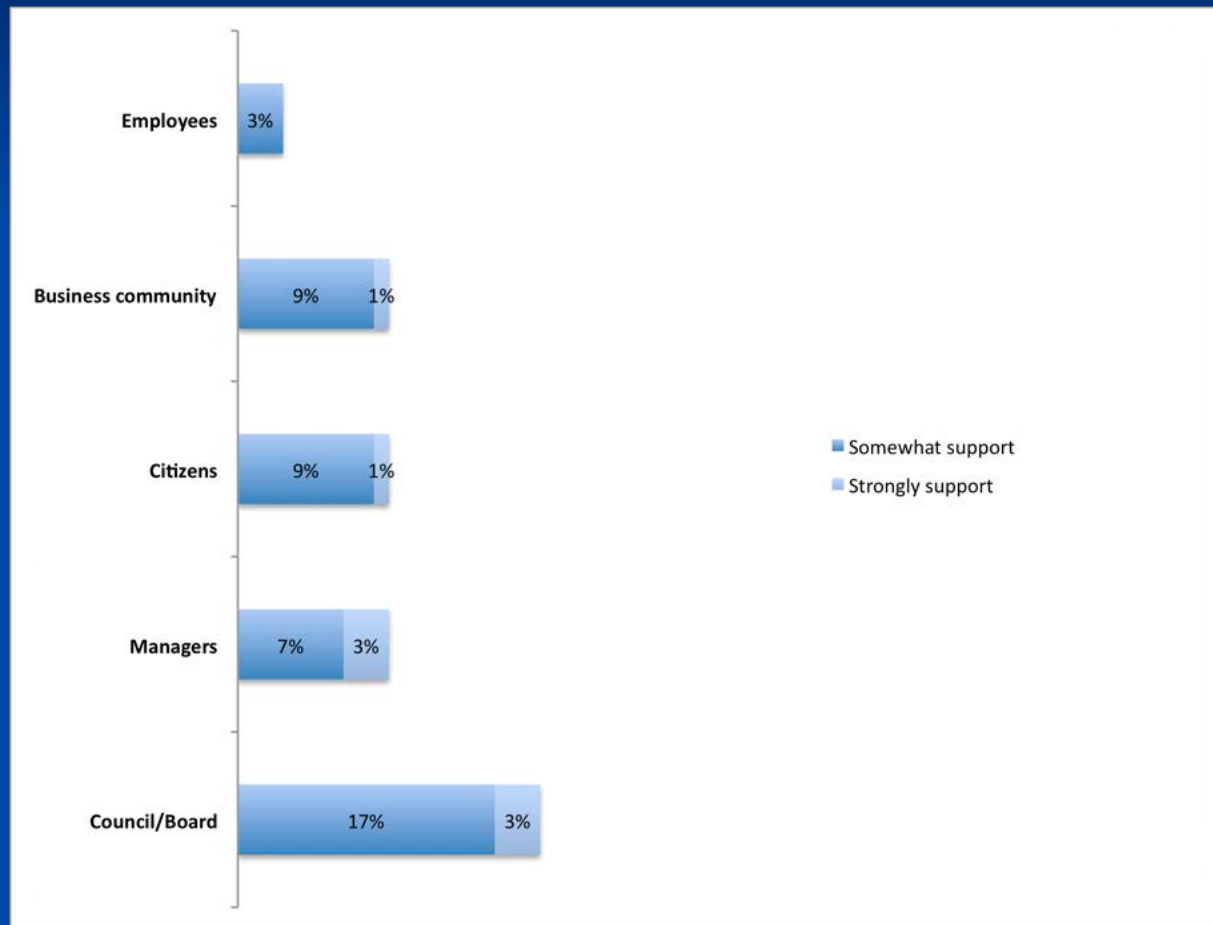# Three in four local officials feel performance management worthwhile for them and others

# The "No" Track

# Plans for new data use in the future depend on jurisdiction size
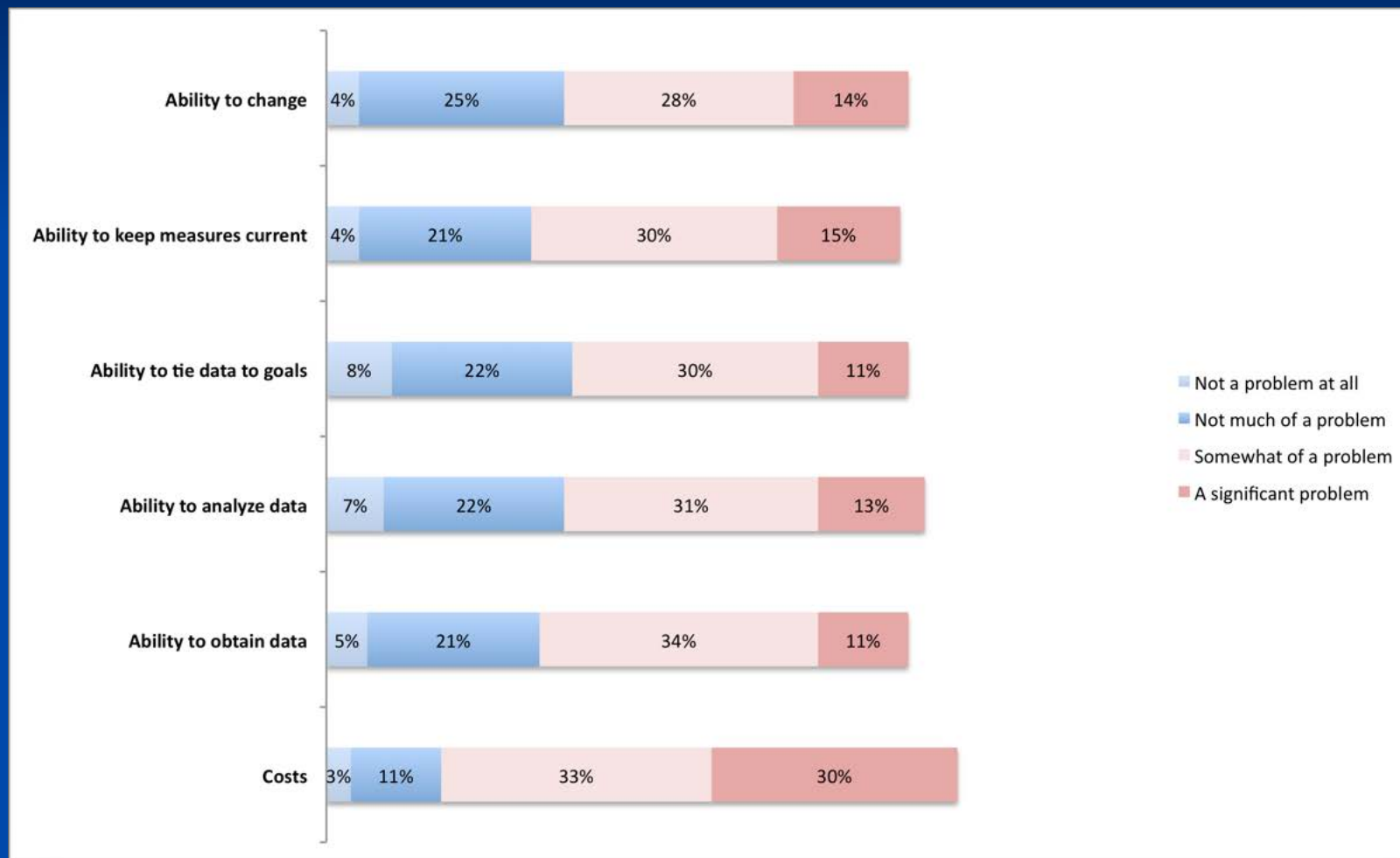


* among the **29% overall** who said they do not currently use any kind of data in decision-making

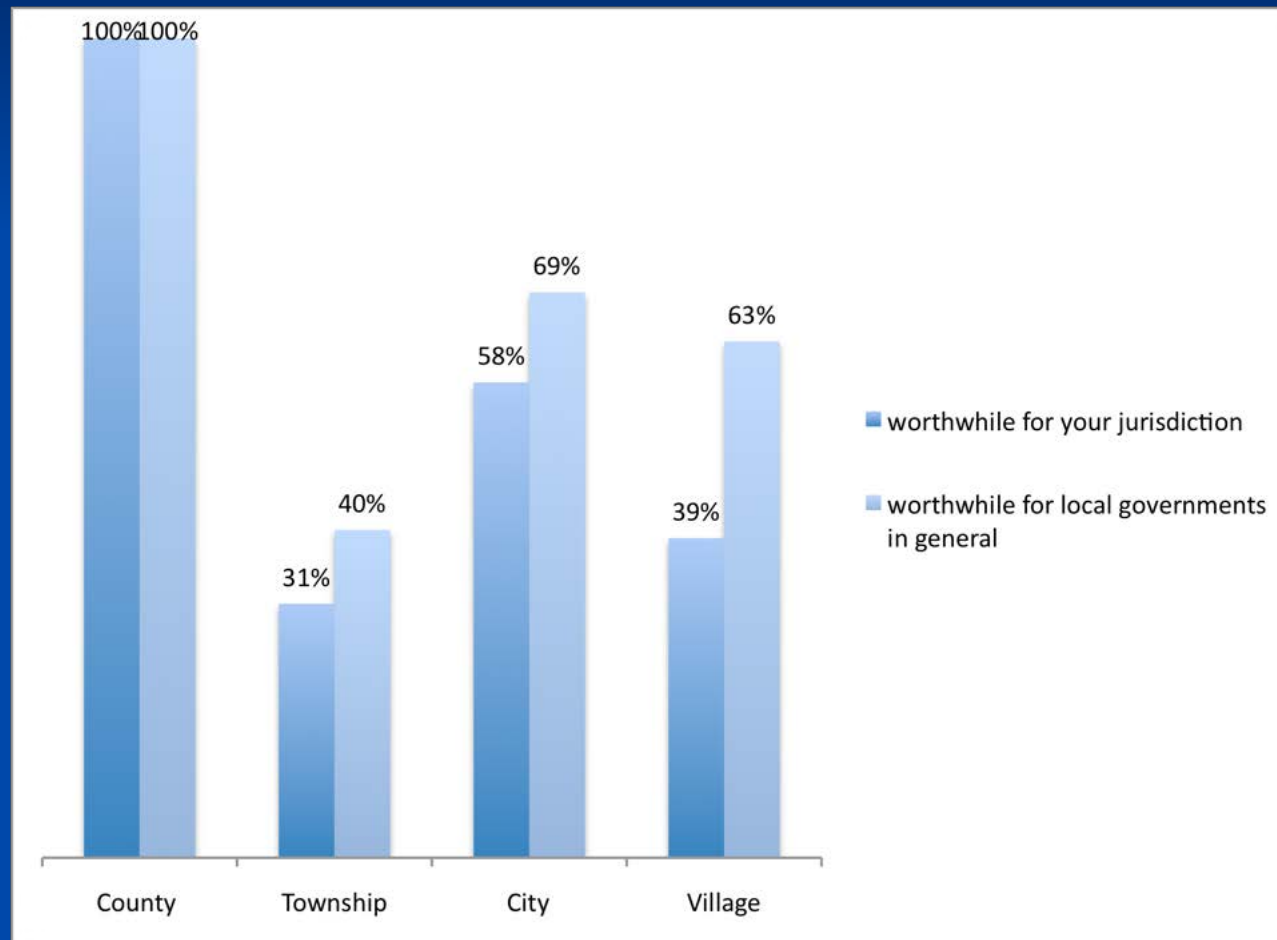# Not much support <u>or</u> opposition to performance management among key groups



* among the **29% overall** who said they do not currently use any kind of data in decision-making

# Cost the biggest anticipated problem for jurisdictions not engaged in data use



* among the **29% overall** who said they do not currently use any kind of data in decision-making

# Only 1/3 of non-users think performance management would be worthwhile for them



* among the **29% overall** who said they do not currently use any kind of data in decision-making

# Key Findings on Local Performance Management

- **A significant majority of jurisdictions across the state of Michigan are currently doing performance measurement and management**
  - However, a majority of those who do performance measurement report it is ad hoc rather than formal or systematic

- **Among those that are not currently doing performance management, few are planning to start new activities**

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