Attachment A

Documentation of Data Collection and Reporting Procedures Form *(See definitions on page 5 and sample of completed form on page 6)*	
Department/Office/Board:	
Performance Measure:	
Why The Measure is Important:	
Measure Type (Seasonal/Annual/Sporadic/Workload):	
Data Reviewer (Individual and Position):	
Definition of Measure:	
Data Collection Lead (Individual and Position):	
Data Point(s) of Contact [Individual(s) and Position(s)]:	
Key Terms/Definitions:	
Measurement Process (include data source(s), collection process, and any calculation methods):	
Reporting Frequency and Instructions:	
Comments:	

Attachment B - Definitions

- *Performance Measure:* Indicator of results generally developed in conjunction with the preparation of the annual operating budget.

- *Seasonal Measure:* Measure in which the quarterly target is set based on the percentage completed in the same quarter of the prior year, or, in some instances, the manager's knowledge of operations.

- *Annual Measure:* Measure in which the quarterly target is set at 25% of the annual target where quarterly actuals are summed to a yearly total (such as number of potholes filled), or is equal to the annual target where the measure is an average over the period (such as percent of abandoned vehicles removed within 45 days).

- *Sporadic Measure:* A measure that does not have quarterly targets, as the quarterly results are variable, but not seasonal in nature.

- *Workload Measure*: A measure of workload that is not controlled by department and, therefore, is not subject to target-setting, such as the number of applications received by a department. Also referred to as management statistics.

- *Data Reviewer:* Name and title of the department/office/board individual that is responsible for reviewing quarterly performance data after it has been collected, and submitting the quarterly results to OPA.

- *Data Collection Lead:* Name and title of the department/office/board individual that is responsible for collecting performance data.

- *Data Point(s) of Contact*: Name(s) and title(s) of department/office/board individual(s) responsible for providing the data to the Data Collection Lead.

- *Key Terms/Definitions:* Meanings of all measure terms, even those that might seem obvious.

- *Measurement Process:* Explanation of the process for collecting performance data, including the report, database, survey, or other record from which performance data originates, and any calculation methods.

- *Reporting Frequency:* Regularity of data collection (such as weekly, monthly, or quarterly).

Attachment C – Documentation of Data Collection and Report Procedures Form (Sample)

Documentation of Data Collection and Reporting Procedures Form *(See definitions on page 5)*	
Department/Office/Board:	Aging Services
Performance Measure:	Percentage of Aging Services work hours provided by volunteers
Why The Measure is Important:	Due to its resource limitations, Aging Services must recruit and engage volunteers to help it achieve its goals
Measure Type (Seasonal/Annual/Sporadic/Workload):	Annual
Data Reviewer (Individual and Position):	Joan Smith, Director
Definition of Measure:	Percentage of all work hours data from 9 senior centers, the Meals on Wheels program, and the "Adopt a Senior" program that is provided by volunteers
Data Collection Lead (Individual and Position):	Bob Wilson, Program Analyst
Data Point(s) of Contact [Individual(s) and Position(s)]:	9 Senior Center supervisors: [**Names**] [**Name**], Coordinator for Meals on Wheels program [**Name**], Coordinator of the Adopt a Senior" program
Key Terms/Definitions:	Work Hour: 1 actual hour of staff or volunteer time worked directly on Aging Services programs (overhead hours are excluded) Volunteer: A person performing work for Aging Services who has signed a volunteer agreement
Measurement Process (include data source(s), collection process, and any calculation methods):	All volunteers and staff are provided with log sheets that are completed and submitted to the data points of contact each day they work. The data points of contact enter the information into a shared Access database specifically designed for tracking and reporting of volunteer and staff hours. The database is capable of reporting data monthly, quarterly, and cumulatively based on a calendar year, and formulas are set up to automatically calculate the percentage of work hours provided by volunteers by dividing the number of volunteer hours by the total number of hours (volunteer and staff).
Reporting Frequency and Instructions:	Data is entered daily, but reported to the Director monthly. Data from the previous month is retrieved and submitted by the data collection lead to the Director, with a subject line of "Percentage of Work Hours Provided by Volunteers." Submission is due on the first workday of the month following the data collection month.
Comments:	