



# ONE SIZE DOESN'T FIT ALL

**How to make sure your performance management program delivers results**

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Information can build bridges so  
boundaries don't get in the way

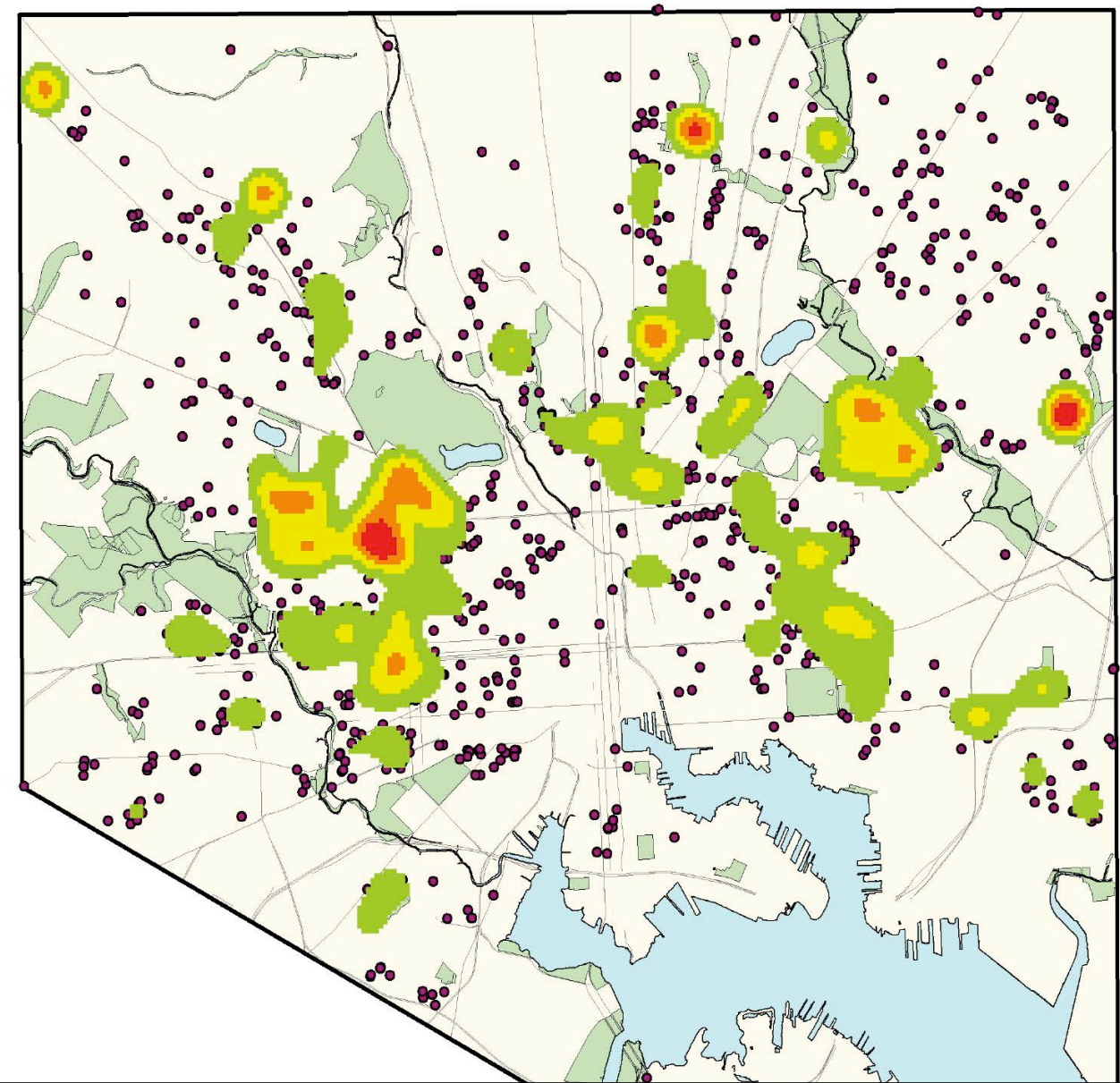


Rat Patrol in City of Philadelphia, 1914

**Density of Rat Rubout Requests  
10/23/06 - 10/23/07**

● HLth rat rubout: 2299

**HLTH Rat Rubout Density**



Baltimore City Stat  
[baltimorecity.gov/news/citistat/reports.html](http://baltimorecity.gov/news/citistat/reports.html)

Rat Rubout in Baltimore City, 2006 to Current





WHAT IS RECOVERY.

The site, created by the American Recovery and Reinvestment Act of 2009, displays information and Accountability and Transparency data related to the \$840 billion about the distribution and spending of federal funds.



or

Contracts ☒ Grants ☒ Loans ☒ More [+]

Zip: 02113 [-]

Type	# of Awards	Total Amount Feb 17, 09 - Mar 31, 11	Prime Recipient Reported Jobs
Contracts	0	\$0	0.00
Grants	2	\$700,664	10.60
Loans	0	\$0	0.00
<b>Total</b>	<b>2</b>	<b>\$700,664</b>	<b>10.60</b>

Roll over type to view source Updated 06/08/2011



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Information must balance  
supply and demand

# Government Performance and Results Act

## A Supply-side Approach

### 2010 GPRA Modernization Act

- Strategic plans
- In sync with each other
- Carry through rest of presidential administration
- Measurable targets
- Priority goals
- Cross-agency goals



# Bureau of Indian Affairs

A Demand-side Approach

BIA strategic priority goal:

**reduce violent crime 5%**

## Diagnosing the Problem



Results on 4 reservations:

**violent crime dropped 35%**

## How?

- Strategic investment in resources
- Crime statistics assembled—by hand
- Adopted predictive policing to pre-empt crime





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Information must be useful  
if it is to be used



Space Shuttle Columbia



## Review of Test Data Indicates Conservatism for Tile Penetration

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- The existing SOFI on tile test data used to create Crater was reviewed along with STS-87 Southwest Research data
  - Crater overpredicted penetration of tile coating significantly
    - Initial penetration to described by normal velocity
      - Varies with volume/mass of projectile (e.g., 200ft/sec for 3cu. In)
    - Significant energy is required for the softer SOFI particle to penetrate the relatively hard tile coating
      - Test results do show that it is possible at sufficient mass and velocity
    - Conversely, once tile is penetrated SOFI can cause significant damage
      - Minor variations in total energy (above penetration level) can cause significant tile damage
  - Flight Condition is significantly outside of test database
    - Volume of ramp is 1920cu in vs 3 cu in for test



# Keys to improving results through performance management

1. Information builds bridges across boundaries
2. Information balances supply and demand
3. Information must be useful if it is to be used





Q&A