WATER RESOURCES IMPACT

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MEASURING PERFORMANCE

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Governance and management efforts are being transformed by increasing demands for results, transparency, and accountability at the local, state, federal, and international levels. The expanding number of organizations utilizing performance-related data is infusing programs and activities with an outcomes-focused orientation and it is certainly envisioned that this can realign attention and efforts toward larger societal outcomes. Quite simply, measuring performance can enable organizations and their constituencies to more effectively capture learning from experience and to better identify opportunities for improving their efforts. This issue of *IMPACT* examines four wide ranging examples of performance measurement related scenarios – one examining current government trends and three case studies from different arenas within the water resources community – and is intended to sketch out an overview of key issues.

**OVERVIEW**

3 Measuring Performance

_Faye Anderson (faye_anderson@comcast.net)_

**FEATURE ARTICLES**

4 Four Trends Transforming Government

Mark A. Abramson (mark.abramson@us.ibm.com)
Jonathan D. Breul and John M. Kamensky

Just as the past five years have seen a shakeout in the business world with a substantial reduction in new startup companies, there has been a shift in government from a focus on innovation to a more disciplined execution of a smaller number of key drivers of management transformation. The recent focus on performance and results is beginning to help government policy makers’ move from a fixation on process (how decisions are made) to an emphasis on results (i.e., outcomes that Americans care about).

8 Performance Management at the Local Level: The Case of the Charles River

Shelly H. Metzenbaum (s.metzenbaum@aisc.net)

What makes the Charles River approach so successful? One key was the selection of a challenging but attainable goal focused on an outcome that the community understood and embraced.

13 Overcoming Technical Barriers to Measuring the Performance of Watershed Programs

Clayton W. Ogg (ogg.clay@epa.gov)

There has been considerable success in reducing U.S. soil erosion and increasing the efficiency of fertilizer use by farmers. Nonetheless, states have had difficulty in both setting watershed goals and in demonstrating successful performance.

17 Developing Voluntary International Water Management Standards: A Case Study of ISO Technical Committee 224

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Jason Morrison

Attention to – and participation in – these new ISO standards does not appear to correspond to the vast potential influence these standards could have on the water services sector worldwide.
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