Performance Measurement for local governments

Friday, November 15, 2013
9:00 a.m. to 4:00 p.m. (Registration at 8:30 a.m.)
Biltmore Park, 28 Schenck Parkway, Room 346, Asheville, NC

School of Government faculty member David Ammons will lead a program for city and county managers, assistants, budget officers, department heads, and staff.

**Program topics include:**

**Why measure performance?** (a discussion of the importance of performance measurement and its uses in local government)

**Alignment** (seeing how the aligning of goals, objectives, and performance measures is fundamental to managing performance)

**Fundamentals** (understanding the basics of performance measurement and how to design measures for maximum utility) and

**Performance Management** (how some local governments are using performance measures to improve service quality and efficiency)

The workshop is co-sponsored by the Local Government Training Program, in the Department of Political Science and Public Affairs at Western Carolina University.

For additional information, contact LGTP director Vickey Wade at (828) 227-3442 or vwade@wcu.edu.

A registration fee of $75 covers the cost of materials, lunch, and break.

**NEW!** Early bird registration fee: Those registering by Thursday, October 31, qualify for a $65 registration fee.

**Registration ends Monday, November 11, 2013, or when the class reaches capacity.**

**To register, please visit the link below:**

Directions: WCU Programs at Biltmore Park, 28 Schenck Parkway, Room 346: [http://www.wcu.edu/6249.asp](http://www.wcu.edu/6249.asp)