

An aerial night view of a city skyline, likely San Francisco, with numerous skyscrapers and city lights glowing against a dark blue sky. The lights from the buildings and streets create a warm, golden glow across the urban landscape.

How To Measure Performance When Happiness is Your Metric

Anders Maul

Anders@LiveStories.com

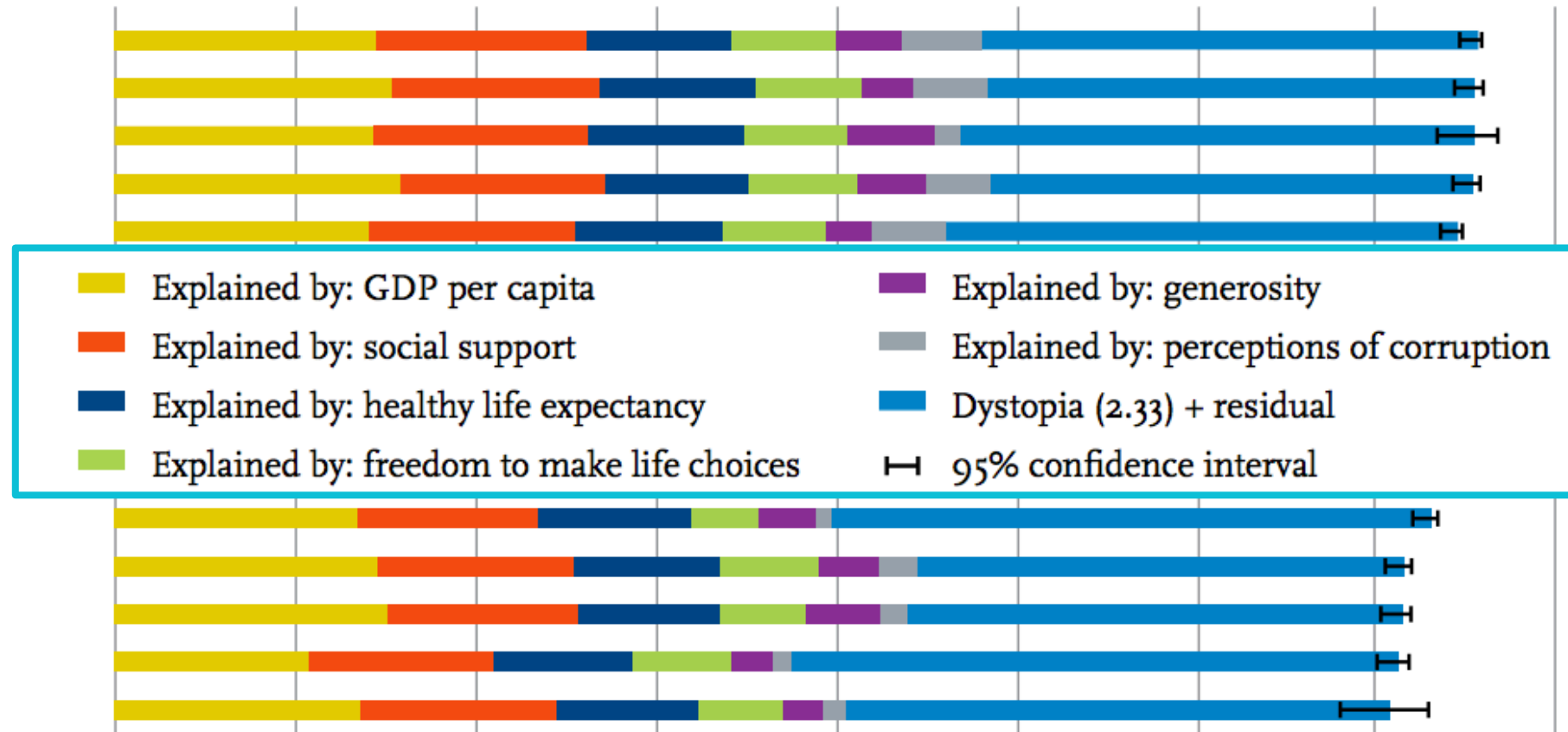
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The World Happiness Report



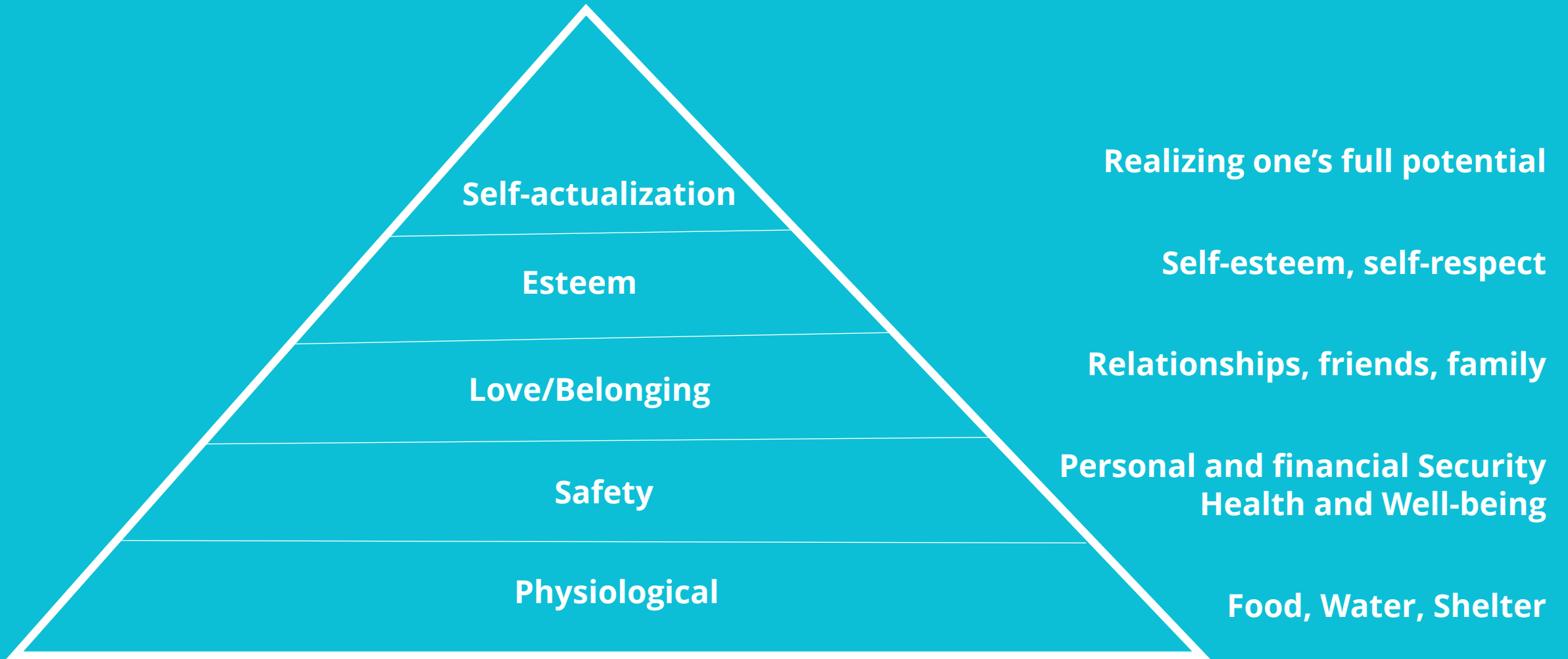
The World Happiness Report

1. Denmark (7.526)
2. Switzerland (7.509)
3. Iceland (7.501)
4. Norway (7.498)
5. Finland (7.413)
6. Canada (7.404)
7. Netherlands (7.339)
8. New Zealand (7.334)
9. Australia (7.313)
10. Sweden (7.291)
11. Israel (7.267)
12. Austria (7.119)
13. United States (7.104)
14. Costa Rica (7.087)
15. Puerto Rico (7.039)



Happiness

Maslow's Hierarchy of Needs



Does Money Make Us Happy?

\$75K

The Need For Safety

\$250 vs Insurance

The Need For Love

Relationships

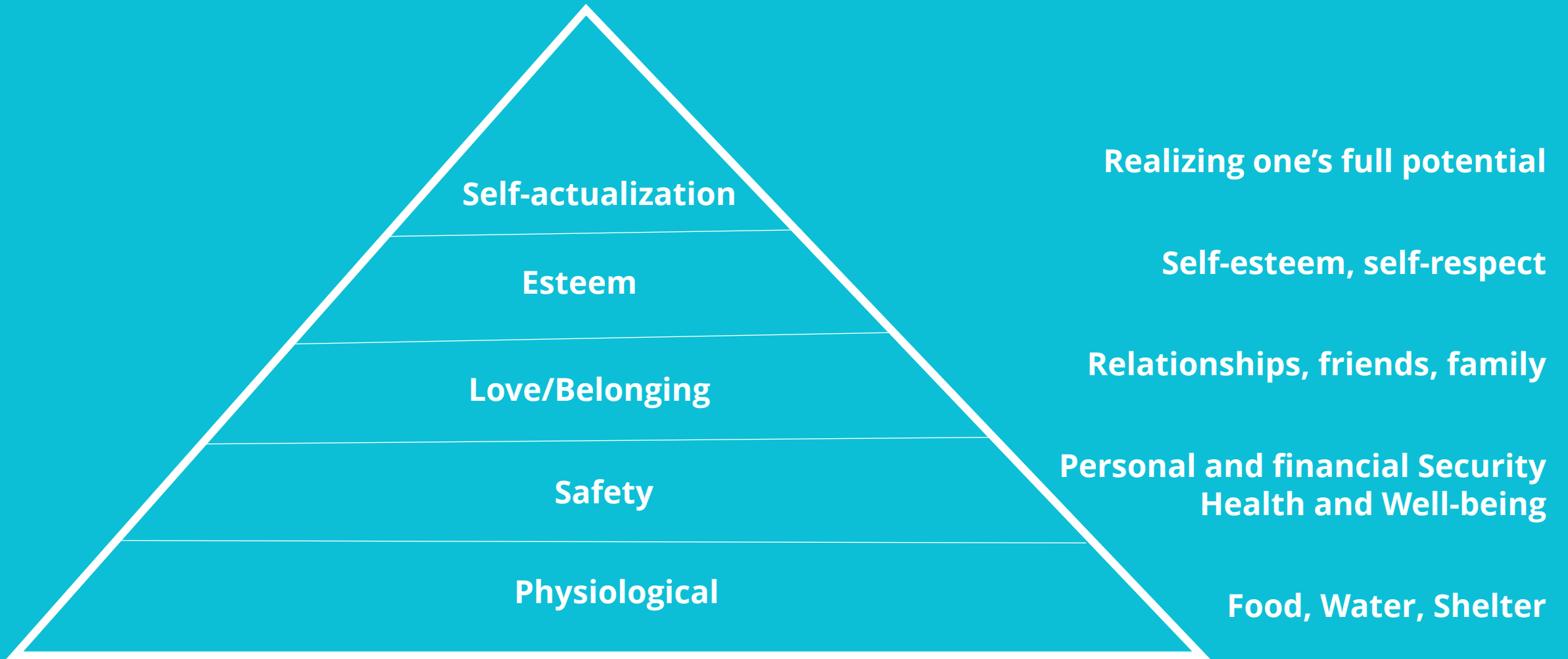
Esteem

Job & Spouse

Self-actualization

Opportunity

Maslow's Hierarchy of Needs



Measuring Performance

Performance and Governments



S.M.A.R.T GOALS

Specific, Measurable, Agreed-upon, Realistic, Timely

Objectives & Key Results

Objectives & Key Results

"A tad uncomfortable"	0.6-0.7 = Good	Prioritize what you are not working on.
<ul style="list-style-type: none">• Agency• Department• Team• Individual	50% Bottom Up	Communication

Common Pitfalls

Common Pitfalls

- Output vs Throughput
- Being afraid of measuring what is not going so well
- Not prioritizing your goals
- Forgetting about the people behind the numbers
- Not making the goals easy to understand
- Not aligning goals between individuals, team, department, and agency
- Not communicating the goals
- Forgetting to consider the influence of other factors

Examples From the Real World

New Orleans Police Department



NOPD Stop And Search Incidents For CY2015

Introduction

The purpose of this report is to summarize the stop and search data collected for the past year, analyze that data, and articulate the steps taken to correct any problems identified or to build on success. The report answers several key questions:

1. How many stops occurred in 2015? And, how have these stops varied by neighborhood, race/ethnicity of the suspect, gender of the suspect, age of the suspect, time of day, and type of stop?
2. What was the result of the stop (arrest, citation, warning, or no action) and how did that vary based upon the characteristics of the suspect?
3. Did a search occur? What was the legal basis for the search and what type of search occurred? How did that action vary based upon the characteristics of the suspect?
4. Did the search result in the discovery of contraband? How did that action vary based upon the characteristics of the suspect?

2. Stop Result

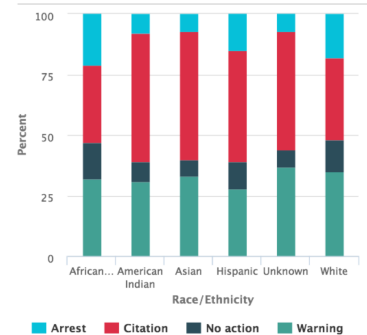
African-Americans made up 68 percent of all FIC, slightly more than the 59 percent of the total population they represent. Whites represented 27 percent of all FIC and 31 percent of the total population, while Hispanics represented 3 percent of all FIC and 5.5 percent of the total population. (Total population based on 2013 U.S. Census Bureau Population Estimates)

Stops of African-Americans ended in an arrest 22 percent of the time compared with 18 percent for Whites, 16 percent for Hispanics, and 7 percent for Asians. Asians were the most likely to end in a citation at 53 percent followed by Hispanics at 46 percent, Whites at 34 percent, and African-Americans at 32 percent.

African-Americans represent 77 percent of all searches compared with 20 percent for Whites, and 2 percent for Hispanics. Of the searches that resulted in the finding of contraband, 81 percent were searches of African-Americans and 17 percent were searches of Whites.

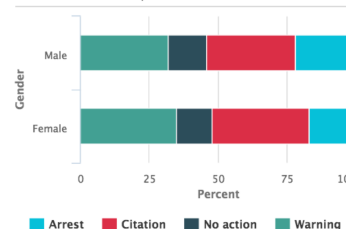
Breakdown by Race

Filter: 2. Stop Result, Race/Ethnicity



Breakdown by Gender

Filter: Gender, 2. Stop Result



Males represented 67 percent of all FIC compared with 33 percent for females.

Men were more likely than women to have a stop end in an arrest at 22 percent compared with 17 percent for women. However, women were more likely to receive a citation as well as a warning.

Males represented 83 percent of all searches and 83 percent of all searches that resulted in the finding of contraband. In addition, males were more likely to be found with weapons or drugs than women.

San Diego County, California

Residents are
protected from
crime or abuse

Neighborhoods
are **safe** to work,
live and play

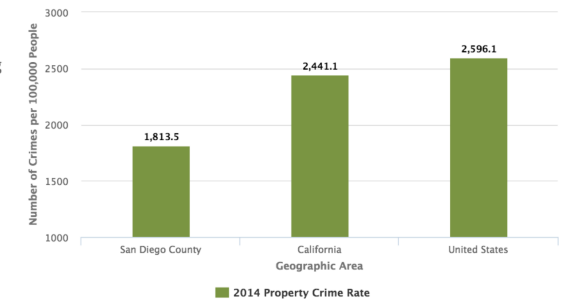
Communities
are **resilient** to
disasters and
emergencies

The **Living Safely** strategy addresses both the community's perception of overall safety in San Diego County as well as the actual incidence of crime, injury and abuse.

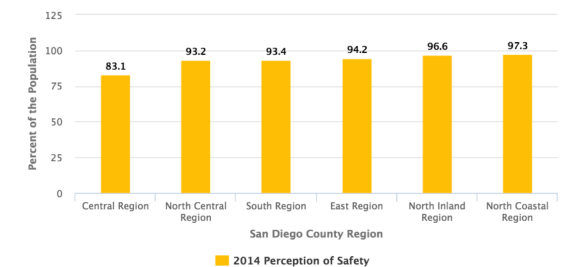
Expanded Indicator, **Violent Crime Rate**, measures the number of crimes per 100,000 people. Violent crime includes murder and non-negligent manslaughter, forcible rape, robbery and aggravated assault.



Expanded Indicator **Property Crime Rate**, measures the number of crimes per 100,000 people, including burglary, larceny-theft and motor vehicle theft.



Expanded Indicator **Perception of Safety** measures the percent of population that feels safe in their neighborhood.



Gross National Happiness

Performances of government

Q84. For each of the following, please rate the performances of the government in the past 12 months.

		Very good	Good	Average	Poor	Very poor	Don't know
Centra1	Creating jobs	5	4	3	2	1	8
Centra2	Reducing gap between rich & poor	5	4	3	2	1	8
Centra3	Providing educational facilities/services	5	4	3	2	1	8
Centra4	Providing health facilities/services	5	4	3	2	1	8
Centra6	Fighting corruption	5	4	3	2	1	8
Centra8	Protecting natural environment	5	4	3	2	1	8
Centra11	Preserving culture and traditions	5	4	3	2	1	8

Health Department Framework



Dekalb County, Georgia

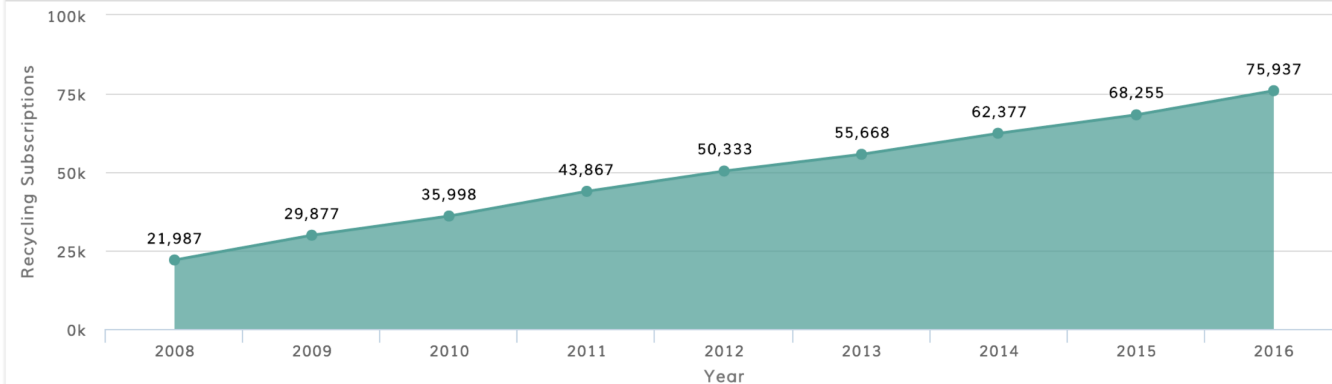
COO Bi-Weekly Briefing/Action Register

Key Topic Areas being tracked the week of: September 28, 2016

Sanitation Division - Garbage & Recycling Options Summary

Single-Family Households with Single Stream Curbside Recycling Subscription, 2008-2016 (YTD through August)

Source: DeKalb County Sanitation Department

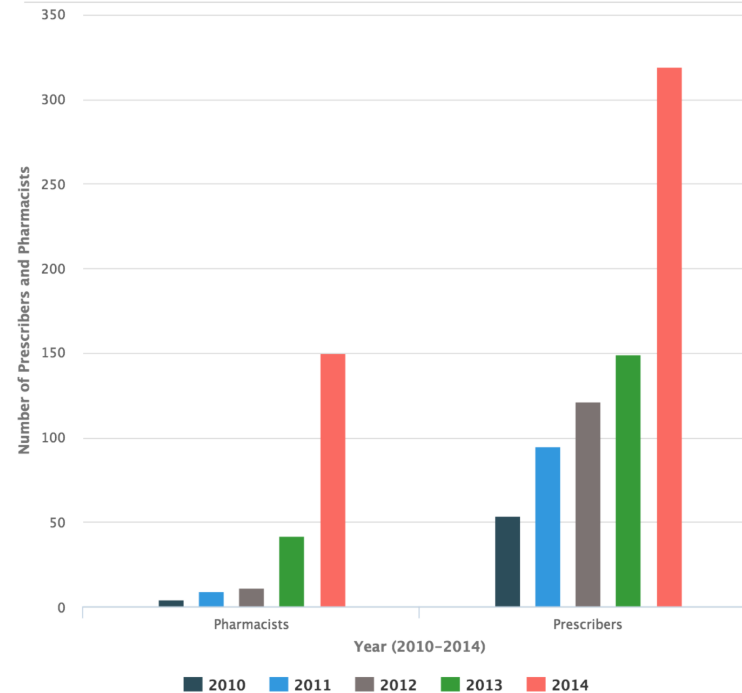


Marin County, California

Prescribers and Pharmacists Registered with CURES

Number of Prescribers and Pharmacists Registered with CURES Marin County, CA, 2010-2014

Source:
California Prescription Drug Monitoring Program/ Controlled Substance Utilization Review and Evaluation System (CURES)



Clinicians who prescribe controlled substances are encouraged to register with Controlled Substance Utilization Review and Evaluation System (CURES).¹ The program can limit harmful drug combinations or doubling-up on prescriptions by allowing prescribers to view all controlled substances prescribed to any of their patients. This allows prescribers to identify and communicate with other prescribers or pharmacists caring for a patient who is receiving medications from multiple sources. One of RxSafe Marin's goals was to double the number of prescribers registered in CURES from June 2014 to June 2015.

Source:

1. CURES/PDMP. (<https://pmp.doj.ca.gov/pdmp/index.do>)

Setting Goals

Setting Goals

Benchmark



Compare Communities

Enter a state, county, or school district.



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WeLoveData@LiveStories.com

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