

# Identification of Process Metrics

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Pee Dee River Basin Council – Meeting #2  
Pee Dee REC Center  
Florence, SC  
July 26, 2022

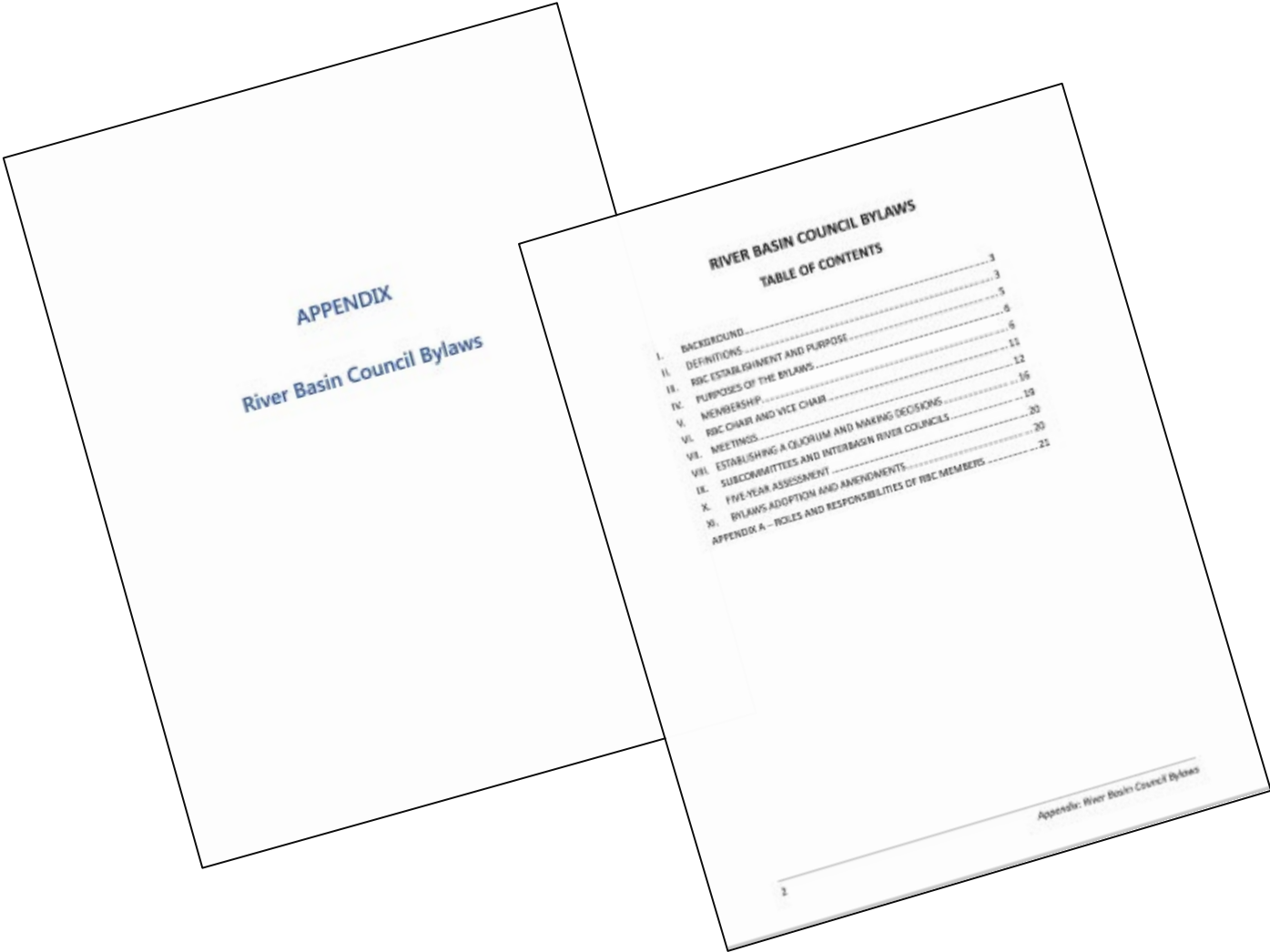


# Facilitation Defined



A facilitated session is a **structured meeting** in which the **meeting leader** (the facilitator) guides the **participants** through a **series of predefined steps** to arrive at a **result that is created, understood, and accepted** by all participants.

# Bylaws Approval



# Identification of Process Metrics



# Two Areas to Measure Performance



## 1. Process

- Schedule, Budget, Quality
- Decisions
- Goals (accomplishments)
- Participation (engagement)

## 2. Outcomes (akin to the Monitoring Plan for this river basin plan)

- Progress in the river basin
  - Lagging Indicators (backward-looking trends)
  - Leading indicators (forward-looking predictions)
- Schedule and Budget
- Participation



# Performance Metrics

An **indicator** *indicates* something.

- Customer survey indicates satisfaction (dissatisfaction)
- Chlorophyl *a* indicates potential for algal blooms

*Note: Counts, indexes, polls, surveys are usually forms of indicators*

A **measure** is the *quantity, size, weight, distance or capacity* of a substance compared to a designated standard.

- Water level is a measure of the depth of water
- Rain gage measures amount of rainfall in a certain time

# Conceptual Schedule (1 of 2)



# Conceptual Schedule (2 of 2)

