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Municipal Performance Measurement, Performance
Management and Citizen Engagement
Practices in British Columbia

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Abstract This paper is based on a recent survey of performance measurement, performance management and citizen engagement practices in BC municipalities of various sizes. It builds on previous studies conducted by Gergley (2004), Oldford (2005) and Svec (2005) around the process of implementing the *Community Charter* requirement for annual municipal progress reporting.

The paper begins by describing the three previous studies and how they lay the foundation for this report. The literature on performance measurement is then reviewed, particularly the historical context and the movement towards more accountability and transparency in government. This section also discusses the definition and uses of performance measurement, the roles of citizen engagement in the performance measurement process, and the challenges of performance measurement and citizen engagement.

The next section illustrates the way the survey was implemented to obtain systematic and current information. The design of the survey instrument and limitations of the research are also discussed.

The findings and discussion section describes current patterns in performance measurement, ways that performance measures are renewed or changed, ways that managers, councils and citizens are engaged in the process, and issues for the future. In the final section, the author discusses the key trends observed in municipalities that participated in the survey and the prospects for furthering the implementation and use of performance measurement in British Columbia municipalities.

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