

Metrics Update

- Charge- Develop tiered metrics by December 2011
- Lean Kaizen week– met with program reps to inventory data
- After Kaizen week- continued to meet with program reps to develop metrics
- Set of recommended public metrics given to the Commissioner

We Will Work on 3 Levels of Metrics

1. Public

Goal= Communication

2. Commissioner

Goal= Performance Measurement

Air
BC

MM&CA
BC

WPLR
BC

Natural
Resources
BC

Outdoor Rec.
BC

PURA BC

Energy and
Tech. BC

3. Goal= Operations

1. Public (Tier 1) Metrics Examples

Indicator Category	Measures
Air	Air Quality Index
Climate Change	GHG Emissions Per Capita
Waste and Materials Management	Per Capita Disposal Rate
Water	Water Quality as Indicated by Stream Quality
Recreation	Park Use (Camping Receipts)
	Health of State Beaches (Closures)
Environmental Compliance	Permit Timeframe Composite
	Responsiveness to Complaints
Land Restoration/Use	Habitat (Coastal Wetlands Restored)
Safety	Unsafe Dams
Energy	Energy Efficiency Ranking
	Number of Energy Retrofits

Each Level of Metrics Have a Different Location and User

	Location	Users
1 Public	<ul style="list-style-type: none">•Internet homepage with clickable graphics that drill down for details•Display case in lobby of 79 Elm	<ul style="list-style-type: none">•Businesses•Municipalities•Federal Government•Future and Current Citizens•Environmental Organizations
2 Commissioner	<ul style="list-style-type: none">•DEEP intranet•Display cases in Hartford and New Britain	<ul style="list-style-type: none">•Commissioner•BCs•Staff
3 BCs	<ul style="list-style-type: none">•DEEP intranet•Display cases in Hartford and New Britain	<ul style="list-style-type: none">•BCs•Managers•Staff

E
X
A
M
P
L
E

Indicator Category	Indicator	Status	Detail
Air	Air Quality Index		View Chart
Climate Change	Municipal Climate Change Actions		View Map
Waste	What You Throw Away in a Year		View Graphic
Water	Stream Quality		View Graph
Land Restoration	Polluted Land Suitable for Reuse		View Graph
Habitats	Tidal Wetlands Restored		View Graph
Environmental Compliance	Responsiveness to Environmental Complaints		View Graph

We Will Do the Following to Develop Metrics

- Operation and Performance metrics developed
- Schedule



- Work with BCs and staff to develop draft operational metrics
- Work with BCs and staff to propose Triple “E” metrics
- Public Metrics
 - Form public metric focus groups
 - Sign-off by the BCs and Commissioner