Are there any metrics used to determine how efficient any given County department is?

Efficiency per se can be tricky to assess or, frankly, just an uninformative indicator of the success of a service organization. Theoretically, we might achieve the greatest efficiency by simply saying "no" to all requests for service. But, of course, that misses the point that our mission is to provide service. Not infrequently, educating those we serve about processes & procedures is a significant - and sometimes time-consuming -part of what we do. By setting departmental goals and applying some measures of productivity, we do try to assess our effectiveness in serving the community. The Function/Department sections (page 273 – 403) of the FY 2019 Recommended budget include measures for each Function/Department. The tables in those sections include a variety of data such as workload and goals/compliance type data. The tables provide historical data for FY15-FY17, estimates for FY18 and FY19 and targets. While these data do not specifically measure the efficiency of a department, they do provide insight about whether and to what level a department is meeting its goals.