

National City Key Performance Indicators

The ICMA Performance Management Advisory Committee selected these 80 metrics for nationwide benchmarking.

General Government

Expenditures: General fund personnel and operations

Median household income

Percentage of Housing units that are vacant Percentage of population below poverty level

Percentage of population (>= 25) w/bachelor's degree or higher

Percentage of population 17 or under

Population: Residential population of jurisdiction

Population: Peak daytime or seasonal total (may incl. non-residents)

Square miles of land area served

Survey: Quality of all local government services: % Excellent or Good

Unemployment rate

Code Enforcement

Code Enforcement cases resolved through forced compliance

Average calendar days, Inspection to forced compliance

Average calendar days, Inspection to voluntary compliance

Percentage of cases resolved through forced compliance

Total code cases available for resolution during the reporting period

Facilities

Admin/office facilities, Custodial expenditure per square foot

Finance

Percentage of accounts payable transactions processed <=30 calendar days

Fire / EMS

EMS: Total BLS and ALS Responses

Expenditure: Total fire/EMS personnel and operations

Residential 1-2 Family Structures: Percentage Confined to Object or Room of Origin

Fire Incidents: Residential: Total 1-2 family, multi-family, and other

Hours paid, Sworn fire/EMS, including OT

% of cardiac patients w/pulsatile rhythms upon delivery to a hospital

Survey: Fire Service Quality, Among all respondents: % Excellent or Good

Emergency fire travel time: % 4 Min or under: From turnout to arrival on scene

Emergency fire response time: % with a total time of 6 minutes, 20 seconds and under from call entry to arrival on scene

Residential population: Fire suppression

Residential population of area served: EMS

Highways

Expenditures, Road rehab.: Paved lane miles

Paved lane miles for which the jurisdiction is responsible

Paved Lane Miles Assessed as Satisfactory as a Percentage of Miles Assessed

Human Resources

Hours paid to all jurisdiction staff

Percentage of new full-time employees completing probationary period

Sick Leave Hours Used: All Employees

Sick Leave Hours Used: Sworn Fire/EMS

Sick Leave Hours Used: Sworn Police

Turnover rate: All full-time employees

Turnover rate: Full-time public safety

Information Technology

Expenditures: Information technology personnel and operations

Help desk (IT): Number of requests received

IT: Number of endpoints served

Percentage of help desk requests resolved within 4 work hours

Library

Expenditures: Library personnel and operations

Library: Circulation for all library facilities (hard copy materials)

Library: Circulation for all library facilities (electronic materials)

Number of library visits Number of registered borrowers

Parks and Recreation

Developed park acreage: Total

Park maintenance expenditures

Recreation Community Centers: Class/program/facility registrants

Survey: Parks: Quality of Parks: % Excellent or Good

Permits

Development inspections: Number of Commercial/industrial

Development inspections: Number of Residential

Development permits: Average calendar days from application to issuance: Commercial

Development permits: Average calendar days from application to issuance: Residential

Development: Average calendar days from request to inspection: Commercial

Development: Average calendar days from request to inspection: Residential

Police

DUI Arrests

Number of traffic accidents involving fatalities

Number of traffic accidents involving alcohol with fatalities

Expenditures: Sworn police overtime

Expenditures: Sworn police salaries and benefits (excluding OT)

Hours Paid: Sworn police staff

Percentage of property crimes cleared

Percentage of violent crimes cleared

Police calls: Calls for service resulting in a unit being dispatched

Residential population of area served: Police

Top Priority calls: Average time, dispatch to arrival on scene (in seconds)

Top Priority calls: Average time from receipt to dispatch (in seconds)

UCR Part I Property Crimes: Reported

UCR Part I Violent Crimes: Reported

Procurement

Dollar amount of purchases made via purchasing card/credit card as a percentage of all purchases

Risk Management

Workers compensation, Number days lost to injury: All departments

Workers compensation, Number days lost to injury: Sworn Fire/EMS

Workers compensation, Number days lost to injury: Sworn Law Enforcement

Number of accidents, marked police vehicles per 100,000 miles driven

Workers compensation claims: Number

Solid Waste

Expenditures, Refuse collection and disposal, per account

Sustainability

Waste Diversion: Percentage diverted