

# ICMA Open Access Benchmarking Key Performance Indicators

The Performance Management Advisory Committee selected these 80 metrics for nationwide benchmarking. Definitions, instructions, and related data are available online—no charge, do data submittal deadlines, and no software requirements.

<b>Code Enforcement</b>	<p>Code Enforcement cases resolved through forced compliance</p> <p>Average calendar days, Inspection to forced compliance</p> <p>Average calendar days, Inspection to voluntary compliance</p> <p>Percentage of cases resolved through forced compliance</p> <p>Total code cases available for resolution during the reporting period</p>	<b>General Government</b>	<p>Expenditures: General fund personnel and operations</p> <p>Median household income</p> <p>Percentage of Housing units that are vacant</p> <p>Percentage of population below poverty level</p> <p>Percentage of population (&gt;= 25) w/bachelor's degree or higher</p> <p>Percentage of population 17 or under</p> <p>Population: Residential population of jurisdiction</p> <p>Population: Peak daytime or seasonal total (may incl. non-residents)</p> <p>Square miles of land area served</p> <p>Survey: Quality of all local government services: % Excellent or Good</p> <p>Unemployment rate</p>
<b>Facilities</b>	<p>Admin/office facilities, Custodial expenditure per square foot</p>	<b>Highways</b>	<p>Expenditures, Road rehab.: Paved lane miles</p> <p>Paved lane miles for which the jurisdiction is responsible</p> <p>Paved Lane Miles Assessed as Satisfactory as a Percentage of Miles Assessed</p>
<b>Finance</b>	<p>Percentage of accounts payable transactions processed &lt;=30 calendar days</p>	<b>Human Resources</b>	<p>Hours paid to all jurisdiction staff</p> <p>Percentage of new full-time employees completing probationary period</p> <p>Sick Leave Hours Used: All Employees</p> <p>Sick Leave Hours Used: Sworn Fire/EMS</p> <p>Sick Leave Hours Used: Sworn Police</p> <p>Turnover rate: All full-time employees</p> <p>Turnover rate: Full-time public safety</p>
<b>Fire/EMS</b>	<p>EMS: Total BLS and ALS Responses</p> <p>Expenditure: Total fire/EMS personnel and operations</p> <p>Residential 1-2 Family Structures: Percentage Confined to Object or Room of Origin</p> <p>Fire Incidents: Residential: Total 1-2 family, multi-family, and other</p> <p>Hours paid, Sworn fire/EMS, including OT</p> <p>% of cardiac patients w/pulsatile rhythms upon delivery to a hospital</p> <p>Survey: Fire Service Quality, Among all respondents: % Excellent or Good</p> <p>Emergency fire travel time: % 4 Min or under: From turnout to arrival on scene</p> <p>Emergency fire response time: % with a total time of 6 minutes, 20 seconds and under from call entry to arrival on scene</p> <p>Residential population: Fire suppression</p> <p>Residential population of area served: EMS</p>		

<b>Information Technology</b>	<p>Expenditures: Information technology personnel and operations</p> <p>Help desk (IT): Number of requests received</p> <p>IT: Number of endpoints served</p> <p>Percentage of help desk requests resolved within 4 work hours</p>	<p>Hours Paid: Sworn police staff</p> <p>Percentage of property crimes cleared</p> <p>Percentage of violent crimes cleared</p> <p>Police calls: Calls for service resulting in a unit being dispatched</p> <p>Residential population of area served: Police</p>
<b>Library</b>	<p>Expenditures: Library personnel and operations</p> <p>Library: Circulation for all library facilities (hard copy materials)</p> <p>Library: Circulation for all library facilities (electronic materials)</p> <p>Number of library visits</p> <p>Number of registered borrowers</p>	<p>Top Priority calls: Average time, dispatch to arrival on scene (in seconds)</p> <p>Top Priority calls: Average time from receipt to dispatch (in seconds)</p> <p>UCR Part I Property Crimes: Reported</p> <p>UCR Part I Violent Crimes: Reported</p>
<b>Parks and Recreation</b>	<p>Developed park acreage: Total</p> <p>Park maintenance expenditures</p> <p>Recreation Community Centers: Class/program/facility registrants</p> <p>Survey: Parks: Quality of Parks: % Excellent or Good</p>	<p><b>Procurement</b> Dollar amount of purchases made via purchasing card/credit card as a percentage of all purchases</p> <p><b>Risk Management</b> Workers compensation, Number days lost to injury: All departments</p> <p>Workers compensation, Number days lost to injury: Sworn Fire/EMS</p> <p>Workers compensation, Number days lost to injury: Sworn Law Enforcement</p>
<b>Permits</b>	<p>Development inspections: Number of Commercial/industrial</p> <p>Development inspections: Number of Residential</p> <p>Development permits: Average calendar days from application to issuance: Commercial</p> <p>Development permits: Average calendar days from application to issuance: Residential</p> <p>Development: Average calendar days from request to inspection: Commercial</p> <p>Development: Average calendar days from request to inspection: Residential</p>	<p>Number of accidents, marked police vehicles per 100,000 miles driven</p> <p>Workers compensation claims: Number</p>
<b>Police</b>	<p>DUI Arrests</p> <p>Number of traffic accidents involving fatalities</p> <p>Number of traffic accidents involving alcohol with fatalities</p> <p>Expenditures: Sworn police overtime</p> <p>Expenditures: Sworn police salaries and benefits (excluding OT)</p>	<p><b>Solid Waste</b> Expenditures, Refuse collection and disposal, per account</p> <p><b>Sustainability</b> Waste Diversion: Percentage diverted</p>

**For more information on ICMA Open Access Benchmarking, including complete definitions and instructions and the related list of county-specific metrics, please visit [icma.org/benchmark](https://icma.org/benchmark).**