

Memorandum



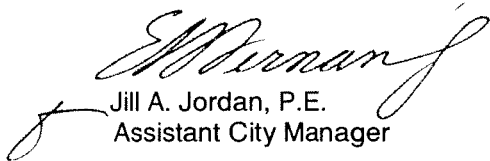
DATE September 21, 2012

TO Honorable Members of the Quality of Life Committee: Angela Hunt (Chair), Sandy Greyson (Vice Chair), Dwaine Caraway, Monica Alonzo, Carolyn Davis

SUBJECT FY 2010-11 ICMA Benchmarking Results

On Monday, September 24, 2012, the Quality of Life Committee will be briefed on the City of Dallas' FY11 International City/County Management Association (ICMA) performance. ICMA participation allows the City of Dallas to benchmark its performance against other cities and review our performance over multiple fiscal years. The material is attached for your review.

If you have additional questions, please feel free to contact me.



Jill A. Jordan, P.E.
Assistant City Manager

Attachment

- c: The Honorable Mayor and Members of the City Council
 - Mary K. Suhm, City Manager
 - Thomas P. Perkins, Jr., City Attorney
 - Rosa A. Rios, City Secretary
 - Craig D. Kinton, City Auditor
 - Daniel Solis, Administrative Judge
 - A.C. Gonzalez, First Assistant City Manager
 - Ryan S. Evans, Assistant City Manager
 - Forest E. Turner, Assistant City Manager
 - Joey Zapata, Assistant City Manager
 - Jeanne Chipperfield, Chief Financial Officer
 - Frank Libro, Public Information Office
 - Stephanie Cooper, Assistant to the City Manager

FY 2010-11 ICMA Benchmarking Results



CODE COMPLIANCE SERVICES

PARK & RECREATION



ICMA Center for Performance Measurement History



- Center for Performance Measurement builds on work begun in 1994 to address a need for accurate, fair, and comparable data about the quality and efficiency of service delivery to citizens
- Established benchmarks for participating cities to compare service to service across jurisdictions
 - Standard definitions and calculations
 - Easier to compare jurisdictions and services within a jurisdiction

ICMA Center for Performance Measurement



- **Because of standardized measurement, data from ICMA can be used in a variety of ways**
 - Identify trends in your jurisdiction for benchmarks over time
 - Identify how your jurisdiction compares to other similarly situated cities
 - Identify and learn from jurisdictions that may have developed new efficiencies or ways to better serve their residents that can be modeled (best practices)

ICMA Center for Performance Measurement



- **Jurisdictions (both cities and counties) must have a council-manager form of government to participate**
- **Currently, over 150 jurisdictions participate in the comprehensive survey program in one or more service area**
 - ✦ **Not all cities participate in all service area surveys which can limit the availability of comparison data**
- **Dallas has participated in ICMA Performance Measurement since 2001**
 - ✦ **Currently, the City participates in 16 of the 19 Service Areas (see Appendix for list of services)**

Participating Jurisdictions

(Large Cities – over 500,000 in population)



Jurisdiction	FY 2011 Reported Population
Oklahoma City, OK	579,999
Portland, OR	583,835
Bernalillo, NM	662,564
Lake County, IL	703,462
Austin, TX	799,578
Fairfax County, VA	1,081,726
Dallas, TX	1,200,530
San Antonio, TX	1,327,407
Phoenix, AZ	1,446,000
Miami-Dade County, FL	2,496,435

Top 10 Largest U.S. Cities and ICMA Participation



Top 10 Largest Cities	2011 ICMA CPM Participant
New York*	No
Los Angeles*	No
Chicago*	No
Houston*	No
Philadelphia*	No
Phoenix	Yes
San Antonio	Yes
San Diego*	No
Dallas	Yes
San Jose	No

* *Indicates strong mayor form of government*

ICMA Center for Performance Measurement



- Today's presentation covers results of departments that fall under Quality of Life Council Committee and
 - Results of Dallas performance over time
 - Results of how Dallas compares with other participating jurisdictions

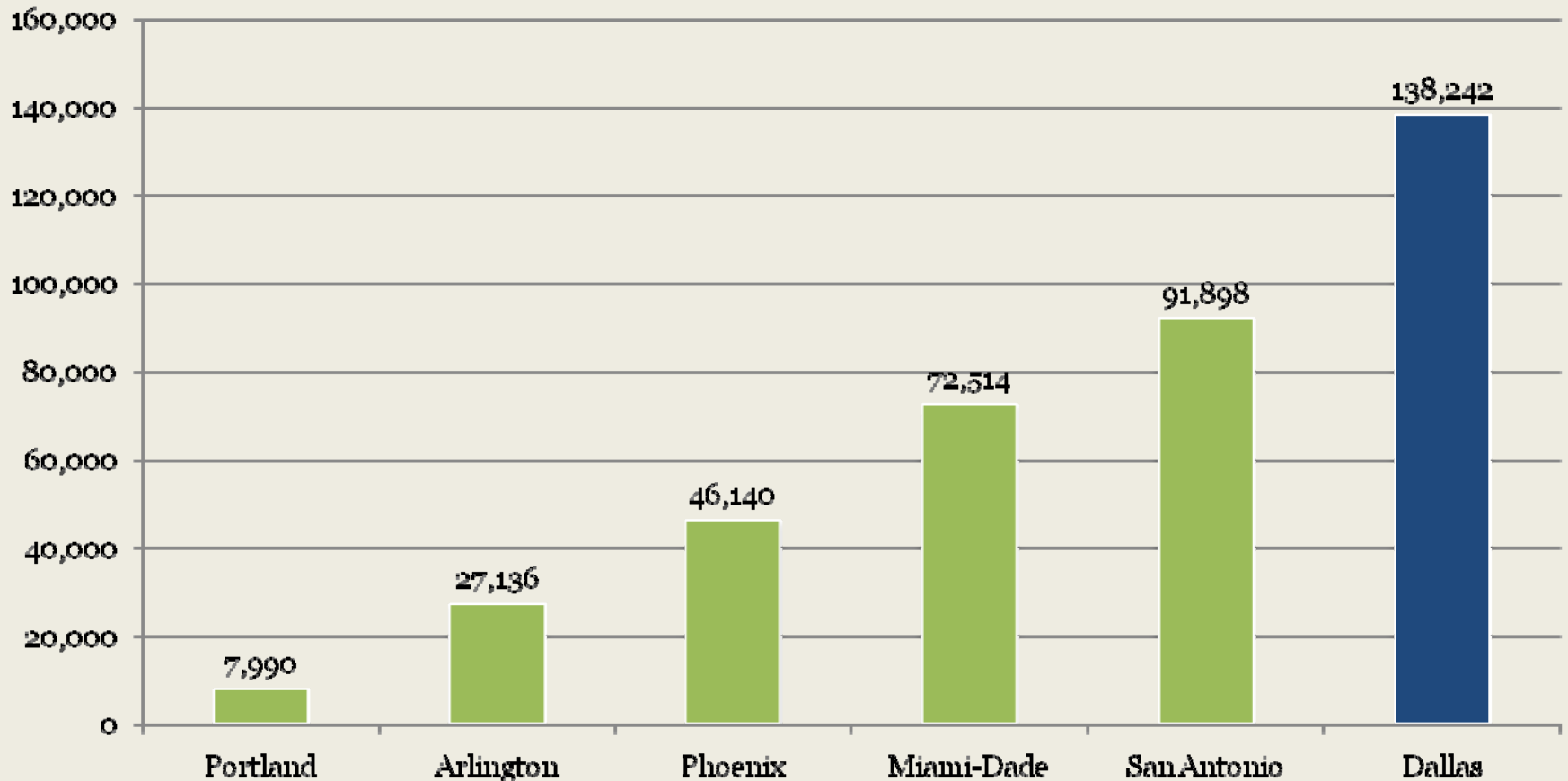
ICMA Benchmarks



CODE COMPLIANCE SERVICES

Total Complaints

Comparative: FY 11

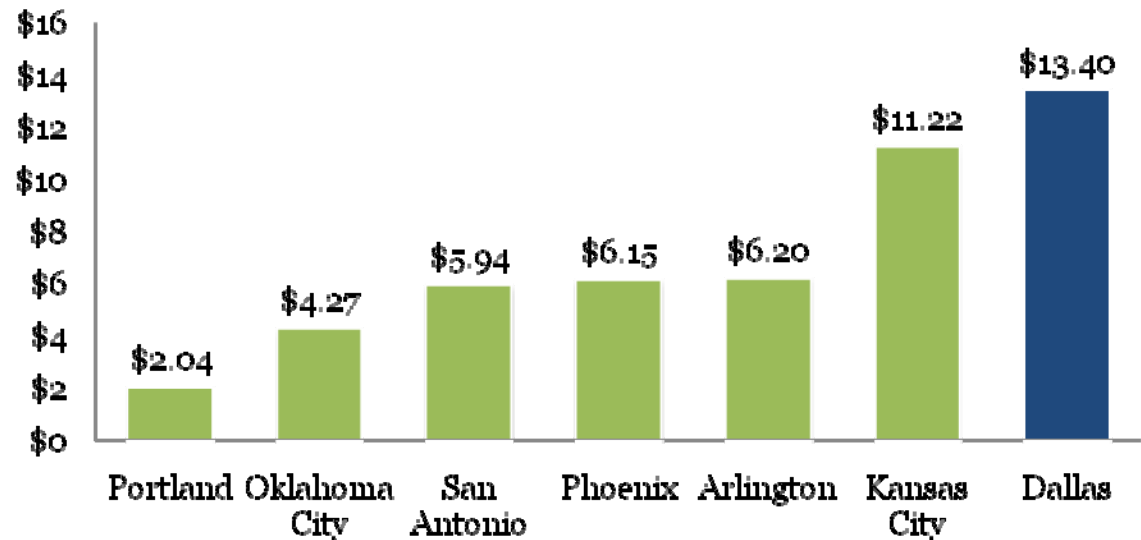


ICMA Definition: Complaints are any issue that requires a disposition or action

Code Expenditures per Capita

Comparative: FY 11

Comparative: FY 11



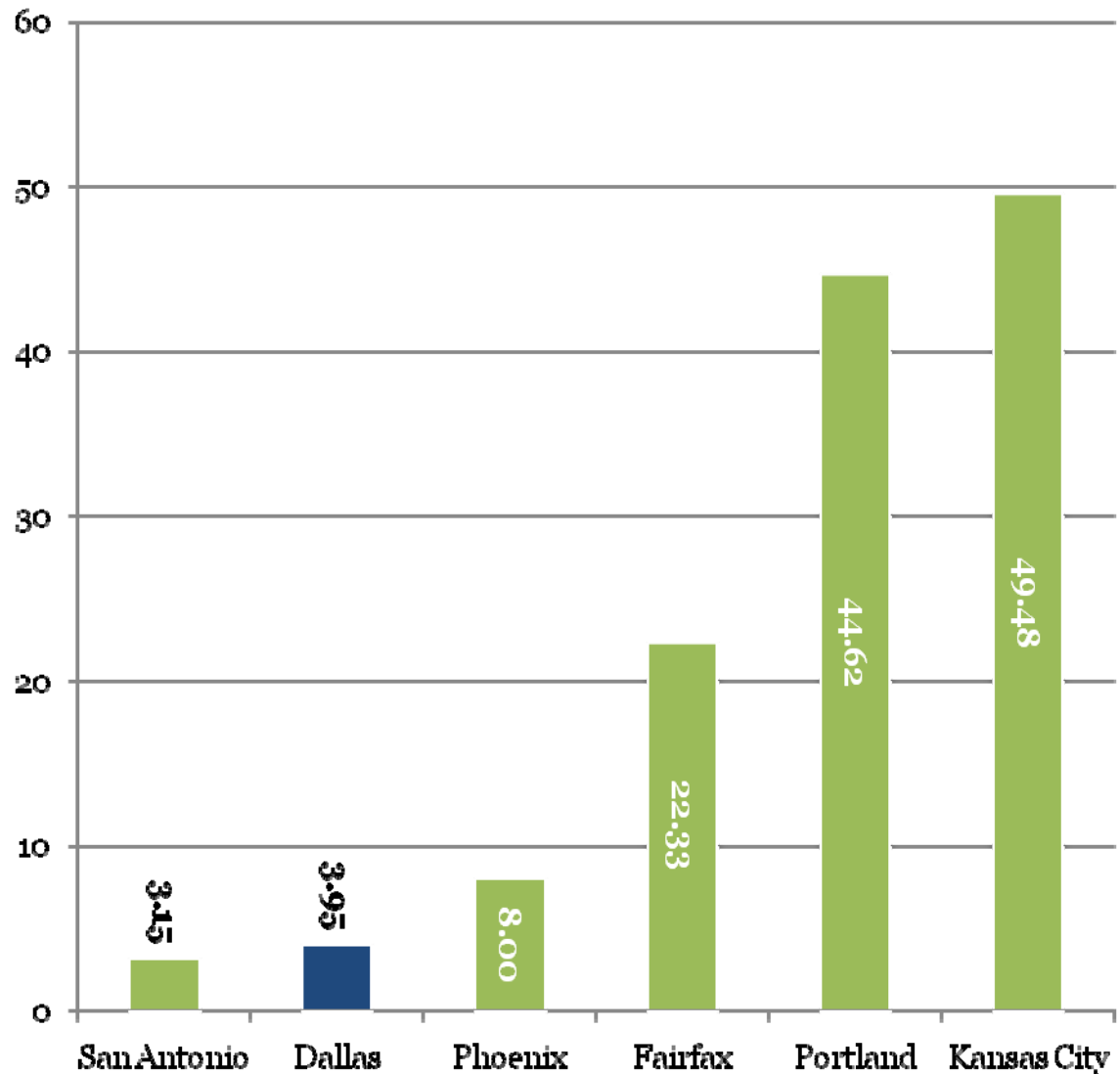
	FY 2010	FY 2011	Percent Change
Portland	No Data	\$2.04	-
Oklahoma City	\$3.30	\$4.27	29.54%
San Antonio	\$5.70	\$5.94	4.19%
Phoenix	\$5.67	\$6.15	8.43%
Arlington	\$6.67	\$6.20	-7.02%
Kansas City	\$9.24	\$11.22	21.51%
Dallas	\$11.63	\$13.40	15.23%



Average Calendar Days - Complaint to Investigation

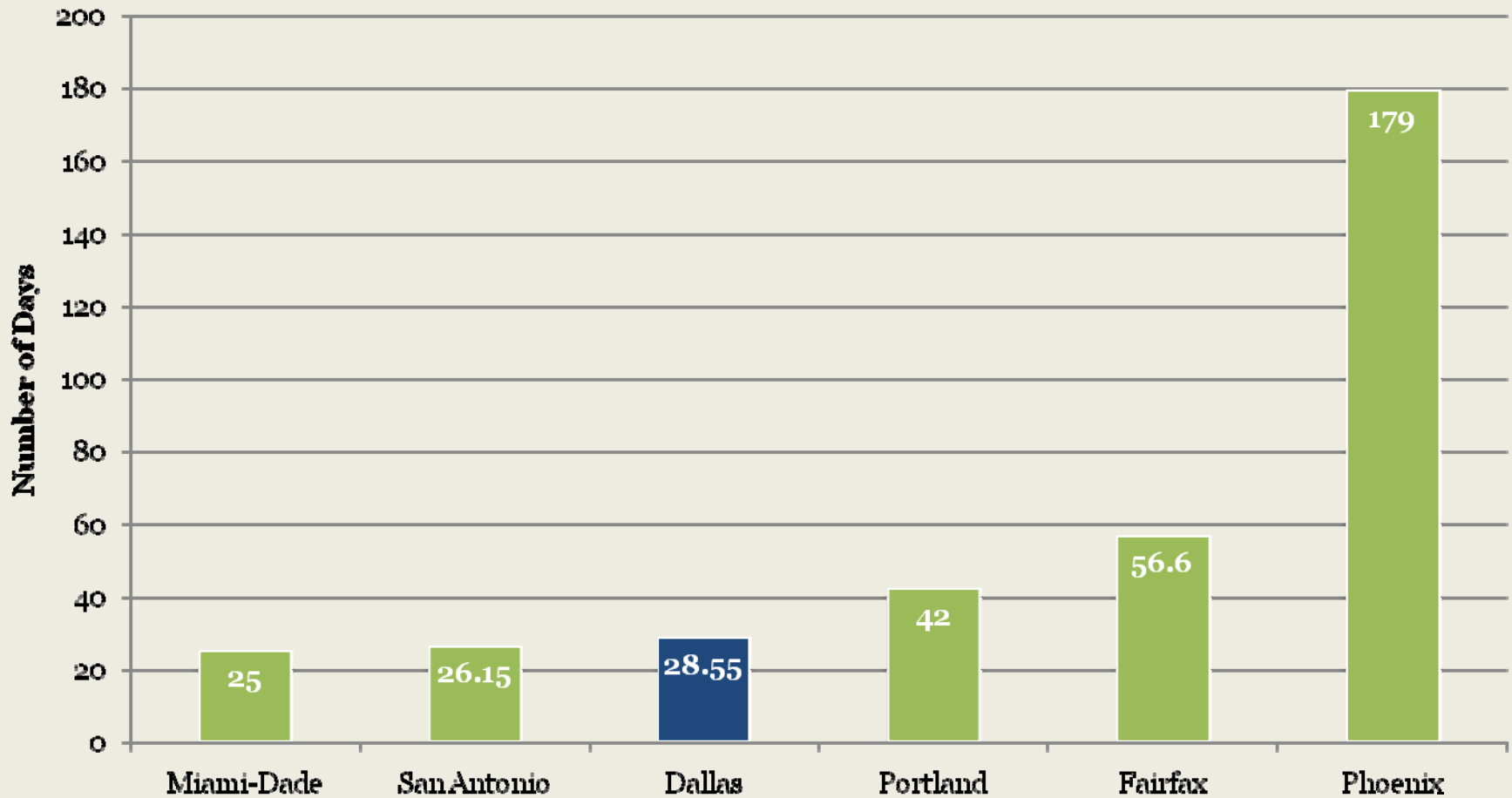
Comparative: FY 11

ICMA Definition: The time from when the complaint is first reported to your first investigation of the complaint (whether or not the jurisdiction's first response is an inspection).



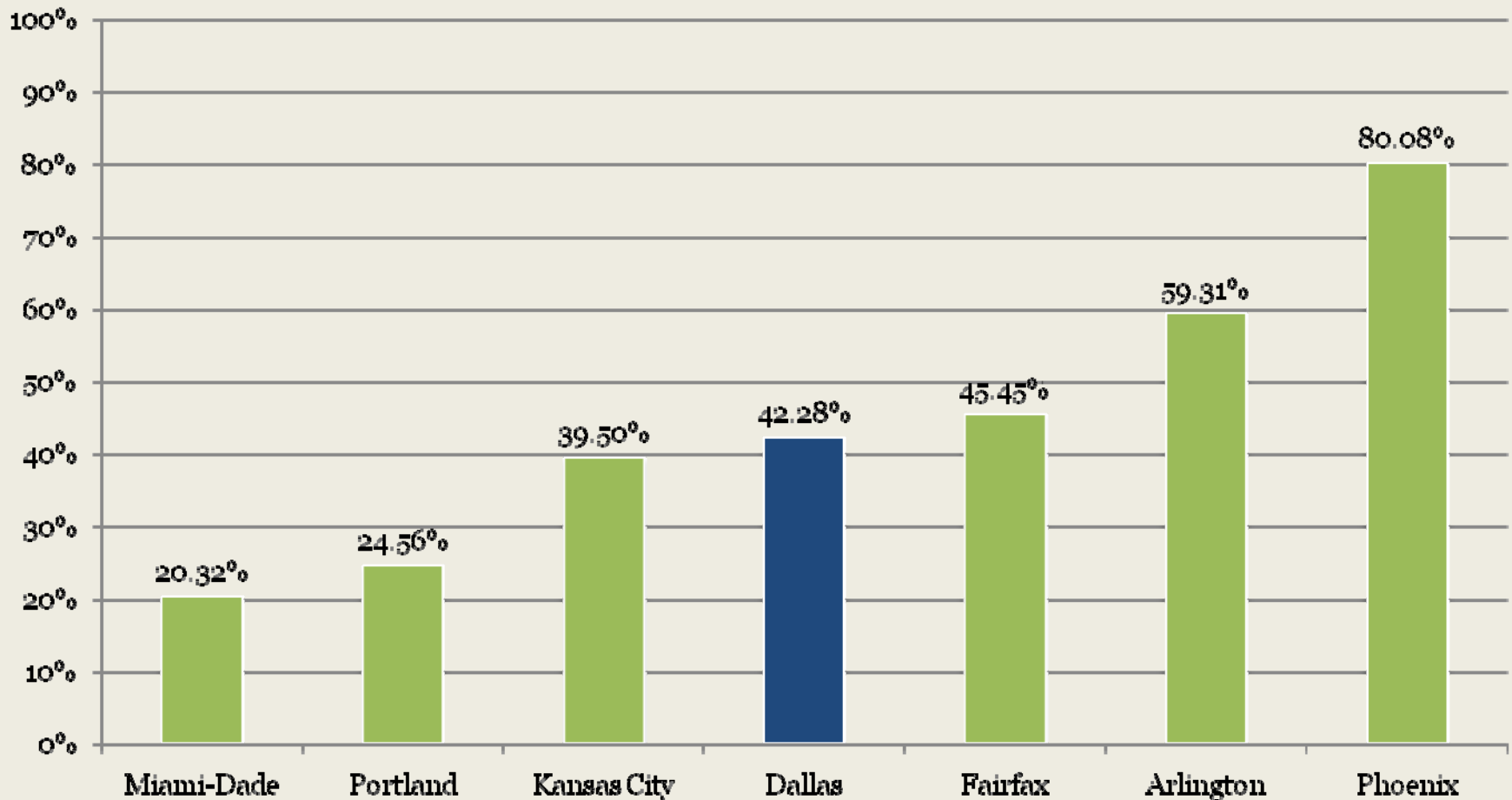
Average Days from Inspection to Voluntary Compliance

Comparative: FY 11



Percent of Cases Resolved through Voluntary Compliance

Comparative: FY 11



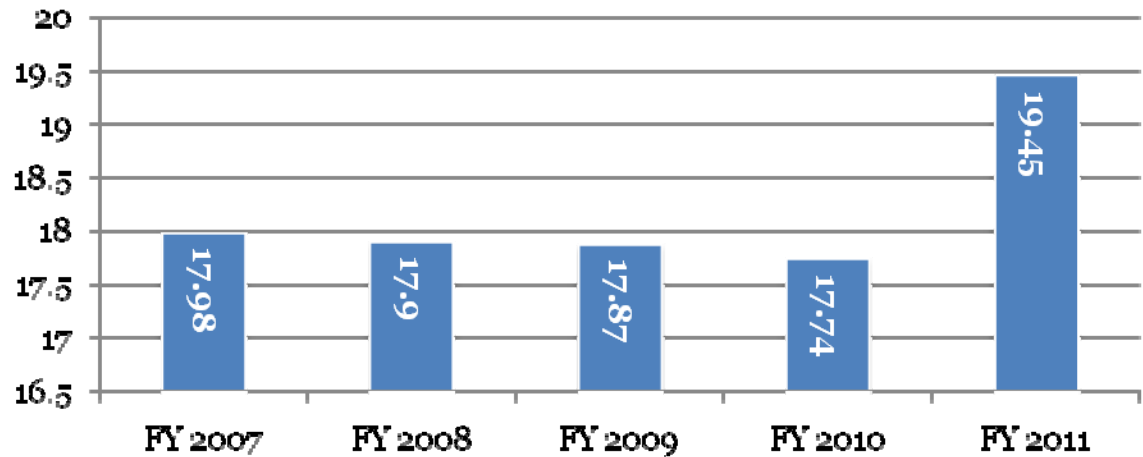
ICMA Benchmarks



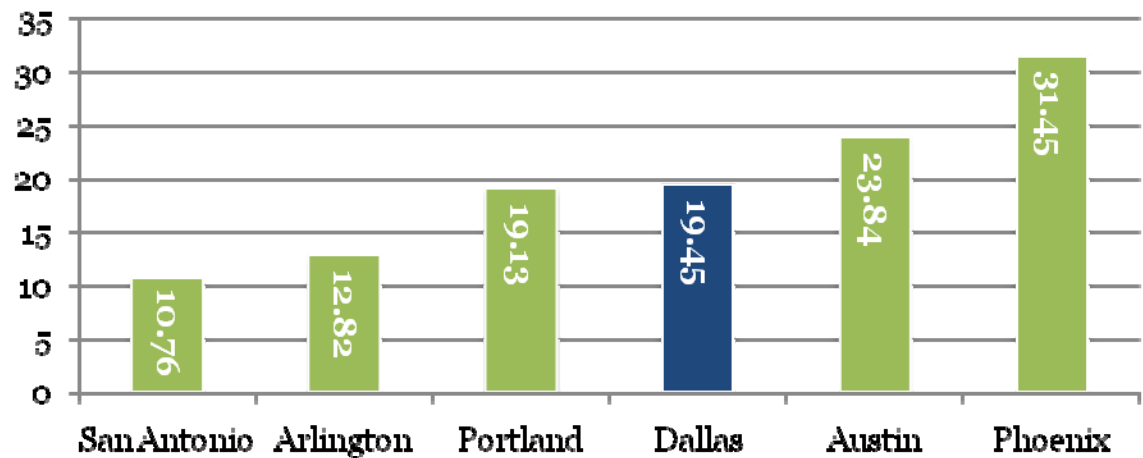
PARK & RECREATION

Parks per 1,000 population

Dallas: FY's 09 - 11



Comparative: FY 11

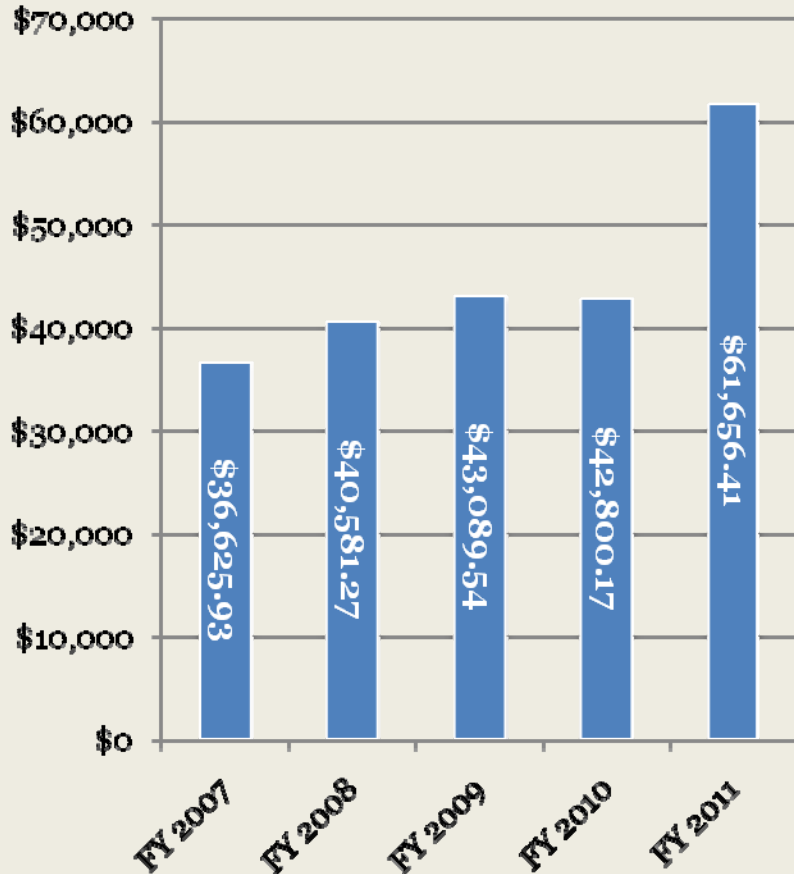


Expenditures per 1,000 Population

(excluding special facilities)



Dallas: FYs 07 -11

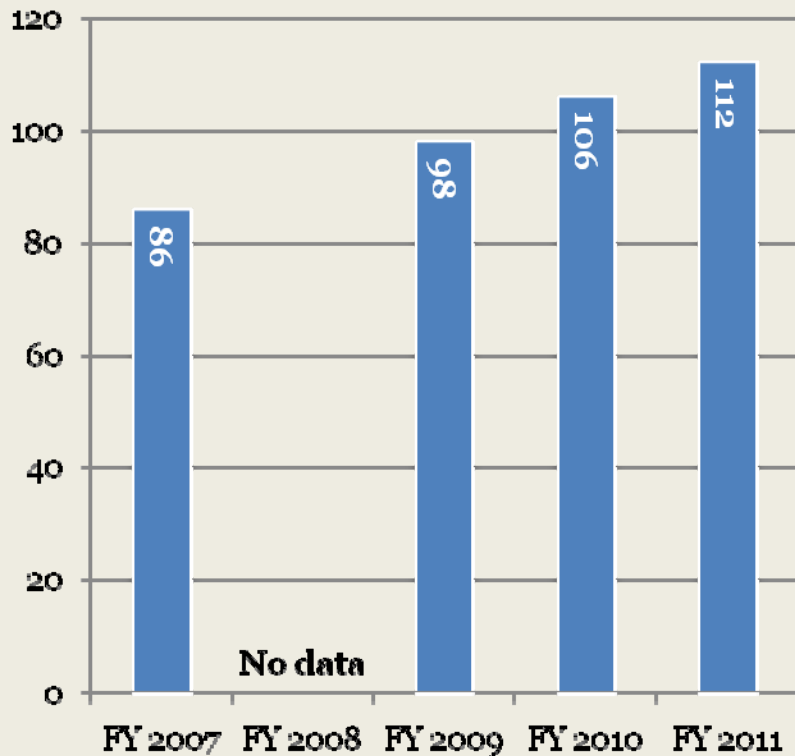


	Population	Total Expd.	\$/1,000 res
FY 2007	1,280,500	\$46,899,502	\$36,625.93
FY 2008	1,300,500	\$52,775,941	\$40,581.27
FY 2009	1,306,350	\$56,290,022	\$43,089.54
FY 2010	1,316,350	\$56,340,000	\$42,800.17
FY 2011	1,200,530	\$74,020,369	\$61,656.41

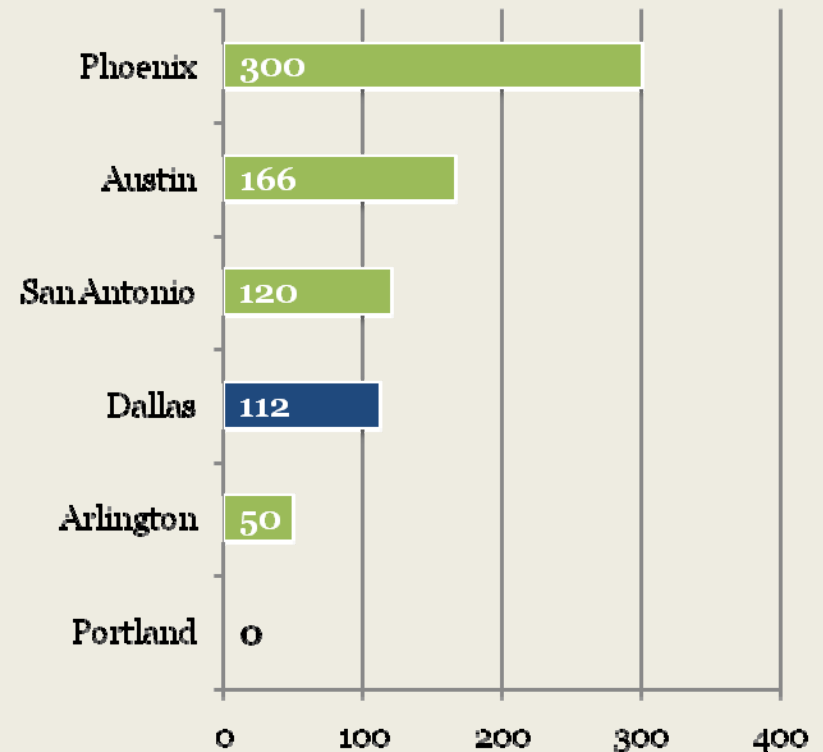
Miles of Trails



Dallas: FYs 10 - 11



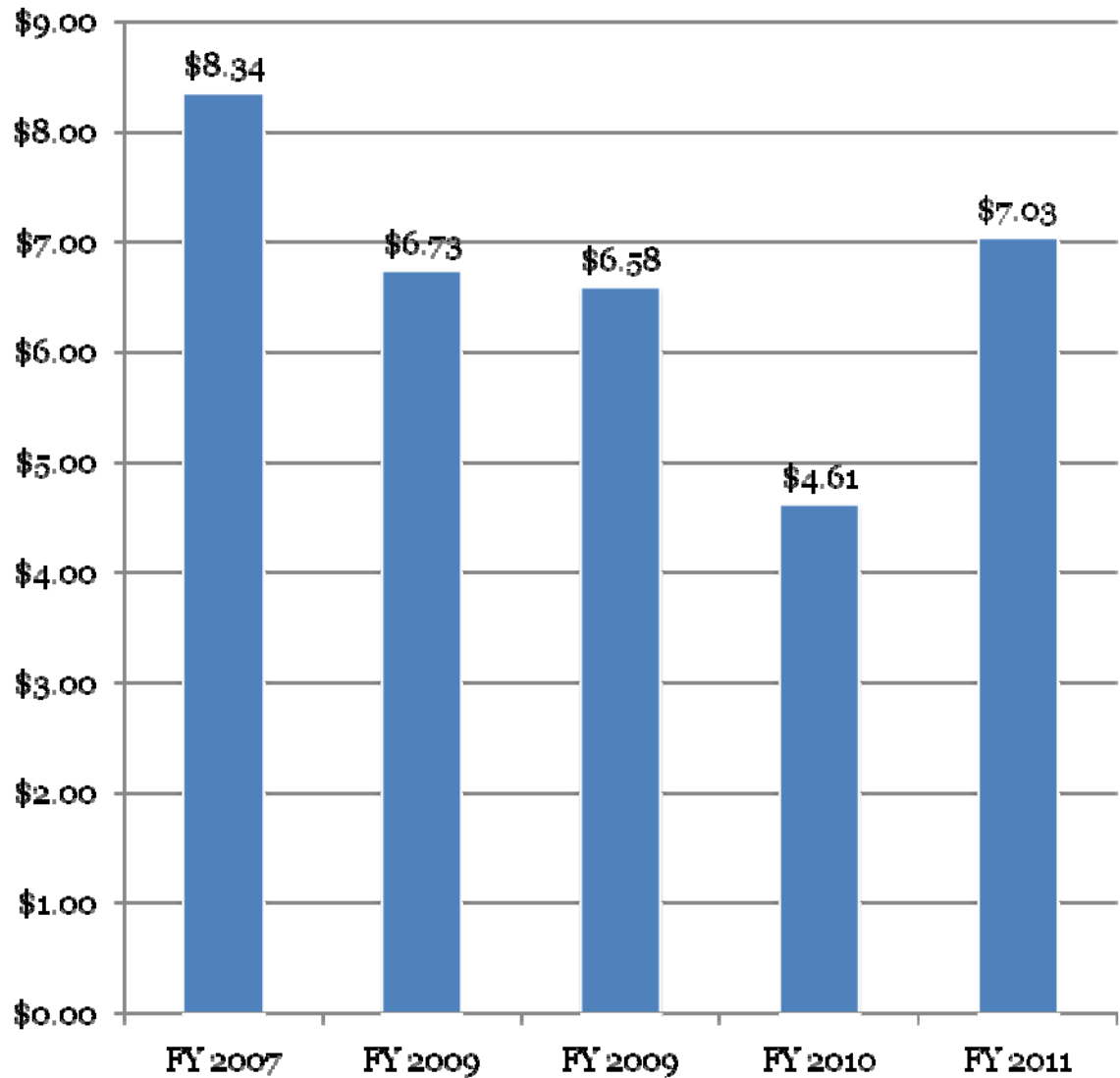
Comparative: FY 11





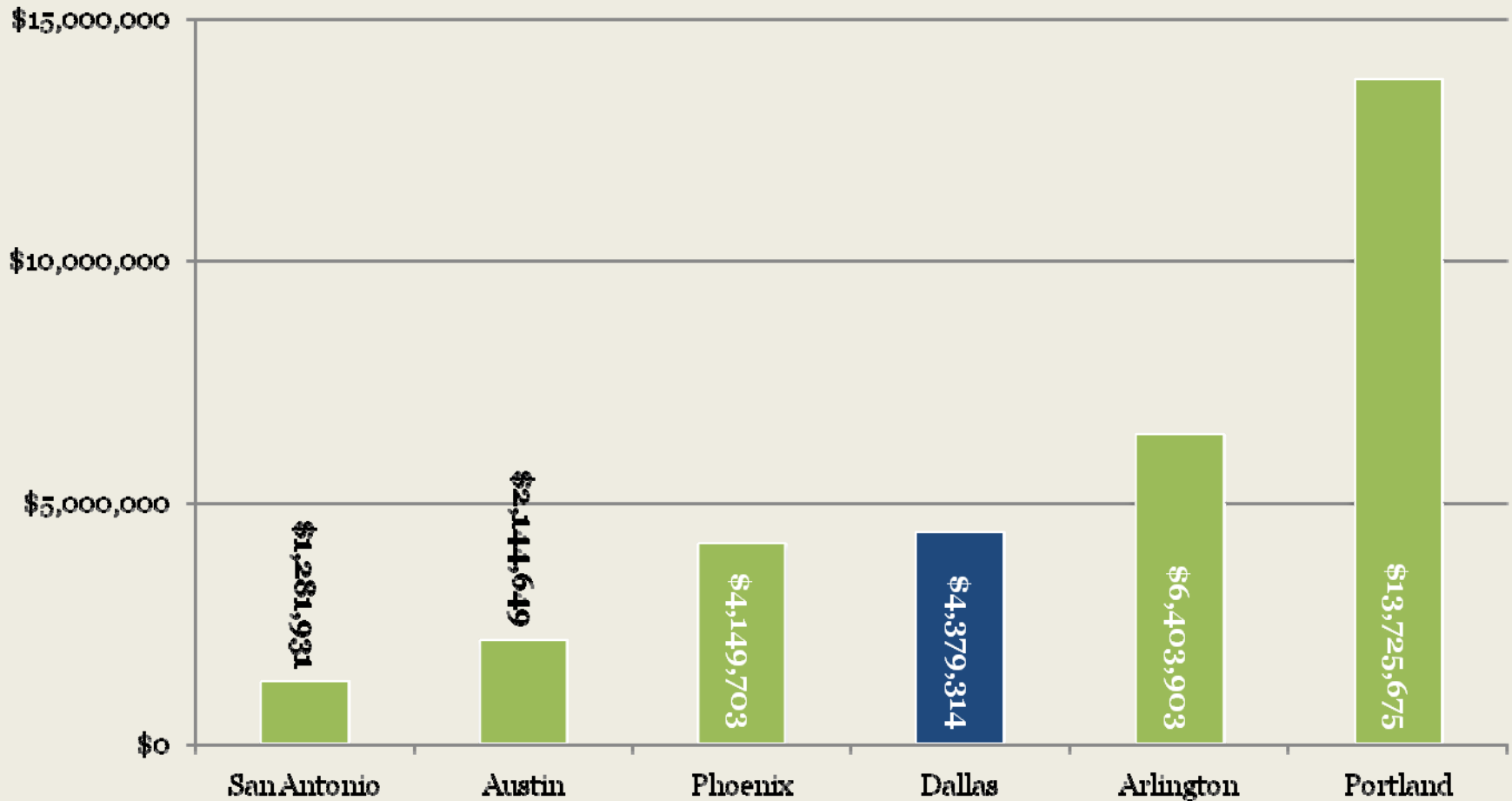
Total Revenue Earned per Capita

Dallas FYs 07 - 11



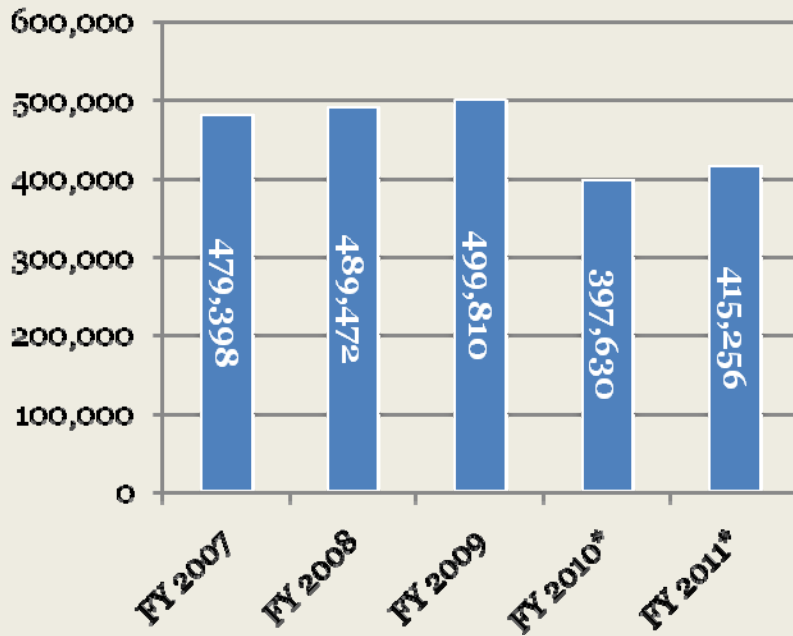
Revenue Earned from Program Fees & Charges

Comparative: FY 11



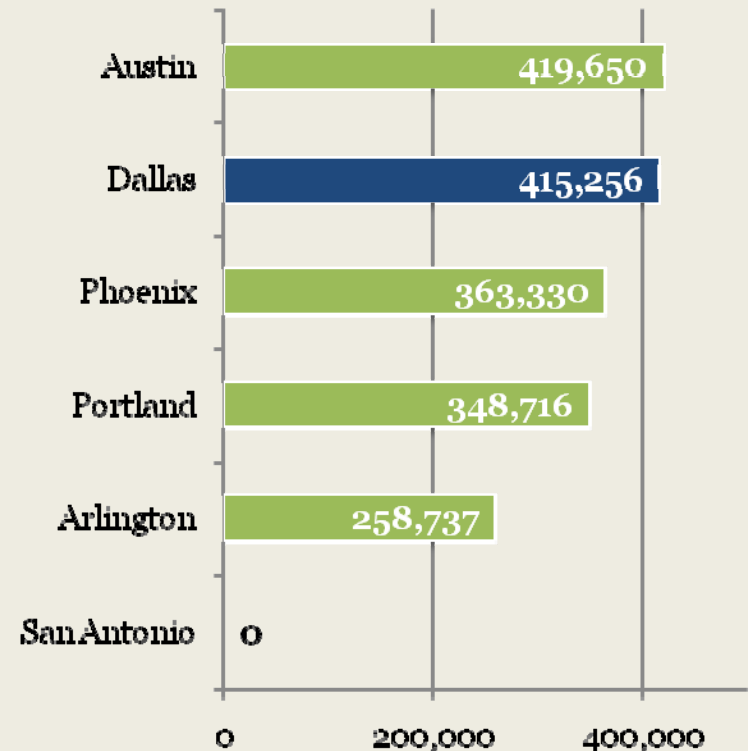
Rounds of Golf Played

Dallas: FYs 07 -11



* In FY 2010, FY 2011, and FY 2012 one of the City's six golf courses was closed for a year for major renovations

Comparative: FY 11

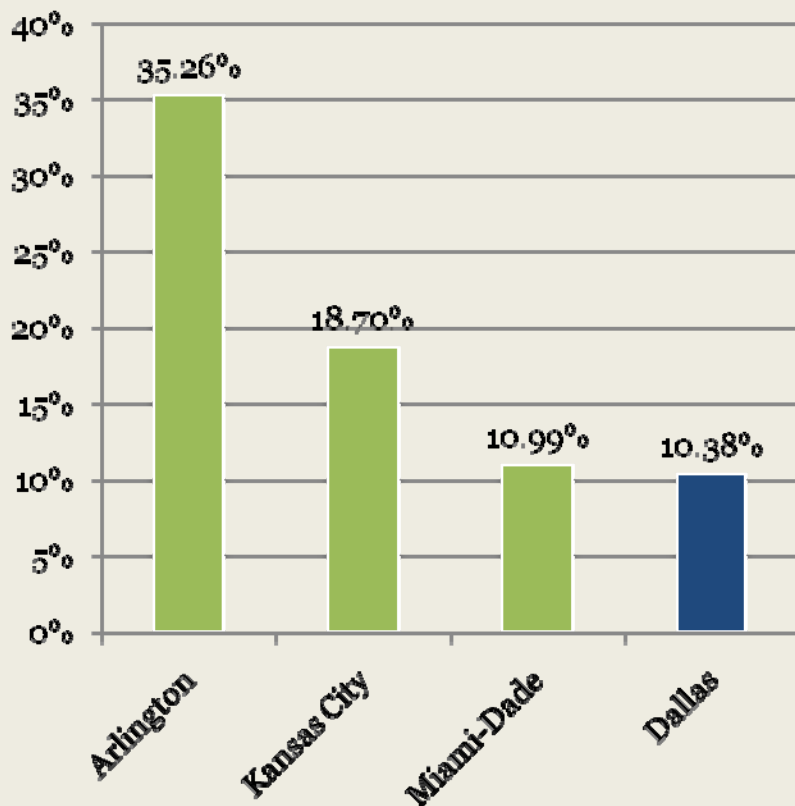


Percent of Recreation Centers Rated Excellent

(FY 2011 Comparative)



Recreation Centers % Excellent

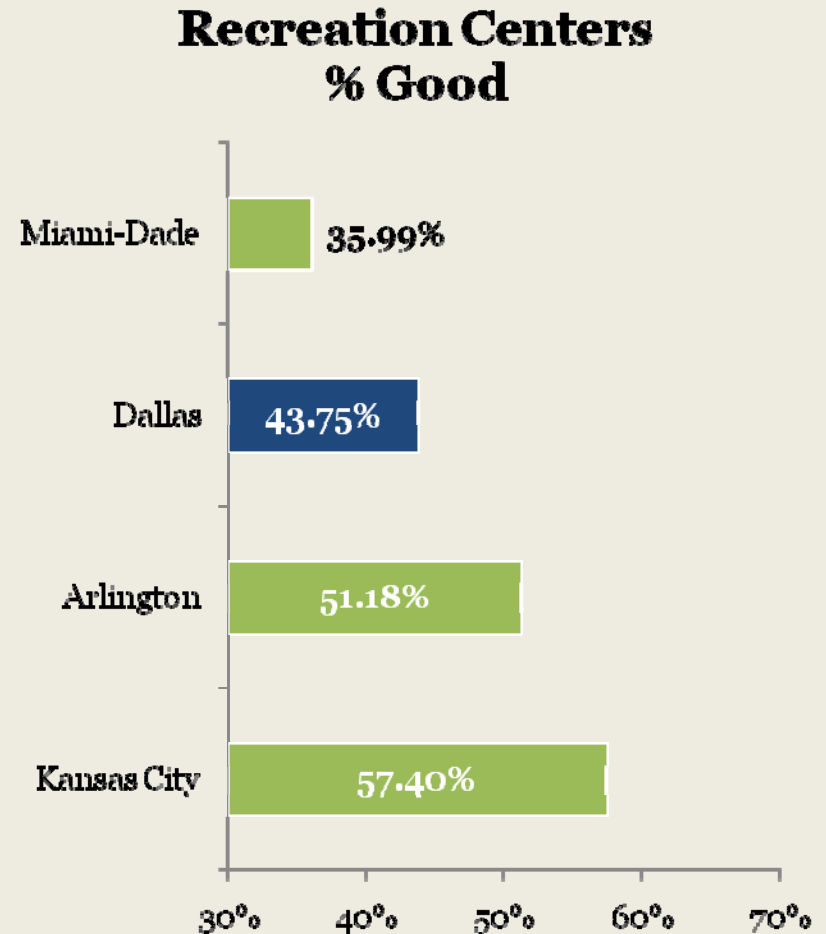


- 10.38% of Dallas residents rated Dallas Recreation Centers as excellent
- FY10 10% rated Dallas recreation centers as excellent
- City of Arlington's high satisfaction rating is primary due to newer recreation centers and programming

Percent of Recreation Centers Rated Good

(FY 2011 Comparative)

- 43.75% of Dallas residents rated Dallas recreation centers as good in FY 2011
- Over half of Dallas residents rated the City's recreations centers as good or excellent (54.13%)
- This an increase from FY 08-09 at 53% and FY 06-07 at 49%

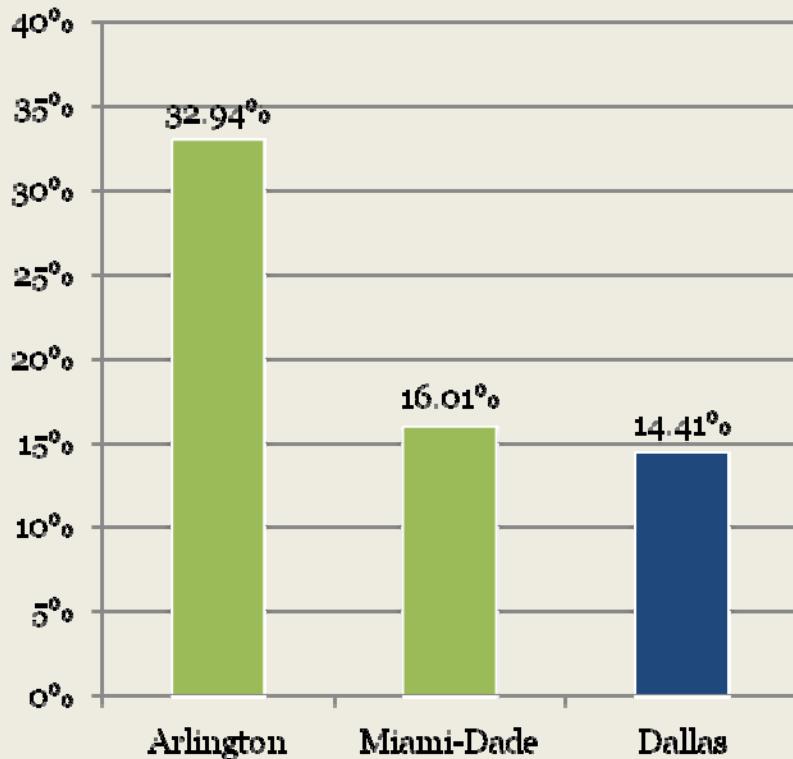


Quality of Parks

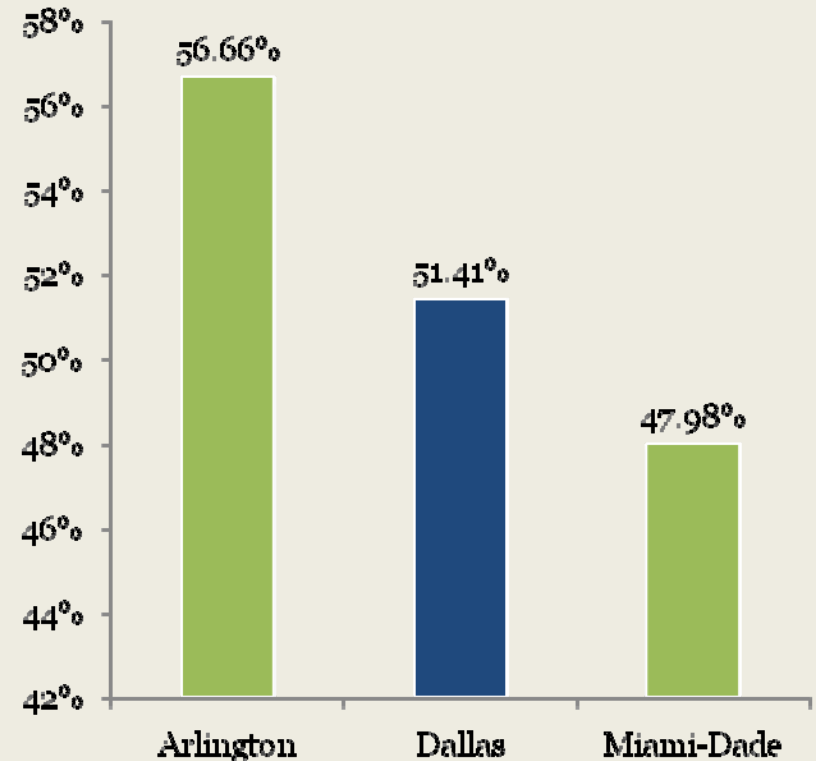
(FY 2011 Comparative)



Quality of Parks % Excellent



Quality of Parks % Good





QUESTIONS

APPENDIX



Appendix

ICMA Reporting Areas



Reporting Area	Departments	Council Committee
Code Enforcement	Code Compliance Services	Quality of Life
Facilities Management	Equipment & Building Services	Transportation & Environment
Fire & EMS	Fire-Rescue Department	Public Safety
Fleet Management	Equipment & Building Services	Transportation & Environment
Highways & Roads Maintenance	Streets	Transportation & Environment
Housing	Housing & Community Services	Housing
Human Resources	Human Resources	Budget, Finance & Audit
Library Services	Library	Arts, Culture, and Libraries
Parks & Recreation	Park & Recreation	Quality of Life
Permits, Plan Review & Land Use	Sustainable Development & Construction	Economic Development
Police Services	Police Department	Public Safety
Procurement	Business Development & Procurement Services	Budget, Finance & Audit
Risk Management	Office of Risk Management	Budget, Finance & Audit
Solid Waste	Sanitation	Transportation & Environment