

Memorandum



DATE September 28, 2012

TO Honorable Members of the Economic Development Committee: Tennell Atkins (Chair), Ann Margolin (Vice Chair), Jerry R. Allen, Sheffie Kadane, Monica Alonzo

SUBJECT FY 2010-11 ICMA Benchmarking Results

On Monday, October 1, 2012, the Economic Development 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



SUSTAINABLE DEVELOPMENT & CONSTRUCTION



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 County, 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 Economic Development Council Committee and
 - Results of Dallas performance over time
 - Results of how Dallas compares with other participating jurisdictions

ICMA Benchmarks

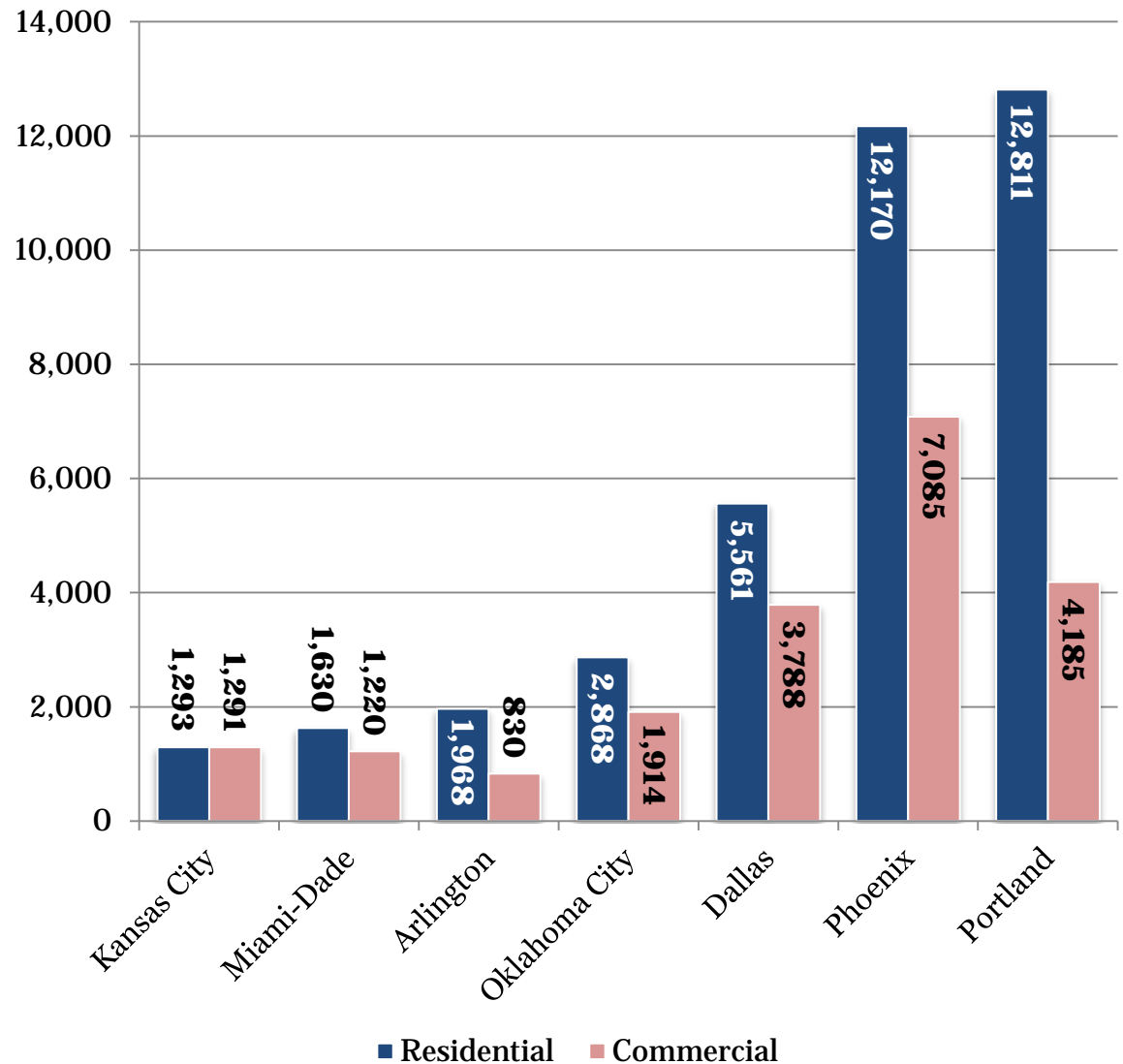


SUSTAINABLE DEVELOPMENT & CONSTRUCTION

Number of Residential & Commercial Building Permits Issued

Comparative: FY 11

Overall, the City of Dallas issued 38,186 total construction permits in FY 2011



Construction Permits by Type

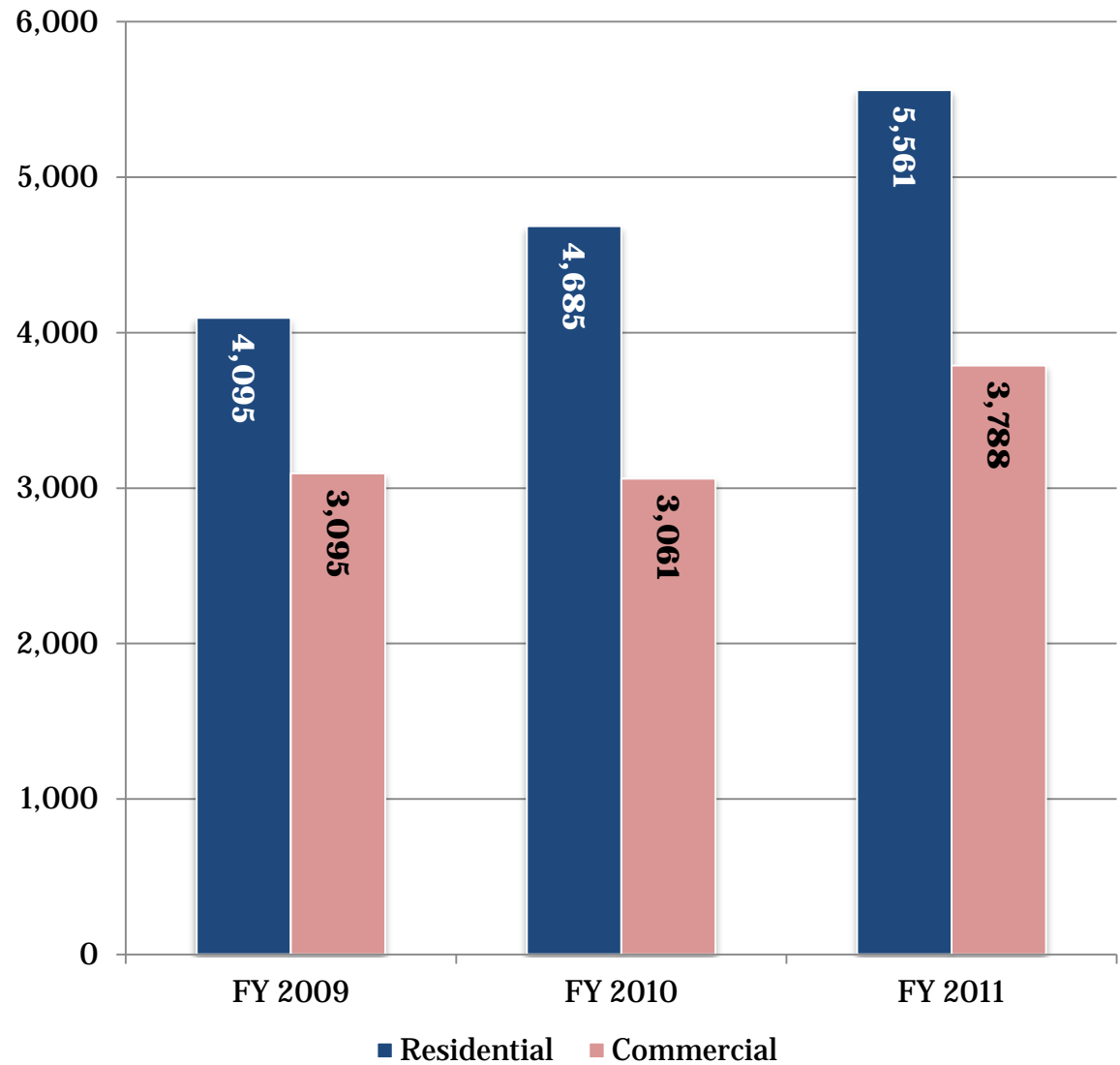
Comparative: FY 11



	Total	Residential	Commercial	Plumbing	Electrical	Demolition	Mechanical	Other
Arlington	11,830	1,968	830	4,044	1,990	22	2,274	702
Kansas City	15,546	1,293	1,291	2,731	5,464	371	2,417	1,979
Phoenix	20,001	12,170	7,085			746		
Dallas	38,186	5,561	3,788	9,565	5,255	764	4,285	8,968
Miami-Dade	41,475	1,630	1,220	4,761	13,378	431	5,692	14,363
Portland	42,774	12,811	4,185	9,630	15,270	356	522	0
Oklahoma City	43,835	2,868	1,914	10,389	8,010	430	8,773	11,451

Number of Residential & Commercial Building Permits

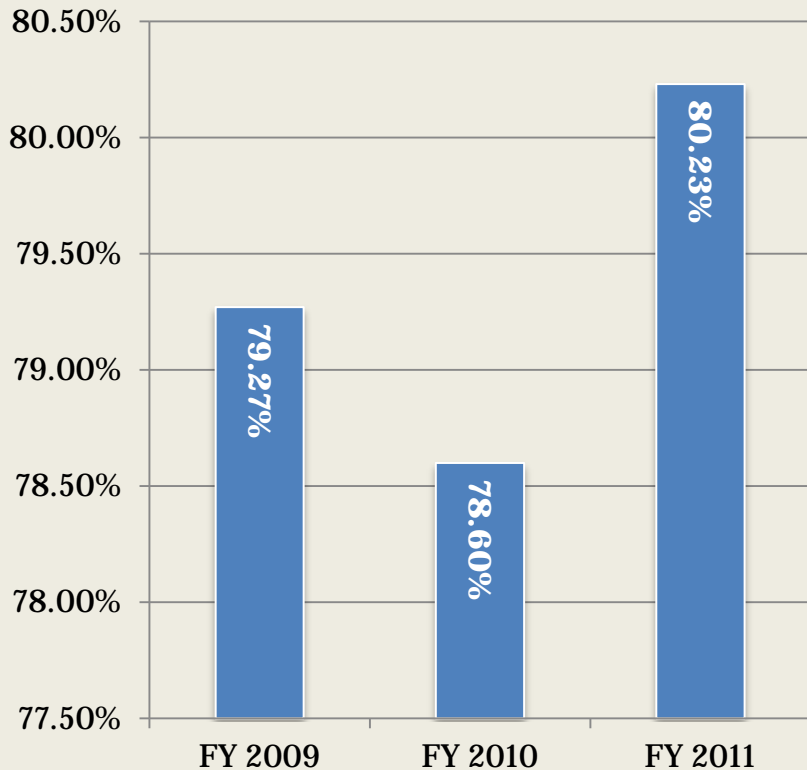
Dallas: FYs 09 - 11



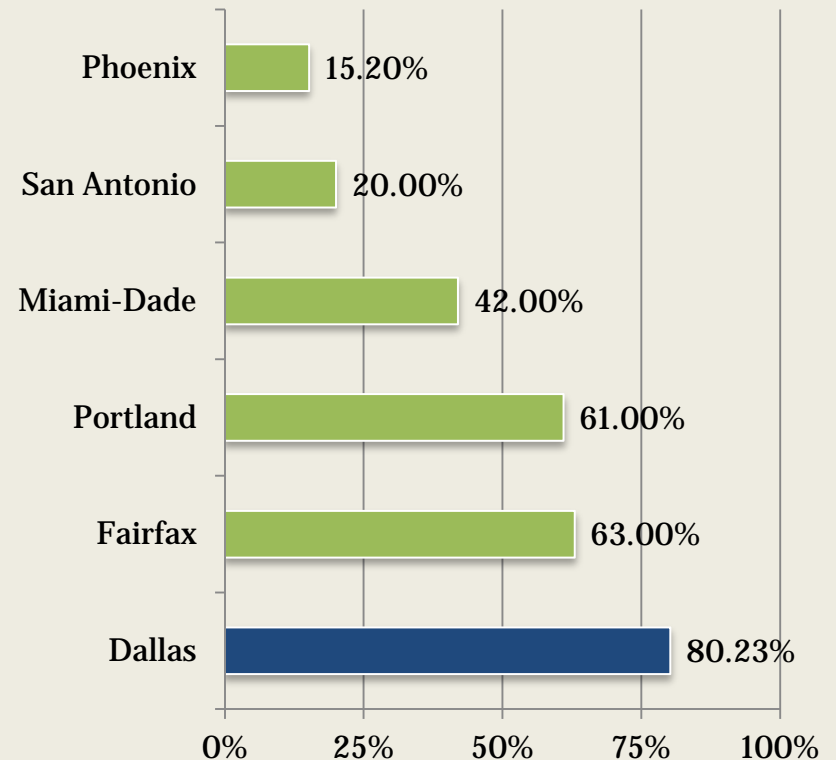
Percent of Permits Issued within 1 business day



Dallas: FYs 09 - 11



Comparative: FY 11

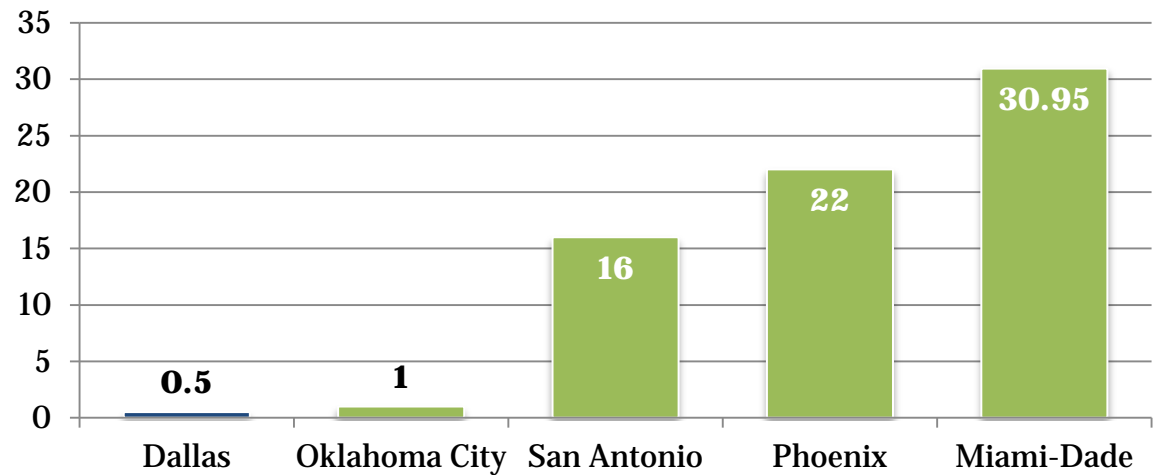




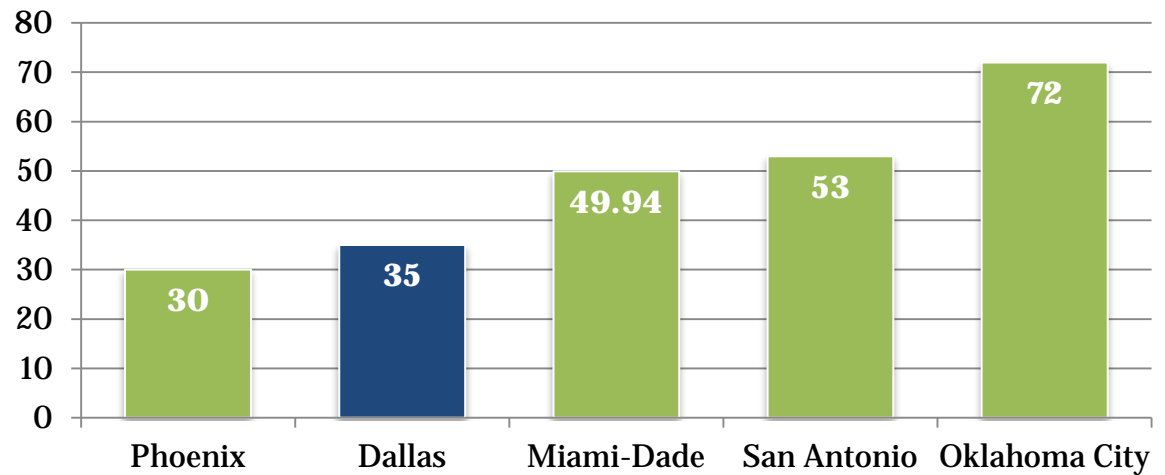
Average number of days from Application to Permit Issuance

Comparative: FY 11

Residential



Commercial



Number of Residential & Commercial Building Inspections

Dallas: FYs 09 -11

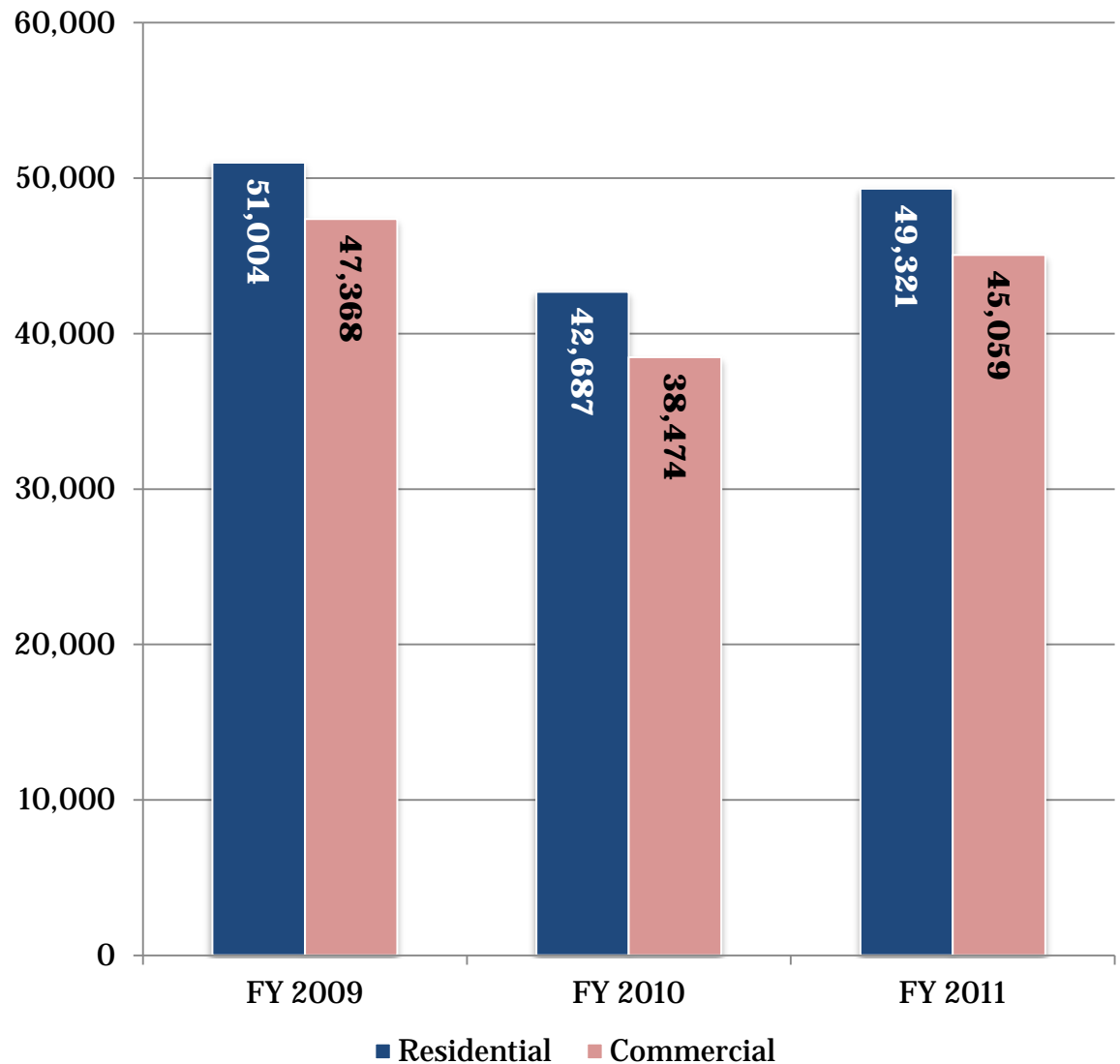
Other Inspections

Plumbing – 31,549

Electrical – 31,567

Other – 21,509

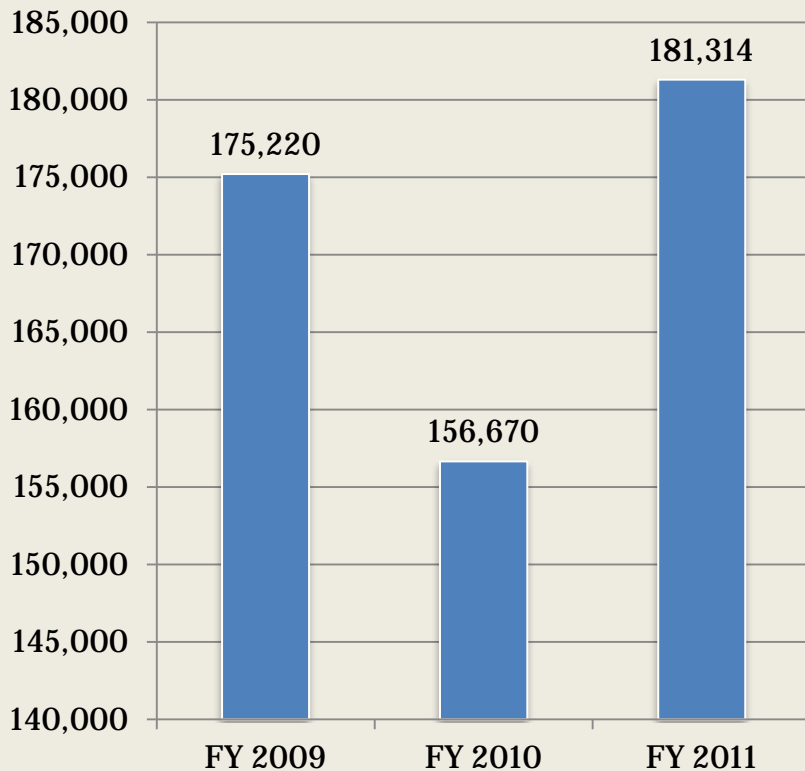
Total – 181,314



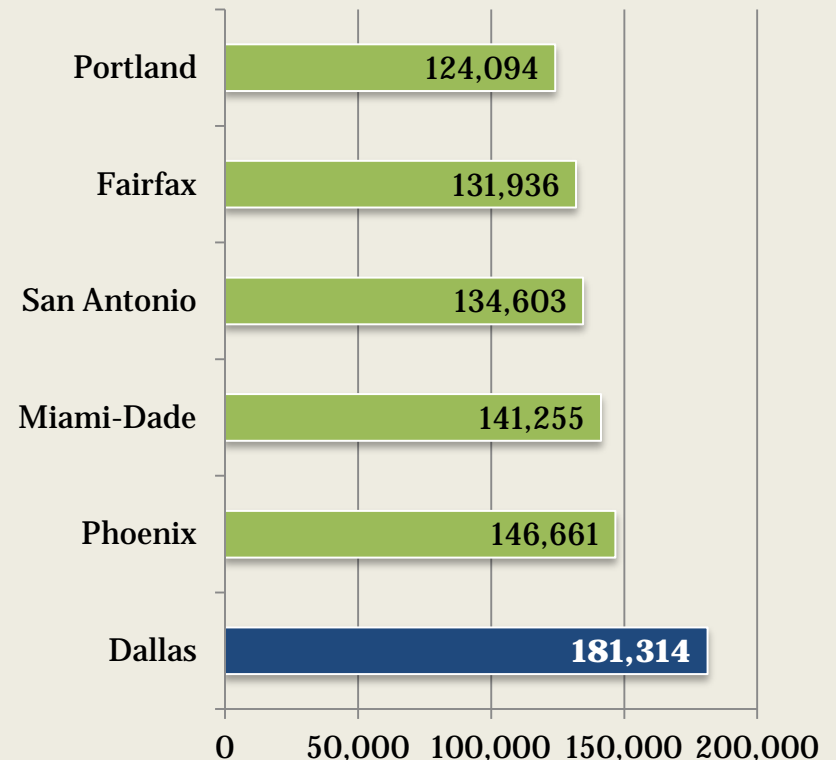
Total Number of Inspections Made



Dallas: FYs 09 - 11

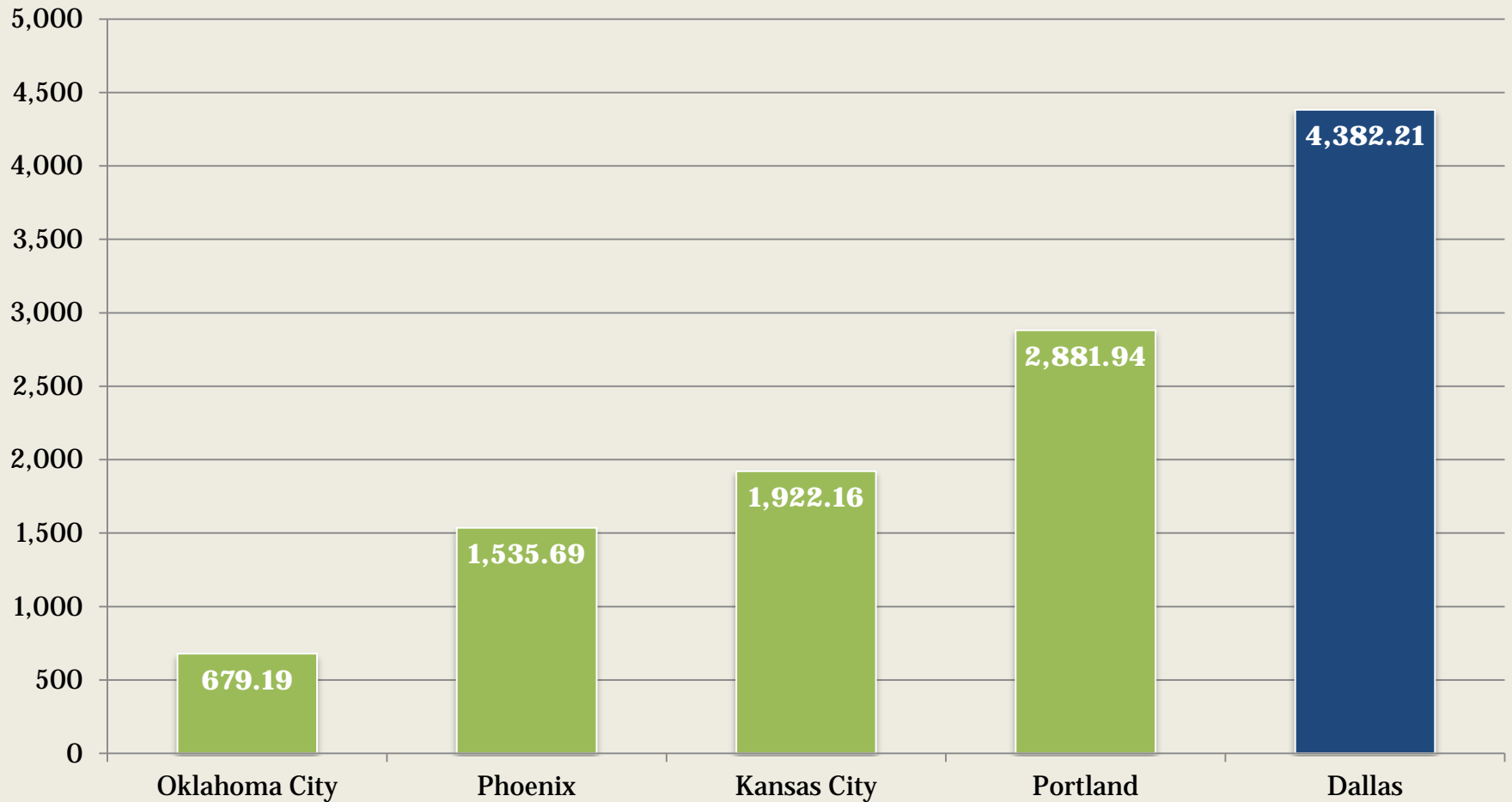


Comparative: FY 11

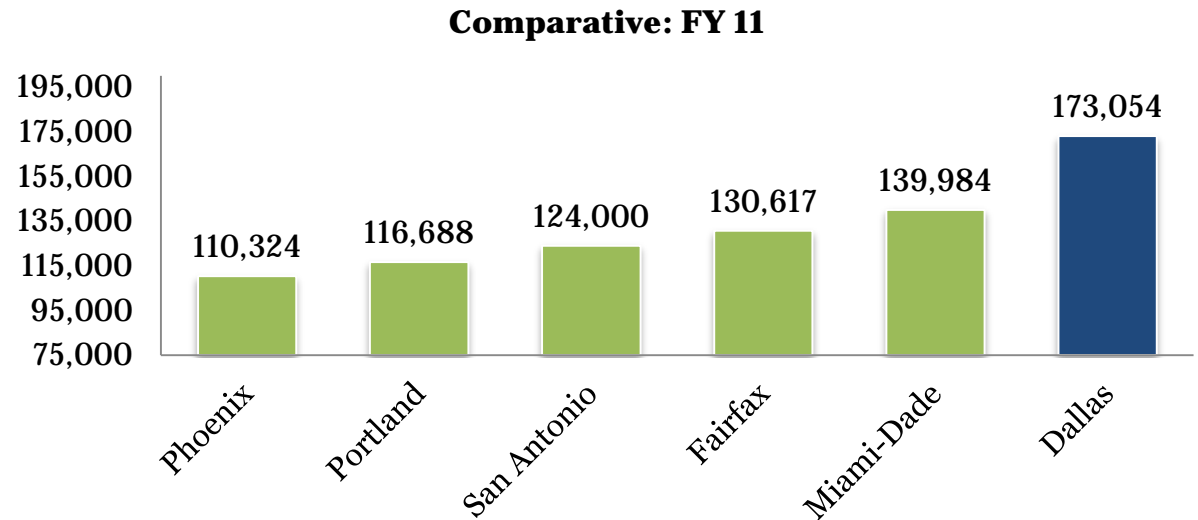
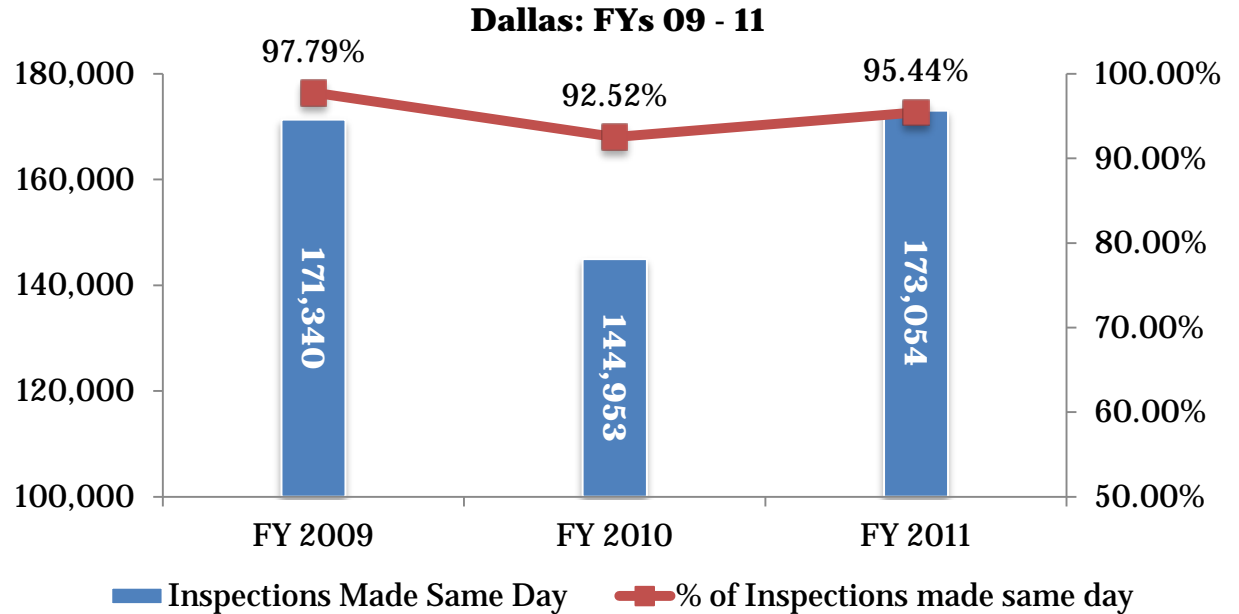


Average Number of Inspections per year per FTE

Comparative: FY 11

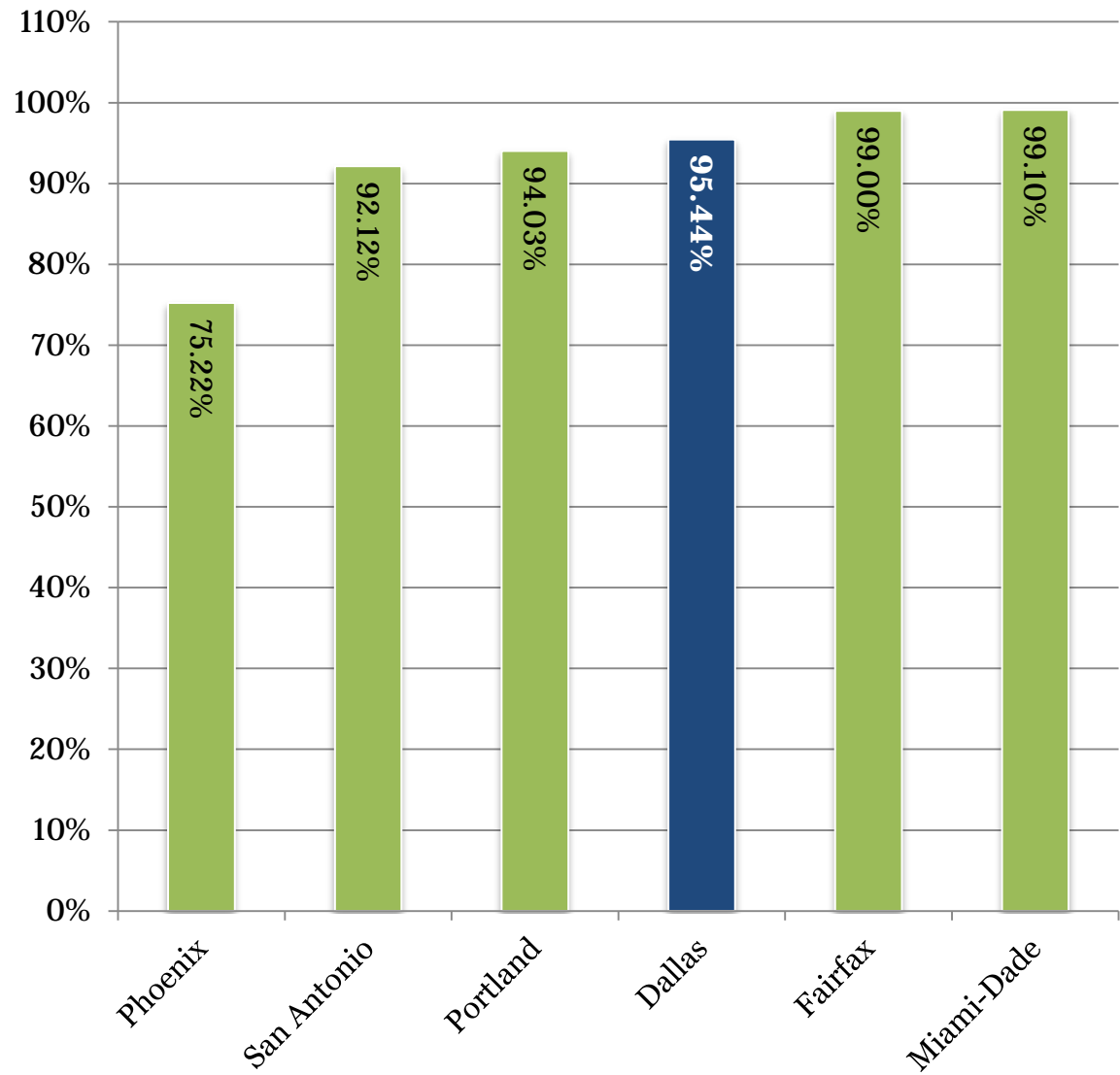


Number of Building Inspections Made Same Day



Percent of Building Inspections Made Same Day

Comparative: FY 11





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