

#060341

9/25/06

City of Gainesville  
Office of Strategic Planning

# Performance Measurement Program

September 25, 2006

# Topics for Discussion

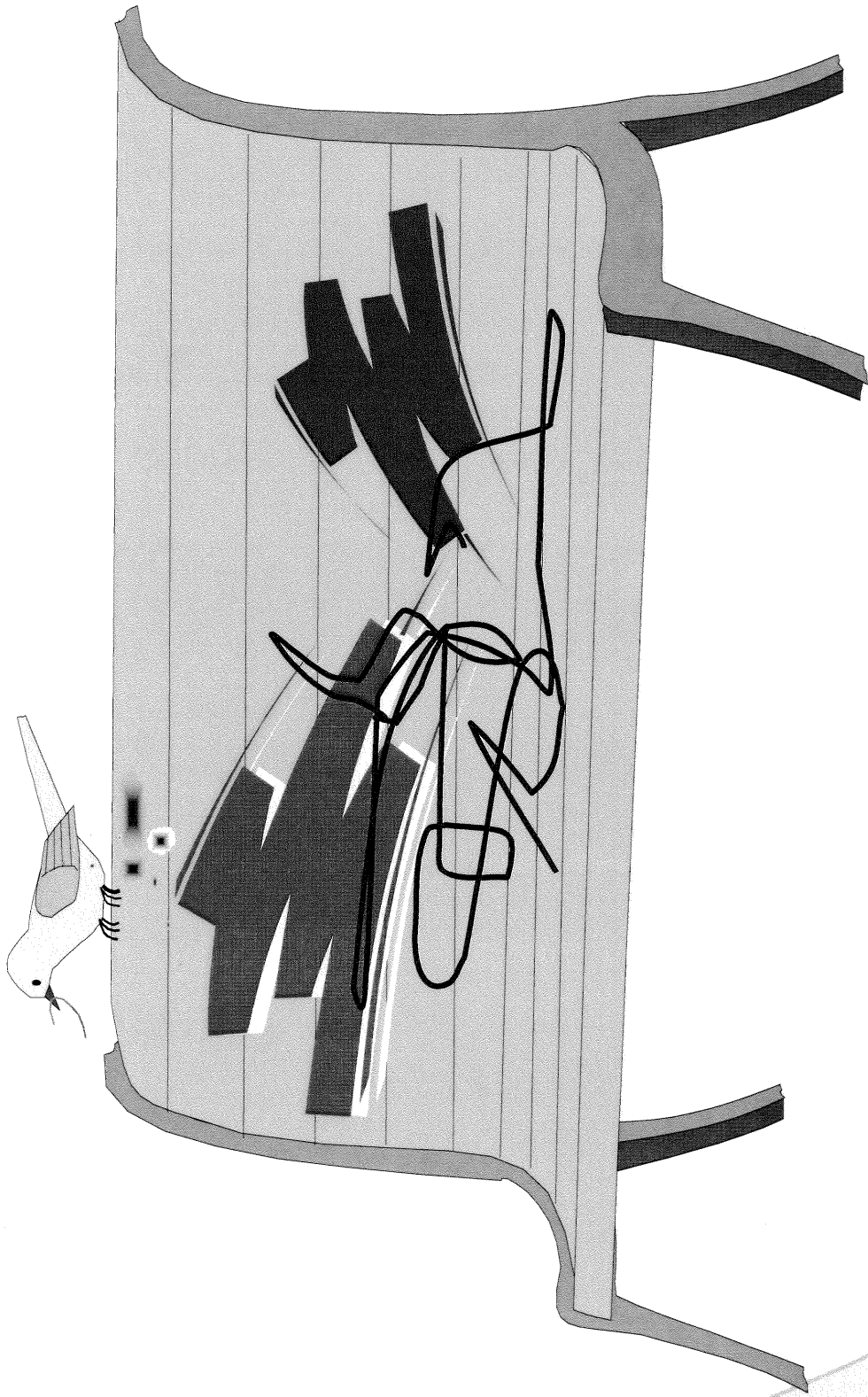
- Gainesville's Three Tier Approach to Performance Measurement and Benchmarking
- Sample Data
- Future Plans
- Questions

# What is a Performance Measurement Program?

A system of measurement on a regular **basis of the results and the efficiency of services or programs**

- Tells us how the public benefited from our services
- Provides more insight into the extent to which our services help accomplish our mission

# What is Benchmarking?



# Benchmarking

- ◆ Selection of a **reference point** to make comparisons or measurement against
- ◆ **A standard** that we measure ourselves against
- ◆ Five areas to benchmark
  - Historical trends
  - Our goals to our results
  - Internal components, i.e. between departments or between neighborhoods
  - Our community's service level to similar communities' LOS
  - Comparisons to other entities, i.e. larger communities, private business

# Gainesville's Three Tier Approach

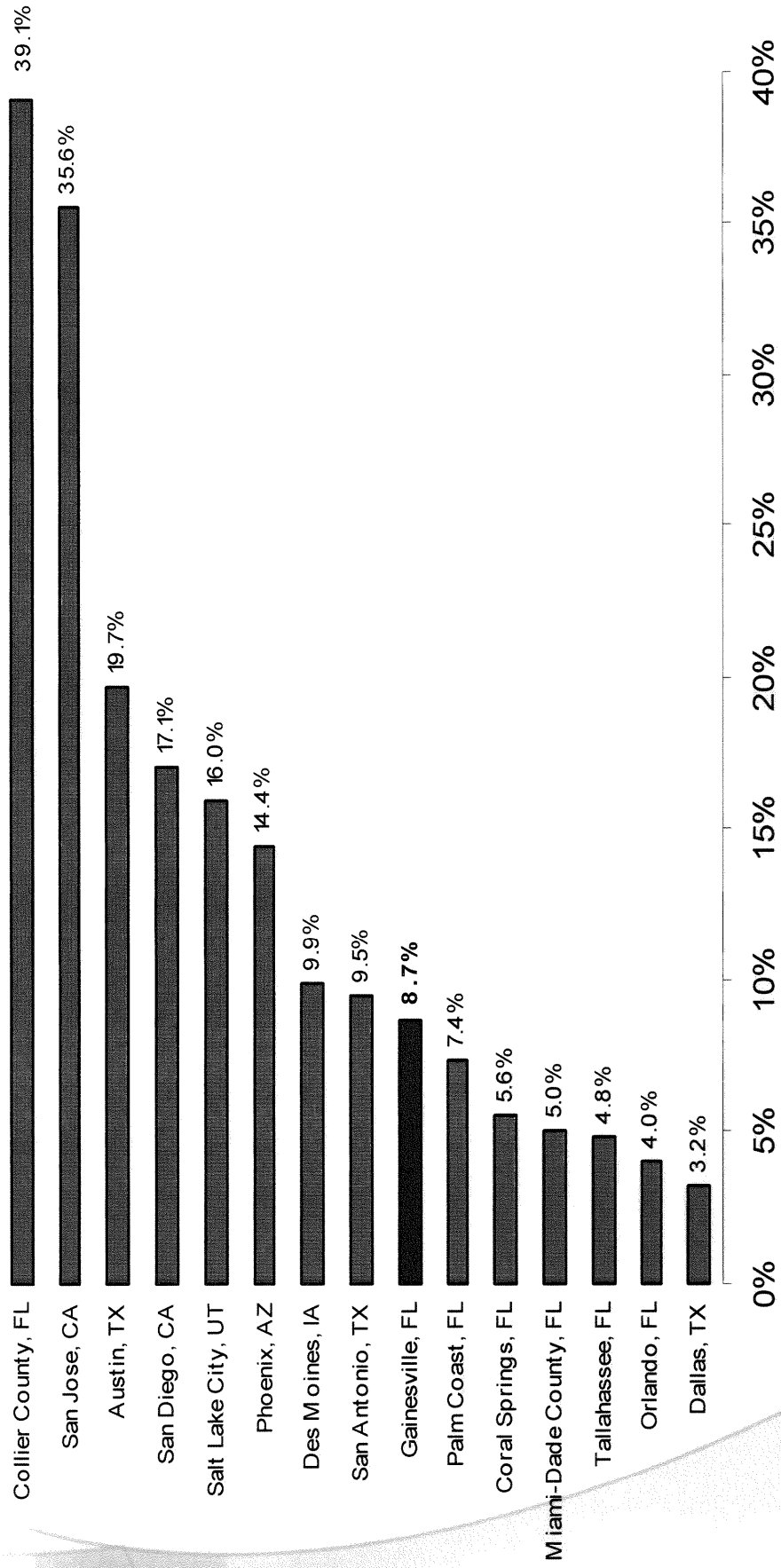
- ◆ ICMA Center for Performance Measurement
- ◆ Florida Benchmarking Consortium
- ◆ Internal Programs and Reporting

# ICMA Center for Performance Measurement

- Participating member since 2002
- Provides benchmarking opportunities on a national level
- 11 service areas participate
- Recipient of ICMA's "Certificate of Achievement" in Performance Measurement

# ICMA Performance Measures

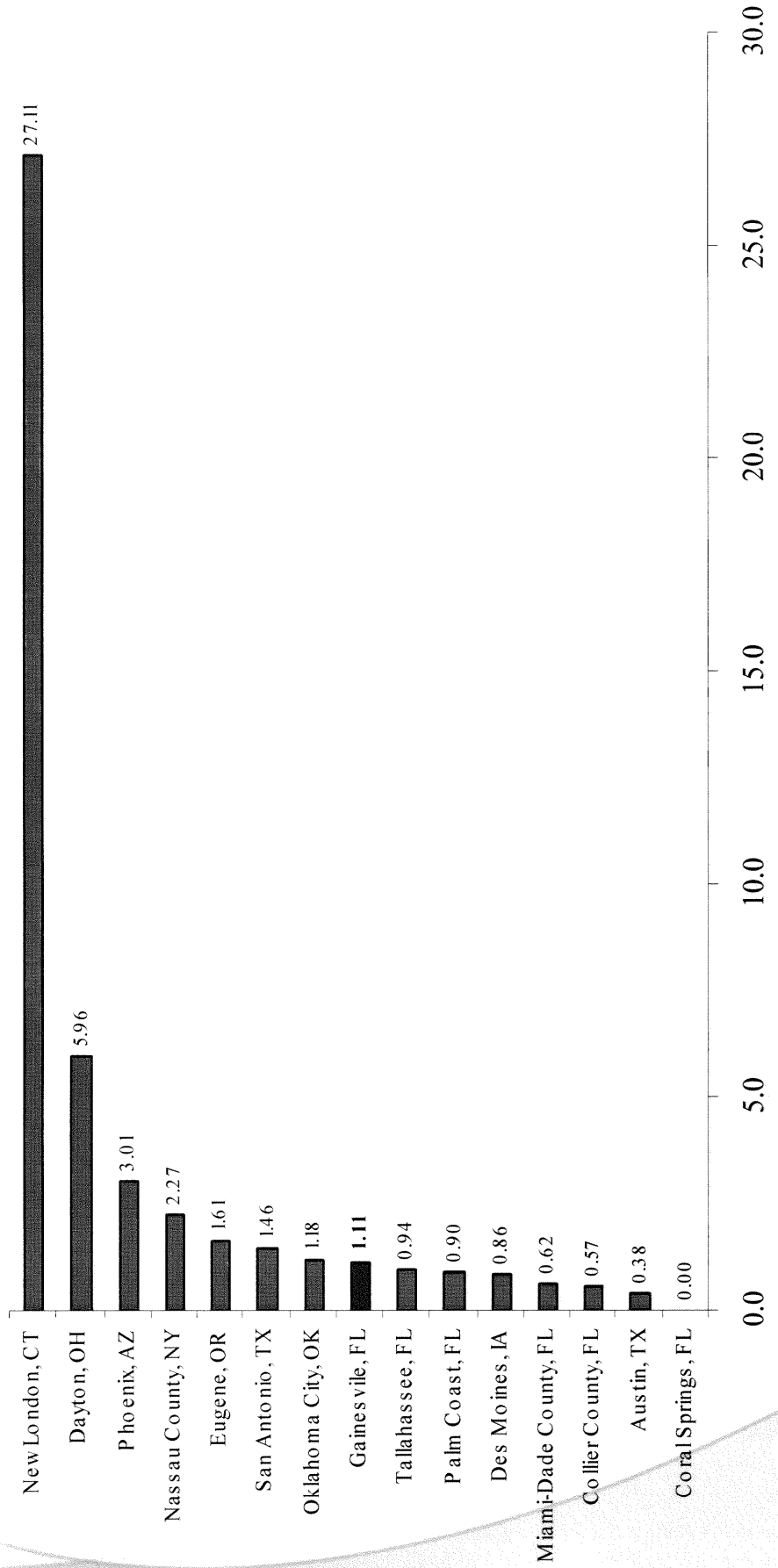
## Recyclable Material Collected as a Percentage of All Refuse and Recycling Material Collected, FY 2004





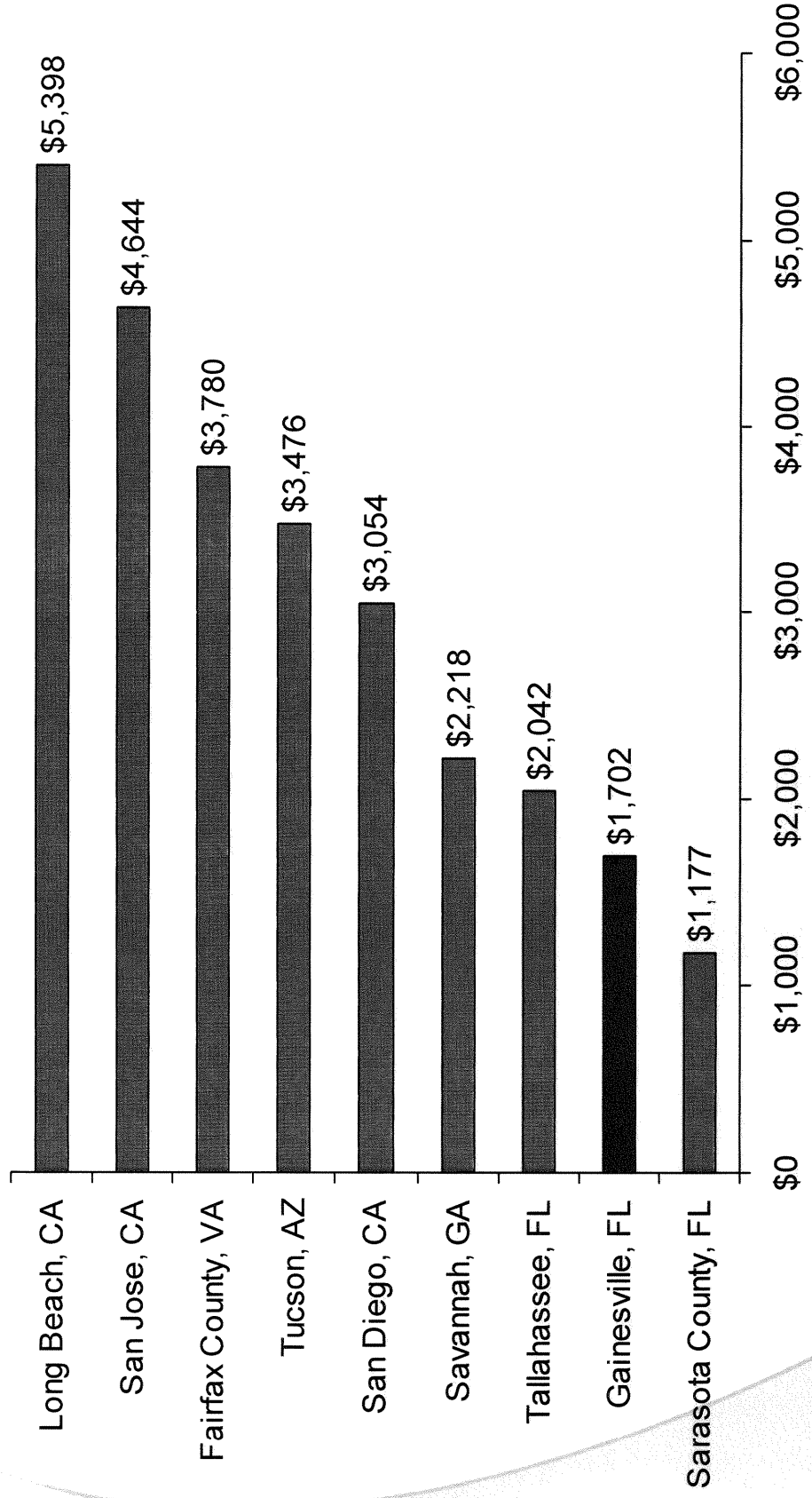
# ICMA Performance Measures

## Number of Employee Grievances and Appeals per 100 Employees, FY 2004



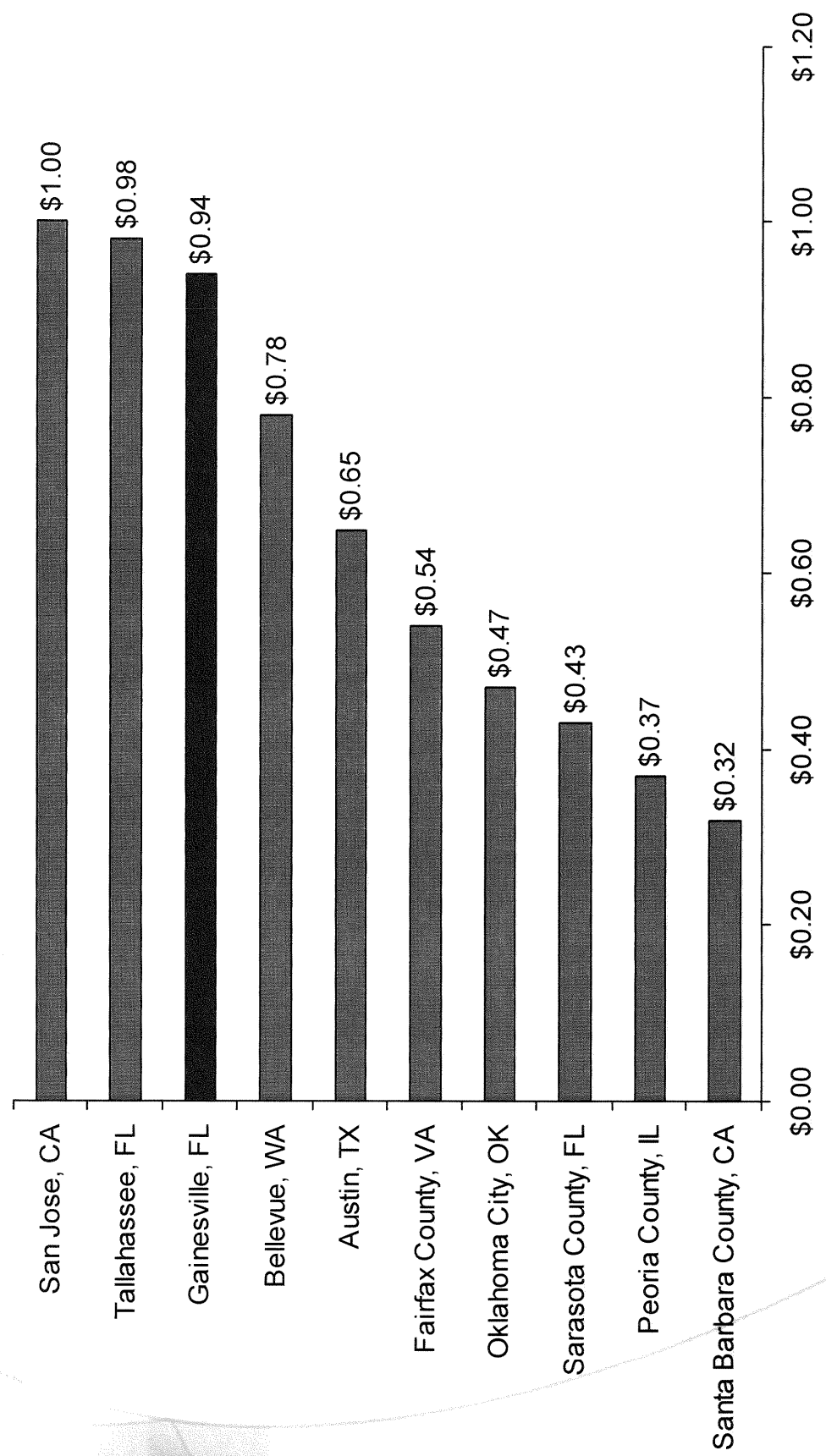
# ICMA Performance Measures

Average Police Vehicle Maintenance Expenditures per Vehicle, FY2004



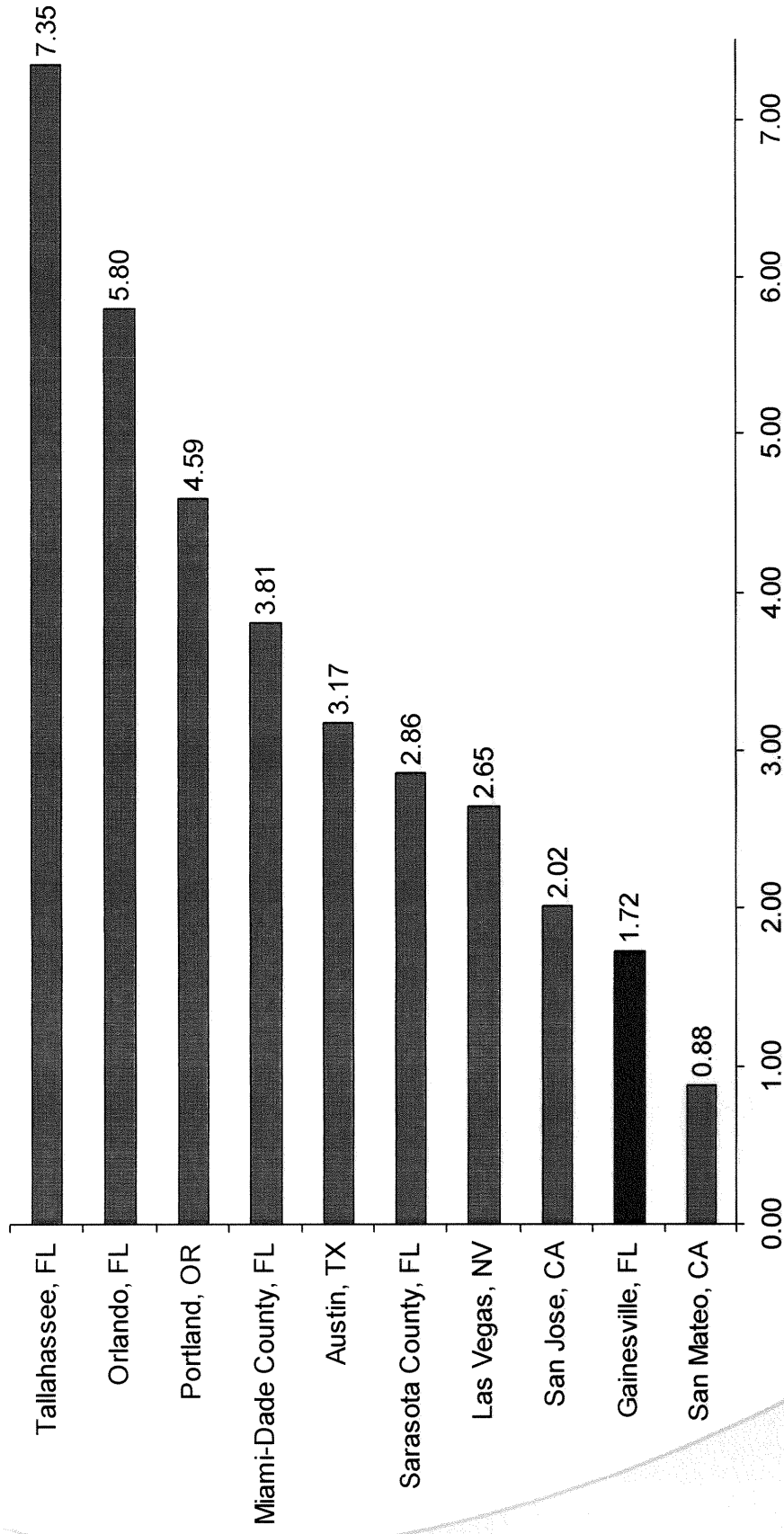
# ICMA Performance Measures

**Buses: Total Maintenance Expenditures per Mile Driven, FY2004**



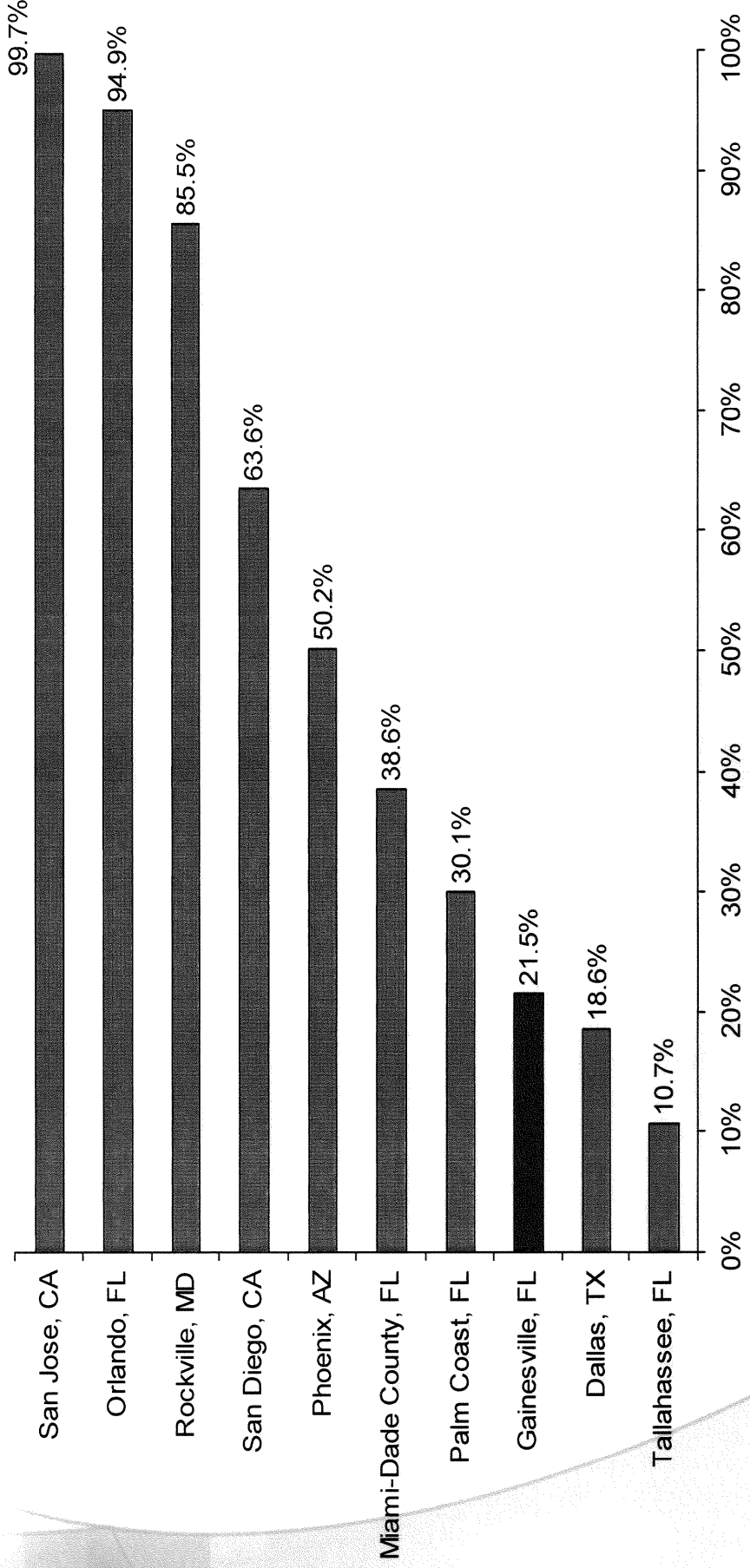
# ICMA Performance Measures

Total Fire Incidents per 1,000 Population Served, FY2004



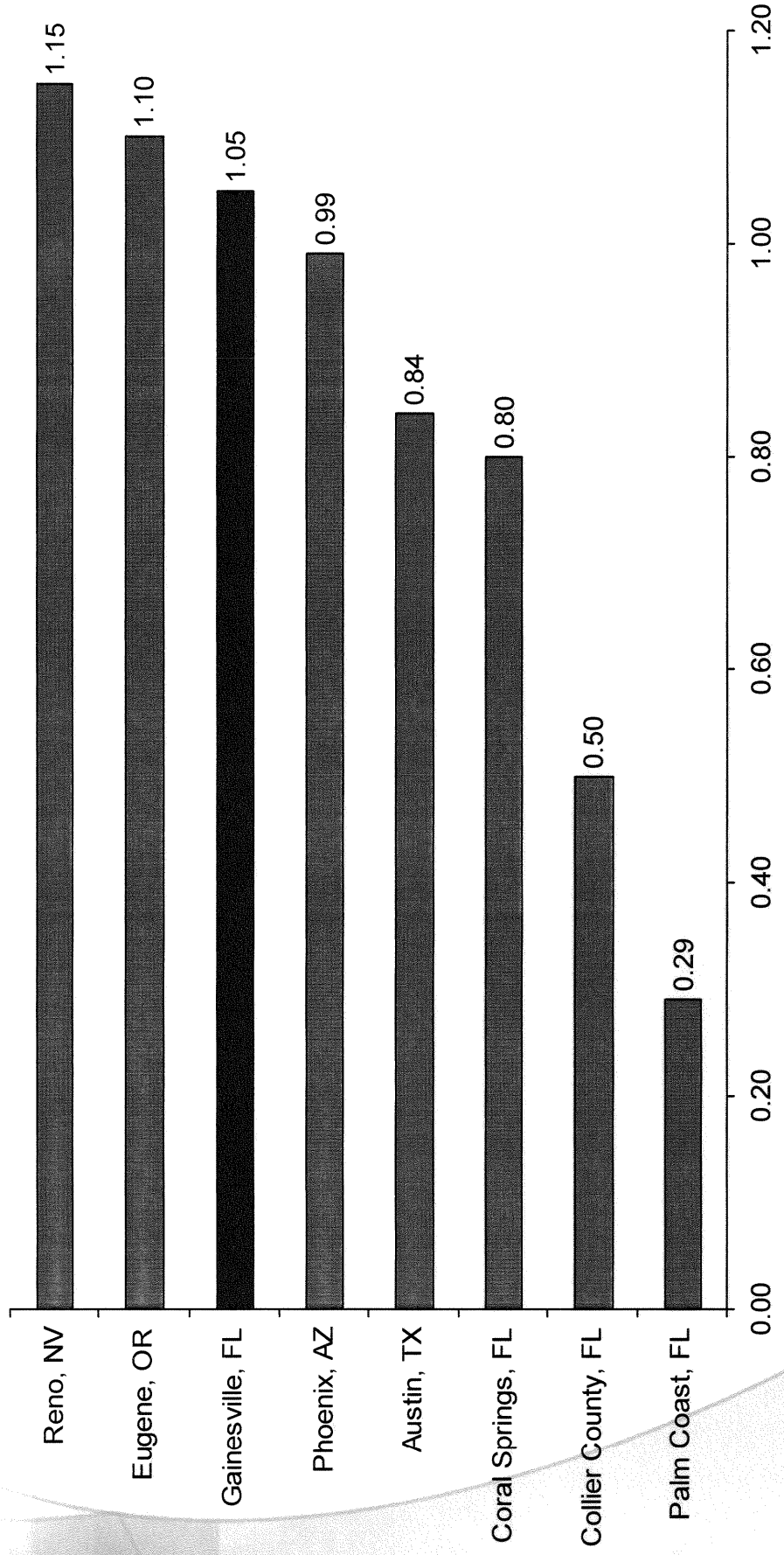
# ICMA Performance Measures

**Code Enforcement: Rate of Voluntary Compliance, FY2004**  
(cases brought into voluntary compliances as a percentage of all cases initiated in FY2004)



# ICMA Performance Measures

**Parks & Recreation FTE's per 1,000 Population, FY2004**  
(excluding golf)



**Florida Benchmarking Consortium**

Map of Participating Cities and Counties – 05/06/06



# FLORIDA BENCHMARKING CONSORTIUM

# Florida Benchmarking Consortium



## Contract with University of Central Florida

- **Florida Institute of Government**
- Collect, analyze, and store the data
- Provide access to the information, produce a newsletter,  
research best practices, and coordinate the effort