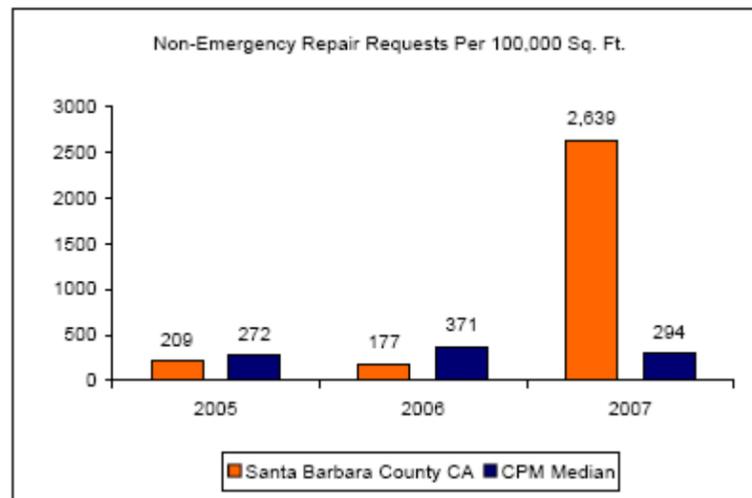
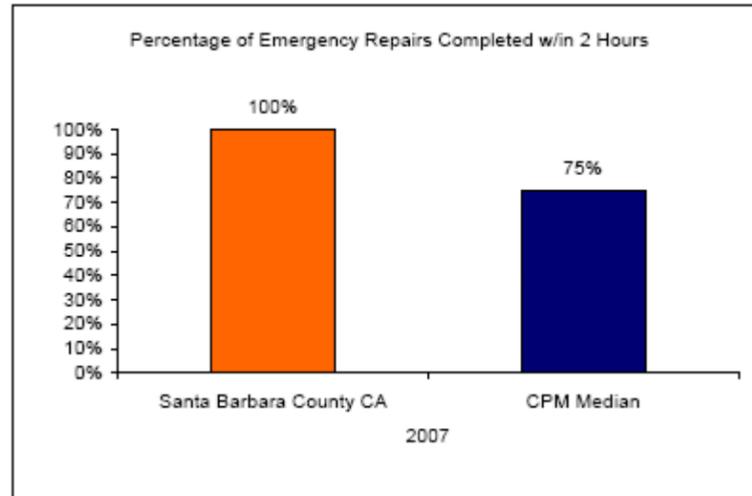


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Service Area: FACILITIES MANAGEMENT

Facilities Management performance can be assessed on several core measures, including customer satisfaction surveys, emergency custodial requests/repairs completed within two hours, non-emergency repairs requests per 100,000 square feet, custodial/repair expenditures per square foot, and response times. Variations in performance may relate to differences in number of FTEs, jurisdiction size, and other issues. For complete access to raw data and all jurisdiction comments, visit <http://icma.org/cpm>.



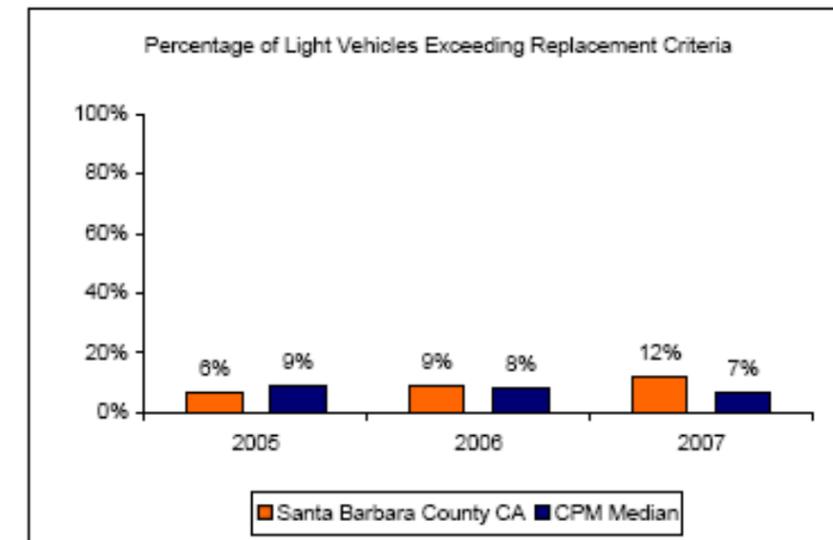
The number of repair requests may vary depending upon staff schedules, in-house vs. contractual, and the degree to which daily tasks to be performed are pre determined or revised as needed.

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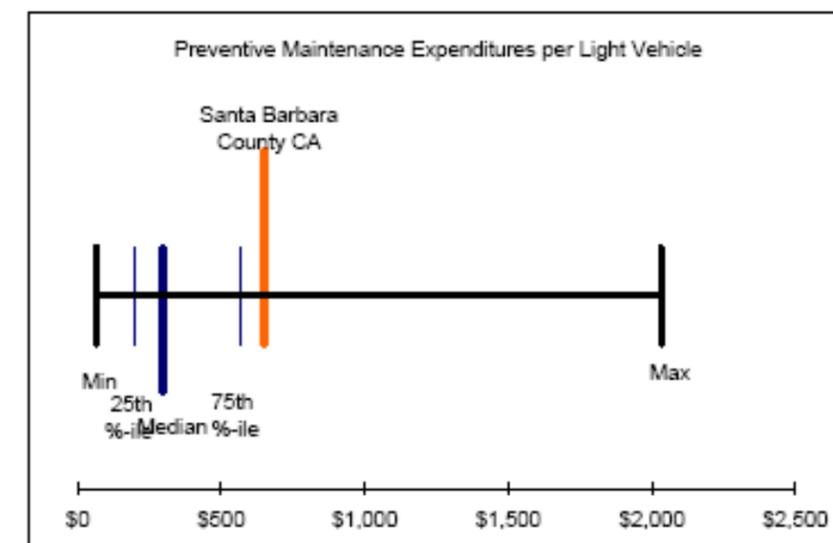
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Service Area: FLEET MANAGEMENT

Performance of the fleet management service can be accessed using several core outcome-oriented measures, including: timeliness, customer satisfaction, number of vehicles exceeding replacement criteria, and expenditures per vehicle. Variations in performance may relate to differences in types of vehicles maintained, preventive maintenance and replacement policy, and jurisdiction specific characteristics such as climate. Some high expenditures can be attributed to jurisdiction-specific, single-event incidents. For complete access to raw data and all jurisdiction comments, visit <http://icma.org/cpm>.



Number of vehicles exceeding replacement criteria may vary depending upon the amount of capital expenditure funding.



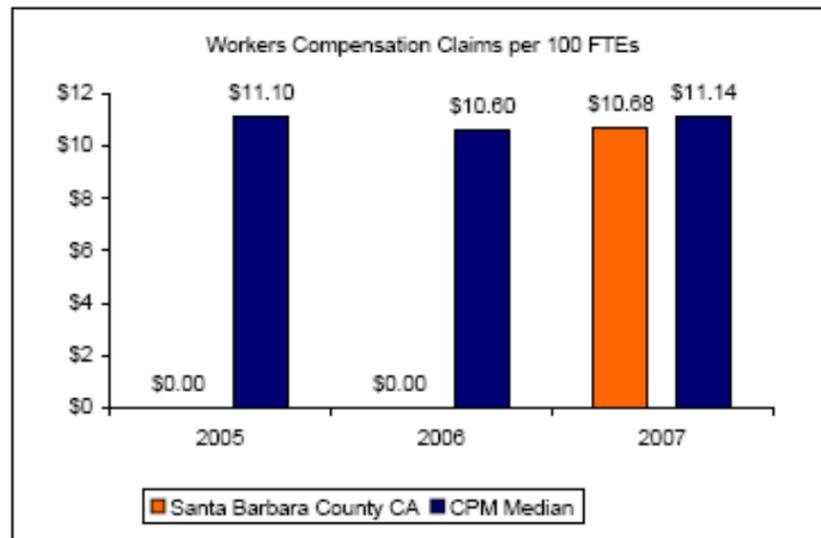
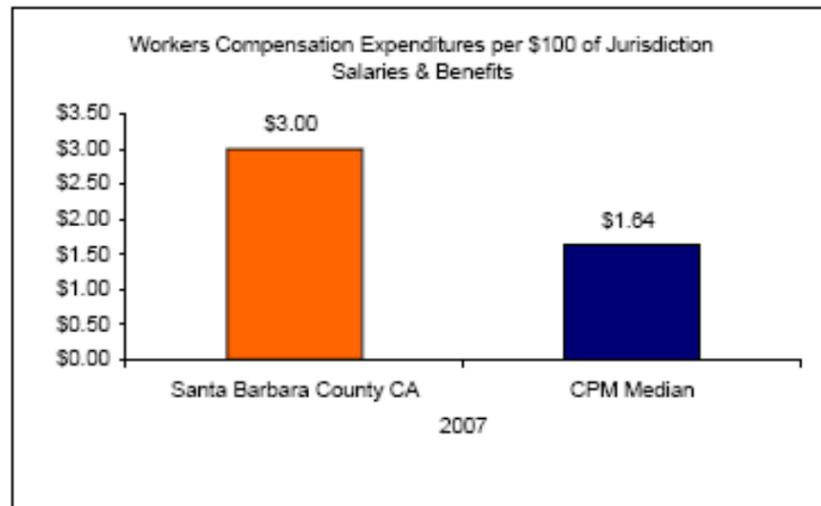
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Service Area: RISK MANAGEMENT

Risk management performance can be assessed on several core measures, including workers' compensation expenditures, worker days lost per accident, third party vehicle liability, and number of traffic accidents per 100,000 miles driven. Variations in performance may relate to differences in number of FTEs, jurisdiction size, services and facilities provided, and other issues. Some high expenditures can be attributed to jurisdiction-specific, single-event incidents. For complete access to raw data and all jurisdiction comments, visit <http://icma.org/cpm>.



Some variation may be attributed to difference sin the types of operations undertaken by in-house staff and contracted agencies.

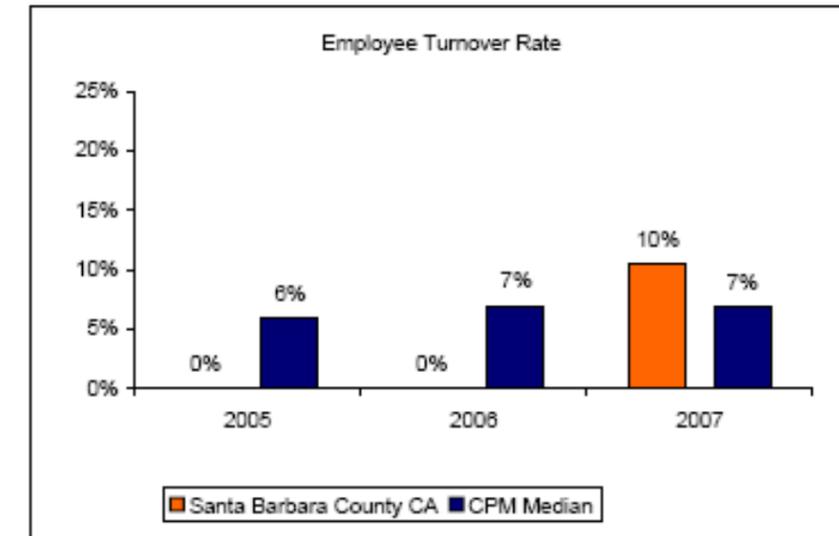
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Service Area: HUMAN RESOURCES

Performance of the human resources can be accessed using several core outcome-oriented measures, including: internal customer satisfaction, turnover rates, sick leave hours used, employee grievances, and employee reviews completed on time. Variations in performance may relate to organization of the HR function, number of jurisdictional employees, and key activities performed by the HR function. For complete access to raw data and all jurisdiction comments, visit <http://icma.org/cpm>.



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Service Area: INFORMATION TECHNOLOGY

Information technology performance can be assessed on several key measures, including service response time, expenditures, and customer satisfaction. Variations in performance may relate to differences in staff size, in-house vs. contract service, organization of IT function, level of service offered, and other issues. Internal service surveys reflect employee attitudes on the issue at hand, rather than the public or citizen satisfaction level. For complete access to raw data and all jurisdiction comments, visit <http://icma.org/cpm>.

