ICMA-CPM
Program Overview and Update

October 5, 2011

What is the ICMA-CPM?

- ICMA's performance measurement program

- Approximately 150 local governments of all sizes participate

- Developed a set of common performance measures that facilitate comparisons

- Identify effective management practices

ICMA-CPM Service Areas

* Denotes the service areas the Town is currently reporting performance data for

- Code Enforcement*
- Facilities*
- Fire and EMS*
- Fleet Management*
- General Demographics*
- Highway and Road Maintenance*
- Housing
- Human Resources*
- Information Technology*

- Library Services
- Obesity Prevention
- Parks and Recreation*
- Permit Land Use and Plan Review*
- Police Services*
- Purchasing
- Refuse and Recyling
- Risk Management*
- Sustainability
- Youth Services
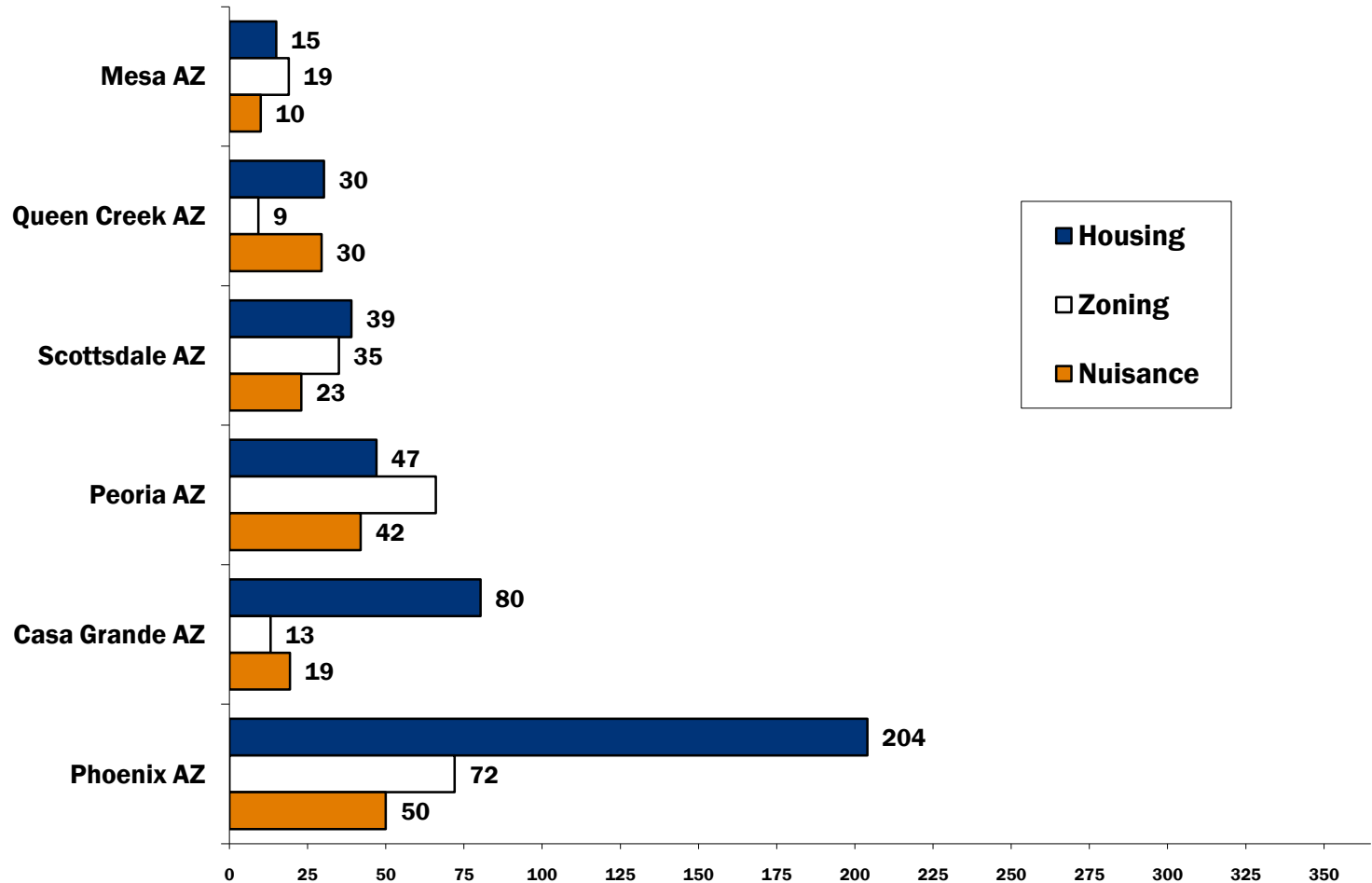
ICMA-CPM Reports

- Two reports are published each year, they include core measures from each template
  - The Midyear Report is published in Jan.
  - The Annual Report is published in May

Sample Graphs from FY2010 Annual Report

CODE ENFORCEMENT: FIGURE 3-4a
AVERAGE # OF CALENDAR DAYS FROM CASE INSPECTION TO VOLUNTARY COMPLIANCE

Legend:
- Housing
- Zoning
- Nuisance

City	Housing	Zoning	Nuisance
Mesa AZ	15	19	10
Queen Creek AZ	30	9	30
Scottsdale AZ	39	35	23
Peoria AZ	47	(65)	42
Casa Grande AZ	80	13	19
Phoenix AZ	204	72	50

Axis: 0, 25, 50, 75, 100, 125, 150, 175, 200, 225, 250, 275, 300, 325, 350

Why Measure Performance?

- Assess progress over time
- Inform the community, organization & learn from others
- Find improvement targets
- Reward Success

Performance Information Can be Used to….

- **Manage Performance**
  - Continuous Improvement
- **Support budget & resource allocation**
- **Support accountability**

From Measurement & Reporting to Management and Improving

- ICMA-CPM is just one tool
- "Dashboard" report (Jan.'12)
- Service Areas perform analysis (Feb.'12)
- Staff is continuing to work on integrating / aligning all of the Town's performance measurement techniques

Town Recognized Nationally

- Town was recognized for "superior performance management efforts" by the ICMA-CPM

- 3rd tier of a 3 tier certificate/award program

- Seven jurisdictions nationally received the Certificate of Achievement this year.