



**Leverage resources.
Be accountable.
Be transparent.**

CPM ALC Program

Creating sustainable, livable, and resilient communities is at the heart of local government management.

The ICMA Center for Performance Measurement™ (CPM) provides local governments with the tools to deliver results that will improve the lives of their residents.

“Performance measurement forces us to step back and quantify our efforts, which in turn helps us to understand what is working, what needs improvement, and just how far we have come.”

— Assistant Town Manager,
Northeast Region

ICMA
Center for Performance Measurement™

- Youth Services

Comparisons Are Simply The First Step In Improving Local Services

The objective of the ICMA Center for Performance Measurement™ is much more than compiling comparisons of various aspects of local government service provision among jurisdictions. The Center strives to assist cities and counties in making service provision more effective and efficient. The comparative data made available to participating jurisdictions are simply a means to achieving this objective. The comparative data encourages you and your colleagues to pose questions such as these, with EMS as an example:

“In reviewing the data, I’ve noticed that quite a few jurisdictions have response times for emergency medical services (EMS) shorter than my jurisdiction. How do they accomplish these shorter response times? How are EMS vehicles deployed? Staffed? Dispatched? What specific kinds of 911 training are offered in these jurisdictions? Are traffic lights controlled/preempted by EMS vehicles? What could I learn from other jurisdictions that could save lives in my community?”

The data collected by the Center should be viewed as a starting point for more in-depth analysis of the best practices that may be associated with outstanding performance. The Center hopes that the valid and reliable data it makes available will help jurisdictions not only ask these types of questions but also provide a strong decision making tool that is otherwise not available.

Improving Local Services Is What Makes The Center Unique

Many newspapers, magazines, and other publications print overall rankings on lots of things-including local governments. ICMA is not in this “rankings” business. ICMA does not declare which jurisdiction is “the best,” “average,” or anything else. We compile measures for a wide variety of variables, but no attempt is made to aggregate these numbers or create an overall ranking.

What makes the ICMA program unique is our objective to assist jurisdictions in using comparative performance measurement as a powerful tool for improving service delivery. Through web-based discussions and face-to-face meetings we hold throughout the year, successful mechanisms for improving services can be shared and implemented. Over time, the expectation is that all jurisdictions will learn from each other, citizens will be provided the high quality services they want and deserve, and public employees will be justifiably proud of their accomplishments.

If you have any questions regarding your jurisdiction’s participation with the Center, please contact us at 202/962-3562 or cpmmail@icma.org. We look forward to working with you on the goal of improving local government service delivery and we welcome you to the ICMA Center for Performance Measurement™!

Nikiah Wade

Participant Services Coordinator
Center for Performance Measurement
International City/County Management Association (ICMA)

202 962 3562
nwade@icma.org

ICMA *Leaders at the Core of Better Communities*

icma.org

Connect with ICMA





“With the ever increasing expectation that taxpayer dollars be justified, performance measurement helps us to evaluate the way we do business and at the same time increase civic engagement and improve public transparency.”

— Chief of Police,
Mountain Plains Region

CPM a la carte (ALC) is a unique program that allows local governments to take a comprehensive look at a subset of CPM’s 18 service areas, providing them with the tools to set appropriate budget targets, make evidence-based decisions, implement proven cost- and time-saving practices, and build the confidence of elected officials and citizens.

CPM ALC includes:

- Online data collection
- Live, online training
- Access to comparative data from all CPM participants
- Access to CPM’s online data query, reporting, and analysis tool
- Case study reports
- Monthly learning opportunities through the CPM webinar series.

Contact us today.

For more information or to enroll in the CPM ALC Program, visit icma.org/performance, email cpmmail@icma.org, or call 202-962-3562.

CPM ALC schedule

Milestone	Date
Enrollment deadline	July 1, 2013
Training	Late August 2013
Midyear data submission deadline (for communities with fiscal years ending by June 30)	October 1, 2013
Midyear data set posted (for communities with fiscal years ending by June 30)	November 2013
Annual data submission	March 15, 2014
Annual data set posted	May 2014

Service areas

Measure, compare, and improve a subset of these services:

- Code enforcement
- Facilities management
- Fire/EMS
- Fleet management
- General government and demographics
- Highways and roads
- Housing
- Human resources
- Information technology
- Library services
- Parks and recreation
- Permitting
- Police services
- Procurement
- Risk management
- Solid waste
- Sustainability
- Youth services.