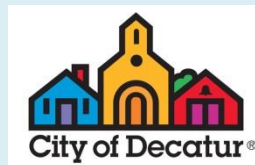


2017 Municipal Benchmarking Report Overview

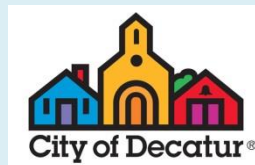
City Commission Work Session
19 June 2017



What is Benchmarking?

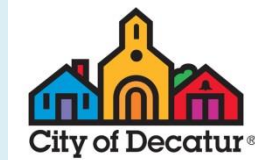
- “The practice of comparing performance with standards or the performance results achieved by others.”

- David Ammons



Survey Stats

- Survey conducted by email in May 2017 for FY15-16 information
- Criteria:
 - NCS participation
 - ICMA Insights past participation
 - Population (15,000 to 40,000)
 - Proximity to large city in a MSA
 - Council-manager form of government
 - Central business district
 - College or University
 - Independent school system
- Sent to 25 cities; Received 10 responses



Communities Over Time

- **2014**

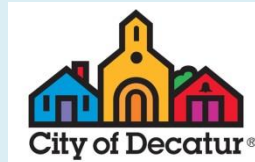
1. Cartersville, GA
2. Clayton, MO
3. Dover, NH
4. Greer, SC
5. Needham, MA
6. Piqua, OH
7. Queen Creek, AZ
8. Saco, ME
9. Suwanee, GA

- **2015**

1. Bettendorf, IA
2. Cartersville, GA
3. Clayton, MO
4. Elk River, MN
5. Greer, SC
6. Hutto, TX
7. La Vista, NE
8. Needham, MA
9. Piqua, OH
10. Queen Creek, AZ
11. Saco, ME
12. Suwanee, GA

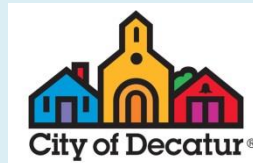
- **2016**

1. Bettendorf, IA
2. Clayton, MO
3. Dover, NH
4. Greer, SC
5. La Vista, NE
6. Needham, MA
7. Piqua, OH
8. Suwanee, GA



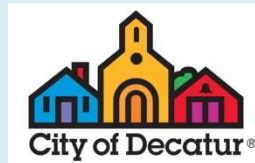
2017 "Top Ten"

1. Bettendorf, IA
2. Cartersville, GA
3. Clayton, MO
4. Dover, NH
5. Elk River, MN
6. Greer, SC
7. La Vista, NE
8. Mooresville, NC
9. Piqua, OH
10. Suwanee, GA



Demographics

City	Region	Metro Area	Area (Square Miles)	Population	2016 General Fund Expenditures	Central Business District	County Seat	College or University Present	Independent School System
Bettendorf, IA	Midwest	Davenport-Moline	21.22	35,727	\$22,672,138	Y	N	Y	Y
Cartersville, GA	Southeast	Atlanta	29.15	20,753	\$47,100,000	Y	Y	N	Y
Clayton, MO	Midwest	St. Louis	2.48	16,623	\$23,075,559	Y	Y	Y	Y
Decatur, GA	Southeast	Atlanta	4.27	22,813	\$22,201,509	Y	Y	Y	Y
Dover, NH	Northeast	Portsmouth-Rochester	26.72	31,153	\$102,043,895	Y	Y	N	Y
Elk River, MN	Midwest	Minneapolis	42.29	24,364	\$13,548,188	Y	Y	Y	Y
Greer, SC	Southeast	Greenville	20.64	29,000	\$20,605,900	Y	N	N	Y
La Vista, NE	Midwest	Omaha	4.28	17,143	\$13,318,145	N	N	N	Y
Mooresville, NC	Southeast	Charlotte	14.7	36,543	\$60,853,215	Y	N	N	Y
Piqua, OH	Midwest	Dayton-Springfield	11.62	20,906	\$10,400,000	Y	Y	N	Y
Suwanee, GA	Southeast	Atlanta	10.88	19,421	\$12,938,290	Y	N	N	N



Subject Areas and Metrics

- **Citizen Education**

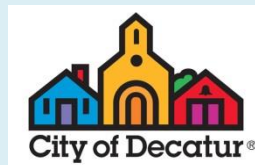
- # of citizen education courses held in 2016
 - Median = 5; Average = 36.1; Decatur = 26

- **Communications**

- Live streaming of public meetings
 - Yes = 6; No = 5; Decatur = Yes
- Social media platforms in use
 - Facebook, Twitter, Instagram and YouTube = most popular

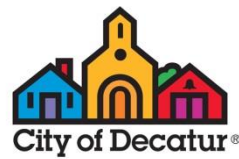
- **Planning**

- Citywide strategic plan
 - All have an approved strategic plan
- Acres of greenspace maintained
 - Median = 372; Average = 434.7; Decatur = 123.7



Subject Areas and Metrics

City	Greenspace (square miles)	Area (square miles)	Percentage of City as Greenspace
Bettendorf	1.14	21.22	5%
Cartersville	0.625	29.15	2%
Clayton	0.15625	2.48	6%
Decatur	0.19375	4.27	5%
Dover	0.282813	26.72	1%
Elk River	2.085938	42.29	5%
Greer	0.15107813	20.64	1%
La Vista	0.345313	4.28	8%
Mooreville	0.865625	14.7	6%
Piqua	1.04375	11.62	9%
Suwanee	0.58125	10.88	5%
		AVERAGE	5%



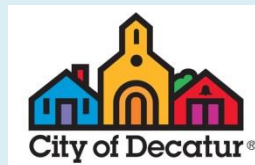
Subject Areas and Metrics

- **Recycling Services**

- Tons collected in 2016
 - Median = 1,593.3; Average = 1,5323; Decatur = 2,540
- Collection of co-mingled materials?
 - Yes = 9; Decatur = Yes

- **Personnel**

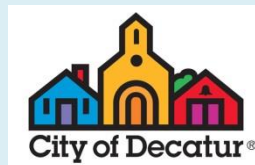
- Employee training expenditures in 2016
 - Median = \$118,376; Average = \$136,986; Decatur = \$252,469
- Employee wellness program?
 - Yes = 9; Decatur = Yes
- Wellness program participation rate
 - Median = 60%; Average = 55.4%; Decatur = 72%
- Average years of service for FT employees
 - Median = 12; Average = 11.5; Decatur = 10



Subject Areas and Metrics

- **Public Safety**

- Average Police response time in FY15-16
 - Median = 5.4; Average 5.3; Decatur = 1.53 minutes
- Average Fire response time in FY15-16
 - Median = 4.6; Average = 5; Decatur = 3 minutes
- % of staff is female
 - Median = 15%; Average = 16%; Decatur = 28%
- % of staff is minority
 - Median = 10%; Average = 13.2%; Decatur = 48%



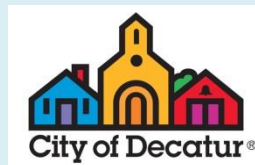
Subject Areas and Metrics

- **Special Events**

- # of events in 2016
 - Median = 41; Average = 46.1; Decatur = 61
- # organized by the city
 - Median = 26.5; Average = 25.1; Decatur = 33
- Total # of volunteer hours
 - Median = 830.5; Average = 3,026.2; Decatur = 7,333

- **Taxes**

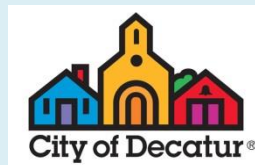
- % residential
 - Median = 62%; Average = 60%; Decatur = 85%
- %commercial
 - Median = 28%; Average = 31.6%; Decatur = 15%
- Overall value of tax-exempt properties
 - Median = \$193,603,403; Average = \$211,769,629; Decatur = \$201,811,300



Subject Areas and Metrics

- **Transportation**

- Lane miles of street maintained in 2016
 - Median = 139; Average 181; Decatur = 62
- % of streets with at least on sidewalk in 2016
 - Median = 70%; Average = 61.4%; Decatur = 82%
- Bicycle lane miles maintained in 2016
 - Median = 2.1; Average = 6; Decatur = 2.6
- # of traffic calming projects in 2016
 - Median = 10; Average = 15; Decatur = 10



QUESTIONS?

