



Park City's ICMA Performance Measurement

October, 2011



PERFORMANCE MEASUREMENT

BENEFIT

Improve the efficiency of City services.

BENCHMARK

Compare with participating cities throughout the nation.

LESSONS LEARNED

**HIGHWAYS &
ROADS
MAINTENANCE**

**PARKS &
RECREATION**

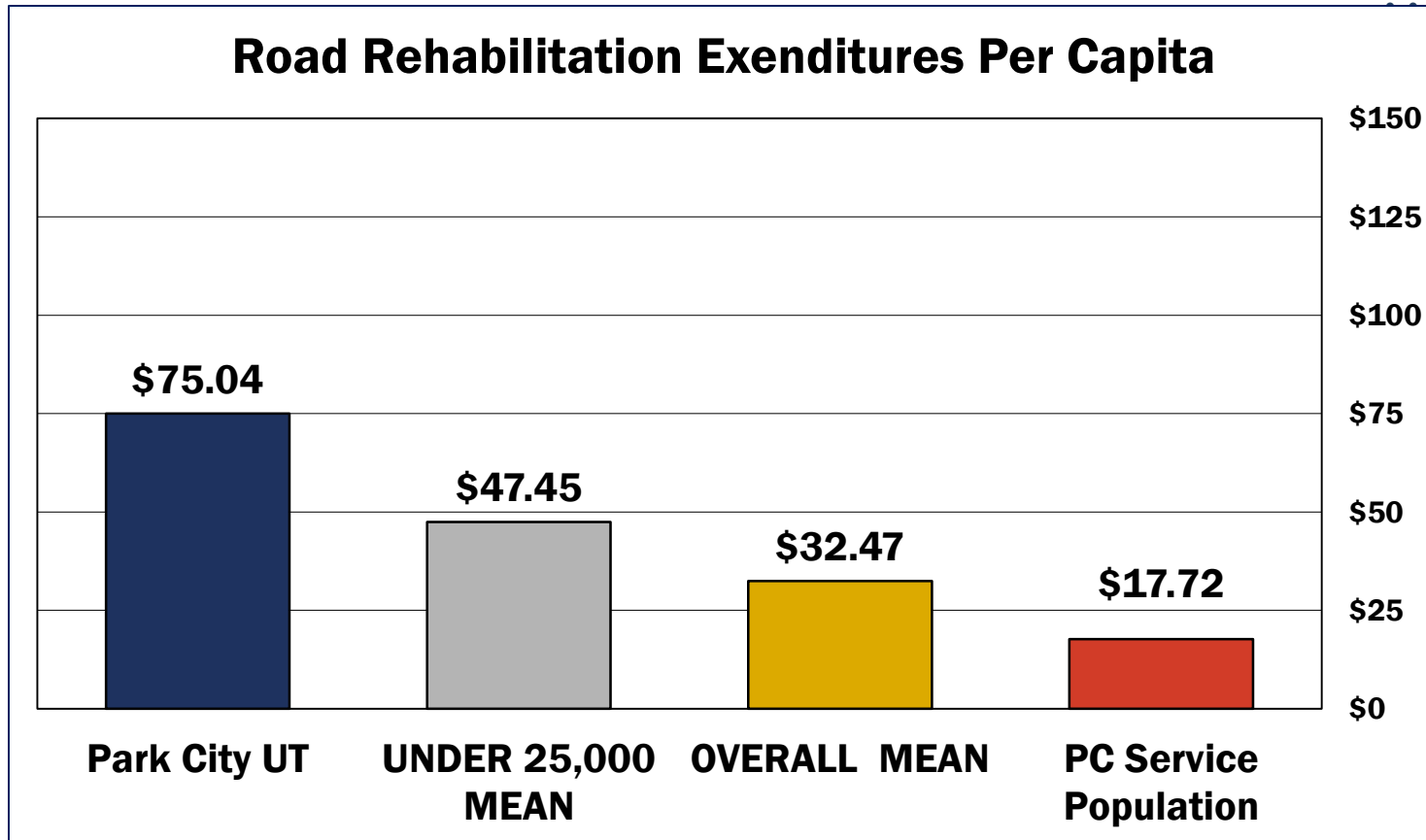
**LIBRARY
SERVICES**

**RISK
MANAGEMENT
& LEGAL**

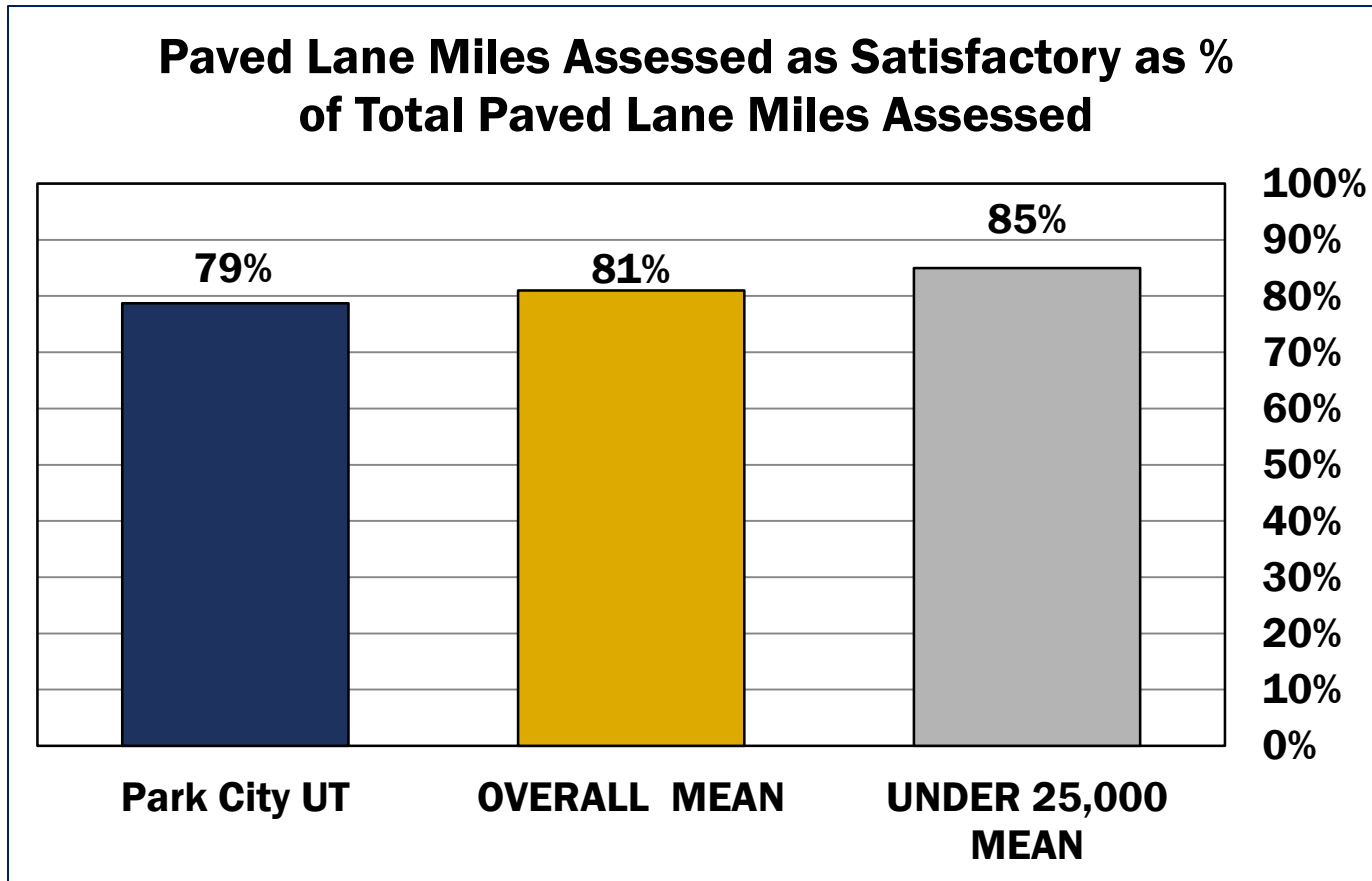
FLEET

**CODE
ENFORCEMENT**

HIGHWAYS & ROAD MAINTENANCE



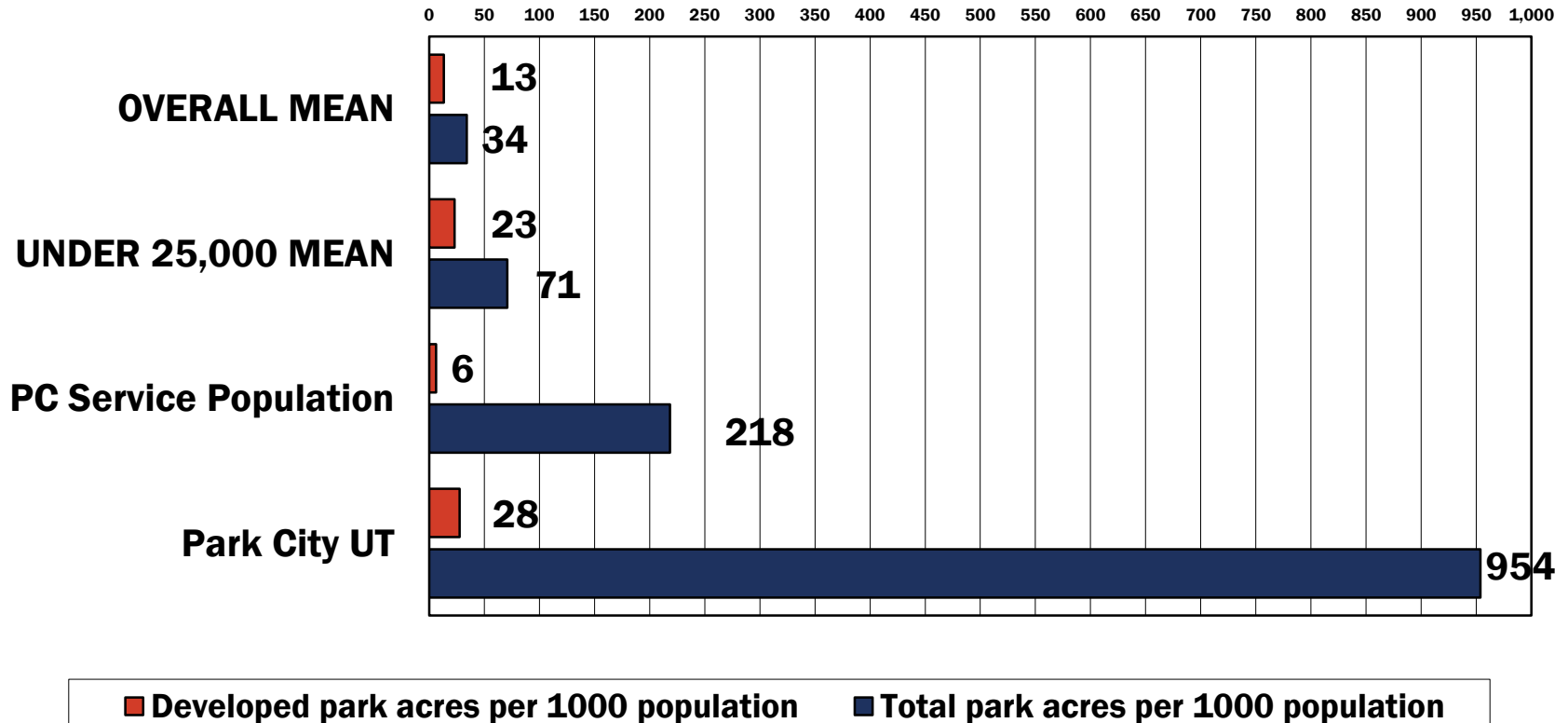
HIGHWAYS & ROAD MAINTENANCE



This may be an indication of a necessity to increase capital funding for road improvements, as well as curbs, drainage, and pavement management.

PARKS & RECREATION

Acres of Parkland per 1,000 Population



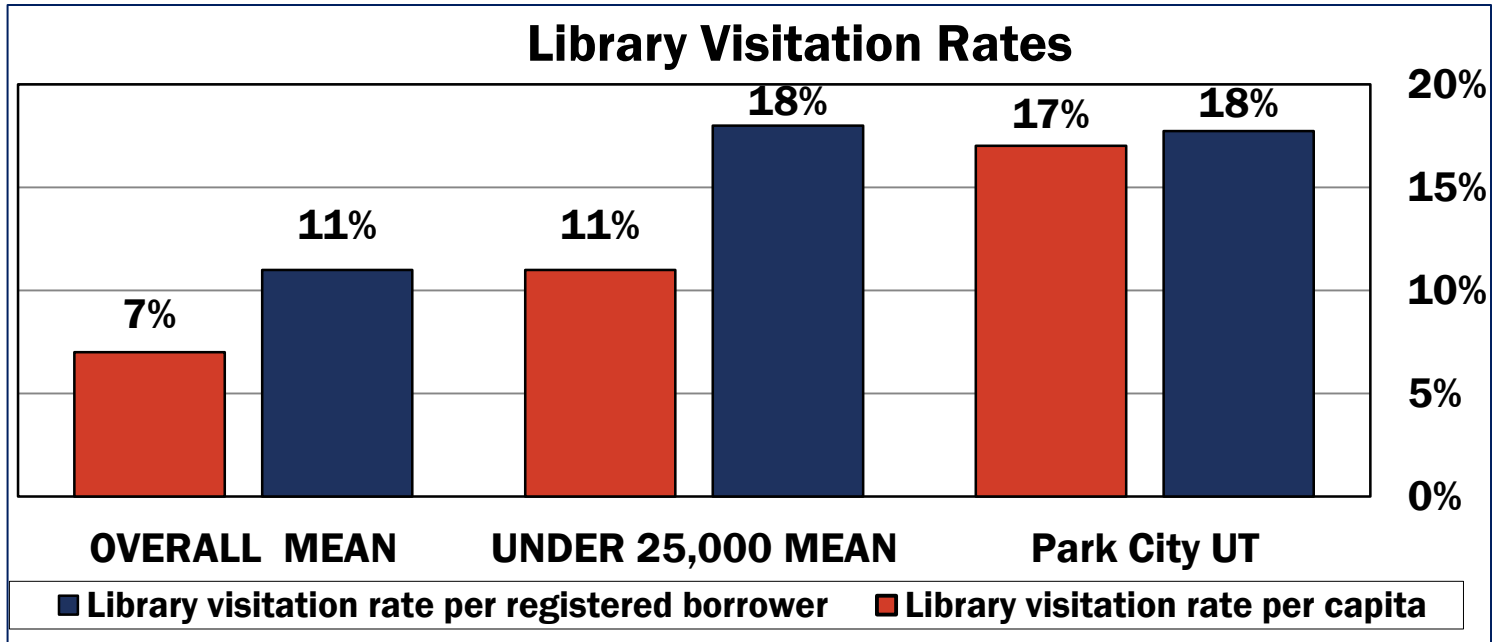
PARKS & RECREATION



- **Revenues were average for cost recovery, and very high for Golf.**
- **Revenues grants were well above the CPM average.**

Our cost recovery levels are average, and we are on the way to the top of the chart. Open space levels are “world class.”

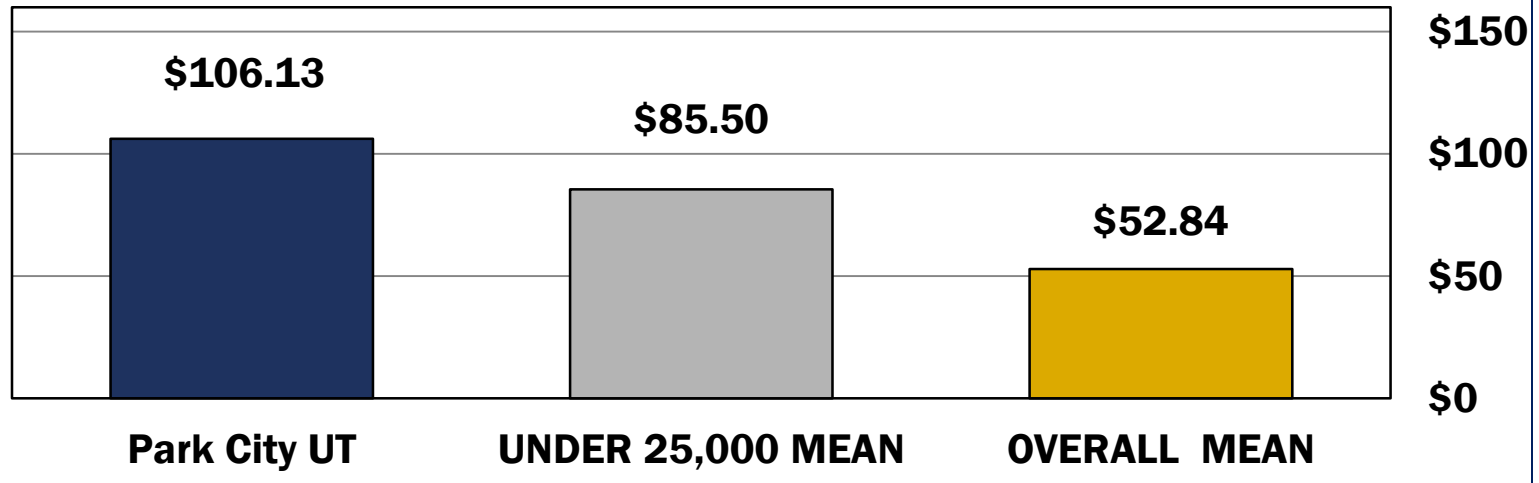
LIBRARY SERVICES



- **Library services ranked # 2 in highest percentage of registered borrowers at 96%**

LIBRARY SERVICES

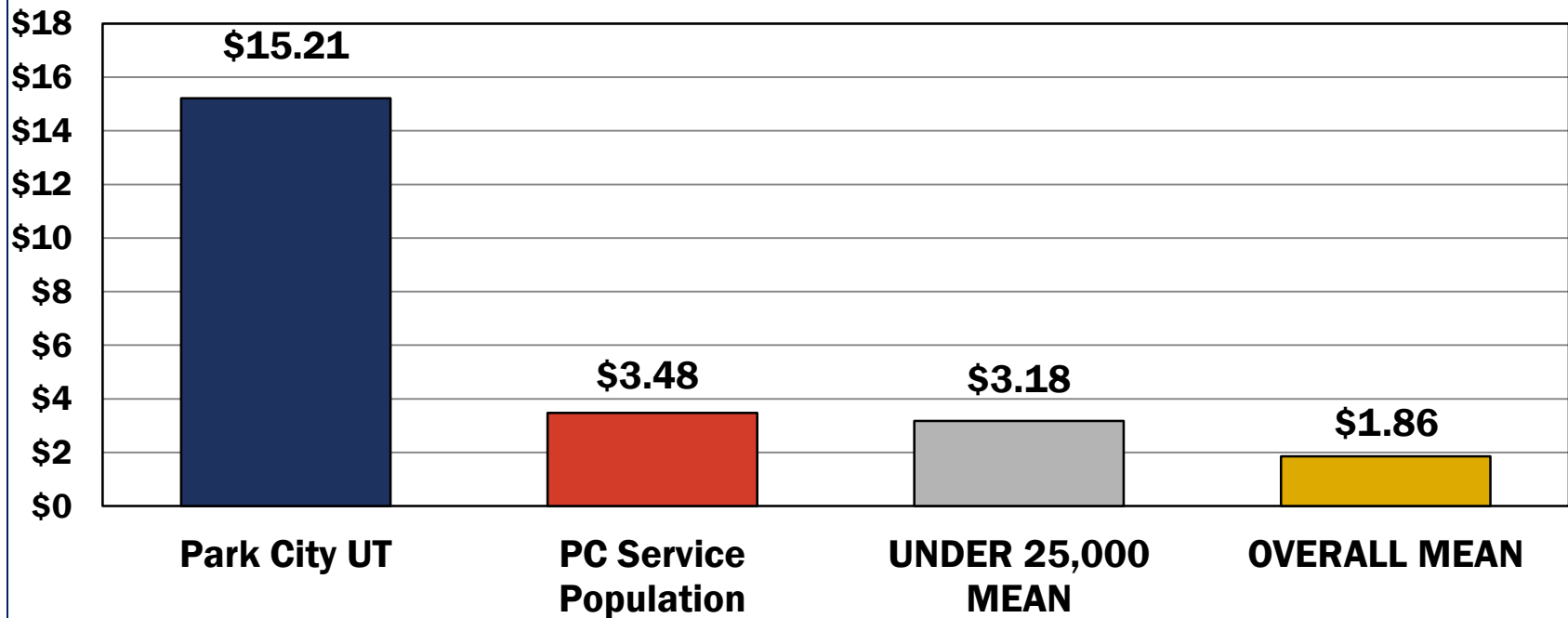
Operating & Maintenance Expenditures per Registered Borrower



We provide a very high level of service for a top quality library experience.

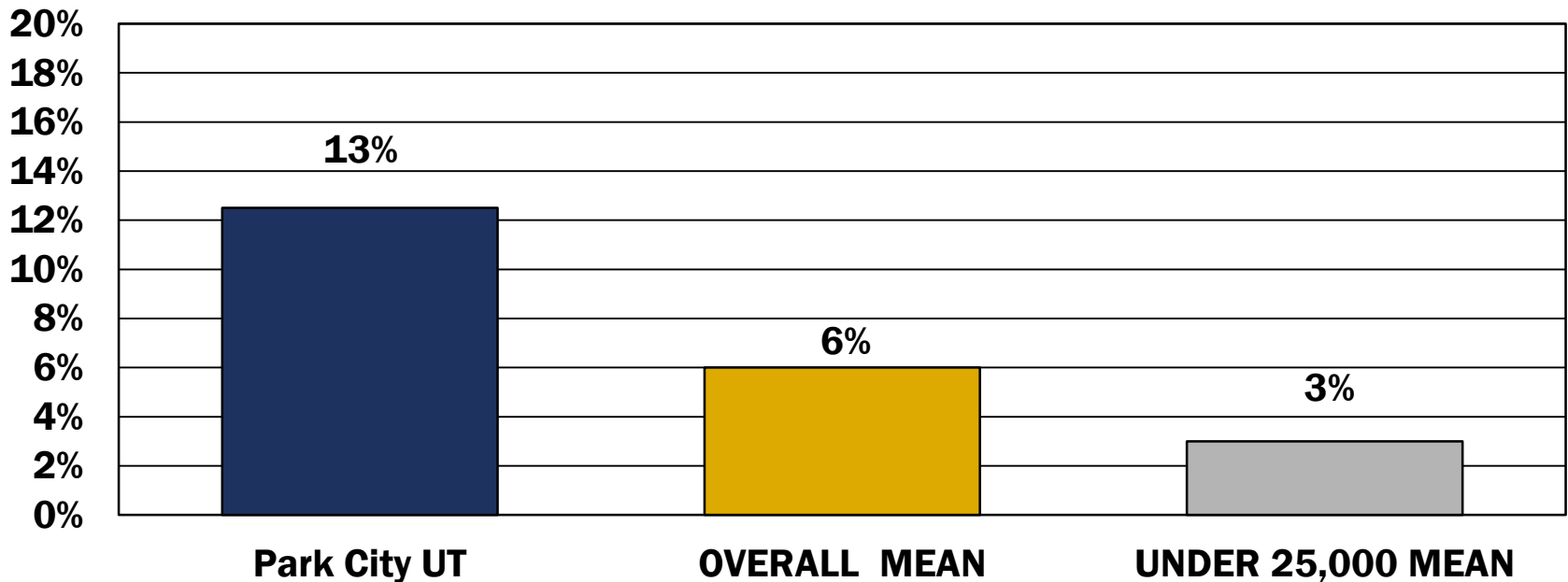
RISK MANAGEMENT & LEGAL

General Liability Claims Expenditures per Capita



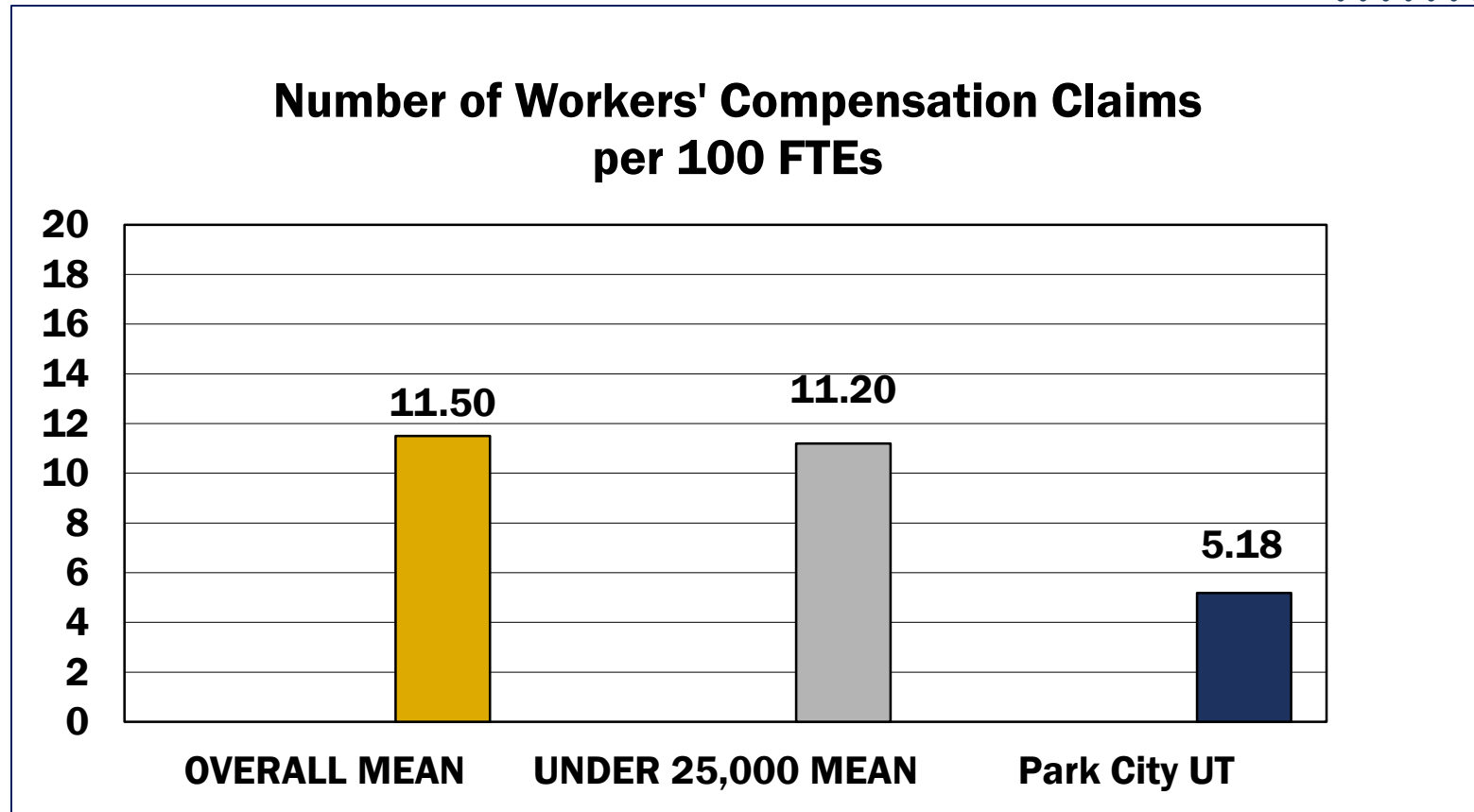
RISK MANAGEMENT & LEGAL

**Percentage of General Liability Claims
that Proceed to Litigation**



We get sued more than most cities. There may be several reasons for this, but the question of why, where, and for what needs to be reviewed.

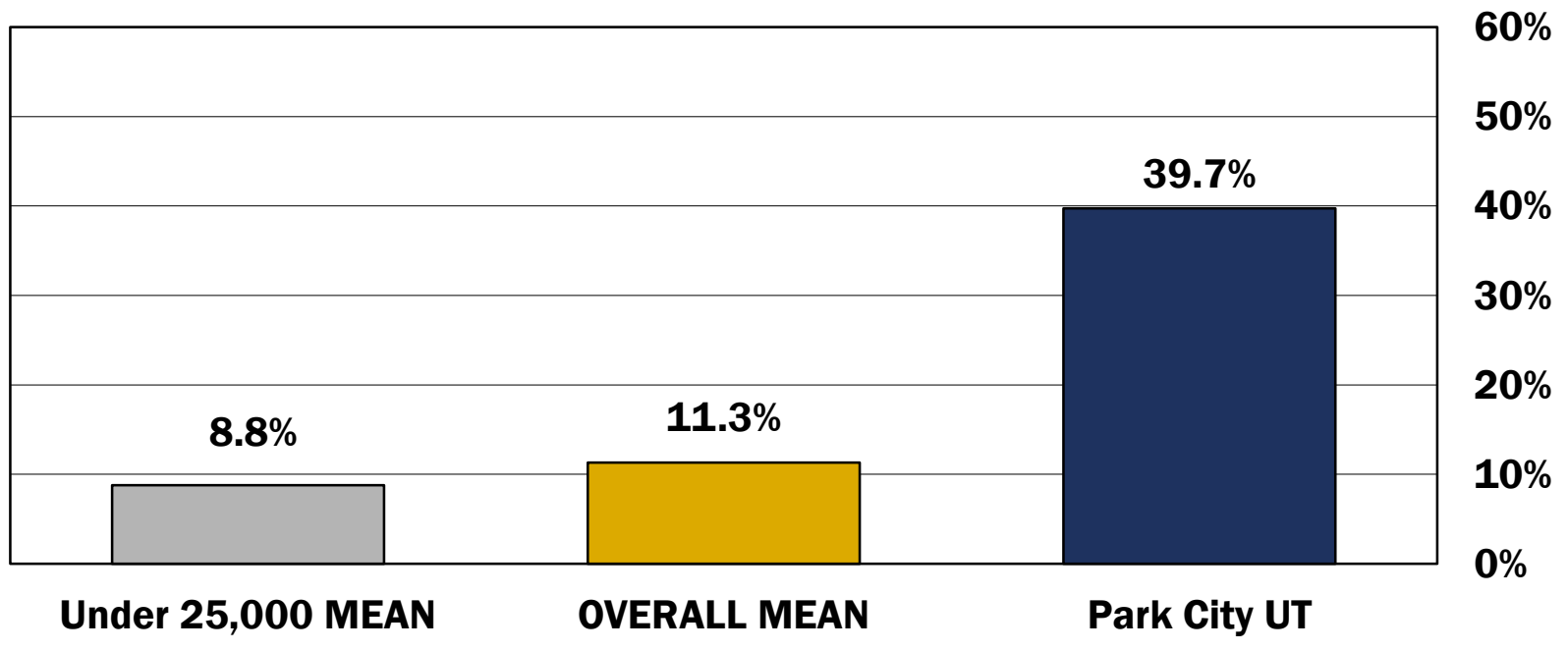
RISK MANAGEMENT & LEGAL



Park City ranked in the top 4 for this category.

FLEET

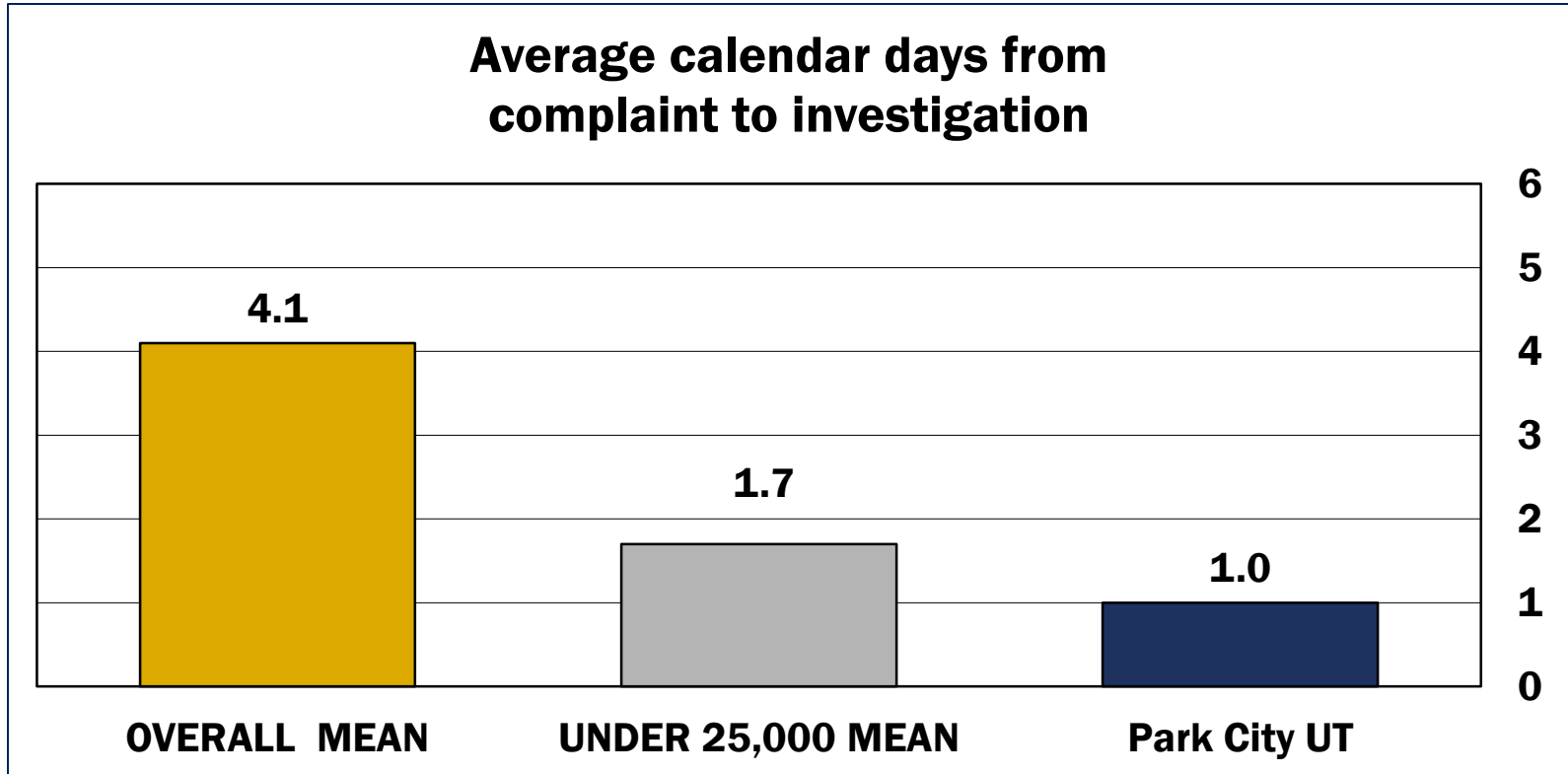
**Percentage Using Alternative Fuel
(All Vehicles and Heavy equipment)**



We are well ahead of many cities in the country
in our use of alternative fuel.



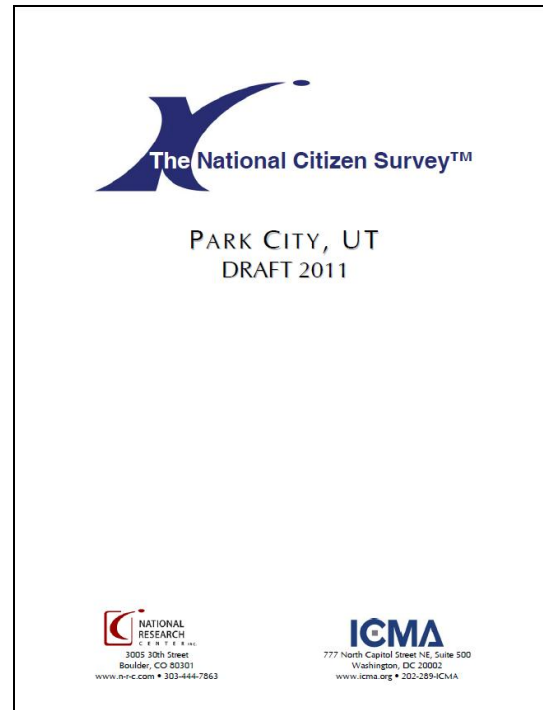
CODE ENFORCEMENT



Park City's code enforcement responds very quickly to citizen requests.

NATIONAL CITIZEN SURVEY

- Survey Data Enhances CPM Data
- 8 CAST Towns & Counties Participated
 1. Aspen, CO
 2. Breckenridge, CO
 3. Crested Butte, CO
 4. Durango, CO
 5. Steamboat Springs, CO
 6. Summit County, CO
 7. Teton County, WY
 8. **Park City, UT**



TEASER SURVEY HIGHLIGHTS

97% of respondents rated the overall quality of life in Park City as “excellent” or “good.”

70% rated the overall direction being taken by Park City as “good” or “excellent” as well as the value of services for the amount of taxes paid.