

ICMA Benchmarking Project FY 2005 Overview: Highway and Roadway Maintenance

December 11, 2006



ICMA Center for Performance Measurement

- **Purpose:** To help local governments improve the effectiveness and efficiency of public services through the collection, analysis, and application of performance information in 15 service areas.
- Established in 1994
- Over 150 local governments in US and Canada
- 5 of 10 largest US cities participate
 - Houston, Phoenix, San Antonio, Dallas, San Jose
 - See Appendix for complete list of participants
- ICMA provides data collection templates and annual reports
- Dallas has full access to all participant's data once it is cleaned by ICMA staff



Management Application for the Benchmarking Data

- Sophisticated tool to track and manage data over time and against jurisdictions across the country
- Data analysis results in management and service delivery changes
- Data used as performance indicators for City services
- Incorporated into individual Performance Plans of Executives



City of Dallas

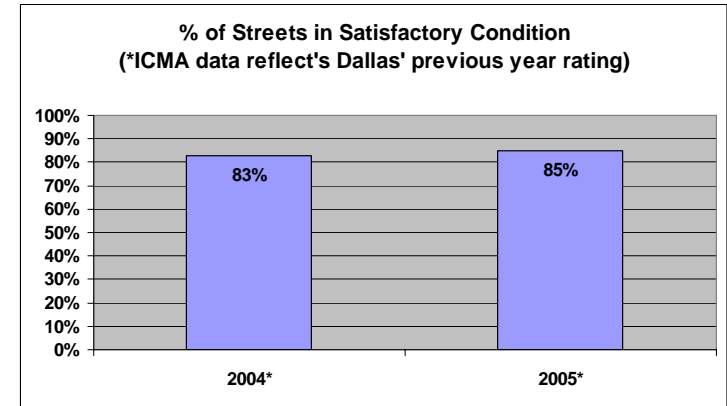
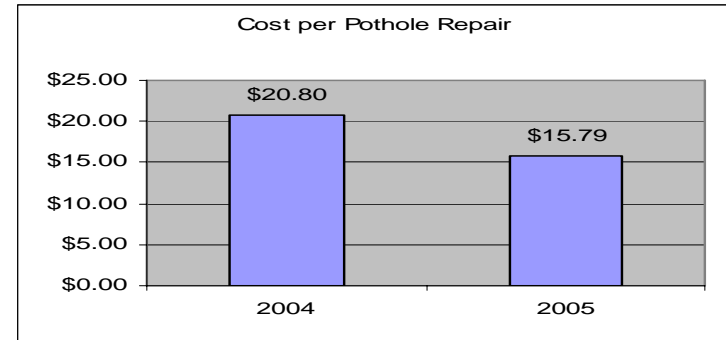
- Second year of participation
- Participated in data compilation in all 15 key service areas
- Data analysis
 - Examine Dallas' Relative Position from FY 04 to FY 05
 - Compare Dallas to other jurisdictions for FY 05
 - Present “Proposed Actions” or Next Steps based upon data analysis



ICMA 2004 versus 2005

Pothole Repair
Street Satisfactory Rating
Street Sweeping

- Areas of Concern
 - Street Satisfactory Rating
 - Room for improvement
 - Poor customer feedback ratings (2005/2006 National Citizen Survey)
 - Street cleaning
 - Street repair
- Areas of Strength
 - Pothole costs went down
 - Number of potholes repaired significantly higher than 2004
 - Street sweeping cost remained relatively constant

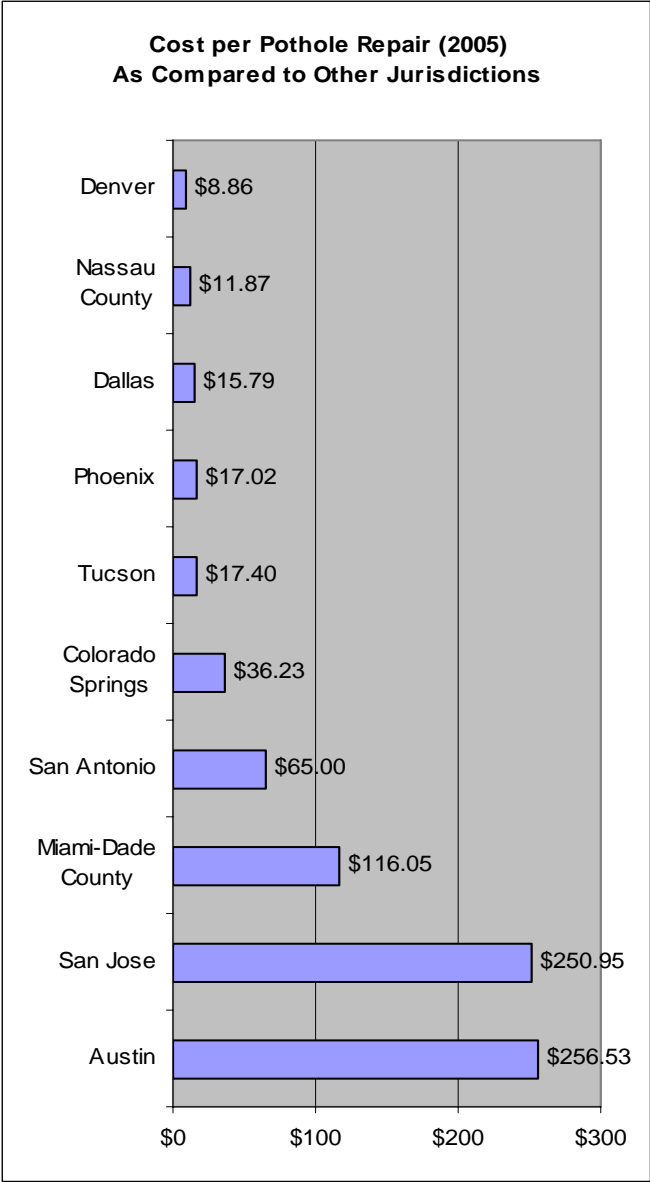


Dallas' comparative position to other jurisdictions with population over 300,000

Cost per Pothole Repair

Dallas compares relatively well versus peer jurisdictions with similar # of potholes repairs

Jurisdiction	Repairs	Cost/Repair
Dallas	32,000	\$15.79
Nassau County	33,000	\$11.87
Phoenix	26,000	\$17.02
San Antonio	27,000	\$65.00

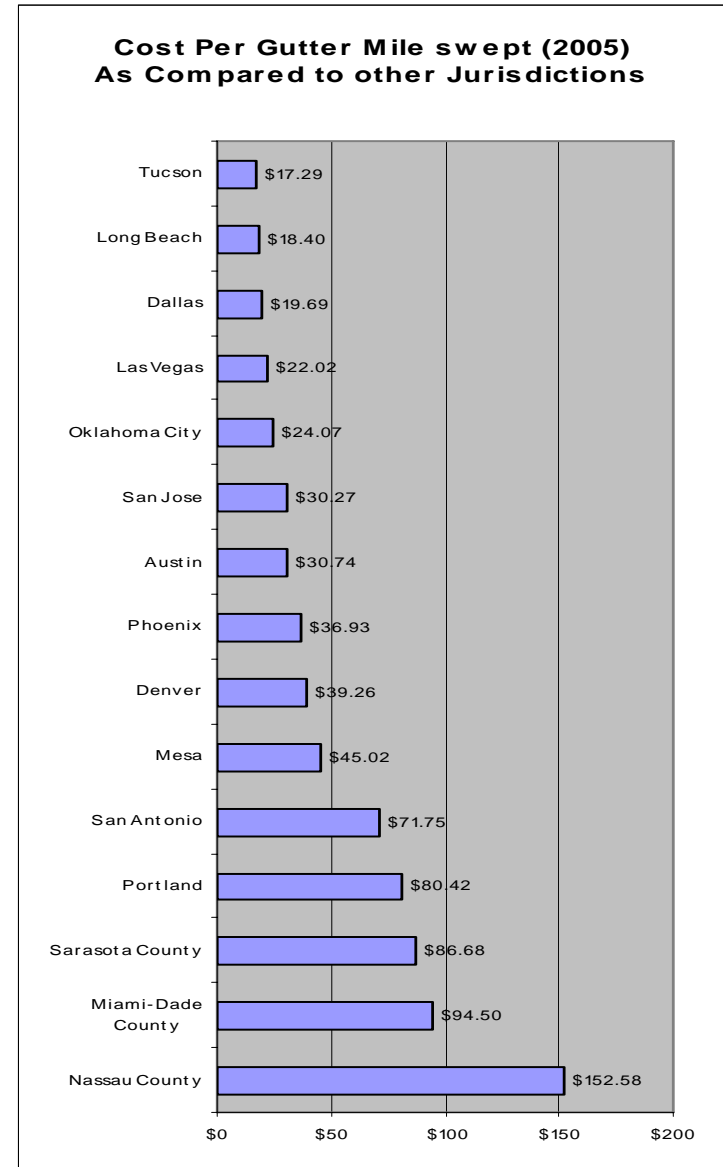


Dallas' comparative position to other jurisdictions with population over 300,000

- **Cost per Gutter Mile Swept**

- Dallas compares relatively well versus peer cities with similar number of gutter miles swept per year

Jurisdiction	Miles Swept	Cost/Mile
Dallas	46,000	\$19.69
Austin	47,000	\$30.74
San Antonio	48,000	\$71.75
Portland	27,000	\$80.42



Dallas' comparative position to other jurisdictions with population over 300,000

Street Satisfactory Rating

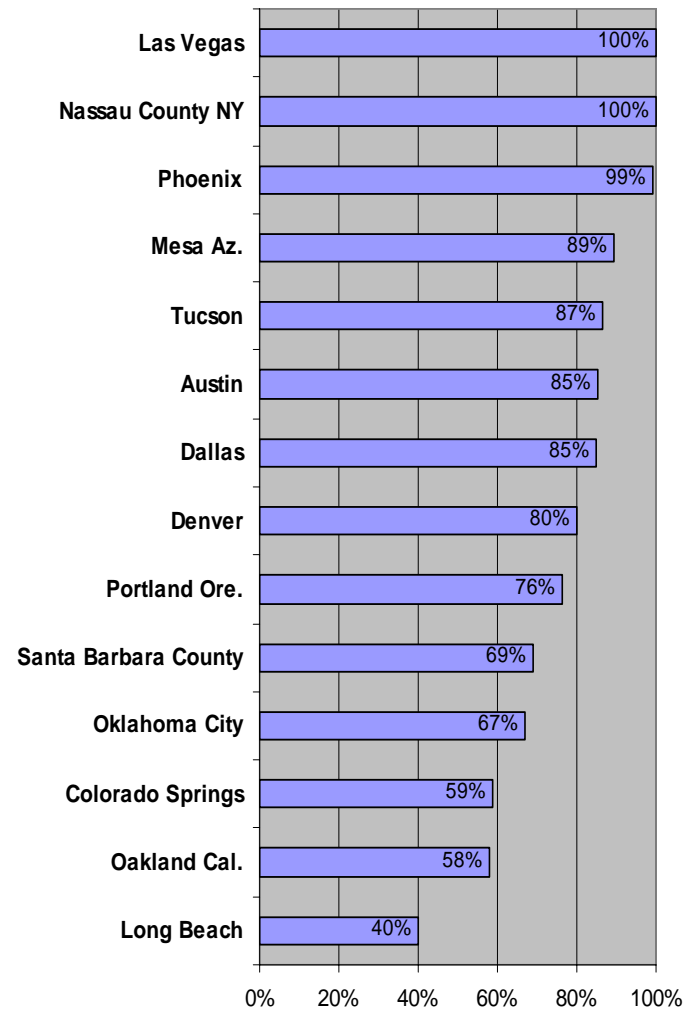
- Improvement needed in this area
- Comparable jurisdictions with similar number of paved lane miles

Jurisdiction	Paved Ln Miles	Rating
Dallas	11,500	85%
Oklahoma City	12,000	67%
Phoenix	15,000	99%

- Bond program and additional O & M funding will improve rating



Street % Satisfactory Rating*
as Compared to Other Jurisdictions
(*ICMA 2005 data reflects Dallas' 2004 street rating)



Customer Feedback

2005 vs 2006 National Citizen Survey

When survey respondents were asked:

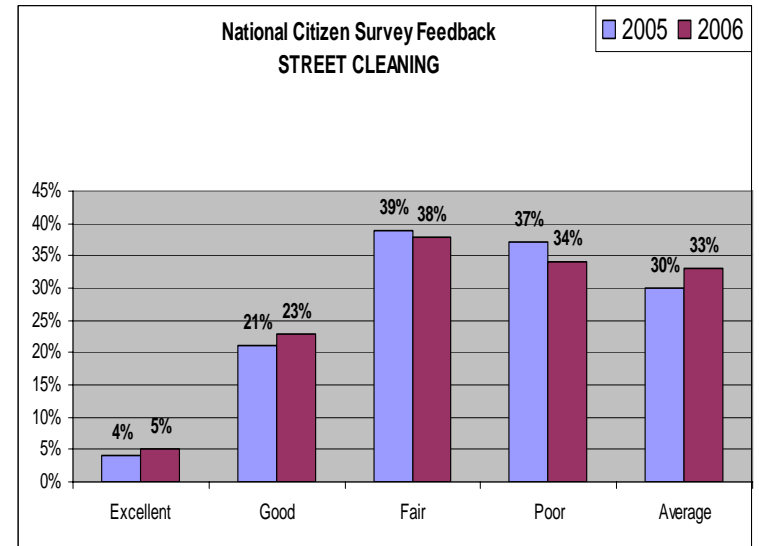
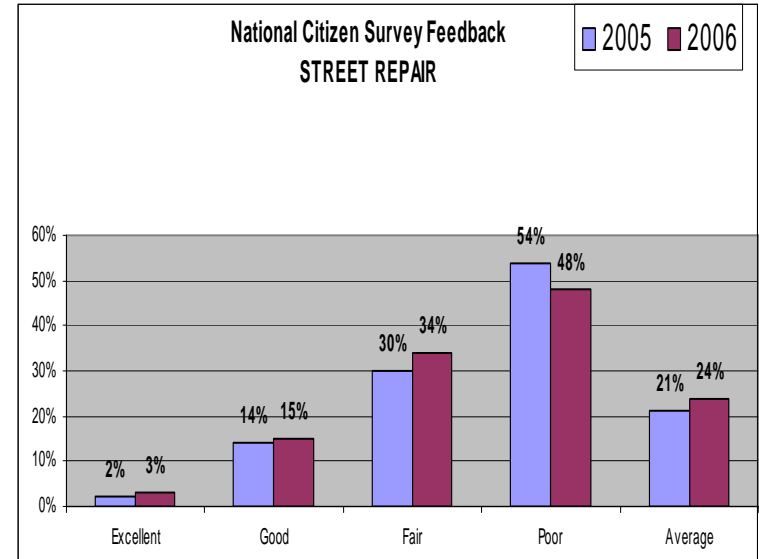
How do you rate the quality of each of the following services?

- STREET REPAIR**

Rating	2005	2006
Excellent	2%	3%
Good	14%	15%
Fair	30%	34%
Poor	54%	48%
Average	21%	24%

- STREET CLEANING**

Rating	2005	2006
Excellent	4%	5%
Good	21%	23%
Fair	39%	38%
Poor	37%	34%
Average	30%	33%



Additional Comments

- Dallas staff met with city officials from San Antonio and Austin
 - Discussed and shared ICMA information
- Street Department increased partial reconstruction from 26 to 39 lane miles in FY 06/07
 - To improve street satisfactory rating



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- Questions/Comments

