



Benchmarking Alliance of Tennessee

Initial Benchmarks - August 2019

Benchmark		Data needed
Police	Police fte per 1,000 population Calls per sworn officer Cost per call for service Response time to high priority calls in minutes Percentage of property crimes cleared Percentage of violent crimes cleared	Police FTE, Population number of calls, Sworn Police Officer FTE Expenditures, number of calls Number of high priority calls, response times Number of property crimes, number of property crimes cleared Number of violent crimes, number of violent crimes cleared
Fire	Average response time Calls for service per 1,000 population Expenditure: Total fire/EMS personnel and operations per capita Fire inspections per 1,000 population Residential 1-2 Family Structures: Percentage Confined to Object or Room of Origin	Response times Number of calls for service, population Total fire/ems personnel cost, population Number of fire inspections, population Number of family structures, number of residential family structure fires, number of residential family structure fires confined to object or room of origin
Human Resources	Human resource cost per total fte (city-wide) Turnover rate: All full-time employees	Human resource expenditures, total fte city wide Number of employees at the beginning of the fiscal year, number of employees at the end of the fiscal year
Planning	Hours to evaluate the comprehensive plan and adopt any amendments as needed Hours to evaluate zoning ordinance and subdivision regulations and adopted any amendments as needed Hours to complete one long-range planning initiative or special project as prioritized by the local planning commission Amount of private investment in a historic district and/or downtown core Number of LEED certified buildings	hours for comprehensive plan Hours evaluating zoning ordinance and subdivision regulation Hours completing a long range plan or a special project Amount of private investment in a historic district and/or downtown core Number of LEED certified buildings
Codes	Building enforcement cost per permit issued Building code enforcement program cost per capita	Building enforcement cost, number of permits issued Building code enforcement program cost, population
Information Technology	Help Desk (IT): number of requests received FTE in IT to FTE in the City	Number of help desk requests received FTE IT, FTE in the municipality
Finance	Dollar amount of purchases made via purchasing card/credit card as a percentage of all purchases Percentage of accounts payable transactions processed <=30 calendar days	dollar amount of purchases made via purchasing card/credit card, dollar amount of all purchases made in total Number of accounts payable transactions processed, number of accounts payable transactions processed in <= 30 calendar days
Streets	Cost to Repair/Pave Streets Service costs per lane mile of road maintained Percent of lane miles rated 85 or better Paved lane miles for which the jurisdiction is responsible	Average cost to repair streets service costs for maintaining roads, lane miles of road maintained Number of lane miles rated 85 or better, number of lane miles Paved lane miles for which the jurisdiction is responsible



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Fleet Fleet maintenance cost Rate your City's interest (on a scale of 1 to 5, 1 being the most interested) in getting state approval to purchase vehicles after 3 quotes from vendors in a 30 mile radius Number of purchases through the piggyback bid system Number of purchases through cooperative purchasing arrangements Is inventory managed by an owner, a vendor, or is it outsourced? Type and number of vehicles purchased for the police department Is inventory for parks and recreation fleet owned or outsourced?	fleet maintenance cost Rating Number of purchases through the piggyback bid system Number of purchases through cooperative purchasing arrangements Yes/no Quantitative and qualitative response Either or response
Stormwater Number of public communication/education/outreach events completed Number of public involvement and participation events completed Percentage of active construction sites inspected monthly Percentage of visual stream assessment completed Percentage of illicit discharge detection and elimination completed	Number of public communication/education/outreach events completed Number of public involvement and participation events completed average number of active construction sites per month, average number of active constructions site inspections completed monthly Number of visual stream assessments, number of visual stream assessments completed Number of illicit discharge detections, number of illicit discharge eliminations
Parks and recreation total costs per total park and recreation acres maintained Acres per 1000 residents Total parks and recreation cost per capita Percentage of costs supported by user fees collected Urban Tree Canopy Miles of trails per 1000 residents Total participation in programs	Total cost, total park and recreation acres maintained Number of acres, population Total parks and recreation cost, population User fees collected, total parks and recreation cost Percentage of City/Town with tree canopy total miles of trails, population total participation in programs
Demographics Population Median household income	Population Median household income

Goals of the BAT:

- Limited set of the most important comparable benchmarks of municipal services
- Reduced effort on behalf of participating cities and towns
- Fully available and transparent to not just participating cities and towns, but the public as well
- Maintain the efforts made by the TMBP over the last nearly two decades
- Can grow and expand as time goes on

Interested?

- Contact Michael Walters Young, City of Franklin, at michael.waltersyoung@franklintn.gov or 615.550.6687