



Benchmarking Alliance of Tennessee

Initial Benchmark Definitions - August 2019

<u>Service Area</u>	<u>Category</u>	<u>Definition</u>
General		5
	Population	Certified Population as of last official U.S. or State Special Census
	Incorporated Land Area	Total amount of land incorporated within City/Town limits as of end of previous fiscal year
	Median household income	Median Household income as defined by U.S. Census Bureau as of latest American Community Survey
	Total personnel cost, City-wide	Total cost for personnel City-wide, inclusive of ALL wages, benefits, and compensation. Whatever was paid for employees in a fiscal year, it goes here.
	Total annual cost, City-Wide	Total expenses incurred by City/Town in the fiscal year, regardless of category (Personnel /Operations) and fund. Whatever was spent to operate the government in a fiscal year, it goes here.
Police		10
	Full-Time Equivalent Police Employees Total	Total budgeted full-time equivalent employees in Police Department (Sworn and Civilian).
	Full-Time Equivalent Police Employees Sworn	Total budgeted full-time equivalent sworn employees in Police Department.
	Number of Police Calls for Service	Total of all calls for service received by Police Departments in the fiscal year, both emergency and non-emergency calls.
	Number of high priority calls	Total of calls deemed high priority by reporting agency. State definition used for high-priority.
	Total Expenditures	Total expenses incurred by City/Town in the fiscal year to operate the Police Department/provide Law Enforcement services.
	Response Time	Average of total response time for all calls for the designated fiscal year. Total response time is the total time from the receipt of call by dispatch until the first police unit arrives on the scene. (In other words from incoming call to arrival of first responder). This measurement should be given in hours : minutes : seconds.
	Number of property crimes	Total number of property crimes as defined by FBI Uniform Crime Reporting (UCR) Program in most recently available calendar year. Property Crime includes the offenses of burglary, larceny-theft, motor vehicle theft, and arson.
	Number of property crimes cleared	Total number of property crimes cleared as defined by FBI Uniform Crime Reporting (UCR) Program in most recently available calendar year. In the FBI's Uniform Crime Reporting (UCR) Program, law enforcement agencies can clear, or "close," offenses in one of two ways: by arrest or by exceptional means. Include all clearances.
	Number of violent crimes	Total number of violent crimes as defined by FBI Uniform Crime Reporting (UCR) Program in most recently available calendar year. In the FBI's Uniform Crime Reporting (UCR) Program, violent crime is composed of four offenses: murder and nonnegligent manslaughter, rape, robbery, and aggravated assault.



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	Number of violent crimes cleared	Total number of violent crimes cleared as defined by FBI Uniform Crime Reporting (UCR) Program in most recently available calendar year. In the FBI's Uniform Crime Reporting (UCR) Program, law enforcement agencies can clear, or "close," offenses in one of two ways: by arrest or by exceptional means. Include all clearances.
Fire		7
	Response times	Average of total response time for all calls for the designated fiscal year. Total response time is the total time from the receipt of call by dispatch until the first fire unit arrives on the scene. (In other words from incoming call to arrival of first responder). This measurement should be given in hours : minutes : seconds.
	Number of calls for service	Total of all call categories from the TFIRS reporting system, both emergency and non-emergency calls.
	Total fire/ems personnel cost	Total cost for personnel within the Fire Department, inclusive of ALL wages, benefits, and compensation. Whatever was paid for employees in a fiscal year, it goes here.
	Number of fire inspections	Includes inspections performed by both certified fire inspectors and fire companies.
	Number of residential family structures	Total number of residential units in City.
	Number of residential family structure fires	Total number of fires occurring within residential units within City.
	Number of residential family structure fires confined to object or room of origin	Total number of fires occurring within residential units within City where fire was contained to room of origin.
Human Resources		4
	Human resource departmental expenditures	Total cost for personnel within the Human Resources Department, inclusive of ALL wages, benefits, and compensation. Whatever was paid for employees in a fiscal year, it goes here.
	Total FTE budgeted City-wide	Total budgeted full-time equivalent employees in City organization.
	Number of actual employees (FTE) at the beginning of the fiscal year	Total ACTUAL full-time equivalent employees at beginning of fiscal year
	Number of actual employees (FTE) at the end of the fiscal year	Total ACTUAL full-time equivalent employees at end of fiscal year
Planning		5
	Staff hours spent on comprehensive plan in given year	Approximate amount of staff hours spent reviewing/amending comprehensive plan in fiscal year.
	Staff hours evaluating zoning ordinance and subdivision regulation in given year	Approximate amount of staff hours reviewing/amending either zoning ordinance or subdivision regulations in fiscal year.
	Staff hours spent completing a long range plan or a special project in given year	Approximate amount of staff hours spent working on long-range planning or a special project in fiscal year.
	Amount of private investment in a historic district and/or downtown core	Total amount of private sector investment in the downtown core and/or any historic districts in incorporated City limits in fiscal year.
	Number of LEED certified buildings	Total number of LEED certified buildings in incorporated City limits at end of fiscal year (as certified by U.S. Green Building Council).
Codes		2



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	Building enforcement cost	Gross operating costs (inclusive of all personnel and operations costs) for Codes Enforcement Services.
	Number of permits issued	Total number of permits issued for vertical construction. Each individual permit (building, electrical, plumbing, sign, etc.) issued for each building or structure should be included in the total.
IT		2
	Number of help desk requests received	Number of reactive or unplanned IT activity received during reporting period by an established help desk for computing/network requests. If help desk is not established, please use best estimate by the IT employees who answer such calls. Please report the actual number of calls or service requests that were logged.
	Total FTE budgeted in IT	Total budgeted full-time equivalent employees in IT Department.
Finance		4
	Total dollar amount of purchases made via purchasing card/credit card	This is the purchasing dollar volume, net of credits, from purchasing cards during the fiscal year for the entire organization.
	Total dollar amount of all purchases made	This is the total dollar volume of payments made to vendors for goods and services, regardless of payment method, during the fiscal year for the entire organization.
	Number of accounts payable transactions processed	Total number of A/P transactions processed in the fiscal year.
	Number of accounts payable transactions processed in <= 30 calendar days	Average number of A/P transactions process within 30 calendar days.
Streets		3
	Service costs for maintaining roads	Total cost spent on repaving/repairing accepted roads in the fiscal year.
	Number of lane miles rated 85 or better	Based upon the U.S. DOT, Federal Highway Administration's Highway Performance Monitoring System (HPMS)
	Paved lane miles for which the jurisdiction is responsible	Total lane miles which City is responsible to maintain. Lane mile is defined as the centerline mileage of a road x the number of lanes it has. Base answer on assumption a travel lane on average is the NHS standard of 12'.
Fleet		5
	Total fleet maintenance cost	Total cost for maintaining the fleet of City vehicles. Include all in-house and contracted maintenance for the City's fleet. Include all road-worthy vehicles all equipment.
	Number of purchases through the piggyback bid system	Total number of purchases in fiscal year made through utilizing another agencies purchasing agreement's pricing and terms.
	Number of purchases through cooperative purchasing arrangements	Total number of purchases in fiscal year made through City's cooperative purchasing arrangements with other entities.
	Types of vehicles used by Police Department	Describe the vehicles used by local Police department. Focus on what frontline response vehicle make and models are.
Stormwater		8
	Number of public communication/educatio/outreach events completed	Total number of public communication/education/outreach events held within the fiscal year.



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	Number of public involvement and participation events completed	Total number of public hearing/involvement/participation events held within the fiscal year.
	Average number of active construction sites per month	Average number of construction sites visited monthly. Active sites are those which have regular construction activity conducted. Regular activity is defined as workers on site at least one week per month.
	Average number of active constructions site inspections completed monthly	Average number of construction site inspections completed monthly. Active sites are those which have regular construction activity conducted. Regular activity is defined as workers on site at least one week per month.
	Number of visual stream assessments	Total number of visual assessments attempted/completed of any portion of a watershed or stormwater producing site made in fiscal year.
	Number of visual stream assessments completed	Total number of visual assessments completed of any portion of a watershed or stormwater producing site made in fiscal year.
	Number of illicit discharge detections	Total number of detections of illicit discharge in a fiscal year. An illicit discharge is defined as any discharge to the municipal separate storm sewer system that is not composed entirely of storm water, except for discharges allowed under a NPDES permit or waters used for firefighting operations.
	Number of illicit discharge eliminations achieved	Total number of elimination of illicit discharges in a fiscal year as determined through the detection of said discharge.
Parks		5
	Total parks and recreation cost	Total expenses incurred by Parks department in the fiscal year, regardless of category (Personnel /Operations). Whatever was spent to operate the government in a fiscal year, it goes here.
	Total park and recreation acres maintained	Total number of parks and recreation acres maintained by the jurisdiction. Include both active and passive park acreage.
	User fees collected	Total dollar amount of revenues collected in the form of user fees. Includes, for example: registration fees, user fees, and admissions fees charged directly by the city. Do not include grant revenues, tax proceeds, or county-provided supplements.
	Total miles of trails	Total miles of trails - both Greenways (paved) and natural/non-paved surface - maintained by City.
	Percentage of Urban Tree Canopy	The United States Department of Agriculture Division of Forestry defines Urban Tree Canopy as "the lay of tree leaves, branches and stems that provide tree coverage of the ground when viewed from above". Cities usually would have this data through GIS departments if they have one. Metrics are released every three years, and the polygons around the canopy area are compared to the city limits to determine a percentage of canopy coverage.
	Total participation in programs	Total number of individuals attending/registered/enrolled in recreational programs in the fiscal year. Include all activities, events and formal programming.