

# Bernalillo County

## Fiscal Year 2012 Performance Data



Based on data reported to the:  
**International City/County Management Association**  
**Center for Performance Measurement**

In early 2011 Bernalillo County joined the International City/County Management Association's Center for Performance Measurement (CPM). Joining this program gave the county the opportunity to compare its performance outcomes with over a hundred different cities and counties across the nation that participate in the CPM program. This report graphically presents selected results from the county's participation in this comparative performance measurement program.

This data represents Bernalillo County's second year of participation in the CPM program. We have tried to ensure the integrity of the data provided to allow for an "apples to apples" comparison with the other participating jurisdictions. Not all the data presented will paint a favorable picture of the county's efforts. We intend to continue to use our participation in the CPM to examine opportunities to improve our service delivery where feasible and continue to improve in those areas in which we excel.

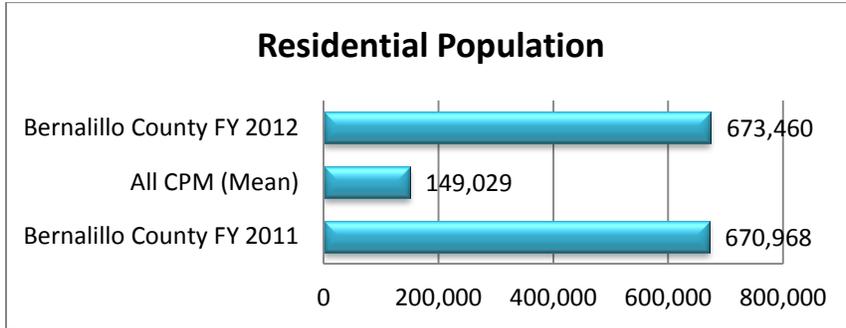
As you view the data presented in this report keep in mind that while over 100 jurisdictions participate in CPM, not every jurisdiction responds to every question. In some cases the pool of jurisdictions is quite small for a given response. We have tried to control for this by selecting comparisons for which a large pool of jurisdictions responded. Also keep in mind that participating jurisdictions are located nationwide. This may result in regional differences in costs and expenditures due to a variety of factors such as labor costs, energy costs, weather extremes, jurisdiction size and population, housing density, and other factors.

Not every county service is covered by the data presented in this report. The CPM covers seventeen program areas, but obviously cannot cover the entire spectrum of potential services cities and counties provide. Instead, you will see a variety of topical areas that address services common to a broad range of municipal and county governments.

For the sake of convenience, only three data sets for each service area have been graphed in this report. Where appropriate, we have used "core" measures, as identified by CPM. These represent major points of comparison among jurisdictions.

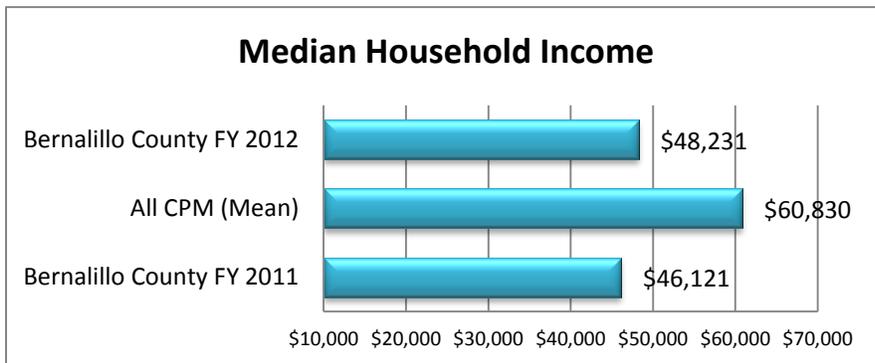
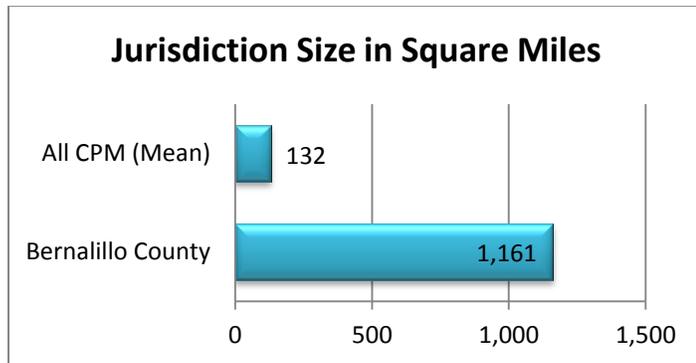
Since not all jurisdictions answer every data question asked by the CPM templates, and because different service areas would likely use different jurisdictions for comparison purposes, we have chosen to graph Bernalillo County's performance against two comparisons—the mean (average) answer for all CPM-participating jurisdictions; and against our own response from FY 2011, where applicable.

# General Government



**What this means:** Bernalillo County has a larger population than most other CPM participants. The population of the unincorporated area alone is roughly 114,000, placing us below the average for all CPM participants.

**What this means:** Bernalillo County is larger in square miles than other CPM participants. As you view this report keep this in mind as it may be informative as to why some of our costs are different than more compact jurisdictions with a greater population density.

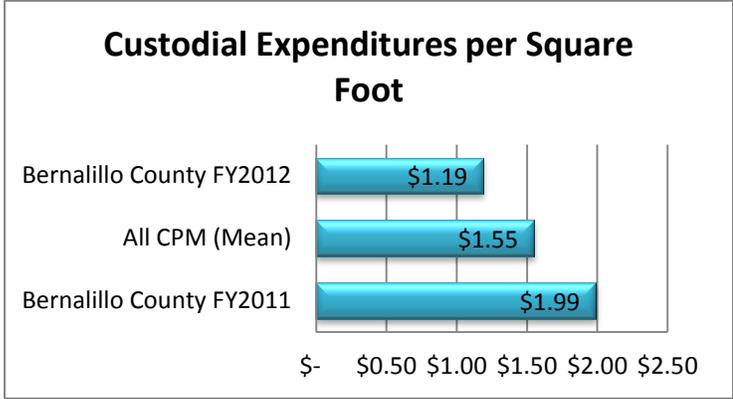


**What this means:** Compared to other CPM participants, our county has generally less household income, although it did increase 4.5% from FY11.

## Legend:

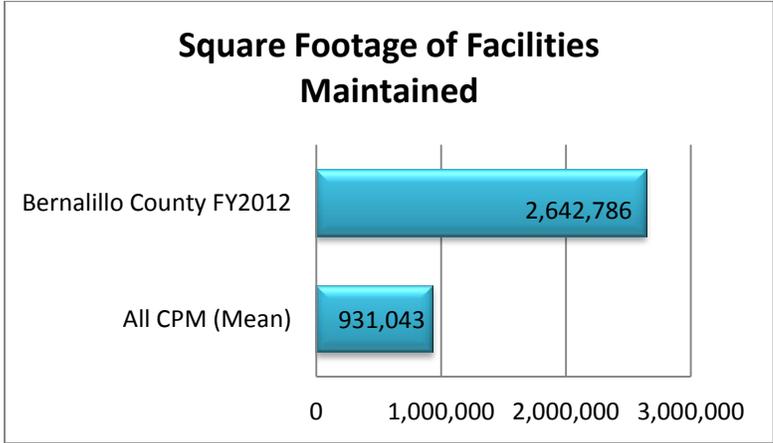
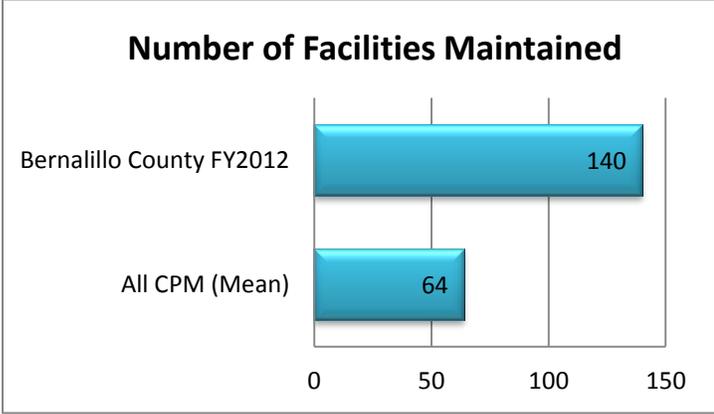
**Bernalillo County** = the response from the county for the identified time period.  
**All CPM (Mean)** = the average of all responses from CPM participating jurisdictions.

# Facilities Management



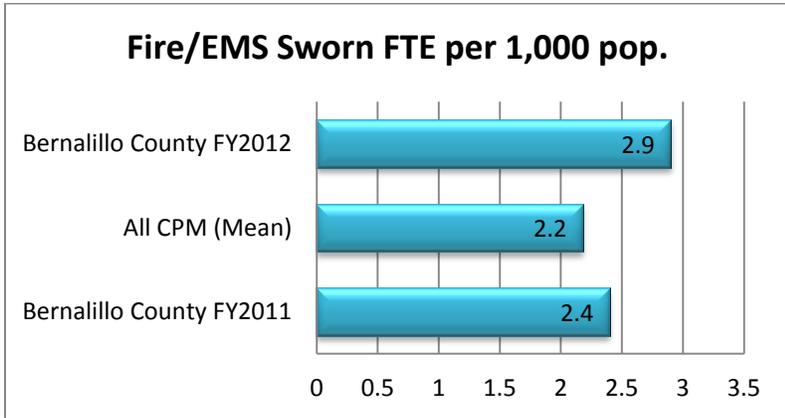
**What this means:** What we spend to provide custodial services for a square foot of county office space is lower than the average of all CPM jurisdictions, and 40% lower than the prior year.

**What this means:** Bernalillo County maintains over twice as many facilities as the average comparison jurisdiction.



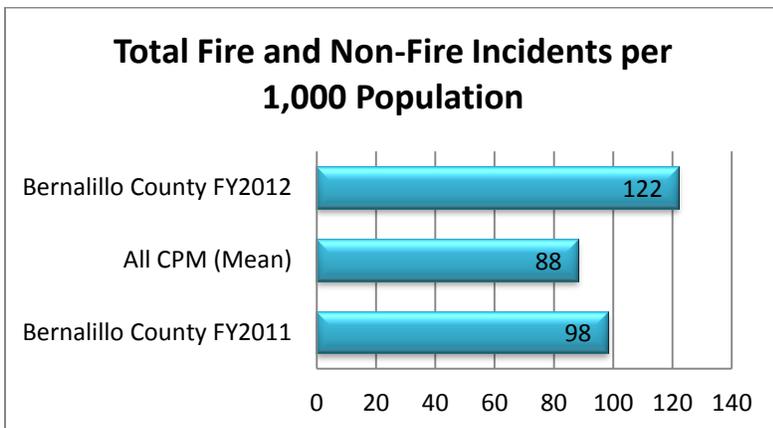
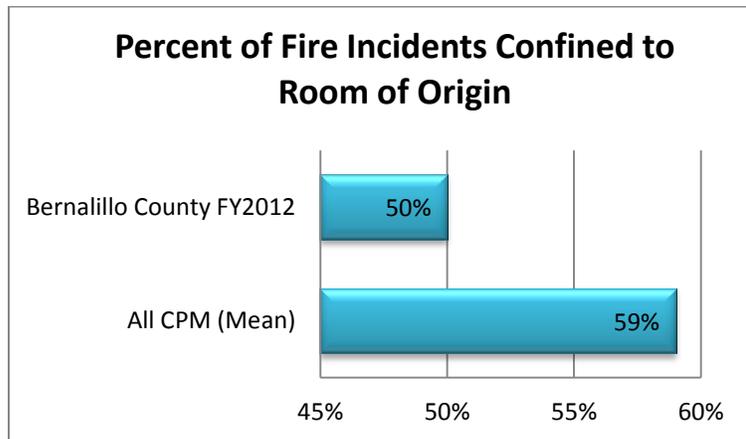
**What this means:** Along with more facilities comes a greater square footage to maintain at nearly three times the square footage of other CPM jurisdictions.

# Fire and EMS Services



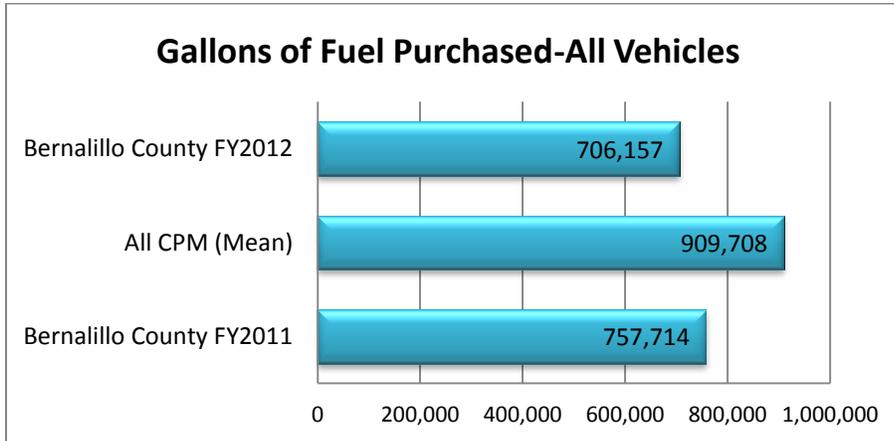
**What this means:** Bernalillo County's ratio of sworn fire personnel per thousand residents is comparable to the average of participating jurisdictions and increased slightly over prior year.

**What this means:** Half of the fire incidents responded to by Bernalillo County are contained to the room in which the fire originated. This is slightly less than the average of participating jurisdictions.



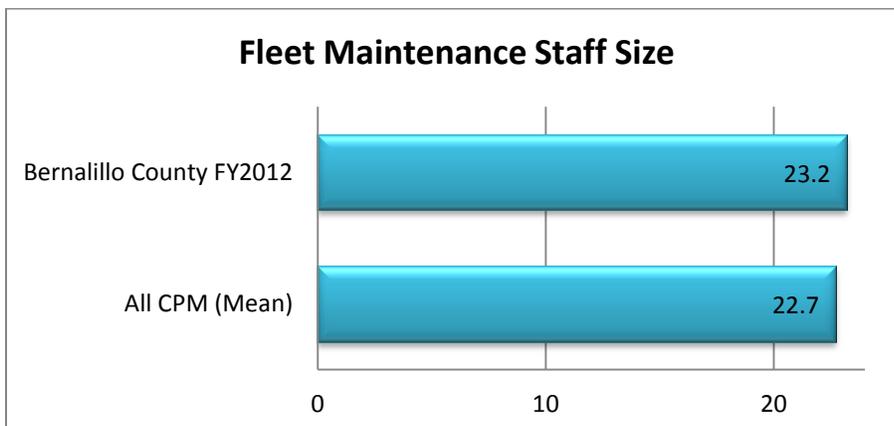
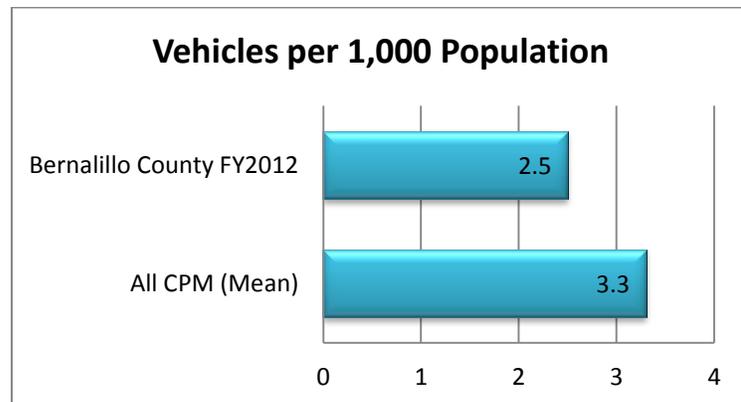
**What this means:** Bernalillo County responds to a higher number of combined fire and non-fire incidents than participating jurisdictions. County responses to these incidents increased 24% from the prior year.

# Fleet Management



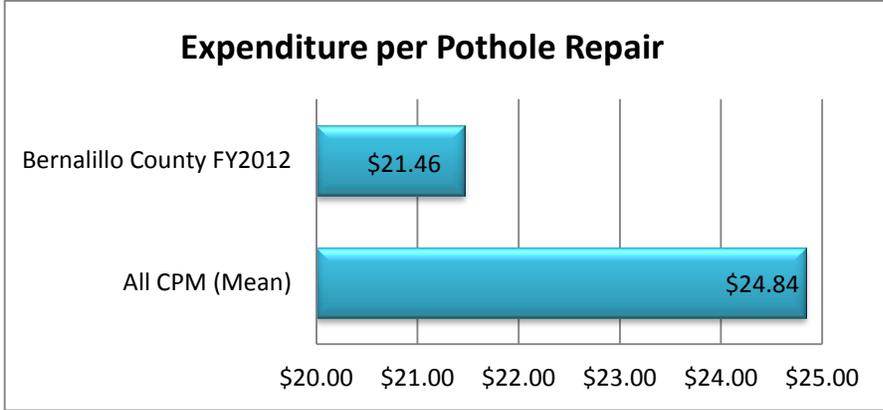
**What this means:** Bernalillo County purchases less fuel than the CPM average. The county has purchased fuel-efficient vehicles for its fleet in recent years and decreased fuel purchases by 7% from prior year.

**What this means:** The county operates a slightly smaller fleet per thousand residents compared to the average of other CPM participants.



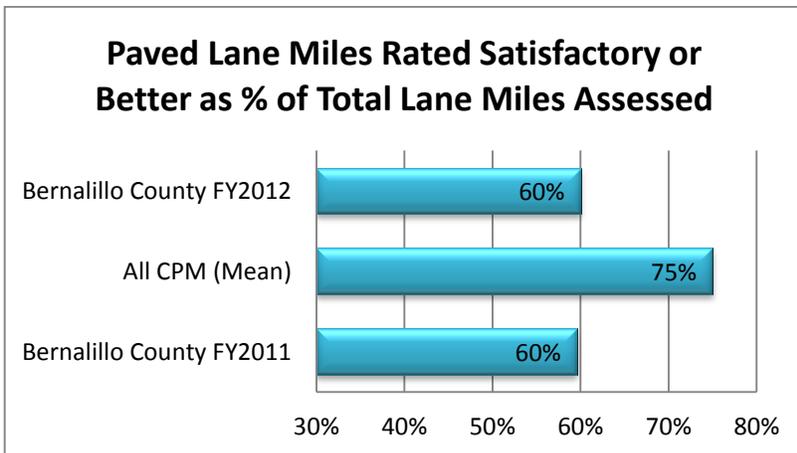
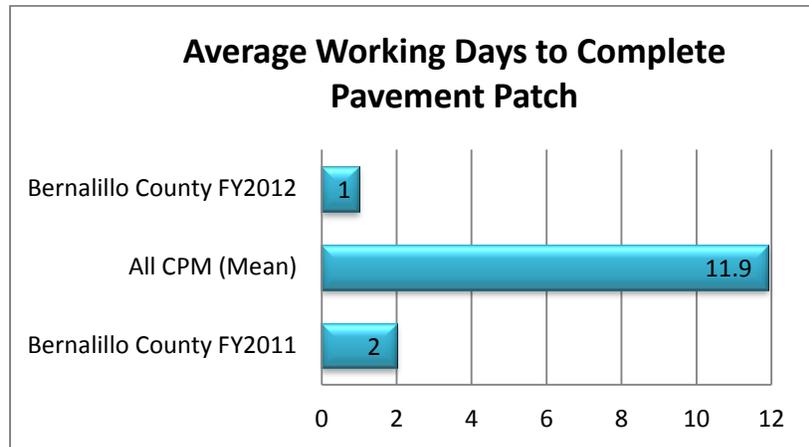
**What this means:** The size of our staff dedicated to maintaining the county's fleet of vehicles is in line with CPM participating jurisdictions.

# Highway and Road Maintenance



**What this means:** The County's costs for pothole repair are lower than the average of reporting jurisdictions.

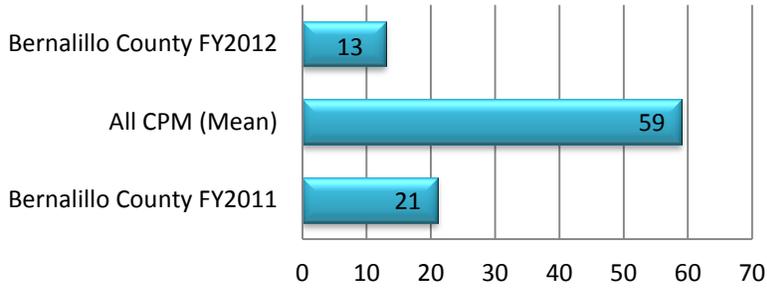
**What this means:** On average, patching jobs in the county were completed within one working day, significantly faster than other reporting jurisdictions and an improvement over prior year efforts.



**What this means:** Sixty percent of paved roads in the county were deemed "satisfactory" or better based on visual inspections. This is less than other reporting jurisdictions and the same as prior year.

# Housing

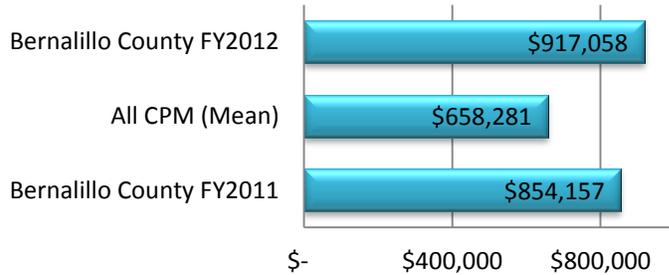
**Number of Owner-Occupied Low/Moderate Income Housing Units Rehabilitated**



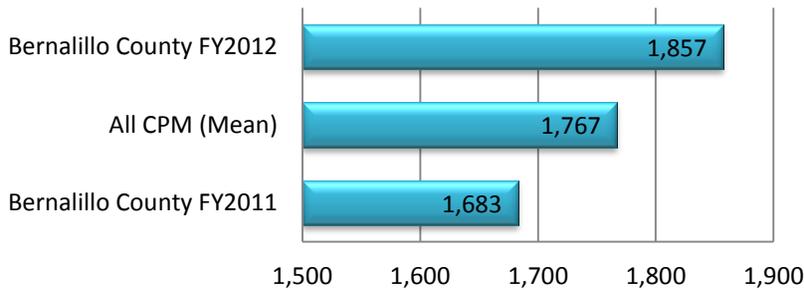
**What this means:** The county uses Federal funding to help low and moderate income residents maintain safe housing units. This graph shows how many units we helped rehabilitate in fiscal year 2012. The low number of units assisted may be due to limited funding or higher cost to repair each unit as shown below.

**What this means:** This graph shows how much financial assistance the county was able to provide low-income home owners to keep their homes in a safe and sanitary condition. The amount of assistance increased 7% from prior year.

**Owner-Occupied Housing Rehabilitation Expenditures**

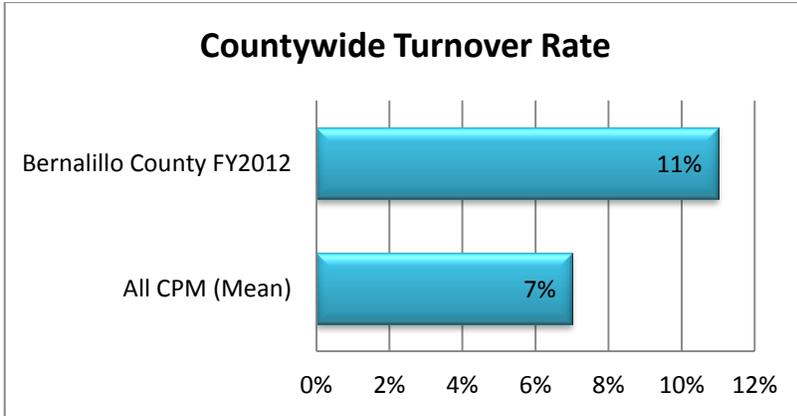


**Number of Households Receiving Rental Assistance Vouchers**



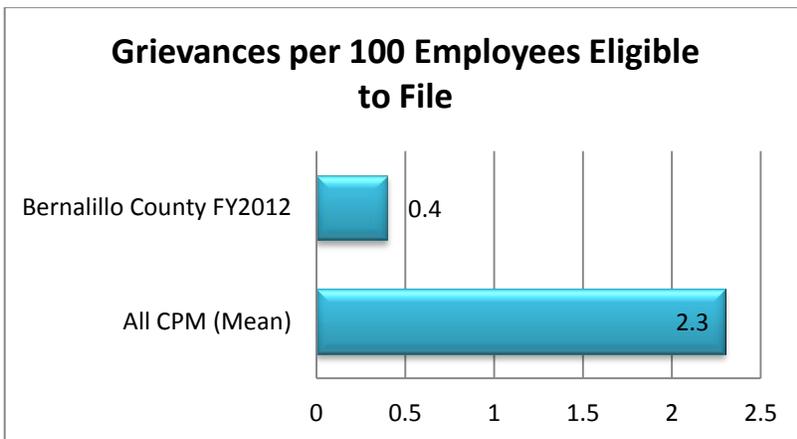
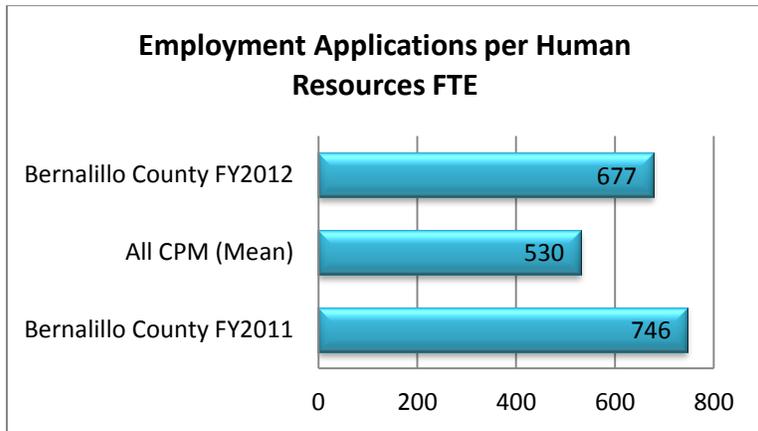
**What this means:** The county helps provide housing for 1,857 households—a number that is above the CPM average and that grew by 10% from the prior year.

# Human Resources



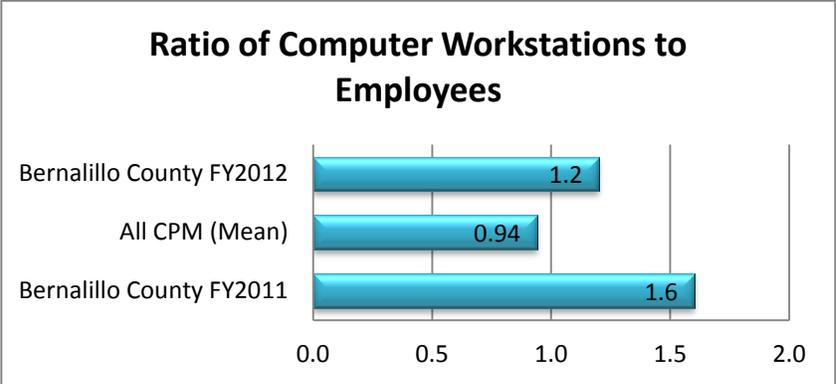
**What this means:** Retaining existing employees is an important aspect in any organization. This graph shows the county's turnover rate is slightly higher than other CPM jurisdictions on average. By comparison, Santa Fe County, NM reported a 20% turnover rate.

**What this means:** The county's HR staff processes a higher number of applications per staff member than other CPM jurisdictions, although the number declined 9% from prior year.



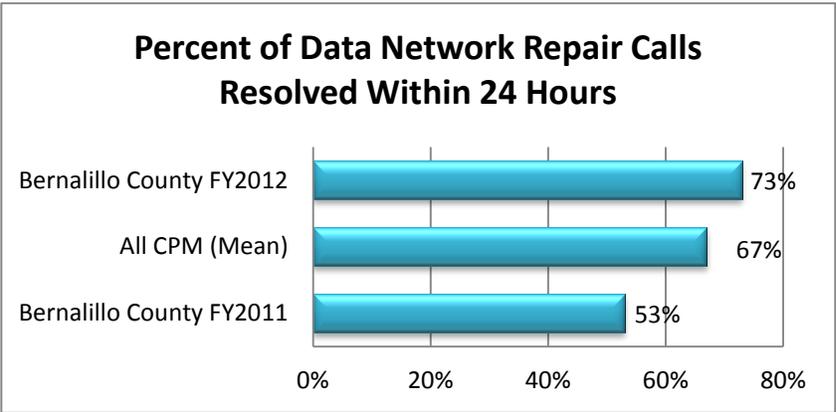
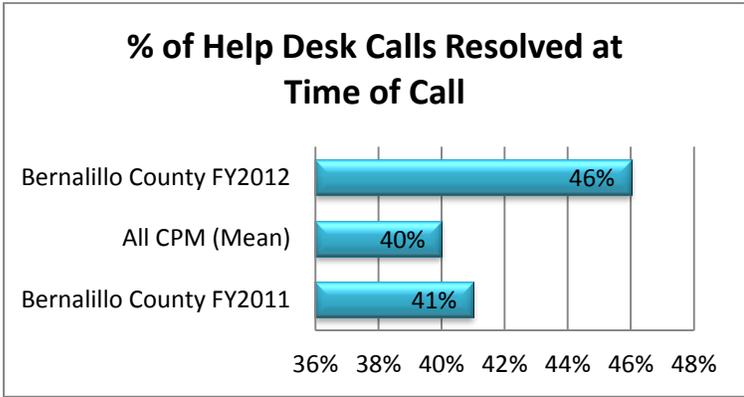
**What this means:** Compared to other CPM jurisdictions, county employees file a lower number of grievances.

# Information Technology



**What this means:** The county has slightly more than one device per employee. This would include laptops and PC devices. This number is less than prior year.

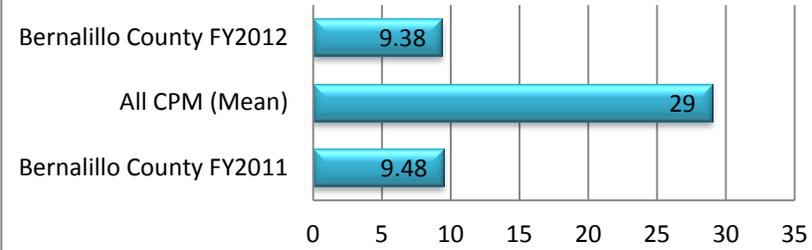
**What this means:** When a county employee encounters a computer problem and calls the help desk, the problem is resolved right there on the phone 46% of the time. This rate is better than other CPM jurisdictions and an improvement over prior year.



**What this means:** When a data network repair call is placed, it is resolved within 24 hours 73% of the time. This compares favorably against other CPM jurisdictions and is a significant improvement over prior year.

# Parks and Recreation

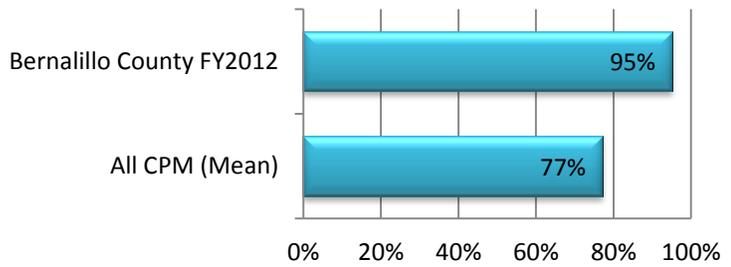
**Park Acres per 1,000 Population  
(unincorporated pop.)**



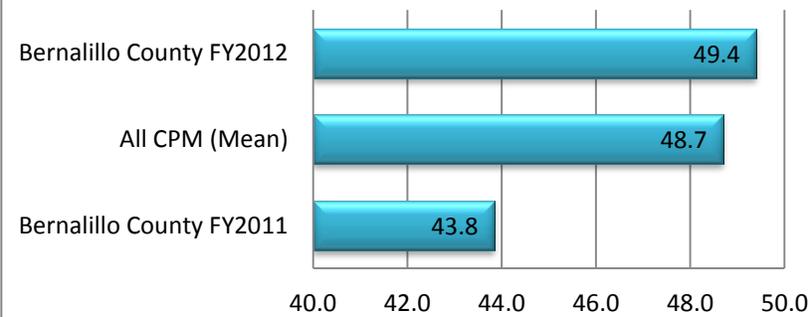
**What this means:** The County has about 9.4 acres for every 1,000 people in the unincorporated areas of the county. This includes both developed parks as well as undeveloped open space acres. Population growth will cause this number to shrink over time.

**What this means:** This graph shows the high demand for parks and recreation programs offered by the county. Programs reach minimum capacity 95% of the time—a rate higher than average.

**Percent of Parks Programs That Reached Minimum Capacity**

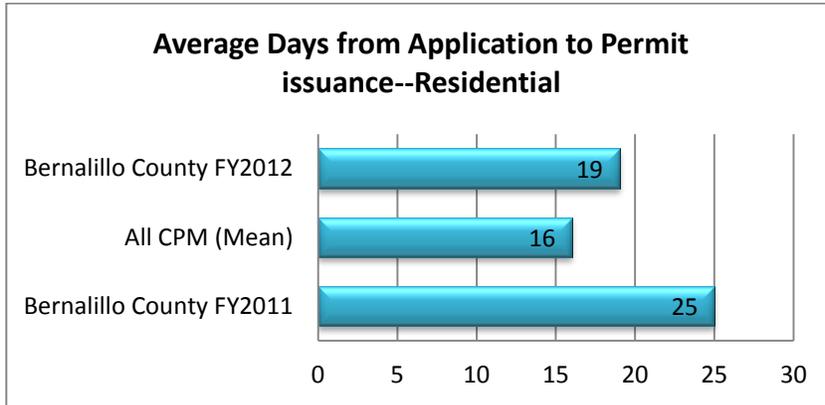


**Number of Park Maintenance FTE**



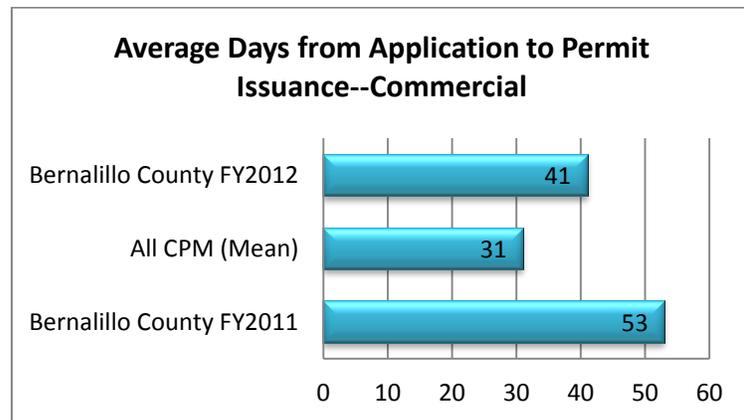
**What this means:** The increase shown from prior year brings the number of full time equivalent staff the county utilizes to maintain its park acreage in line with the average from all CPM jurisdictions.

# Permits, Land Use and Plan Review



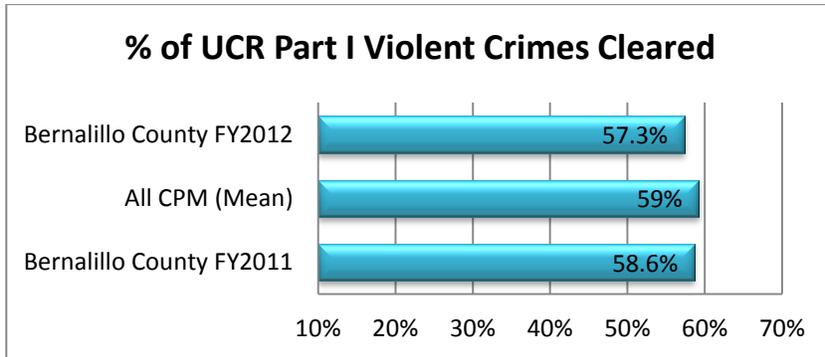
**What this means:** The County takes on average 19 days to issue a residential construction permit from the time it receives the application. This is only slightly longer than other CPM jurisdictions and significantly better than prior year.

**What this means:** On average, the county takes 32% longer than other CPM jurisdictions to approve commercial construction permit applications. The county has notably improved in this area over prior year.



**What this means:** Each land use permit issued by the county costs roughly \$50 more than other CPM jurisdictions.

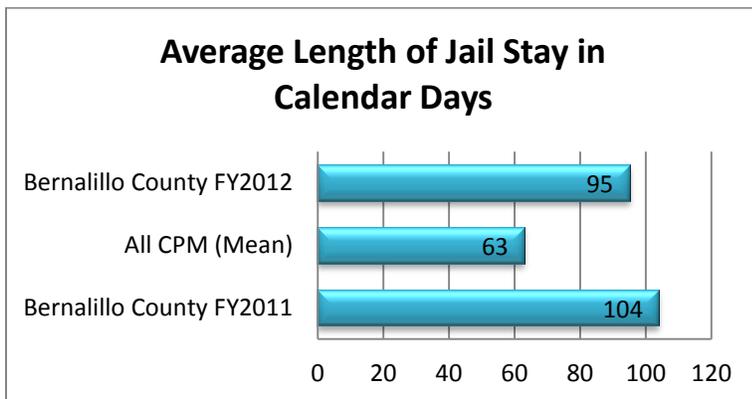
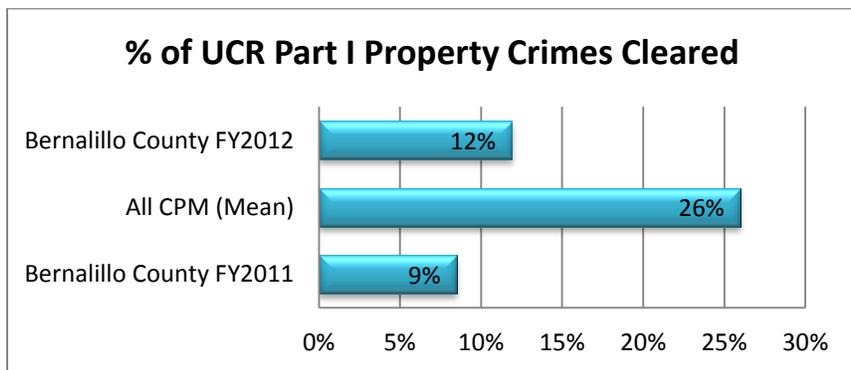
# Police Services



**What this means:** Crimes in this category include murder, rape, robbery and aggravated assault. The Sheriff's Dept. clears these types of crimes at a rate consistent with other CPM jurisdictions.

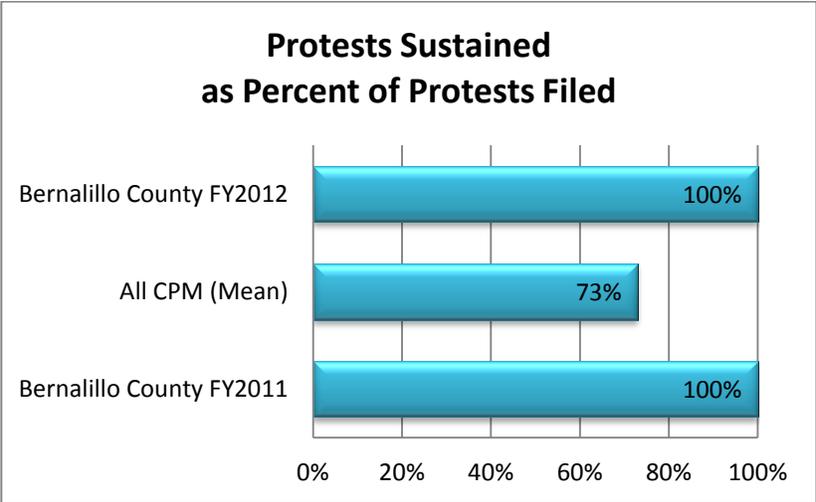
**What this means:**

Property crimes include burglary, larceny, auto theft and arson. Clearance rates for this type of crime are much lower than violent crimes for all CPM jurisdictions, and have improved over prior year in our county.



**What this means:** When someone in our county gets arrested, they typically spend 50% more time in jail than arrestees in other CPM jurisdictions. Although this time has decreased slightly over prior year it is still much higher than other jurisdictions.

# Procurement



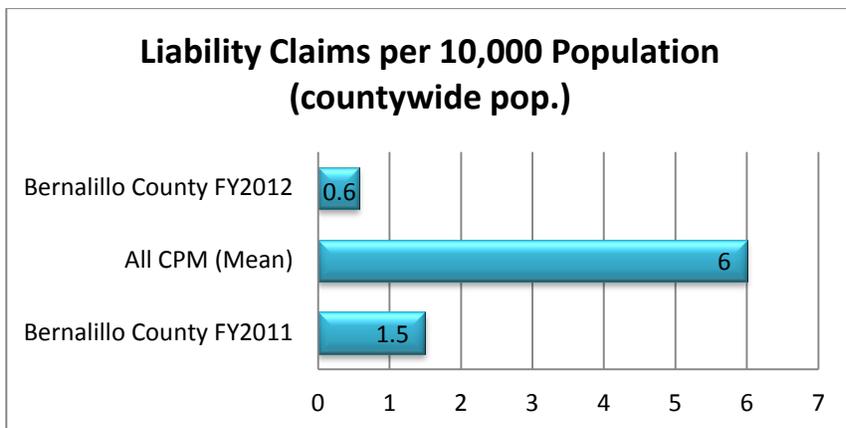
**What this means:** If a potential county vendor feels that purchasing rules weren't followed, they can file a protest. This graph shows that when that happened in FY 12 the county's decision was upheld 100% of the time. It should be noted that only six jurisdictions chose to respond to this question.

**What this means:** The cost involved in processing a purchase order at the county is roughly 35% lower than that of other jurisdictions in the CPM program, although that cost increased slightly from prior year.



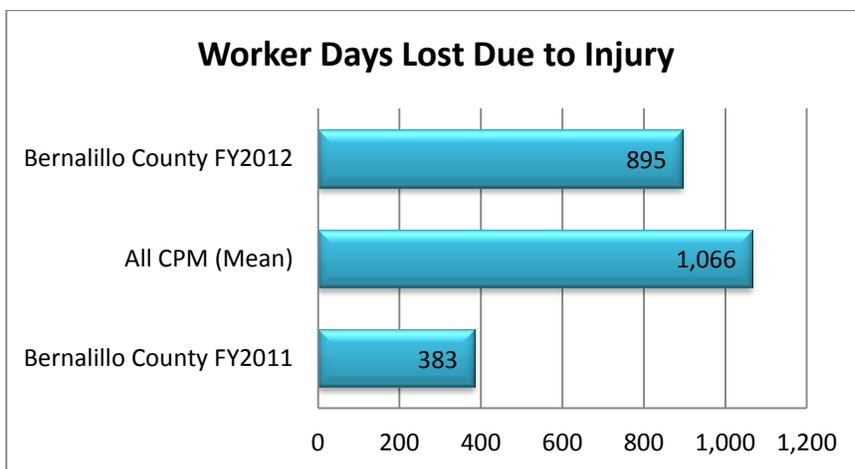
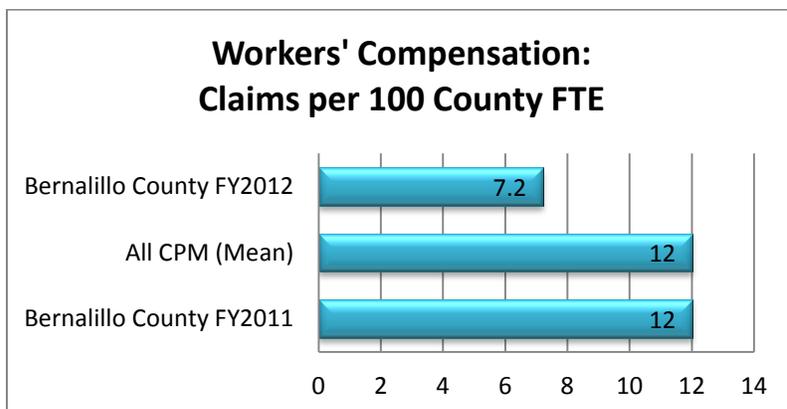
**What this means:** The number of days it takes the county to issue a purchase order once received in central procurement office is in line with other CPM jurisdictions.

# Risk Management



**What this means:** For every 10,000 residents of Bernalillo County, there were 0.6 liability claims against county government. This is very low compared to other CPM jurisdictions and an improvement over prior year.

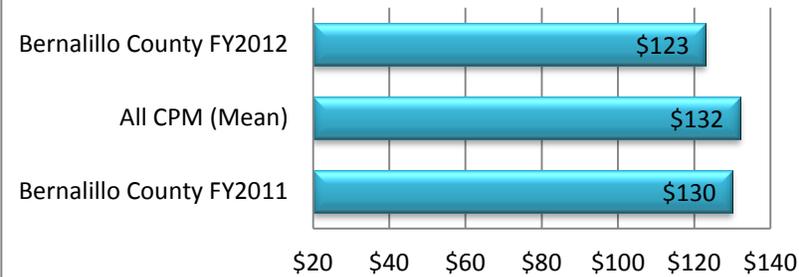
**What this means:** This graph shows that for every 100 county employees, there were 7.2 Workers' Compensation claims. This is a lower rate than the CPM average and an improvement over prior year.



**What this means:** Compared to other reporting jurisdiction, the county loses fewer worker days due to employee injury, although the number of days lost increased over prior year. Employees placed on "light duty" or work restrictions, but still working, do not count as lost worker days.

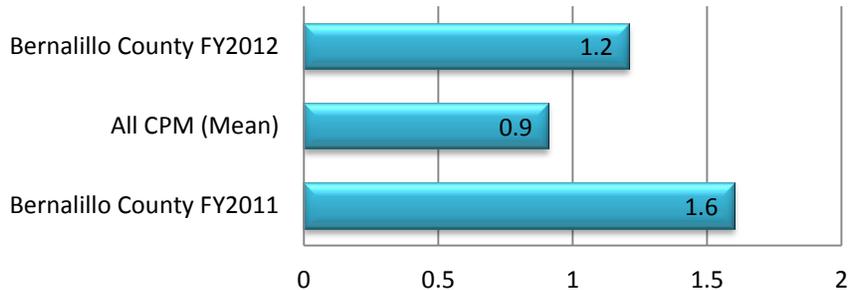
# Solid Waste

**Residential Refuse Expenditures per Ton of Refuse Collected**



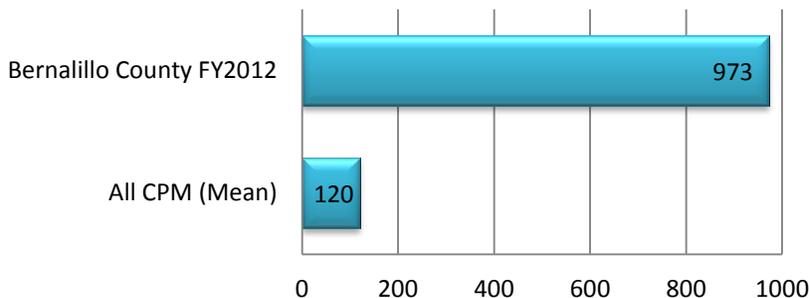
**What this means:** The county contracts with a private company to provide curbside collection in the unincorporated areas and runs its own transfer center in the East Mountains. The county's expenditures for residential refuse collections were 7% lower than other CPM jurisdictions and reduced from prior year.

**Tons of Refuse Collected per Account**



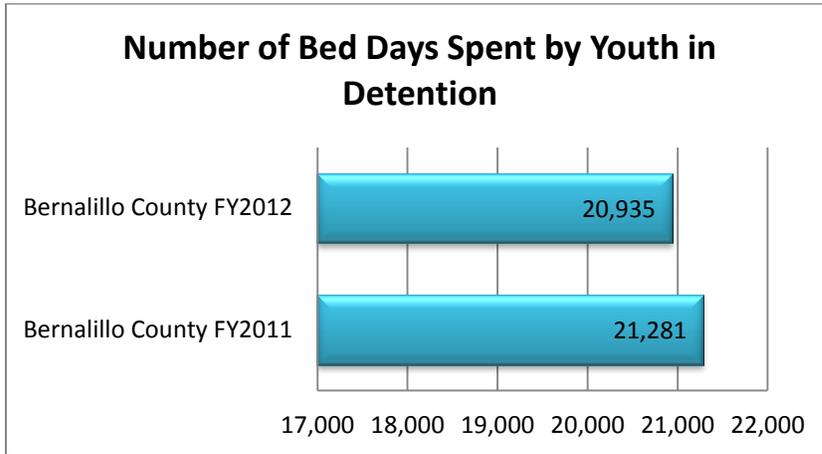
**What this means:** Compared to other CPM jurisdictions, Bernalillo County picks up slightly more refuse per account and slightly less per account than prior year.

**Solid Waste Service Area in Square Miles**



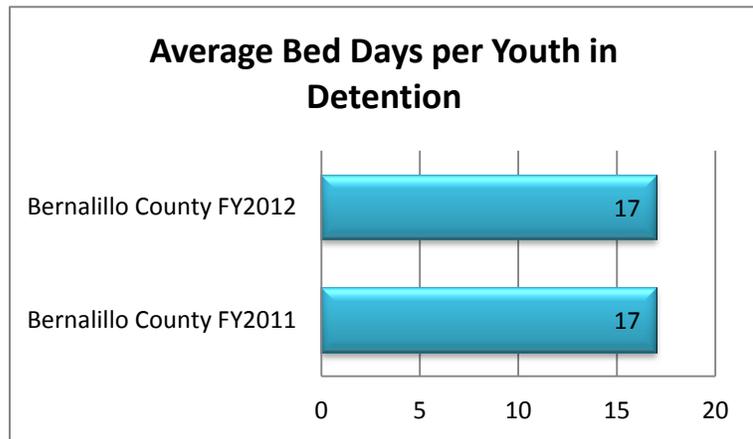
**What this means:** The county provides residential solid waste pickup services to a much larger geographic area than the average CPM participant. In fact only one jurisdiction, Miami-Dade County, reported a larger service area than Bernalillo County.

# Youth Services



**What this means:** These numbers represent the number of youth in the county's juvenile detention center multiplied by the number of days they were in custody. The county has an agreement to house juvenile offenders from Sandoval County as well as Bernalillo County.

**What this means:** The average number of days each juvenile was in the detention center did not change from prior year.



## NOTES:

The Bernalillo County Youth Services Center is a National Model Site recognized by the Annie E. Casey Foundation for the Juvenile Detention Alternatives Initiative (JDAI). Bernalillo County has been a Model Site since 2005 for our efforts to reduce the reliance on secure detention for moderate and low risk offenders, improved case processing times, developing programs as alternatives to secure detention, and improving the conditions of confinement.

Due to a very low response rate by other CPM jurisdictions, comparisons are not made.

## CPM Participating Jurisdictions

### Alabama

- City of Auburn

### Alaska

- City & Borough of Juneau

### Arizona

- City of Casa Grande
- Town of Fountain Hills
- City of Goodyear
- City of Mesa
- City of Peoria
- City of Phoenix
- Town of Queen Creek
- Town of Sahuarita
- City of Scottsdale
- City of Show Low
- City of Surprise

### California

- City of Barstow
- City of Chula Vista
- County of Contra Costa
- City of Elk Grove
- City of Livermore
- County of Marin
- City of Monterey
- County of Napa
- County of Nevada
- City of Palo Alto
- Port of San Diego
- County of San Mateo
- County of Santa Barbara
- City of Santa Fe Springs
- County of Solano
- City of Tracy
- City of Ukiah
- County of Yolo

### Colorado

- City of Aurora
- City of Delta
- City of Durango
- City of Fort Collins
- County of Pitkin

### Connecticut

- City of Bridgeport
- Town of Canton
- Town of Coventry
- Town of Mansfield
- Town of Windsor

### District of Columbia

### Florida

- City of Coral Springs
- City of DeLand
- City of Destin
- City of Doral
- City of Fort Lauderdale
- County of Miami-Dade
- County of Sarasota
- City of Tampa

### Georgia

- City of Cartersville
- City of Decatur
- County of Floyd
- City of Garden City
- City of Kennesaw
- City of Rome
- City of Savannah
- City of Smyrna
- City of Suwanee

### Hawaii

- County of Maui

### Idaho

- City of Twin Falls

### Illinois

- Village of Algonquin
- City of Bloomington
- City of Collinsville
- City of Crystal Lake
- City of Lake Forest
- County of Lake
- Village of Libertyville
- Village of New Lenox
- Village of Orland Park
- County of Peoria
- Village of Shorewood
- Village of Woodridge

### Indiana

- Town of Brownsburg

### Iowa

- City of Bettendorf
- City of Cedar Rapids
- City of Sioux City
- City of Windsor Heights

### Kansas

- City of Junction City
- City of Leawood

- City of Manhattan
- City of Olathe
- City of Pittsburg
- County of Sedgwick
- City of Shawnee
- City of Wichita

### Kentucky

- City of Bowling Green

### Louisiana

- Parish of Calcasieu
- City of New Orleans

### Maine

- City of Saco

### Maryland

- City of Annapolis
- City of Salisbury

### Massachusetts

- Town of Bedford
- Town of Dedham
- Town of Hopkinton
- Town of Lexington
- Town of Lunenburg
- Town of Medway
- Town of Natick
- Town of Needham
- Town of Reading

### Michigan

- City of Bloomfield Hills
- City of Midland
- City of Novi

### Minnesota

- City of Edina
- City of Mankato
- City of St. Cloud
- City of Woodbury

### Mississippi

- City of Starkville

### Missouri

- City of Clayton
- City of Columbia
- City of Creve Coeur
- City of Ellisville
- City of Grandview
- City of Harrisonville
- City of Kansas City

## CPM Participating Jurisdictions

- City of Kirkwood
- City of Maplewood
- City of O'Fallon
- City of Pleasant Hill
- City of Raymore
- City of Richmond Heights
- City of Wentzville

### Nebraska

- City of La Vista

### Nevada

- City of Henderson
- City of Sparks

### New Hampshire

- City of Dover
- Town of Hooksett

### New Mexico

- County of Bernalillo
- County of Los Alamos
- County of Santa Fe

### New York

- County of Chemung
- City of Newburgh

### North Carolina

- City of Asheboro
- City of Asheville
- City of Greensboro
- Town of Mooresville
- City of Raleigh

### Ohio

- City of Blue Ash
- City of Dublin
- City of Fairfield
- City of Gahanna
- City of Hamilton
- City of Loveland
- City of Monroe
- City of New Albany
- City of Pickerington
- City of Piqua
- Township of Sylvania
- City of Trotwood
- City of West Carrollton
- City of Westerville
- City of Worthington

### Oklahoma

- City of Miami
- City of Oklahoma City

### Oregon

- City of Albany
- City of Baker City
- City of Grants Pass
- City of Portland

### Pennsylvania

- Borough of State College

### South Carolina

- City of Greer
- City of Rock Hill

### Tennessee

- City of Franklin
- City of Germantown
- City of Johnson City
- City of Sevierville

### Texas

- City of Austin
- City of Burleson
- City of Dallas
- City of Denton
- City of Farmers Branch
- City of Houston
- City of League City
- City of McAllen
- City of New Braunfels
- City of Plano
- City of San Antonio
- Town of South Padre Island
- City of Sugar Land
- City of University Park
- City of Watauga

### Utah

- City of Park City

### Virginia

- Town of Ashland
- Town of Culpeper
- County of Fairfax
- City of Fredericksburg
- County of King William
- City of Portsmouth
- County of Prince William
- Town of Purcellville
- City of Williamsburg

### Washington

- City of Airway Heights
- City of Bellevue
- City of Lynnwood
- City of Richland
- City of Shelton

- City of Tacoma
- City of Tumwater
- City of Vancouver

### Wisconsin

- City of Lake Mills
- County of Milwaukee
- City of Oshkosh
- City of Wauwatosa
- Village of Weston

### Wyoming

- County of Campbell
- City of Casper