

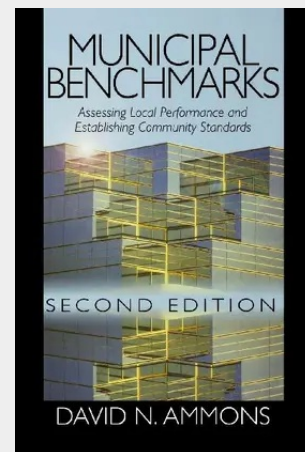
Ammons

Municipal Benchmarks

Assessing Local Performance and Establishing Community Standards

The new edition of this practical reference book gives municipal officials and citizens the benchmarking tools needed to assess and establish community standards for their operations and delivery of services. New to this edition: -Updated charts and data throughout -New chapters "Management Services," "Parking Services," "Risk Management," "Social Services," "Streets, Sidewalks, and Storm Drainage," "Water and Sewer Services," "Fleet Maintenance," "Gas and Electric Services" -Expanded coverage including newly adopted performance targets and updated standards for emergency response times for fire, police, and emergency medical service.

This book helps elected and appointed government officials and citizens assess and establish standards for the efficient and effective delivery of quality services. Actual benchmarks are provided for numerous services such as libraries, parks and recreation, public works, emergency medical services, courts, animal control, risk management and public transport.



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