



You review financials monthly.

**But how frequently do you
review performance?**

Results matter.

CPM Comprehensive Program

Participation in the CPM Comprehensive program enables local governments to assess their own performance over time and allows them to analyze their results by comparing themselves to their peers. © **ICMA's Center for Performance Measurement™** provides local governments with the tools to deliver results that build the confidence of elected officials and citizens.

**"Performance
measurement**

forces us to step back and quantify our efforts, which in turn helps us to understand what is working, what needs improvement, and just how far we have come."

—Assistant Town Manager,
Northeast Region

ICMA

Center for Performance Measurement™



CPM Comprehensive is the flagship CPM performance measurement program that has been developed and refined for almost 20 years. This program features performance measures across 18 service areas intended to help capture critical performance. The annual fee for the program is \$5,550 with a one-time training fee of \$500 for web-based training or \$4,000 for on-site training.

The CPM Comprehensive program includes:

- Training (webinar or in-person)
- Online data collection for 18 service areas
- Live, scheduled support sessions online
- Rigorously cleaned data
- Access to comparative data from all CPM participants
- Access to CPM's online data query, reporting, and analysis tool
- Access to PDF copies of the annual *Comparative Performance Measurement Data Report*
- Case study reports
- CPM monthly webinar series
- Waived application fee for CPM's certificate program
- Opportunity to join a CPM consortium
- A one-year **FREE** ICMA membership for someone in your community that does not currently have a membership.

“With the ever increasing expectation

that taxpayer dollars be justified, performance measurement helps us to evaluate the way we do business and at the same time increase civic engagement and improve public transparency.”

—Chief of Police,
Mountain Plains Region

CPM Comprehensive schedule

Milestone	Date
Midyear data submission deadline (for communities with fiscal years ending by June 30)	October 1
Midyear data set posted	November
Annual data submission deadline (for communities with fiscal years ending after June 30)	March 15
Data cleaning and verification period	March–April
Report posted	August

Service areas

Measure, compare, and improve these services:

- Code enforcement
- Facilities management
- Fire/EMS
- Fleet management
- General government and demographics
- Highways and roads
- Housing
- Human resources
- Information technology
- Library services
- Parks and recreation
- Permitting
- Police services
- Procurement
- Risk management
- Solid waste
- Sustainability
- Youth services.

Contact us today. For more information or to enroll in the CPM Comprehensive Program, visit icma.org/performance, email cpmmail@icma.org, or call 202-962-3562.