



Municipal Benchmarks: Assessing Local Performance and Establishing Community Standards

David Ammons

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Completely updated with new listings and statistics throughout, this comprehensive resource goes beyond the current literature on local government performance measurement and provides benchmarks on more than 40 key topics against which performance can be assessed in all areas of operation.

"Ammons has assembled a remarkable volume of benchmark data for a comprehensive range of municipal government services. Municipal Benchmarks will be of considerable help for municipalities in laying the groundwork for an accountable government." - Harry Hatry, The Urban Institute

"I am delighted to see that ideas for advancing our industry are alive and thriving. Ammons's collection does an incredible service to every municipal manager in the country, and perhaps the world. These benchmarks clearly set standardized ways of looking at measuring the performance of municipal service delivery." - Ted Gaebler, City Manager, Rancho Cordoba, CA (co-author of Reinventing Government)

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