



Service Areas

The MLGBC benchmarks performance in the 14 service areas listed below.

1. Assessing and Equalization
2. Clerk and Elections, and Register of Deeds
3. Code Enforcement and Building Inspection
4. Emergency Dispatch
5. Fire/EMS Services
6. Fleet Maintenance
7. Human Resources
8. Information Technology
9. Library Services
10. Parks Maintenance
11. Police and Sheriff
12. Refuse/Recycling/Yard Waste Collections
13. Road Maintenance
14. Water and Sewer Treatment and Distribution

In any kind of benchmarking effort the challenge is to have participants report their data and information in a consistent manner. As part of an ongoing improvement process to reduce inconsistencies that may occur due to differences in interpretation, participants are convened annually to discuss the service area surveys and current performance measures. For more information on the types of performance measures used in benchmarking these areas, contact the [program director](#).

“It’s a real challenge addressing your local government’s fiscal issues without comparable operational data such as provided by MLGBC. Their performance metrics readily show the gaps and in turn the opportunities for efficiencies and improvements leading to balanced budgets.”

**Dave Boerger, Director of Fiscal Consulting Services,
Southeast Michigan Council of Governments**