



School of
Government

BENCHMARKING 2.0

Metrics Framework

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Metrics Framework

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Code	Metrics	Definitions
census_01	Population	Population according to the US Census.
census_02	Number of households	Number of households in the area according to the US Census.
census_03	Population per square mile	Population per square mile, according to the US Census.
census_04	Land area in square miles	Land area in square miles, according to the US Census.
census_05	Daytime population	Calculated daytime population, according to the US Census.

Code	Metrics	Definitions
qam01	Lane miles	Total number of lane miles maintained in the fiscal year.
qam01_01	Lane miles per 1000 residents	[Lane miles] divided by [Population] and multiplied by 1000.
qam01_02	Lane miles per FTE	[Lane miles] divided by [Approved asphalt maintenance FTEs].
qam02	Centerline miles	Total number of centerline miles maintained in the fiscal year.
qam02_01	Centerline miles per 1000 residents	[Centerline miles] divided by [Population] and multiplied by 1000.
qam02_02	Centerline miles per FTE	[Centerline miles] divided by [Approved asphalt maintenance FTEs].
qam03	Average PCI	Average Pavement Condition Index (PCI) number based on the latest PCI report.
qam04	Lane miles rated above 80 PCI	Total number of jurisdiction lane miles with a PCI rating of 81 or better on the most recent street-pavement assessment.
qam04_01	Lane miles rated above 80 PCI as a percentage of total lane miles	[Lane miles rated above 80 PCI] divided by [Lane miles] and multiplied by 100.
qam05	Lane miles rated below 20 PCI	Total number of jurisdiction lane miles with a PCI rating of 19 or below on the most recent street-pavement assessment.
qam05_01	Lane miles rated below 20 PCI as a percentage of total lane miles	[Lane miles rated below 20 PCI] divided by [Lane miles] and multiplied by 100.
qam06	Potholes reported	Total number of potholes reported in the fiscal year. This includes multiple reports of the same potholes. This does not include utility cuts or potholes reported outside of the jurisdiction or for other entities such as the state DOT.
qam06_01	Potholes reported per lane mile	[Potholes reported] divided by [Lane miles].
qam07	Potholes repaired	Total number of potholes and patches repaired in the fiscal year. This includes multiple repairs of the same potholes. This does not include utility cuts or potholes and patches made outside of the jurisdiction or for other entities such as the state DOT.
qam07_01	Potholes repaired per FTE	[Potholes repaired] divided by [Lane miles].
qam08	Potholes addressed within 3 business days	Total number of potholes addressed within three business days of report in the fiscal year. Addressing a pothole can include repairing it or taking action toward repairing it. If your organization does not track the number of potholes repaired or addressed within twenty-four hours, use an estimate. This does not include utility cuts or potholes and patches made outside of the jurisdiction or for other entities such as the state DOT.

Code	Metrics	Definitions
qam08_01	Potholes addressed within 3 business days as a percentage of total potholes reported	[Potholes addressed within 3 business days] divided by [Lane miles] and multiplied by 100.
qam09	Utility cuts	Total number of utility cuts performed in the fiscal year.
qam10	Asphalt work orders completed	Total number of asphalt-related work orders completed by the jurisdiction in the fiscal year. This includes service requests that are associated with contract work. This does not include pavement marking, signals, signs, etc.
qam10_01	Asphalt work orders completed per FTE	[Asphalt work orders completed] divided by [Approved asphalt maintenance FTEs].
qam11	Hot asphalt tonnage	Total tons of hot asphalt used on road repairs in the fiscal year. This does not include hot asphalt used for utility cuts.
qam11_01	Hot asphalt tonnage per pothole	[Hot asphalt tonnage] divided by [Potholes repaired].
qam12	Per ton cost of asphalt	Average cost incurred to purchase one ton of hot asphalt in the fiscal year.
qam13	Cold asphalt tonnage (optional)	Total tons of cold asphalt used on road repairs in the fiscal year. This does not include cold asphalt used for utility cuts.
qam14	External funding	Total additional funding dollars used for asphalt maintenance and repair in the fiscal year outside of local general fund, Powell Bill, or capital dollars.
qam14_01	External funding as a percentage of total expenses	[External funding] divided by [Total expenses for asphalt maintenance] and multiplied by 100.
qam15	Resurfacing cost per sq. yd	Cost per square yard incurred for resurfacing, including mobilization, milling, adjusting structures, patching, and paving. This includes resurfacing work that was contracted out. Cost is limited to asphalt work; do not include cost for marking, signage, etc.
qam16	Approved asphalt maintenance FTEs	Total number of asphalt maintenance personnel approved by the jurisdiction as full-time equivalents (FTEs), filled or unfilled, in the fiscal year. This includes all regularly scheduled full-time positions and regular part-time positions that are eligible for full benefits (but does not include seasonal or part-time positions that are not eligible for full benefits).
qam16_01	Asphalt maintenance FTEs per 10000 residents	[Approved asphalt maintenance FTEs] divided by [Population] and multiplied by 10000.

Code	Metrics	Definitions
qam17	Personnel expenses for Asphalt Maintenance	Total amount of personnel expenses for asphalt maintenance in the fiscal year. This amount includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.
qam18	Operational expenses for Asphalt Maintenance	Total amount of operational expenses for asphalt maintenance in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qam18_01	Personnel expenses as a percentage of total asphalt maintenance expenses	[Personnel expenses for Asphalt Maintenance] divided by [Total expenses for asphalt maintenance] and multiplied by 100.
qam18_02	Expenses for asphalt maintenance per capita	[Total expenses for asphalt maintenance] divided by [Population].
qam18_03	Expenses for asphalt maintenance per lane mile	[Total expenses for asphalt maintenance] divided by [Lane miles].
qam18_04	Total expenses for asphalt maintenance	[Personnel expenses for Asphalt Maintenance] + [Operational expenses for Asphalt Maintenance]

Code	Metrics	Definitions
qbi01	Residential plan reviews	Total number of residential (as defined under NC Residential Code) plan reviews conducted in the fiscal year. Multiple trade reviews to be counted as one plan review for one address (or application). This type of review assesses the design and construction methodology and the ability to comply with code on the site.
qbi01_01	Residential plan reviews as a percentage of total plan reviews	[Residential plan reviews] divided by [Total plan reviews] multiplied by 100.
qbi01_02	Residential plan reviews per 1000 residents	[Residential plan reviews] divided by [Population] and multiplied by 1000.
qbi02	Commercial plan reviews	Total number of commercial (as defined under NC Building Code) plan reviews conducted in the fiscal year. Multiple trade reviews to be counted as one plan review for one address (or application). This type of review assesses the design and construction methodology and the ability to comply with code on the site.
qbi02_01	Ratio of commercial to residential plan reviews	[Commercial plan reviews] divided by [Residential plan reviews].
qbi02_02	Commercial plan reviews per 1000 residents	[Commercial plan reviews] divided by [Population] and multiplied by 1000.
qbi03	Median processing time for residential plan reviews	Median processing time in days for the review of each residential (as defined under NC Residential Code) plan from submission to acceptance (sent for permitting) or rejection. This number excludes the time a contractor takes to answer questions. Multiple trade reviews to be counted as one plan review for one address (or application).
qbi04	Median processing time for commercial plan reviews	Median processing time in days for the review of each commercial (as defined under NC Building Code) plan from submission to acceptance (sent for permitting) or rejection. This number excludes the time a contractor takes to answer questions. A North Carolina commercial plan review is mandatory, though certain plan reviews may first go to the NC Department of Insurance (NCDOI) if they fall under the requirements stated in Table 104.1 of the NC Administrative Code. A local AHJ may review a plan in-house with special permission from NCDOI. Multiple trade reviews to be counted as one plan review for one address (or application).
qbi05	Zoning plan reviews	Total number of zoning plan reviews (pre-entitlement, sign reviews, additions, setbacks, etc.) conducted in the fiscal year.
qbi06	Fire plan reviews	Total number of fire plan reviews (including Life Safety reviews or Sprinkler Determinations) conducted in the fiscal year.
qbi06_01	Total plan reviews	[Residential plan reviews] + [Commercial plan reviews] + [Zoning Plan Reviews] + [Fire Plan Reviews]
qbi06_02	Total plan reviews per capita	[Total plan reviews] divided by [Population].
qbi06_03	Total plan reviews per FTE	[Fire plan reviews] divided by [Approved inspector FTEs].

Code	Metrics	Definitions
qbi07	Permits issued for new residential buildings	Total number of permits issued for new residential dwelling units (attached or detached) constructed in accordance with the NC Residential Code in the fiscal year.
qbi07_01	Permits issued for new residential buildings per 1000 residents	[Permits issued for new residential buildings] divided by [Population] and multiplied by 1000.
qbi08	Permits issued for new commercial buildings	Total number of permits issued in the fiscal year for new commercial buildings in accordance with the NC Building Code.
qbi08_01	Ratio of commercial to residential permits issued	[Permits issued for new commercial buildings] divided by [Permits issued for new residential buildings].
qbi08_02	Commercial permits issued per capita	[Permits issued for new commercial buildings] divided by [Population].
qbi09	Apartment units in newly permitted buildings	Total number of apartments in newly permitted commercial (multi-family) buildings in the fiscal year. For example, if multi-family building A had 20 apartments, building B had 100 apartments, and building C had 80 apartments, the total number of apartment units permitted would be 200.
qbi10	Permits issued for new manufactured homes	Total number of permits issued in the fiscal year for new manufactured homes (one permit per manufactured home). A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code.
qbi10_01	Permits Issued for new buildings	[Permits issued for new Residential Buildings] + [Permits issued for new Commercial Buildings] + [Apartment units in newly permitted buildings]
qbi10_02	Permits Issued for new buildings as a percentage of total permits	[Permits Issued for new buildings] divided by [Total permits issued] and multiplied by 100.
qbi11	Permits issued for addition, alteration, or conversion of single family housing	Total number of permits issued in the fiscal year for addition, alteration, or conversion of single family dwelling units (attached or detached) constructed in accordance with the NC Residential Code.
qbi12	Permits issued for addition, alteration or conversion of commercial buildings	Total number of permits issued in the fiscal year for addition, alteration, or conversion of commercial buildings in accordance with the NC Building Code.

Code	Metrics	Definitions
qbi13	Permits issued for addition, alteration, or conversion of manufactured homes	Total number of permits issued in the fiscal year for addition, alteration, or conversion of manufactured homes (one permit per manufactured home). A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code.
qbi14	Electrical permits issued	Total number of electrical trade permits issued in the fiscal year. This metric is left blank if the permit data is not broken down by type of trade work.
qbi14_01	Electrical permits as a percentage of total permits issued	[Electrical permits issued] divided by [Total permits issued] and multiplied by 100.
qbi15	Mechanical permits issued	Total number of mechanical trade permits issued in the fiscal year. This metric is left blank if the permit data is not broken down by type of trade work.
qbi15_01	Mechanical permits as a percentage of total permits issued	[Mechanical permits issued] divided by [Total permits issued] and multiplied by 100.
qbi16	Plumbing permits issued	Total number of plumbing trade permits issued in the fiscal year. This metric is left blank if the permit data is not broken down by type of trade work.
qbi16_01	Plumbing permits as a percentage of total permits issued	[Plumbing permits issued] divided by [Total permits issued] and multiplied by 100.
qbi17	Fire permits issued	Total number of fire permits issued in the fiscal year. This metric is left blank if the permit data is not broken down by type of trade work.
qbi17_01	Fire permits as a percentage of total permits issued	[Fire permits issued] divided by [Total permits issued] and multiplied by 100.
qbi18	Other permits issued	Total number of other permits issued in the fiscal year that are NOT new building, addition, alteration, or conversion permits. This may include zoning, gas, insulation, HVAC changeouts, water heater changeouts (applications that contain two permits must be counted separately), special use, wireless, signs, STR (Short-Term Rental), licensed set-up contractor for Manufactured Homes, use permits issued internally, photovoltaic systems, repairs, generators, etc. For some departments, this may include permits in which a plan review may not be required.

Code	Metrics	Definitions
qbi19	Total permits issued	Total number of permits issued in the fiscal year. This includes all electrical, mechanical, plumbing, fire, and other types of trade permits.
qbi19_01	Total permits issued per capita	[Total permits issued] divided by [Population].
qbi19_02	Total permits issued per FTE	[Total permits issued] divided by [Approved inspector FTEs].
qbi20	Median processing time for residential permits	Median number of days from the time a residential (see NC Residential Code) permit is submitted to the time the permit is issued or denied. This includes the number of days for all phases (permit techs review, draft responses, verify licenses, etc.) from residential permit submission to approval or denial. This does not include time spent corresponding with an applicant regarding comments and questions.
qbi21	Median processing time for commercial permits	Median number of days from the time a commercial (see NC Building Code) permit is submitted to the time the permit is issued or denied. This includes the number of days for all phases (permit techs review, draft responses, verify licenses, etc.) from commercial permit submission to approval or denial. This does not include time spent corresponding with an applicant regarding comments and questions.
qbi22	Residential inspections completed	Total number of building, electrical, mechanical, and plumbing inspections completed in the fiscal year for a new building or structure that is scoped as complying with the NC Residential Code. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action.
qbi22_01	Residential inspections completed as a percentage of total inspections	[Residential inspections completed] divided by [Total inspections completed] and multiplied by 100.
qbi23	Commercial inspections completed	Total number of building, electrical, mechanical, and plumbing inspections completed in the fiscal year for a new building or structure that is scoped as complying with the NC Building Code. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi23_01	Commercial inspections completed as a percentage of total inspections	[Commercial inspections completed] divided by [Total inspections completed] and multiplied by 100.

Code	Metrics	Definitions
qbi24	Apartment units inspected	Total number of apartments inspected in new commercial (multi-family) buildings in the fiscal year. For example, if multi-family building A had 20 apartments, building B had 100 apartment, and building C had 80 apartments, the total number of apartment units inspected would be 200. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi25	Manufactured home inspections completed	Total number of building, electrical, mechanical, and plumbing inspections completed in the fiscal year for new manufactured homes. A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi26	Inspections completed for additions, alterations, and conversions - Residential	Total number of building, electrical, mechanical, and plumbing inspections completed in the fiscal year for additions, alterations, and conversions scoped as complying with the NC Residential Code. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action.
qbi26_01	Total residential inspections completed	[Residential inspections completed (new)] + [Inspections completed for Additions, Alterations, and Conversions - Residential]
qbi27	Inspections completed for additions, alterations, and conversions - Commercial	Total number of building, electrical, mechanical, and plumbing inspections completed in the fiscal year for additions, alterations, and conversions scoped as complying with the NC Building Code.
qbi27_01	Total commercial inspections completed	[Commercial inspections completed (new)] + [Inspections completed for Additions, Alterations, and Conversions - Commercial]
qbi27_02	Total inspections completed	[Total residential inspections completed]+[Total commercial inspections completed]
qbi27_03	Total inspections per inspector	[Total inspections completed] divided by [Approved inspector FTEs]

Code	Metrics	Definitions
qbi28	Inspections completed for additions, alterations, and conversions - Manufactured homes	Total number of building, electrical, mechanical, and plumbing inspections completed by the jurisdiction in the fiscal year for additions, alterations, and conversions of manufactured homes. A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi28_01	Total manufactured home inspections completed	[Manufactured home inspections completed (new)] + [Inspections completed for Additions, Alterations, and Conversions - Manufactured]
qbi29	Residential inspections denied	Total number of residential inspections (see NC Residential Code) denied in the fiscal year for new construction or additions, alterations, and conversions. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. This includes accessory structure, electrical, gas, insulation, mechanical, and plumbing inspections. See Section 107 of the NC Administrative Code for inspection requirements.
qbi29_01	Residential inspections denied as a percentage of total residential inspections	[Residential inspections denied] divided by [Total residential inspections completed] and multiplied by 100.
qbi30	Commercial inspections denied	Total number of commercial inspections (see NC Building Code) denied in the fiscal year for new construction or additions, alterations, and conversions. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. This includes accessory structure, electrical, gas, insulation, mechanical, and plumbing inspections. See Section 107 of the NC Administrative Code for inspection requirements.
qbi30_01	Commercial inspections denied as a percentage of total commercial inspections	[Commercial inspections denied] divided by [Total commercial inspections completed] and multiplied by 100.

Code	Metrics	Definitions
qbi31	Residential inspections completed within 2 business days	Total number of building, electrical, mechanical, and plumbing inspections in the fiscal year for new construction or additions, alterations, and conversions of residential buildings (see NC Residential Code) that were completed within two business days of the requested date. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi31_01	Residential inspections completed within 2 business days as a percentage of total residential inspections	[Residential inspections completed within 2 business days] divided by [Total residential inspections completed] and multiplied by 100.
qbi32	Commercial inspections completed within 2 business days	Total number of building, electrical, mechanical, and plumbing inspections in the fiscal year for new construction or additions, alterations, and conversions of commercial buildings (see NC Building Code) that were completed within two business days of the requested date. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi32_01	Commercials inspections completed within 2 business days as a percentage of total commercial inspections	[Commercial inspections completed within 2 business days] divided by [Total commercial inspections completed] and multiplied by 100.
qbi33	Manufactured home inspections completed within 2 business days	Total number of building, electrical, mechanical, and plumbing inspections in the fiscal year for new construction or additions, alterations, and conversions of manufactured homes that were completed within two business days of the requested date. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements. A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code.

Code	Metrics	Definitions
qbi33_01	Manufactured home inspections completed within 2 business days as a percentage of total manufactured home inspections	[Manufactured home inspections completed within 2 business days] divided by [Total manufactured home inspections completed] and multiplied by 100.
qbi34	Building inspections completed	Total number of building trade inspections completed in the fiscal year. Count each building trade inspection separately even if it is conducted concurrently with other inspections (electrical, fire, etc.). An inspection is defined as visiting a job site to verify that the scope of work permitted is in compliance with the associated discipline (building). See Section 107 of the NC Administrative Code for inspection requirements.
qbi34_01	Building inspections completed as a percentage of total inspections	[Building inspections completed] divided by [Total inspections completed] and multiplied by 100.
qbi35	Electrical inspections completed	Total number of electrical trade inspections completed in the fiscal year. Count each inspection separately even if it is conducted concurrently with other inspections (building, fire, etc.). An inspection is defined as visiting a job site to verify that the scope of work permitted is in compliance with the associated discipline (electric). See Section 107 of the NC Administrative Code for inspection requirements.
qbi35_01	Electrical inspections completed as a percentage of total inspections	[Electrical inspections completed] divided by [Total inspections completed] and multiplied by 100.
qbi36	Mechanical inspections completed	Total number of mechanical trade inspections completed in the fiscal year. Count each inspection separately even if it is conducted concurrently with other inspections (building, fire, etc.). An inspection is defined as visiting a job site to verify that the scope of work permitted is in compliance with the associated discipline (mechanical). See Section 107 of the NC Administrative Code for inspection requirements.
qbi36_01	Mechanical inspections completed as a percentage of total inspections	[Mechanical inspections completed] divided by [Total inspections completed] and multiplied by 100.
qbi37	Plumbing inspections completed	Total number of plumbing trade inspections completed in the fiscal year. Count each inspection separately even if it is conducted concurrently with other inspections (building, fire, etc.). An inspection is defined as visiting a job site to verify that the scope of work permitted is in compliance with the associated discipline (plumbing). See Section 107 of the NC Administrative Code for inspection requirements.
qbi37_01	Plumbing inspections completed as a percentage of total inspections	[Plumbing inspections completed] divided by [Total inspections completed] and multiplied by 100.

Code	Metrics	Definitions
qbi38	Fire inspections completed	Total number of non-periodic fire inspections completed in the fiscal year for newly permitted work or projects.
qbi38_01	Fire inspections completed as a percentage of total inspections	[Fire inspections completed] divided by [Total inspections completed] and multiplied by 100.
qbi38_02	Total inspections completed	[Building inspections completed] + [Electrical inspections completed] + [Mechanical inspections completed] + [Plumbing inspections completed] + [Fire inspections completed]
qbi39	Building inspections denied	Total number of building inspections denied in the fiscal year. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi39_01	Building inspections denied as a percentage of total building inspections	[Building inspections denied] divided by [Building inspections completed] and multiplied by 100.
qbi40	Electrical inspections denied	Total number of electric inspections denied in the fiscal year. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi40_01	Electrical inspections denied as a percentage of total electrical inspections	[Electrical inspections denied] divided by [Electrical inspections completed] and multiplied by 100.
qbi41	Mechanical inspections denied	Total number of mechanical inspections denied by the jurisdiction in the fiscal year. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi41_01	Mechanical inspections denied as a percentage of total mechanical inspections	[Mechanical inspections denied] divided by [Mechanical inspections completed] and multiplied by 100.
qbi42	Plumbing inspections denied	Total number of plumbing inspections denied in the fiscal year. Inspection refers to an on-site or otherwise visual examination to verify compliance with a code, rule, or standard. It does not refer to a phone call, walk-in visit, appointment, or other communication, correspondence, or action. See Section 107 of the NC Administrative Code for inspection requirements.
qbi42_01	Plumbing inspections denied as a percentage of total mechanical inspections	[Plumbing inspections denied] divided by [Plumbing inspections completed] and multiplied by 100.

Code	Metrics	Definitions
qbi43	Fire inspections denied	Total number of non-periodic fire inspections denied in the fiscal year for newly permitted work or projects.
qbi43_01	Fire inspections denied as a percentage of total fire inspections	[Fire inspections denied] divided by [Fire inspections completed] and multiplied by 100.
qbi44	Zoning inspections completed	Total number of zoning inspections completed in the fiscal year.
qbi45	Zoning violations	Total number of zoning violation notices issued by the jurisdiction in the fiscal year.
qbi45_01	Zoning violations as a percentage of total zoning inspections	[Zoning violations] divided by [Zoning inspections completed] and multiplied by 100.
qbi46	Other inspections completed	Total number of other inspections completed in the fiscal year that were NOT counted as part of building, electrical, mechanical, plumbing, zoning, or fire inspections. These may be inspections related to complaints, daycare centers, Alcoholic Beverage Control (ABC), sidewalks, mobile homes, quality assurance, churches, schools, foster care, or special inspections such as code enforcement. Count each inspection separately even if it is conducted concurrently with other inspections. An inspection is defined as visiting a job site to verify that the scope of work permitted is in compliance with the associated disciplines. See Section 107 of the NC Administrative Code for inspection requirements.
qbi47	Notice of violation issued	Total number of notices of violation issued in the fiscal year (under GS_160D-404. Enforcement (a)).
qbi47_01	Notices of violation issued per capita	[Notice of violation issued] divided by [Population].
qbi48	Stop-work orders issued	Total number of stop-work orders issued in the fiscal year (under GS_160D-404. Enforcement (b)).
qbi48_01	Stop-work orders issued per capita	[Stop-work orders issued] divided by [Population].
qbi49	Stop-work orders for non-permitted work	Total number of stop-work orders for unpermitted work issued in the fiscal year (under GS_160D-404. Enforcement (b)).
qbi49_01	Stop-work orders for non-permitted work per capita	[Stop-work orders for non-permitted work] divided by [Population].
qbi50	Daily walk-ins (optional)	Total number of departmental daily walk-ins in the fiscal year. These include walk-ins for new permit applications, building code questions, zoning questions, grading and stormwater questions, permit amendments, permit pick-ups, plan drop-offs, water functions, early assistance and pre-application meetings, pre-arranged appointments, etc.
qbi51	Training and development expenses	Total amount spent in the fiscal year on training and development.

Code	Metrics	Definitions
qbi52	Residential plan review revenue	Total revenue generated in the fiscal year from residential (as defined by NC Residential Code) plan review fees.
qbi53	Residential permit revenue	Total revenue generated in the fiscal year from residential (as defined by NC Residential Code) permit fees.
qbi54	Residential inspection revenue	Total revenue generated in the fiscal year from residential (as defined by NC Residential Code) inspection fees.
qbi55	Residential re-inspection revenue	Total revenue generated in the fiscal year from residential (as defined by NC Residential Code) re-inspection fees. These are fees collected after a previous failed inspection.
qbi55_01	Total residential revenue	[Residential plan review revenue] + [Residential permit revenue] + [Residential inspection revenue] + [Residential re-inspection revenue]
qbi55_02	Residential revenue as a percentage of total revenue	[Total residential revenue] divided by [Total revenue] and multiplied by 100.
qbi56	Commercial plan review revenue	Total revenue generated in the fiscal year from commercial (as defined by NC Building Code) plan review fees.
qbi56_01	Total plan review revenue	[Residential plan review revenue] + [Commercial plan review revenue]
qbi56_02	Plan review revenue as a percentage of total revenue	[Total plan review revenue] divided by [Total revenue] and multiplied by 100.
qbi57	Commercial permit revenue	Total revenue generated in the fiscal year from commercial (as defined by NC Building Code) permit fees.
qbi58	Commercial inspection revenue	Total revenue generated in the fiscal year from commercial (as defined by NC Building Code) inspection fees.
qbi59	Commercial re-inspection revenue	Total revenue generated in the fiscal year from commercial (as defined by NC Building Code) re-inspection fees. These are fees collected after a previous failed inspection.
qbi59_01	Total commercial revenue	[Commercial plan review revenue] + [Commercial permit revenue] + [Commercial inspection revenue] + [Commercial re-inspection revenue]
qbi59_02	Commercial revenue as a percentage of total revenue	[Total commercial revenue] divided by [Total revenue] and multiplied by 100.
qbi60	Manufactured homes permit revenue	Total revenue generated in the fiscal year from manufactured homes permit fees. A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code.

Code	Metrics	Definitions
qbi60_01	Total permit revenue	[Residential permit revenue] + [Commercial permit revenue] + [Manufactured homes permit revenue]
qbi60_02	Permit revenue as a percentage of total revenue	[Total permit revenue] divided by [Total revenue] and multiplied by 100.
qbi61	Manufactured homes inspections revenue	Total revenue generated in the fiscal year from manufactures homes inspection fees. A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code.
qbi61_01	Total inspections revenue	[Residential inspection revenue] + [Commercial inspection revenue] + [Manufactured homes inspections revenue]
qbi61_02	Inspections revenue as a percentage of total revenue	[Total inspections revenue] divided by [Total revenue] and multiplied by 100.
qbi62	Manufactured homes re-inspection revenue	Total revenue generated in the fiscal year from manufactures homes re-inspection fees. These are fees collected after a previous failed inspection. A manufactured home is defined as a structure, transportable in one or more sections, which, in the traveling mode, is eight feet or more in width or is 40 feet or more in length, or when erected on site, is 320 or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein. These homes are built in accordance with the U.S. Department of Housing and Urban Development (HUD) building code.
qbi62_01	Total manufactured homes revenue	[Manufactured homes permit revenue] + [Manufactured homes inspections revenue] + [Manufactured Homes re-inspection revenue]
qbi62_02	Manufactured homes revenue as a percentage of total revenue	[Total manufactured homes revenue] divided by [Total revenue] and multiplied by 100.
qbi63	Fire inspection revenue	Total revenue generated from fire inspection fees in the fiscal year.
qbi64	Fire re-inspection revenue	Total revenue generated from fire re-inspection fees in the fiscal year. This is the fees collected from an inspection conducted after a previous failed inspection.
qbi64_01	Total re-inspection revenue	[Residential re-inspection revenue] + [Commercial re-inspection revenue] + [Manufactured Homes re-inspection revenue] + [Fire re-inspection revenue]

Code	Metrics	Definitions
qbi64_02	Re-inspection revenue as a percentage of total revenue	[Total re-inspection revenue] divided by [Total revenue] and multiplied by 100.
qbi65	Fire inspection fines revenue	Total revenue generated from fines due to failed fire inspections in the fiscal year.
qbi66	Special fire permits revenue	Total revenue generated in the fiscal year from special fire permits (fuel storage, explosives, pyrotechnics, etc.).
qbi66_01	Total fire revenue	[Fire inspection revenue] + [Fire re-inspection revenue] + [Fire inspection fines revenue] + [Special fire permits revenue]
qbi66_02	Fire revenue as a percentage of total revenue	[Total fire revenue] divided by [Total revenue] and multiplied by 100.
qbi66_03	Total revenue	[Residential plan review revenue] + [Residential permit revenue] + [Residential inspection revenue] + [Residential re-inspection revenue] + [Commercial plan review revenue] + [Commercial permit revenue] + [Commercial inspection revenue] + [Commercial re-inspection revenue] + [Manufactured homes permit revenue] + [Manufactured homes inspections revenue] + [Manufactured Homes re-inspection revenue] + [Fire inspection revenue] + [Fire re-inspection revenue] + [Fire inspection fines revenue] + [Special fire permits revenue]
qbi66_04	Total revenue as a percentage of total expenses	[Total revenue] divided by [Total expenses for building inspections department] and multiplied by 100.
qbi67	Approved inspector FTEs	Total number of full-time-equivalent (FTE) inspector positions, filled or unfilled, approved for the fiscal year. This number includes all approved, regularly scheduled full-time positions and regular part-time positions that are eligible for full benefits. It does not include seasonal or part-time positions that are not eligible for full benefits.
qbi68	Approved administration FTEs	Total number of full-time-equivalent (FTE) administration positions including CBO and support staff, filled or unfilled, approved for the fiscal year. This number includes all approved, regularly scheduled full-time positions and regular part-time positions that are eligible for full benefits. It does not include seasonal or part-time positions that are not eligible for full benefits.
qbi68_01	Ratio of administrator to inspector FTEs	[Approved administration FTEs] divided by [Approved inspector FTEs].
qbi69	Approved temporary administration staff FTEs	Total number of full-time-equivalent (FTE) part-time and temporary administration staff not eligible for full benefits for the fiscal year.
qbi69_01	Ratio of temporary staff to inspector FTEs	[Approved temporary administration staff FTEs] divided by [Approved inspector FTEs].
qbi69_02	Total building inspections department FTEs	[Approved Inspector FTEs] + [Approved Admin FTEs] + [Approved admin temp-staff FTEs]
qbi69_03	Total building inspections FTEs per capita	[Total building inspections department FTEs] divided by [Population] and multiplied by 10000.

Code	Metrics	Definitions
qbi70	Personnel expenses for building inspections department	Total amount of personnel expenses for the building inspections department in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits. Only the personnel expenses for permits, inspections, and plan reviews are included. If the department also handles zoning, fire, code enforcement, planning, etc., the expenses incurred for permits, inspections, and plan reviews can be an estimate.
qbi70_01	Personnel expenses for building inspections department as a percentage of total expenses	[Personnel expenses for building inspections department] divided by [Total expenses for building inspections department] and multiplied by 100.
qbi71	Operational expenses for building inspections department	Total amount of operational expenses for the building inspections department in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, sublet work; and all other operating expenses. Only the operational expenses for permits, inspections, and plan reviews are included. If the department also handles zoning, fire, code enforcement, planning, etc., the expenses incurred for permits, inspections, and plan reviews can be an estimate.
qbi71_01	Total expenses for building inspections department	[Personnel expenses for Building Inspections department] + [Operational expenses for Building Inspections department]
qbi71_02	Total expenses for building inspections department per capita	[Total expenses for building inspections department] divided by [Population].
qbi71_03	Total expenses per inspection	[Total expenses for building inspections department] divided by [Total inspections completed]

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Code	Metrics	Definitions
qec01	911 calls	Total number of 911 calls received in the fiscal year.
qec01_01	911 calls per capita	[911 calls] divided by [Population].
qec01_02	911 calls per telecommunicator FTE	[911 calls] divided by [Approved telecommunicator FTEs].
qec02	Administrative calls	Total number of 7-digit, agency line, or general administrative line calls received in the fiscal year. These are business-related calls outside the scope of law, fire, and EMS.
qec02_01	Ratio of administrative to 911 calls	[Administrative calls] divided by [911 calls].
qec03	Text to 911 calls	Total number of 911 calls received through text messaging (MMS/SMS/TTY/TDD) in the fiscal year.
qec03_01	Ratio of text to 911 calls	[Text to 911 calls] divided by [911 calls].
qec04	Outgoing calls	Total number of outgoing calls made from the emergency communications center in the fiscal year. This includes, but is not limited to, callbacks to 911 hang-ups, calls for additional resources such as tow trucks, callbacks to callers who are unable to be located, etc.
qec04_01	Ratio of outgoing to 911 calls	[Outgoing calls] divided by [911 calls].
qec05	Percentage 911 calls answered within 10 seconds	Percentage of incoming 911 calls in the fiscal year answered within 10 seconds of the initial ring. This corresponds to the state statutory requirement standard for PSAP 911 Call Operating Procedures (09 NCAC 06C.0209).
qec06	Percentage 911 calls answered within 20 seconds	Percentage of incoming 911 calls in the fiscal year answered within 20 seconds of the initial ring. This corresponds to the state statutory requirement standard for PSAP 911 Call Operating Procedures (09 NCAC 06C.0209).
qec07	Percentage administrative calls answered within 20 seconds	Percentage of 7-digit, agency line, or general administrative line calls answered within 20 seconds. These are business-related calls outside the scope of law, fire, and EMS.
qec08	Calls for service dispatched	Total number of calls for service dispatched (total CAD entries) in the fiscal year. This includes self-initiated events when the telecommunicator makes the call. It is not broken down by service agency.
qec08_01	Total expenses per call dispatched	[Total expenses for emergency communications] divided by [Calls for service dispatched].
qec09	Calls dispatched to fire resources	Total number of calls dispatched to fire/rescue resources in the fiscal year.
qec09_01	Fire dispatches as a percentage of total dispatches	[Calls dispatched to fire resources] divided by [Calls for service dispatched] and multiplied by 100.
qec10	Calls dispatched to EMS resources	Total number of calls dispatched to EMS resources, including requests for stand-bys and calls dispatched to private ambulance resources, in the fiscal year.

Code	Metrics	Definitions
qec10_01	EMS dispatches as a percentage of total dispatches	[Calls dispatched to EMS resources] divided by [Calls for service dispatched] and multiplied by 100.
qec11	Calls dispatched to law enforcement resources	Total number of calls dispatched to law enforcement resources in the fiscal year, including, but not limited to, calls for special teams, calls for animal control, self-initiated calls, fire and EMS assist calls, etc.
qec11_01	Law enforcement dispatches as a percentage of total dispatches	[Calls dispatched to law enforcement resources] divided by [Calls for service dispatched] and multiplied by 100.
qec12	Animal control dispatches	Total number of animal control dispatches in the fiscal year.
qec12_01	Animal control dispatches as a percentage of total dispatches	[Animal control dispatches] divided by [Calls for service dispatched] and multiplied by 100.
qec13	911 hang-ups dispatched	Total number of 911 hang-up calls dispatched in the fiscal year. This includes open lines and pocket dials.
qec13_01	911 hang-up dispatches as a percentage of total dispatches	[911 hang-ups dispatched] divided by [Calls for service dispatched] multiplied by 100.
qec14	Percentage high-priority fire calls answered and dispatched within 60 seconds	Percentage of high-priority fire calls in the fiscal year that were answered and dispatched within 60 seconds. These calls include, but are not limited to, situations in which there is an imminent threat to life and/or in which significant property loss/damage is likely or actively occurring (structure fires or person on fire). This does not include HAZMAT calls, technical rescue calls, TTY/TDD calls, or calls requiring language translation.
qec15	Percentage fire alarms answered and dispatched within 90 seconds.	Percentage of high-priority fire alarms in the fiscal year answered and dispatched within 90 seconds. According to NFPA 1221, this metric pertains to the highest prioritization levels: imminent threat to life or significant property loss/damage, trauma (penetrating chest injury, GSW, etc.), neurologic emergencies (stroke, seizure), cardiac-related events, unconscious/unresponsive patients, allergic reactions, or patients not breathing, choking; fire involving or potentially extending to a structure, explosion. Exempt from these requirements: language translation, TTY/TDD, incomplete location, SMS message to 911, calls received from outside normal service area, calls requiring determination of appropriate psap/transfer location, calls received during a significant disaster that depletes available resources, impacts local infrastructure, or deemed "disaster mode."
qec16	Percentage high-priority EMS calls answered and dispatched within 90 seconds	Percentage of high-priority (lights and siren) EMS calls in the fiscal year answered and dispatched within 90 seconds. NC Office of Emergency Medical Services (EMS) requires that 90 percent of all EMS events identified and classified as an emergent or hot response (with lights and siren) must be dispatched within 90 seconds.

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Code	Metrics	Definitions
qec17	Median time from problem description to HOC (optional)	Median time in seconds in the fiscal year from when a telecommunicator identifies the problem description as cardiac arrest to positioning the patient to HOC (Hands on Chest) or providing CPR instructions. American Heart Association recommends this time to be under 120 seconds.
qec18	Median time from answer to dispatch for high-priority law enforcement calls	Median time in seconds from answer to dispatch for law enforcement high-priority calls in the fiscal year. High-priority calls are limited to in-progress shootings (including terrorist threats), bomb threats, stabbings, traffic accidents involving injury or death, burglaries and entrances (B&E), armed robberies, active abductions, physical and sexual assaults, domestic violence and abuse, and motor vehicle thefts.
qec19	Percentage of high-priority law enforcement calls answered and dispatched within 60 seconds	Percentage of high-priority law enforcement calls answered and dispatched within 60 seconds. High-priority calls are limited to in-progress shootings (including terrorist threats), bomb threats, stabbings, traffic accidents involving injury or death, burglaries and entrances (B&E), armed robberies, active abductions, physical and sexual assaults, domestic violence and abuse, and motor vehicle thefts.
qec20	Dispatches assigned a report	Total number of dispatches assigned (or requested) a report number in the fiscal year.
qec20_01	Percentage of dispatches assigned a report	[Dispatches assigned a report] divided by [Calls for service dispatched] and multiplied by 100.
qec21	Alarm calls assigned a report	Total number of alarm calls (fire, burglary, medical alarms, etc.) assigned (or requested) a report number in the fiscal year.
qec22	Number of fire agencies	Total number of volunteer, jurisdiction, and town fire departments for which the Public Safety Answering Point (PSAP) provides dispatch services.
qec23	Number of EMS agencies	Total number of volunteer, jurisdiction, and town EMS and rescue agencies for which the Public Safety Answering Point (PSAP) provides dispatch services.
qec24	Number of law enforcement agencies	Total number of law enforcement agencies for which the Public Safety Answering Point (PSAP) provides dispatch services.
qec25	Calls reviewed for EPD quality assurance	Total number of police dispatch calls reviewed for EPD (Emergency Police Dispatch) protocol compliance in the fiscal year.
qec25_01	Percentage of EPD calls reviewed for quality assurance	[Calls reviewed for EPD quality assurance] divided by [Number of law enforcement agencies] and multiplied by 100.
qec26	Calls reviewed for EMD quality assurance	Total number of medical calls reviewed to ensure Emergency Medical Dispatch (EMD) protocol compliance in the fiscal year.
qec26_01	Percentage of EMD calls reviewed for quality assurance	[Calls reviewed for EMD quality assurance] divided by [Number of EMS agencies] and multiplied by 100.
qec27	Calls reviewed for EFD quality assurance	Total number of police dispatch calls reviewed for EFD (Emergency Fire Dispatch) protocol compliance in the fiscal year.

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Code	Metrics	Definitions
qec27_01	Percentage of EFD calls reviewed for quality assurance	[Calls reviewed for EFD quality assurance] divided by [Number of fire agencies] and multiplied by 100.
qec28	Administrative calls reviewed for quality assurance	Total number of administrative calls (7-digit, agency line, or general administrative line calls) reviewed for quality assurance in the fiscal year. These are business-related calls outside the scope of law, fire, and EMS.
qec28_01	Percentage of administrative calls reviewed for quality assurance	[Administrative calls reviewed for quality assurance] divided by [Administrative calls] and multiplied by 100.
qec29	Information requests (optional)	Total number of requests received in the fiscal year for Computer-Aided Dispatch (CAD) reports, telephone-call recordings, radio recordings, etc.
qec30	Telecommunicators hired	Total number of telecommunicators hired in the fiscal year.
qec30_01	Telecommunicators hired as a percentage of telecommunicators approved	[Telecommunicators hired] divided by [Approved telecommunicator FTEs] and multiplied by 100.
qec31	Approved NC 911 Board-funded seat count	Total number of seats funded by the NC 911 Board (the approved seat count).
qec31_01	Approved NC 911 Board-funded seat count as a percentage of approved telecommunicators	[Approved NC 911 Board-funded seat count] divided by [Approved telecommunicator FTEs] and multiplied by 100.
qec32	Non-funded seat count	Total number of seats NOT funded by the NC 911 Board.
qec32_01	Ratio of funded to non-funded seat count	[Non-funded seat count] divided by [Approved NC 911 Board-funded seat count].
qec33	Call-taking-only positions	Total number of positions in the emergency communications center designated to only take calls. These positions do not have dispatch capability.
qec34	Dispatch positions	Total number of dispatch positions in the emergency communications center. These positions may include dispatch-capable and call-taking positions.
qec35	Hours of mandatory training	Total number of hours of mandatory in-service training the agency provides for all emergency communications center employees (specifically, telecommunicators and dispatchers). This metric reflects the total hours provided for each employee; for example, if there are 10 employees and each has 24 hours of mandatory training each calendar year, the total is 240 hours of in-service training.
qec35_01	Hours of mandatory training per approved telecommunicator	[Hours of mandatory training] divided by [Approved telecommunicator FTEs].

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Code	Metrics	Definitions
qec36	Hours of optional training	Total number of hours of training outside of mandatory in-service training. This includes, but is not limited to, conferences, symposiums, and webinars. This metric reflects the total number of additional training hours attended by the entire agency; for example, if five employees attend a 10-hour training, the total is 50 hours of optional training.
qec36_01	Hours of optional training per approved telecommunicator	[Hours of optional training] divided by [Approved telecommunicator FTEs].
qec37	Approved administrative FTEs	Total number of administrative (non-telecommunicator) personnel approved for full-time equivalent (FTE) positions, filled or unfilled, in the fiscal year. This includes all regularly scheduled full-time positions and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qec38	Approved telecommunicator FTEs	Total number of telecommunicator personnel approved for full-time equivalent (FTE) positions, filled or unfilled, in the fiscal year. This includes regularly scheduled full-time positions and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qec38_01	Ratio of telecommunicator to administrative FTE	[Approved telecommunicator FTEs] divided by [Approved administrative FTEs].
qec38_02	Approved telecommunicator FTE per 10000 residents	[Approved telecommunicator FTEs] divided by [Population] and multiplied by 10000.
qec39	Annual distribution amount from NC 911 Board	Total annual PSAP distribution amount received from the NC 911 Board in the fiscal year.
qec39_01	Annual distribution amount from NC 911 Board as a percentage of total expenses	[Annual distribution amount from NC 911 Board] divided by [Total expenses for emergency communications] and multiplied by 100.
qec40	Personnel expenses for Emergency Communications	Total amount of personnel expenses for emergency communications in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.

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Code	Metrics	Definitions
qec41	Operational expenses for Emergency Communications	Total amount of operational expenses for emergency communications in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qec41_01	Personnel expenses as a percentage of total emergency communications expenses	[Personnel expenses for Emergency Communications] divided by [Total expenses for emergency communications] and multiplied by 100.
qec41_02	Expenses for emergency communications per capita	[Operational expenses for Emergency Communications] divided by [Population].
qec41_03	Total expenses for emergency communications	[Personnel expenses for Emergency Communications] + [Operational expenses for Emergency Communications]

Code	Metrics	Definitions
qfs08	Fire dispatch time at the 90th percentile	Total number of seconds at the 90th percentile from when a call is received to when a dispatcher alerts a fire unit of fire (NFIRS codes 100 to 173). This includes "Call Pickup Time" and "Call Processing Time," as reported to the NFIRS.
qfs09	Fire turnout time at the 90th percentile	Total number of seconds at the 90th percentile from when a dispatcher alerts a fire unit of a fire (NFIRS codes 100 to 173) emergency to when the unit leaves the fire station, as reported to the NFIRS.
qfs10	Fire travel time at the 90th percentile	Total travel time in seconds at the 90th percentile of the first arriving unit of a fire (NFIRS codes 100 to 173). The time interval begins when a unit is en route to an emergency incident and ends when the unit arrives at the scene. "En route" may be tracked via CAD or radio notification or GPS marking (preferred).
qfs11	Fire response time at the 90th percentile	Total response time in seconds at the 90th percentile from when a call is received to when the first unit arrives on the scene of fire (NFIRS codes 100 to 173). This includes "Call Pickup Time" and "Call Processing Time," as reported to the NFIRS. It is also referred to as "Total Response Time 1st Unit" by accreditation agencies.
qfs12	Time from arrival to first water on fire at the 90th percentile (optional)	Total response time in seconds at the 90th percentile from when the first apparatus with suppression capabilities arrives at fire (NFIRS codes 100 to 173) to when "water on fire" is announced by the primary attack line or incident commander. (This is timestamped by the dispatch center and added to the CAD incident report.).
qfs13	Time from arrival to incident stabilization at the 90th percentile (optional)	Total response time in seconds at the 90th percentile from when the first suppression unit arrives on scene (NFIRS codes 100 to 173) to when the situation is reported to be under control or the process of loss has been stopped. (This is timestamped by the dispatch center and added to the CAD incident report.) For a structure fire, this is commonly accepted to be the stop loss or "control time." For a vehicle accident with entrapment, this is commonly accepted to be the extrication time. "Under control" is a tactical benchmark that is typically captured in the CAD notes kept during an emergency event.
qfs14	Non-fire dispatch time for the 90th percentile	Number of seconds from when a call is received to when a dispatcher alerts a fire unit of a non-fire incident (NFIRS code series 200s, 300s, 400s, 500s, 600s, 700s, 800s, and 900s). This includes "Call Pickup Time" and "Call Processing Time," as reported to the NFIRS.
qfs15	Non-fire turnout time for the 90th percentile	Number of seconds elapsed from when a dispatcher alerts a fire unit of a non-fire incident (NFIRS code series 200s, 300s, 400s, 500s, 600s, 700s, 800s, and 900s) to when the unit leaves the fire station, as reported to the NFIRS.

Code	Metrics	Definitions
qfs16	Non-fire travel time for the 90th percentile	Total travel time in seconds of the first arriving unit of a non-fire incident (NFIRS code series 200s, 300s, 400s, 500s, 600s, 700s, 800s, and 900s). The time interval begins when a unit is en route to an emergency incident and ends when the unit arrives at the scene. "En route" may be tracked via CAD or radio notification or GPS marking (preferred).
qfs17	Non-fire response time for the 90th percentile	Total response time in seconds from when a call is received to when the first unit arrives on the scene of a non-fire incident (NFIRS code series 200s, 300s, 400s, 500s, 600s, 700s, 800s, and 900s). This includes "Call Pickup Time" and "Call Processing Time," as reported to the NFIRS. It is also referred to as "Total Response Time 1st Unit" by accreditation agencies.
qfs20	Property value saved	Total property value amount saved during fire calls (NFIRS codes 100 to 173) in the fiscal year.
qfs20_01	Property value saved per capita	[Property value saved] divided by [Population].
qfs21	Civilian injuries	Total number of civilian injuries due to fire incidents in the fiscal year, as reported to the NFIRS.
qfs21_01	Civilian injuries per 100 fires	[Civilian injuries] divided by [Fires] and multiplied by 100.
qfs22	Civilian deaths	Total number of civilian deaths due to fire incidents in the fiscal year, as reported to the NFIRS.
qfs22_01	Civilian deaths per 100 fires	[Civilian deaths] divided by [Fires] and multiplied by 100.
qfs23	CPRs administered	Total number of CPR or defibrillation procedures performed by fire personnel in the fiscal year before leaving scene or arriving at hospital.
qfs23_01	CPRs administered per 1,000 residents	[CPRs administered] divided by [Population] and multiplied by 1000.
qfs24	Successful CPRs	Total number of instances in the fiscal year in which an individual experiences a return of spontaneous circulation (ROSC) because of fire-personnel intervention (using CPR, a defibrillator, etc.) before leaving scene or arriving at hospital.
qfs24_01	Successful CPRs as a percentage of CPRs administered	[Successful CPRs] divided by [CPRs administered] and multiplied by 100.
qfs25	Smoke alarms installed	Total number of smoke alarms installed in the fiscal year, as reported for the NC Fire & Life Safety Education Report. This includes new and replacement smoke alarms.
qfs25_01	Smoke alarms installed per 1,000 residents	[Smoke alarms installed] divided by [Population] and multiplied by 1000.
qfs26	Smoke alarm batteries replaced	Total number of smoke alarm batteries replaced in the fiscal year, as reported for the NC Fire & Life Safety Education Report.
qfs26_01	Smoke alarm batteries replaced as a percentage of alarms installed	[Smoke alarm batteries replaced] divided by [Smoke alarms installed] and multiplied by 100.

Code	Metrics	Definitions
qfs27	Education outreach participation for ages 18 and under	Total number of individuals ages 18 and under participating in education outreach events in the fiscal year, as reported for the NC Fire & Life Safety Education Report.
qfs27_01	Education outreach participation for ages 18 and below per 100 residents	[Education outreach participation for ages 18 and under] divided by [Population] and multiplied by 100.
qfs28	Education outreach participation for ages 19–61	Total number of individuals ages 19–61 participating in education outreach events in the fiscal year, as reported for the NC Fire & Life Safety Education Report.
qfs28_01	Education outreach participation for ages 19–61 per 100 residents	[Education outreach participation for ages 19–61] divided by [Population] and multiplied by 100.
qfs29	Education outreach participation for ages 62+	Total number of individuals ages 62+ participating in education outreach events in the fiscal year, as reported for the NC Fire & Life Safety Education Report.
qfs29_01	Education outreach participation for ages 62+ per 100 residents	[Education outreach participation for ages 62+] divided by [Population] and multiplied by 100.
qfs30	Percentage of apparatus 10 years or older	Percentage of frontline and reserve fleet apparatus 10 years or older (based on manufacture date). “Frontline” and “reserve,” as defined by the Insurance Service Office (ISO), are pumpers, ladders, and service apparatus. Battalion vehicles and other support trucks are excluded.
qfs31	Percentage of downtime of apparatus	Percentage of downtime of frontline apparatus due to maintenance. This is calculated by dividing the total hours of downtime by the product of total frontline apparatuses multiplied by the hours in a year. Multiply that number by 100 for the final percentage. The formula is as follows: $[(\text{number of apparatuses} \times \text{total downtime hours}) / (\text{number of apparatuses} \times 8760)]$ and multiplied by 100].
qfs32	State-mandated inspections due	Total number of state-mandated fire inspections due in the fiscal year.
qfs32_01	State-mandated inspections due per inspector FTE	[State-mandated inspections due] divided by [Approved fire inspector FTEs].
qfs33	State-mandated inspections completed	Total number of state-mandated fire inspections completed in the fiscal year.
qfs33_01	State-mandated inspections completed as a percentage of inspections due	[State-mandated inspections completed] divided by [State-mandated inspections due] and multiplied by 100.
qfs34	Code violations	Total number of code violations recorded by the department in the fiscal year. This includes all repeat violations.
qfs34_01	Code violations per capita	[Code violations] divided by [Population].
qfs35	Code violations cleared within 90 days	Total number of code violations cleared within a three-month span in the fiscal year.

Code	Metrics	Definitions
qfs35_01	Percentage of code violations cleared within 90 days	[Code violations cleared within 90 days] divided by [Code violations] and multiplied by 100.
qfs36	Training expenses	Total amount spent on training and development in the fiscal year. This includes travel, meals, staff (dedicated to training and professional development), and supplies and maintenance (textbooks, literature subscriptions, LMS, consumables, maintenance for training buildings or equipment, etc.).
qfs36_01	Training expenses per firefighter FTE	[Training expenses] divided by [Approved firefighter FTEs].
qfs37	Training division expenses	Total amount spent on training staff dedicated to training and professional development in the fiscal year.
qfs37_01	Training division expenses as a percentage of personnel expenses	[Training division expenses] divided by [Personnel expenses for Fire Services] and multiplied by 100.
qfs38	Hours of operations training	Total number of hours of operations training and development in the fiscal year. This number reflects the total hours provided for each employee. For example, if there are 10 employees and each receives 24 hours of mandatory training each fiscal year, the total is 240 hours of training. This includes in-person and remote training opportunities.
qfs38_01	Hours of operations training per firefighter FTE	[Hours of operations training] divided by [Approved firefighter FTEs].
qfs39	Firefighter injuries	Total number of firefighter injuries in the fiscal year, as reported to the NFIRS.
qfs39_01	Firefighter injuries per fire	[Firefighter injuries] divided by [Fires].
qfs40	Firefighter deaths	Total number of firefighter deaths in the fiscal year, as reported to the NFIRS.
qfs40_01	Firefighter deaths per fire	[Firefighter deaths] divided by [Fires].
qfs41	Approved fire inspector FTEs	Total number of fire inspector full-time equivalent (FTE) positions approved or budgeted in the fiscal year. This includes non-sworn support staff as well as current and former line firefighters in non-operational administrative primary roles, such as training, FMO, chief's support staff, logistics, GIS, IT, etc. It also includes primary administrative (non-operational) positions that respond to emergencies when needed.
qfs42	Approved firefighter FTEs	Total number of sworn firefighter full-time equivalent (FTE) positions budgeted and approved for the fiscal year. An FTE works 2080 hours per year, or as counted in your department, allowing for differences caused by shift schedules.
qfs42_01	Approved firefighter FTEs per 1000 residents	[Approved firefighter FTEs] divided by [Population] and multiplied by 1000.

Code	Metrics	Definitions
qfs43	Approved administration FTEs	Total number of administrative full-time equivalent (FTE) positions approved or budgeted in the fiscal year. This includes non-sworn support staff as well as current and former line firefighters in non-operational administrative primary roles, such as training, FMO, chief's support staff, logistics, GIS, IT, etc. It also includes primary administrative (non-operational) positions that respond to emergencies when needed.
qfs43_01	Ratio of administrative to firefighter FTEs	[Approved administration FTEs] divided by [Approved firefighter FTEs].
qfs44	Amount spent on preventive measures	Total amount spent in the fiscal year on fire-prevention measures, including staff (code-enforcement officers, life-safety educators, and community-outreach personnel) and risk-reduction supplies (handout literature, sprinkler installation, videos, and signage).
qfs44_01	Amount spent on preventive measures as a percentage of operational expenses	[Amount spent on preventive measures] divided by [Operational expenses for Fire Services] and multiplied by 100.
qfs45	Personnel expenses for Fire Services	Total amount of personnel expenses for fire services in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of all overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.
qfs46	Operational expenses for Fire Services	Total amount of operational expenses for fire services in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qfs46_01	Personnel expenses as a percentage of total fire service expenses	[Operational expenses for Fire Services] divided by [Total expenses for fire service] and multiplied by 100.
qfs46_02	Total expenses for fire service per capita	[Total expenses for fire service] divided by [Population].
qfs46_03	Total expenses for fire service	[Personnel expenses for Fire Service] + [Operational expenses for Fire Service].

Code	Metrics	Definitions
qhr01	Full-time positions	Total number of authorized or approved full-time government positions in the jurisdiction in the fiscal year.
qhr01_01	Full-time positions per 1,000 residents	[Full-time positions] divided by [Population] multiplied by 1000.
qhr02	Part-time positions	Total number of authorized or approved regular part-time positions (eligible for some benefits) in the jurisdiction in the fiscal year.
qhr02_01	Ratio of full-time to part-time positions	[Full-time positions] divided by [Part-time positions].
qhr03	Full-time recruitments	Total number of full-time requisitioned recruitments completed by HR during the fiscal year (i.e., the number of recruitments per year). Although multiple positions can be included in a single requisition, this metric represents each individual position.
qhr03_01	Full-time recruitments as a percentage of full-time positions	[Full-time recruitments] divided by [Full-time positions] and multiplied by 100.
qhr04	Part-time recruitments	Total number of regular part-time recruitments (eligible for some benefits) completed by HR during the fiscal year (i.e., the number of recruitments per year). Although multiple positions can be included in a single requisition, this metric represents each individual position.
qhr04_01	Part-time recruitments as a percentage of part-time positions	[Part-time recruitments] divided by [Part-time positions] and multiplied by 100.
qhr05	Temporary recruitments	Total number of temporary recruitments and part-time employees not eligible for benefits (including temporary, grant, and contingent workers not eligible for benefits) completed by HR during the fiscal year (i.e., the number of recruitments per year). Although multiple positions can be included in a single requisition, this metric represents each individual position. Leave blank if not collected.
qhr05_01	Ratio of temporary to full-time recruitments	[Temporary recruitments] divided by [Full-time positions].
qhr06	Average length of service of full-time employees	Average length of service in months, from date of most recent hire, for all full-time employees.
qhr07	Average length of service of part-time employees	Average length of service in months, from date of most recent hire, for all regular part-time employees eligible for some benefits. This does not include temporary workers.
qhr08	Average length of service of temporary employees	Average length of service in months, from date of most recent hire, for all part-time and temporary employees not eligible for benefits (including grant, half-time, and contingent workers).
qhr09	Vacancies (full-time)	Total number of vacant slots for full-time positions that needed to be filled in the fiscal year.

Code	Metrics	Definitions
qhr09_01	Full-time vacancies as a percentage of full-time positions	[Vacancies (full-time)] divided by [Full-time positions] and multiplied by 100.
qhr10	Vacancies (part-time)	Total number of vacant slots for part-time positions (eligible for some benefits) that needed to be filled in the fiscal year.
qhr10_01	Part-time vacancies as a percentage of part-time positions	[Vacancies (part-time)] divided by [Part-time positions] and multiplied by 100.
qhr11	Median time to fill full-time position	Median time in days to fill full-time positions in the fiscal year from the day a position is posted to the time an offer letter is signed by the candidate.
qhr12	Median time to fill part-time position	Median time in days to fill part-time positions (eligible for some benefits) in the fiscal year from the day a position is posted to the time an offer letter is signed by the candidate.
qhr13	Employment offers rejected	Total number of employment offers in the fiscal year rejected or denied by candidates for any reason.
qhr13_01	Employment offers rejected as a percentage of full-time recruitments	[Employment offers rejected] divided by [Full-time recruitments] and multiplied by 100.
qhr14	Employment offers rescinded	Total number of employment offers in the fiscal year rescinded for any reason (failed background check, drug testing, etc.).
qhr14_01	Employment offers rescinded as a percentage of full-time recruitments	[Employment offers rescinded] divided by [Full-time recruitments] and multiplied by 100.
qhr15	Offers rejected due to salary (optional)	Total number of employment offers in the fiscal year rejected or denied by candidates citing salary as the reason. This includes instances when an employee accepts a counteroffer.
qhr16	Offers rejected due to benefits (optional)	Total number of employment offers in the fiscal year rejected or denied by candidates citing benefits as the reason.
qhr17	Offers rejected due to workplace flexibility (optional)	Total number of employment offers in the fiscal year rejected or denied by candidates citing workplace flexibility (lack of opportunity for remote work, mandatory night shifts, weekend work, etc.) as the reason.
qhr18	Full-time employee separations	Total number of full-time employees who left during the fiscal year.
qhr18_01	Full-time employee separations as a percentage of full-time positions	[Full-time employee separations] divided by [Full-time positions] and multiplied by 100.
qhr19	Part-time employee separations	Total number of regular part-time employees (eligible for some benefits) who left during the fiscal year. This does not include temporary workers.
qhr19_01	Part-time employee separations as a percentage of part-time positions	[Part-time employee separations] divided by [Part-time positions] and multiplied by 100.

Code	Metrics	Definitions
qhr20	Voluntary full-time separations	Total number of full-time employees who left voluntarily (including retirements) during the fiscal year. This includes employees who resigned in lieu of termination.
qhr20_01	Voluntary full-time separations as a percentage of full-time separations	[Voluntary full-time separations] divided by [Full-time employee separations] and multiplied by 100.
qhr21	Voluntary part-time separations	Total number of regular part-time employees (eligible for some benefits) who left voluntarily (including retirements) during the fiscal year. This includes employees who resigned in lieu of termination. This does not include temporary workers not eligible for benefits.
qhr21_01	Voluntary part-time separations as a percentage of part-time separations	[Voluntary part-time separations] divided by [Part-time employee separations] and multiplied by 100.
qhr22	Full-time retirements	Total number of full-time employees who retired during the fiscal year. This does not include temporary workers.
qhr22_01	Full-time retirements as a percentage of voluntary full-time separations	[Full-time retirements] divided by [Full-time employee separations] and multiplied by 100.
qhr23	Part-time retirements	Total number of regular part-time employees (eligible for some benefits) who retired during the fiscal year. This does not include temporary workers. Leave blank if not collected.
qhr23_01	Part-time retirements as a percentage of voluntary part-time separations	[Part-time retirements] divided by [Part-time employee separations] and multiplied by 100.
qhr24	Reclassification requests received for vacant positions (optional)	Total number of reclassification requests received for vacant positions in the fiscal year.
qhr25	Reclassification requests received for active employees (optional)	Total number of reclassification requests received for active employees in the fiscal year.
qhr26	Participation in internal training and development	Total number of employees participating in training and development opportunities offered by the HR department in the fiscal year. This captures unique instances of participation in the fiscal year. For example, providing 10 training sessions for 50 employees would total 500 instances of participation.
qhr27	Hours of internal training and development	Total number of hours of training and development offered by the HR department in the fiscal year. This reflects the total hours of mandatory or voluntary training provided for each employee multiplied by the number of employees. For example, providing 24 hours of training for 10 employees each fiscal year would total 240 hours of training.
qhr28	Full-time employees completing probationary period	Total number of new full-time employees who completed their probationary period in the fiscal year.

Code	Metrics	Definitions
qhr28_01	Full-time employees completing probationary period as a percentage of full-time recruitments	[Full-time employees completing probationary period] divided by [Full-time recruitments] and multiplied by 100.
qhr29	Percent of pay plan increment	Percent across-the-board increase in annual pay for all employees, including cost of living adjustment (COLA) and pay plan adjustment in the fiscal year. This does not include increments due to promotion, performance pay, career ladder/progression, advancement, re-assignment, etc.
qhr30	Median percent of performance-based pay increment (optional)	Median percentage increase in annual pay due to performance/merit pay in the fiscal year. This does not include increments due to cost of living adjustment (COLA), promotion, career ladder/progression, advancement, re-assignment, etc.
qhr31	Grievances received	Number of formal written grievances filed by employees during the fiscal year.
qhr31_01	Grievances received per full-time position	[Grievances received] divided by [Full-time positions].
qhr32	Approved FTEs in jurisdiction government	Total full-time equivalents (FTEs), filled or unfilled, approved for the jurisdiction government for the fiscal year. This includes all approved, regularly scheduled full-time positions and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qhr32_01	FTEs in jurisdiction government per 1,000 residents	[Approved FTEs in jurisdiction government] divided by [Population] multiplied by 1000.
qhr33	Approved FTEs for HR	Total full-time equivalents (FTEs), filled or unfilled, approved for the HR department for the fiscal year. This includes all approved, regularly scheduled full-time positions and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qhr33_01	Ratio of jurisdiction to HR FTEs	[Approved FTEs in jurisdiction government] divided by [Approved FTEs for HR].
qhr34	Medical coverage premium cost	Total medical and prescription coverage premium costs incurred by the jurisdiction for all fully benefited employees in the fiscal year.
qhr35	Medical coverage claims cost	Total medical and prescription coverage claims cost incurred by the jurisdiction for all fully benefited employees in the fiscal year, including dependents.

Code	Metrics	Definitions
qhr36	Personnel expenses for Central Human Resources	Total amount of personnel expenses for central HR in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.
qhr37	Operational expenses for Central Human Resources	Total amount of operational expenses for central HR in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qhr37_01	Personnel expenses as a percentage of total central human resources expenses	[Personnel expenses for Central Human Resources] divided by [Total expenses for central human resources] and multiplied by 100.
qhr37_02	Expenses for central human resources per capita	[Total expenses for central human resources] divided by [Population].
qhr37_03	Total expenses for central human resources	[Personnel expenses for Central Human Resources] + [Operational expenses for Central Human Resources]
qhr37_04	Total HR expenses per full-time position	[Total expenses for central human resources] divided by [Full-time positions]

Code	Metrics	Definitions
qpr01	Park acreage	Total number of acres of park land maintained in the fiscal year.
qpr01_01	Park acreage per 10,000 residents	[Park acreage] divided by [Population] and multiplied by 10000.
qpr02	Playgrounds	Total number of playgrounds maintained in the fiscal year.
qpr02_01	Playgrounds per 10,000 residents	[Playgrounds] divided by [Population] and multiplied by 10000.
qpr03	Miles of greenway	Total mileage of greenways maintained in the fiscal year.
qpr03_01	Miles of greenway per 10,000 residents	[Miles of greenway] divided by [Population] and multiplied by 10000.
qpr04	Recreation centers	Total number of recreation centers providing a variety of indoor recreation activities maintained in the fiscal year.
qpr04_01	Recreation centers per 10,000 residents	[Recreation centers] divided by [Population] and multiplied by 10000.
qpr05	Swimming pools	Total number of swimming pools maintained in the fiscal year. Enter "0" if no pools are maintained.
qpr05_01	Swimming pools per 10,000 residents	[Swimming pools] divided by [Population] and multiplied by 10000.
qpr06	Athletic fields	Total number of rectangular fields (e.g., soccer and football), diamond fields (baseball), and undesignated fields that can be used for multiple activities maintained in the fiscal year. This includes both natural-grass and artificial-surface fields.
qpr06_01	Athletic fields per 10,000 residents	[Athletic fields] divided by [Population] and multiplied by 10000.
qpr07	Courts	Total number of indoor or outdoor tennis, basketball, and pickleball courts maintained in the fiscal year. Each court should be counted separately based on use; for example, a combination tennis/basketball court should be counted as two courts.
qpr07_01	Courts per 10,000 residents	[Courts] divided by [Population] and multiplied by 10000.
qpr08	Number of lakes	Number of lakes maintained in the fiscal year.
qpr09	Acreage of lakes	Acreage of lakes maintained in the fiscal year.
qpr09_01	Acreage of lakes per 10,000 residents	[Acreage of lakes] divided by [Population] and multiplied by 10000.
qpr10	Mileage of natural surface trails	Total mileage of natural surface trails maintained in the fiscal year.
qpr10_01	Mileage of natural surface trails per 10,000 residents	[Mileage of natural surface trails] divided by [Population] and multiplied by 10000.
qpr11	Outdoor fitness equipment	Total number of individual or separate pieces of outdoor fitness equipment maintained in the fiscal year.
qpr12	Splashpads	Total number of splashpads maintained in the fiscal year.

Code	Metrics	Definitions
qpr13	Water features other than splashpads	Total number of water features other than splashpads and swimming pools maintained in the fiscal year. This may include water fountains that are not meant for drinking.
qpr14	Active-adult centers	Total number of active-adult centers maintained in the fiscal year.
qpr14_01	Active-adult centers per 10,000 residents	[Active-adult centers] divided by [Population] and multiplied by 10000.
qpr15	Acreage of naturalized open space without public access	Total number of acres of natural open space without public access maintained in the fiscal year.
qpr16	Acreage of public access naturalized green space	Total number of acres of naturalized green space with public access (usually includes trails, benches, and toilets) maintained in the fiscal year.
qpr17	Public gardens	Total number of public gardens maintained in the fiscal year.
qpr18	Specialty facilities	Total number of specialty facilities, such as hockey rinks, climbing walls, zip lines, etc., maintained in the fiscal year.
qpr19	Recreational facilities participation	Total number of people using recreational facilities, such as swimming pools, gyms, and courts for indoor sports and youth or adult league activities, etc., in the fiscal year. This is the total “door count” at all recreation centers (not by unique participants) and includes all activities and usage numbers.
qpr19_01	Recreational facilities participation per capita	[Recreational facilities participation] divided by [Population].
qpr20	Athletic programs participation	Total number of participants in refereed sports competitions, such as soccer, tennis, and volleyball games or running club races, in the fiscal year. Participation numbers are entered separately for each competition even if multiple competitions are part of an overall program. This includes contracted-provider programs and those offered by the jurisdiction.
qpr20_01	Athletic programs participation per capita	[Athletic programs participation] divided by [Population].
qpr21	Non-athletic programs participation	Total number of participants in non-athletic programs in the fiscal year. These are registration-required programs that do not involve competition between participants, score-keeping, referees, or teams. The programs may include robotics, card-making, Zumba and exercise classes, senior programming, fitness training, pottery, cooking, ballet, art, photography, youth engagement, and special-populations programming. Participation numbers are entered separately for each non-athletic program, even if multiple programs are part of a larger program; for example, a summer camp that includes activities in robotics and pottery should yield two participation counts, one for each activity. This includes contracted-provider programs and those offered by the jurisdiction.
qpr21_01	Non-athletic programs participation per capita	[Non-athletic programs participation] divided by [Population].

Code	Metrics	Definitions
qpr22	Community events participation	Total estimated number of participants in community events organized by the department, such as movie nights and festivals. Community events do not necessarily require registration. Participation numbers are entered separately for each event, even if multiple events are a part of an overall program. This includes contracted-provider programs and those offered by the jurisdiction.
qpr22_01	Community events participation per capita	[Community events participation] divided by [Population].
qpr23	Active-adults participation	Total number of individuals participating in programming for individuals aged 50+ in the fiscal year.
qpr23_01	Active-adults participation per capita	[Active-adults participation] divided by [Population].
qpr24	Percentage of participants receiving a subsidy - athletics	Percentage of participants receiving any subsidy (scholarships, reduced fees, etc.) to join athletic programming in the fiscal year.
qpr25	Percentage of participants receiving a subsidy - non-athletics	Percentage of participants receiving any subsidy (scholarships, reduced fees, etc.) for non-athletic programming such as after-school and summer camps in the fiscal year.
qpr26	Events with over 1,000 participants	Total number of special and community events in the fiscal year with attendance of more than 1,000 residents (estimated).
qpr26_01	Events with over 1,000 participants per 10,000 residents	[Events with over 1,000 participants] divided by [Population] and multiplied by 10000.
qpr27	Percentage of population within 0.5 miles of parks and facilities (optional)	Percentage of the population that lives within 10 minutes' walking distance (or 0.5 miles) from parks, open space, parks with passive recreation, or maintained facilities, including recreation centers, swimming pools, courts, etc. Use the latest available data.
qpr28	Percentage of population within 0.5 miles of greenways and trails (optional)	Percentage of the population that lives within 10 minutes' walking distance (or 0.5 miles) from all maintained greenways and trails. Use the latest available data.
qpr29	Part-time parks and recreation employees	Total number of authorized or approved regular part-time parks and recreation positions (eligible for full benefits) in the fiscal year.
qpr29_01	Ratio of parks and recreation part-time positions to FTEs	[Part-time parks and recreation employees] divided by [Approved parks and recreation FTEs].
qpr30	Temporary parks and recreation employees	Total number of temporary and part-time employees NOT eligible or only partially eligible for benefits (including temporary, grant, and contingent workers not eligible for benefits) in the fiscal year.
qpr30_01	Ratio of parks and recreation temporary positions to FTEs	[Temporary parks and recreation employees] divided by [Approved parks and recreation FTEs].

Code	Metrics	Definitions
qpr31	Volunteers in parks and recreation	Total number of volunteers who worked with parks and recreation in the fiscal year.
qpr31_01	Ratio of parks and recreation volunteers to FTEs	[Volunteers in parks and recreation] divided by [Approved parks and recreation FTEs].
qpr32	Approved parks and recreation FTEs	Total approved parks and recreation full-time equivalent (FTE) positions, filled or unfilled, for the fiscal year. This includes approved, regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qpr32_01	Approved parks and recreation FTEs per 10,000 residents	[Approved parks and recreation FTEs] divided by [Population] and multiplied by 10000.
qpr33	Training and development expenses	Total amount spent on training and development in the fiscal year. This includes staff dedicated to training and professional development; supplies and maintenance (textbooks, literature subscriptions, consumables, maintenance to buildings or equipment, etc.); and funds spent on training and conference attendance.
qpr33_01	Training and development expenses per FTE	[Training and development expenses] divided by [Approved parks and recreation FTEs].
qpr34	Recreation expenses	Total operational expenses for recreation activities in the fiscal year. This includes nature-based programming, history-based programming, and traditional recreational programming. It does NOT include maintenance expenses for athletics fields, playground equipment, etc.
qpr34_01	Recreation expenses as a percentage of total expenses	[Recreation expenses] divided by [Total expenses for parks and recreation] and multiplied by 100.
qpr35	Revenue generated	Total revenue generated by parks and recreation in the fiscal year, including user fees for facilities, rentals, concessions, and program participation.
qpr35_01	Revenue generated as a percentage of total expenses	[Revenue generated] divided by [Total expenses for parks and recreation] and multiplied by 100.
qpr36	Personnel expenses for Parks and Recreation	Total amount of personnel expenses for parks and recreation in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.

Code	Metrics	Definitions
qpr37	Operational expenses for Parks and Recreation	Total amount of operational expenses for parks and recreation in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qpr37_01	Personnel expenses as a percentage of total parks and recreation expenses	[Personnel expenses for Parks and Recreation] divided by [Total expenses for parks and recreation] and multiplied by 100.
qpr37_02	Expenses for parks and recreation per capita	[Total expenses for parks and recreation] divided by [Population].
qpr37_03	Total expenses for parks and recreation	[Personnel expenses for Parks and Recreation] + [Operational expenses for Parks and Recreation]

Code	Metrics	Definitions
qps09	Victims of crimes against persons	Total number of victims of crime against persons reported to NIBRS. This includes all victims under Group A offense codes 13A, 13B, 13C, 09A, 09B, 09C, 100, 11A, 11B, 11C, 11D, 36A, and 36B. See this link for a definition: https://ucr.fbi.gov/nibrs/2011/resources/nibrs-offense-codes .
qps09_01	Victims of crimes against persons per 1,000 residents	[Victims of crimes against persons] divided by [Population] and multiplied by 1000.
qps10	Juvenile offenders	Total number of juvenile offenders reported in the fiscal year.
qps10_01	Juvenile offenders per 1,000 residents	[Juvenile offenders] divided by [Population] and multiplied by 1000.
qps11	Juvenile victims	Total number of juvenile victims reported in the fiscal year.
qps11_01	Juvenile victims per 1,000 residents	[Juvenile victims] divided by [Population] and multiplied by 1000.
qps12	Active homicide cases	Total number of active homicide cases in the fiscal year.
qps12_01	Active homicide cases per sworn officer FTE	[Active homicide cases] divided by [Approved sworn officer FTEs].
qps13	Homicide cases cleared by arrest	Total number of homicide cases cleared by arrest and charging of at least one person involved in the commission of an offense (does not include exceptional clearances). As reported to the FBI's UCR, a case is cleared when a law enforcement agency reports that an offense is cleared by arrest, or solved for crime reporting purposes, when the following conditions have been met: at least one person has been arrested, charged with the commission of the offense, or turned over to the court for prosecution (whether following arrest, court summons, or police notice).
qps13_01	Homicide cases cleared by arrest as a percentage of active homicide cases	[Homicide cases cleared by arrest] divided by [Active homicide cases] and multiplied by 100.
qps14	Homicide cases cleared	Total number of homicide cases cleared or closed in the fiscal year as reported to the FBI's Uniform Crime Reporting (UCR) Program. This includes all cases cleared and closed for any reason (arrests, exceptional means, etc.).
qps14_01	Homicide cases cleared as a percentage of active homicide cases	[Homicide cases cleared] divided by [Active homicide cases] and multiplied by 100.
qps19	Misdemeanor arrests	Total number of physical arrests in the fiscal year where a misdemeanor charge was the highest offense. The arrests are counted by person and not by charges. This does not include issuing a uniform citation with a mandatory court date.
qps20	Felony arrests	Total number of physical arrests made in the fiscal year where a felony charge was the highest offense. The arrests are counted by person and not by charges.
qps20_01	Ratio of misdemeanor to felony arrests	[Misdemeanor arrests] divided by [Felony arrests].

Code	Metrics	Definitions
qps20_02	Total arrests	[Misdemeanor arrests] + [Felony arrests]
qps21	Arrests of non-residents	Total number of arrests in the fiscal year of individuals not residing within the department's jurisdiction. Unhoused populations or people who do not provide an address are considered to be residents.
qps21_01	Non-residents arrested as a percentage of total arrests	[Arrests of non-residents] divided by [Total arrests] and multiplied by 100.
qps22	Reported DUIs	Total number of DUIs reported in the fiscal year.
qps22_01	Reported DUIs per 1,000 residents	[Reported DUIs] divided by [Population] and multiplied by 1000.
qps23	Criminal citations	Total number of criminal citation incidents (not counting individual charges) issued in the fiscal year.
qps23_01	Criminal citations per 1,000 residents	[Criminal citations] divided by [Population] and multiplied by 1000.
qps24	Traffic citations	Total number of traffic citation incidents (not counting individual charges) issued in the fiscal year.
qps24_01	Traffic citations per 1,000 residents	[Traffic citations] divided by [Population] and multiplied by 1000.
qps25	Traffic stops	Total number of traffic stops conducted in the fiscal year.
qps25_01	Traffic stops per 1,000 residents	[Traffic stops] divided by [Population] and multiplied by 1000.
qps26	Reported car crashes	Total number of DMV349 reports generated in the fiscal year.
qps26_01	Reported car crashes per 1,000 residents	[Reported car crashes] divided by [Population] and multiplied by 1000.
qps26_02	Reported car crashes per lane mile	[Reported car crashes] divided by [Lane miles].
qps27	Persons served warrants	Total number of individuals served with a warrant in the fiscal year. This includes OFAs, probation violations, outstanding warrants, and other custodial orders.
qps27_01	Persons served warrants per sworn FTE	[Persons served warrants] divided by [Approved sworn officer FTEs].
qps28	High-priority calls	Total number of high-priority calls responded to in the fiscal year. High-priority calls are limited to in-progress shootings (including terrorist threats), bomb threats, stabbings, traffic accidents involving injury or death, burglaries and entrances (B&E), armed robberies, active abductions, physical and sexual assaults, domestic violence and abuse, and motor vehicle thefts.
qps28_01	High-priority calls per capita	[High-priority calls] divided by [Population].

Code	Metrics	Definitions
qps29	System calls dispatched	Total number of calls dispatched for the fiscal year, including 911 calls, walk-ins, web portal submissions, self-initiated calls, system calls that were already dispatched, scheduled dispatches, foot patrol, business checks, security checks, community events, and telephone responses. If data are not available in this format, leave blank.
qps29_01	System calls dispatched per sworn officer FTE	[System calls dispatched] divided by [Approved sworn officer FTEs].
qps30	Self-initiated dispatches	Total number of self-initiated dispatches or responses in the fiscal year, not including administrative events (e.g., court duty, off duty) or duplicate incidents. This may pertain to foot patrol, business or security checks, community events, etc.
qps30_01	Self-initiated dispatches as a percentage of total dispatches	[Self-initiated dispatches] divided by [System calls dispatched] and multiplied by 100.
qps31	Calls dispatched generating a report	Total number of dispatched calls in the fiscal year assigned (or requested) a report number.
qps31_01	Calls dispatched generating a report as a percentage of total dispatches	[Calls dispatched generating a report] divided by [System calls dispatched] and multiplied by 100.
qps32	Self-initiated dispatches generating a report	Total number of self-initiated dispatches or responses by police officers in the fiscal year resulting in a request for an RMS report. These calls may pertain to foot patrol, business or security checks, community events, etc. This does not include administrative events (e.g., court duty, off duty) or duplicate incidents.
qps32_01	Self-initiated dispatches generating a report as a percentage of self-initiated dispatches	[Self-initiated dispatches generating a report] divided by [Self-initiated dispatches] and multiplied by 100.
qps33	Median response time for high-priority calls	Median time in seconds elapsed from when a high-priority call for service is received by the police department from the dispatcher or 911 center (dispatch received) to when a police unit arrives at the scene of the incident (arrival on scene). High-priority calls are limited to in-progress shootings (including terrorist threats), bomb threats, stabbings, traffic accidents involving injury or death, burglaries and entrances (B&E), armed robberies, active abductions, physical and sexual assaults, domestic violence and abuse, and motor vehicle thefts.
qps34	High-priority call responses within 10 minutes	Total number of high-priority calls for which the time elapsed from dispatch received by the police department to arrival on scene was 10 minutes or less. High-priority calls are limited to in-progress shootings (including terrorist threats), bomb threats, stabbings, traffic accidents involving injury or death, burglaries and entrances (B&E), armed robberies, active abductions, physical and sexual assaults, domestic violence and abuse, and motor vehicle thefts.

Code	Metrics	Definitions
qps34_01	Percentage of high-priority call responses within 10 minutes	[High-priority call responses within 10 minutes] divided by [High-priority calls] and multiplied by 100.
qps35	Officer injuries due to traffic accidents	Total number of on-job officer injuries due to car accidents per internal incident reports submitted to OSHA/IA in the fiscal year.
qps35_01	Officer injuries due to traffic accidents per sworn FTE	[Officer injuries due to traffic accidents] divided by [Approved sworn officer FTEs].
qps35_02	Officer injuries due to traffic accidents per 10,000 dispatches	[Officer injuries due to traffic accidents] divided by [System calls dispatched] and multiplied by 10000.
qps36	Assaults on officers	Total number of people charged for assaults on police officers in the fiscal year, as reported to NIBRS.
qps36_01	Assaults on officers per sworn officer FTE	[Assaults on officers] divided by [Approved sworn officer FTEs].
qps37	Officer injuries	Total number of on-job officer injuries (including those from traffic accidents, assaults on officers, etc.) per internal incident reports submitted to OSHA/IA in the fiscal year.
qps37_01	Officer injuries per sworn officer FTE	[Officer injuries] divided by [Approved sworn officer FTEs].
qps38	Officer deaths on duty	Total number of officer deaths on duty, as entered in the FBI's LEOKA database in the fiscal year. This includes all types of deaths, including traffic accidents.
qps38_01	Officer deaths on duty per sworn officer FTE	[Officer deaths on duty] divided by [Approved sworn officer FTEs].
qps39	Approved sworn officer FTEs	Total number of approved sworn officer full-time equivalent (FTE) positions, filled or unfilled (including administrative positions), for the fiscal year. This includes full-time and regular part-time positions eligible for full benefits. It does not include seasonal and part-time positions not eligible for full benefits.
qps39_01	Approved sworn officer FTEs per 1000 residents	[Approved sworn officer FTEs] divided by [Population] and multiplied by 1000.
qps40	Approved civilian FTEs	Total approved civilian (non-sworn) full-time equivalent (FTE) positions, filled or unfilled (including administrative positions), for the fiscal year. This includes approved, regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qps40_01	Ratio of approved sworn officer to civilian FTEs	[Approved sworn officer FTEs] divided by [Approved civilian FTEs].
qps41	Training and development expenses	Total amount spent on training and development for all staff (sworn and civilian) in the fiscal year.
qps41_01	Training and development expenses as a percentage of total expenses	[Training and development expenses] divided by [Total expenses for police service] and multiplied by 100.

Code	Metrics	Definitions
qps42	Personnel expenses for Police Service	Total amount of personnel expenses for police services in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.
qps43	Operational expenses for Police Service	Total amount of operational expenses for police services in the fiscal year. This amount includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qps43_01	Personnel expenses as a percentage of total police service expenses	[Personnel expenses for Police Service] divided by [Total expenses for police service] and multiplied by 100.
qps43_02	Expenses for police service per capita	[Total expenses for police service] divided by [Population].
qps43_03	Total expenses for police service	[Personnel expenses for Police Service] + [Operational expenses for Police Service]
qps44	Crimes against persons	NIBRS codes 13A, 13B, 13C, 09A, 09B, 09C, 64A, 64B, 100, 11A, 11B, 11C, 11D, 36A, and 36B reported in the fiscal year.
qps45	Crimes against property	NIBRS codes 200, 510, 220, 240, 250, 290, 270, 210, 26A, 26B, 26C, 26D, 26E, 26F, 26G, 23A, 23B, 23C, 23D, 23E, 23F, 23G, 23H, 120, and 280 reported in the fiscal year.
qps46	Crimes against society	NIBRS codes 39A, 39B, 39C, 39D, 370, 40A, 40B, 40C, 520, 720, 35A and 35B reported in the fiscal year.
qps47	Group B offenses	Total number of NIBRS codes 90A, 90B, 90C, 90D, 90E, 90F, 90G, 90H, 90J, and 90Z reported in the fiscal year.
qps48	Crimes against persons cleared by arrests	Total number of Crimes Against Persons cleared by arrest and charging of at least one person involved in the commission of an offense (does not include exceptional clearances). As reported to the FBI's UCR, a case is cleared when a law enforcement agency reports that an offense is cleared by arrest, or solved for crime reporting purposes, when the following conditions have been met: at least one person has been arrested, charged with the commission of the offense, or turned over to the court for prosecution (whether following arrest, court summons, or police notice). Crime Against Persons includes all NIBRS codes 13A, 13B, 13C, 09A, 09B, 09C, 64A, 64B, 100, 11A, 11B, 11C, 11D, 36A, and 36B.

Code	Metrics	Definitions
qps49	Crimes against persons cleared	Total number of Crimes Against Persons cleared or closed in the fiscal year. This includes all cases cleared and closed for any reason (arrests, exceptional means, etc.). Crime Against Persons includes all NIBRS codes 13A, 13B, 13C, 09A, 09B, 09C, 64A, 64B, 100, 11A, 11B, 11C, 11D, 36A, and 36B.
qps50	Crimes against property cleared by arrests	Total number of Crimes Against Property cleared by arrest and charging of at least one person involved in the commission of an offense (does not include exceptional clearances). As reported to the FBI's UCR, a case is cleared when a law enforcement agency reports that an offense is cleared by arrest, or solved for crime reporting purposes, when the following conditions have been met: at least one person has been arrested, charged with the commission of the offense, or turned over to the court for prosecution (whether following arrest, court summons, or police notice). Crimes Against Property include all NIBRS codes 200, 510, 220, 240, 250, 290, 270, 210, 26A, 26B, 26C, 26D, 26E, 26F, 26G, 23A, 23B, 23C, 23D, 23E, 23F, 23G, 23H, 120, and 280 reported in the fiscal year.
qps51	Crimes against property cleared	Total number of Crimes Against Property cleared or closed in the fiscal year. This includes all cases cleared and closed for any reason (arrests, exceptional means, etc.). Crimes Against Property include all NIBRS codes 200, 510, 220, 240, 250, 290, 270, 210, 26A, 26B, 26C, 26D, 26E, 26F, 26G, 23A, 23B, 23C, 23D, 23E, 23F, 23G, 23H, 120, and 280 reported in the fiscal year.
qps52	Crimes against society cleared by arrests	Total number of Crimes Against Society cleared by arrest and charging of at least one person involved in the commission of an offense (does not include exceptional clearances). As reported to the FBI's UCR, a case is cleared when a law enforcement agency reports that an offense is cleared by arrest, or solved for crime reporting purposes, when the following conditions have been met: at least one person has been arrested, charged with the commission of the offense, or turned over to the court for prosecution (whether following arrest, court summons, or police notice). Crimes Against Society include all NIBRS codes 39A, 39B, 39C, 39D, 370, 40A, 40B, 40C, 520, 720, 35A and 35B reported in the fiscal year.
qps53	Crimes against society cleared	Total number of Crimes Against Society cleared or closed in the fiscal year. This includes all cases cleared and closed for any reason (arrests, exceptional means, etc.). Crimes Against Society include all NIBRS codes 39A, 39B, 39C, 39D, 370, 40A, 40B, 40C, 520, 720, 35A and 35B reported in the fiscal year. in the fiscal year.

Household Recycling

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Code	Metrics	Definitions
qre01	Tons of curbside recycling collected	Total tons of recyclables collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report (Recycling Totals).
qre01_01	Tons of curbside recycling collected per capita	[Tons of curbside recycling collected] divided by [Population].
qre01_02	Tons of curbside recycling collected per FTE	[Tons of curbside recycling collected] divided by [Approved household recycling FTEs].
qre01_03	Total expenses per ton of curbside recycling collected	[Total expenses for Household Recycling] divided by [Tons of curbside recycling collected].
qre02	Tons of commingled recycling collected	Total tons of commingled recyclables collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. Commingled recycling, also known as single-stream recycling or mixed recycling, is a system in which some or all household recyclables (plastic, metal, paper, cardboard, glass) are collected together.
qre03	Tons of white goods and scrap metal collected	Total tons of white goods (e.g., refrigerators, ranges, water heaters, freezers, unit air conditioners, washing machines, clothes dryers, and similar domestic and commercial large appliances) and scrap metal collected in the fiscal year from residences, small businesses, churches, and jurisdiction facilities, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. Leave blank if collected under comingled.
qre04	Tons of glass bottles and jars collected	Total tons of glass bottles and jars collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under comingled.
qre05	Tons of plastic collected	Total tons of plastic collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This includes PET #1, HDPE #2, PP #5, bottles, tubs, jugs, and jars. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under comingled.
qre06	Tons of paper collected	Total tons of paper collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This includes cardboard (OCC), newsprint (ONP), office paper, mixed paper, and cartons. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under comingled.

Code	Metrics	Definitions
qre07	Tons of metal collected	Total tons of metal collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported to NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This includes aluminum cans and steel cans. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under commingled.
qre08	Tons of wood collected	Total tons of wood collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This includes pallets and other clean wood (not yard waste). This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under commingled.
qre09	Tons of electronics collected	Total tons of electronics collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported to NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This includes televisions, computer equipment, and other electronic items. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under commingled.
qre10	Tons of food waste collected	Total tons of food waste collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under commingled.
qre11	Tons of textiles/clothing collected	Total tons of textiles/clothing collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported to NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under commingled.
qre12	Tons of construction and demolition collected	Total tons of construction and demolition (C&D) recycling collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This includes bricks, concrete, drywall, shingles, vinyl siding, etc. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under commingled.
qre13	Tons of other recycled materials collected	Total tons of other recycled materials collected by jurisdiction crews, private haulers, and drop-off sites in the fiscal year, as reported for NCDEQ's Local Government Annual Solid Waste and Materials Management Report. This includes oyster shells, plastic bags/film, bulky rigid plastics, styrofoam, mattresses, books, etc. This does not include anything covered in the previous metric for commingled recycling tonnage; leave blank if collected under commingled.

Household Recycling

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Code	Metrics	Definitions
qre13_01	Total Tons of Recycled Materials collected	[Tons of commingled recycling collected] + [Tons of white goods and scrap metals collected] + [Tons of glass bottles and jars collected] + [Tons of plastics collected] + [Tons of paper collected] + [Tons of metals collected] + [Tons of wood collected] + [Tons of electronics collected] + [Tons of food waste collected] + [Tons of Textiles/Clothing collected] + [Tons of Construction and Demolition collected] + [Tons of Other Recycled Materials collected]
qre14	Percentage of recycling contamination	Total tons of material collected through recycling service in the fiscal year that is not recyclable, as a percentage of total recycling tons collected.
qre15	Recycling routes	Total number of recycling routes, both jurisdiction-run and contracted, per week. Each route is counted each time it runs; the same route collected multiple times a week is counted as multiple routes.
qre16	Recycling route mileage	Total aggregate of miles for all recycling routes in the fiscal year. These are the miles assigned or driven from a routing station to provide collection service.
qre16_01	Recycling route mileage per route	[Recycling route mileage] divided by [Recycling routes].
qre17	Collection points for recycling	Total number of active addresses serviced by residential recycling crews in the fiscal year, including single-family, multifamily, and central business districts with curbside rollout service.
qre17_01	Collection points for recycling per capita	[Collection points for recycling] divided by [Population].
qre18	Carts for recycling	Total number of residential recycling carts serviced in the fiscal year. One collection point might have multiple carts.
qre18_01	Ratio of recycling carts to collection points	[Carts for recycling] divided by [Collection points for recycling].
qre19	Recycling setout rate	Average number of carts on curb at any one time in the fiscal year.
qre20	Recycling participation rate	Average number of households that participate in recycling at least once a month in the fiscal year.
qre21	Disposal cost for recycling	Total tipping and hauling (if applicable) fee paid (NOT per ton) for recycling processing in the fiscal year. Enter "0" if contracted out.
qre21_01	Disposal cost for recycling per ton	[Disposal cost for recycling] divided by [Tons of curbside recycling collected].
qre22	Collection points receiving curbside recycling service	Total number of collection points receiving curbside recycling service by jurisdiction-provided and contracted recycling services in the fiscal year.
qre22_01	Collection points receiving curbside recycling service as a percentage of collection points	[Collection points receiving curbside recycling service] divided by [Collection points for recycling] and multiplied by 100.

Household Recycling

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Code	Metrics	Definitions
qre23	Diversion rate	Percentage of recycling diverted in the fiscal year. This is tons of material recycled (commingled + yard waste/compost) divided by the total tons of material collected, multiplied by a hundred.
qre24	Requests for residential recycling pickup outside normal routing schedule	Total number of times during the fiscal year that a truck was dispatched to pick up recycling at a missed collection point or to retrieve recycling upon request. Leave blank if figures not available from contractor.
qre24_01	Requests for residential recycling pickup outside of normal routing schedule per collection point	[Requests for residential recycling pickup outside normal routing schedule] divided by [Collection points for recycling].
qre25	Complaints for household recycling	Total number of complaints received, regardless of validity, in the fiscal year.
qre25_01	Complaints for Household Recycling per collection point	[Complaints for household recycling] divided by [Collection points for recycling].
qre26	Percentage of recycling trucks 10 years or older	Percentage of all frontline and reserve recycling collection fleet trucks 10 years or older (based on manufacture date) in the fiscal year.
qre27	Staff injuries during recycling operation	Total number of reported work-related injuries (minor and major) that occurred in recycling operations in the fiscal year, as reported to OSHA. Enter "0" if contracted out. If only a composite metric is available for solid waste, leave this metric blank and provide the composite number under the residential refuse section.
qre27_01	Staff injuries during recycling operation per FTE	[Staff injuries during recycling operation] divided by [Approved household recycling FTEs].
qre28	Approved household recycling FTEs	Total approved household recycling full-time equivalent (FTE) positions, filled or unfilled, for the fiscal year. This includes approved, regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits). Enter "0" if contracted out.
qre28_01	Tons collected per Approved Household Recycling FTEs	[Total Tons of Recycled Materials collected] divided by [Approved household recycling FTEs].
qre28_02	Population served per Approved Household Recycling FTEs	[Population] divided by [Approved household recycling FTEs].
qre29	Personnel expenses for Household Recycling	Total amount of personnel expenses for household recycling in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.

Code	Metrics	Definitions
qre30	Operational expenses for Household Recycling	Total amount of operational expenses for household recycling in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qre30_01	Personnel expenses as a percentage of total Household Recycling expenses	[Personnel expenses for Household Recycling] divided by [Total expenses for Household Recycling] and multiplied by 100.
qre30_02	Expenses for Household Recycling per capita	[Total expenses for Household Recycling] divided by [Population]
qre30_03	Total expenses for Household Recycling	[Personnel expenses for Household Recycling] + [Operational expenses for Household Recycling]

Code	Metrics	Definitions
qrr01	Tons of residential refuse collected	Total number of tons collected in the fiscal year from residences, small businesses, churches, and jurisdictional facilities. This does not include bulky items or white goods.
qrr01_01	Tons of residential refuse collected per capita	[Tons of residential refuse collected] divided by [Population].
qrr01_02	Tons of residential refuse collected per FTE	[Tons of residential refuse collected] divided by [Approved residential refuse collection FTEs].
qrr01_03	Total expenses per ton of residential refuse collected	[Total expenses for residential refuse collection] divided by [Tons of residential refuse collected] .
qrr02	Tons of bulky items collected	Total number of tons of bulky items (e.g., furniture, plumbing fixtures, etc.) collected in the fiscal year from residences, small businesses, churches, and jurisdiction facilities.
qrr02_01	Ratio of bulky items to refuse collected	[Tons of bulky items collected] divided by [Tons of residential refuse collected].
qrr03	Collection points for refuse collection	Total number of active addresses serviced by residential refuse crews in the fiscal year, including single-family, multi-family, and central business districts with curbside rollout service.
qrr03_01	Collection points for refuse collection per capita	[Collection points for refuse collection] divided by [Population].
qrr04	Residential refuse routes	Total number of residential refuse routes, both jurisdiction-run and contracted, per week. Each route is counted each time it runs; the same route collected multiple times a week is counted as multiple routes. Leave blank if data is not available.
qrr05	Route mileage for residential refuse collection	Total aggregate of miles for all routes in the fiscal year. These are miles assigned or driven from a routing station to provide collection service.
qrr05_01	Route mileage for residential refuse collection per route	[Route mileage for residential refuse collection] divided by [Residential refuse routes].
qrr06	Requests for residential refuse pickup outside of normal routing schedule	Total number of times during the year that a truck was dispatched to pick up trash at a missed collection point or to retrieve refuse upon request. This does not include special collections or on-call services such as bulky items and scrap metal.
qrr06_01	Requests for residential refuse pickup outside of normal routing schedule per collection point	[Requests for residential refuse pickup outside of normal routing schedule] divided by [Collection points for refuse collection].
qrr07	Complaints for residential refuse collection	Total number of complaints received for residential refuse collection (not including bulk collection), regardless of validity, in the fiscal year.
qrr07_01	Complaints for residential refuse collection per collection point	[Complaints for residential refuse collection] divided by [Collection points for refuse collection].
qrr08	Total solid waste revenue	Total revenue from solid waste fees (includes residential refuse, recycling, and yard waste) in the fiscal year.

Code	Metrics	Definitions
qrr08_01	Total solid waste revenue as a percentage of total solid waste expenses	[Total solid waste revenue] divided by [Total solid waste expenses] and multiplied by 100.
qrr09	Disposal cost for residential refuse	Total tipping and landfill (include hauling, if applicable) fees paid (NOT per ton) for residential refuse processing in the fiscal year. Enter "0" if services contracted out.
qrr10	Percentage of refuse trucks 10 years or older	Percentage of all frontline and reserve refuse collection fleet apparatuses 10 years or older (based on manufacture date) in the fiscal year.
qrr11	Staff injuries during residential refuse collection operation	Total number of reported work-related injuries (minor and major) in residential refuse operations in the fiscal year, as reported to OSHA. Leave blank if contracted out. If only a composite metric is available for solid waste, leave this metric blank and provide the composite number under the residential refuse section.
qrr11_01	Staff injuries during residential refuse collection operation per FTE	[Staff injuries during residential refuse collection operation] divided by [Approved residential refuse collection FTEs].
qrr12	Approved residential refuse collection FTEs	Total residential refuse collection full-time equivalent (FTE) positions, filled or unfilled, in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits). This includes crew member, supervisory, and administrative positions.
qrr12_01	Population served per refuse collection FTEs	[Population] divided by [Approved residential refuse collection FTEs].
qrr13	Personnel expenses for residential refuse collection	Total amount of personnel expenses for residential refuse collection in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.
qrr14	Operational expenses for residential refuse collection	Total amount of operational expenses for residential refuse collection in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qrr14_01	Personnel expenses as a percentage of total residential refuse expenses	[Personnel expenses for residential refuse collection] divided by [Total expenses for residential refuse collection] and multiplied by 100.

Residential Refuse

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Code	Metrics	Definitions
qrr14_02	Expenses for residential refuse per capita	[Total expenses for residential refuse collection] divided by [Population].
qrr14_03	Total expenses for residential refuse collection	[Personnel expenses for residential refuse collection] + [Operational expenses for residential refuse collection]
qrr14_04	Total solid waste expenses	[Personnel expenses for Yard Waste] + [Operational expenses for Yard Waste] + [Personnel expenses for Residential Refuse Collection] + [Operational expenses for Residential Refuse Collection] + [Personnel expenses for Household Recycling] + [Operational expenses for Household Recycling]

Code	Metrics	Definitions
qws01	Surface water sourced	Amount of water, in millions of gallons per day (MGD), sourced or withdrawn from a surface source (e.g., river, reservoir, intake) in the fiscal year. Enter "0" if no water is sourced from surface sources.
qws02	Surface water purchased	Amount of water sourced from a surface source (e.g., river, reservoir, intake), in millions of gallons per day (MGD), purchased by the system in the fiscal year. Enter "0" if no water is sourced from surface sources.
qws03	Groundwater under direct influence (GU) sourced	Amount of water, in millions of gallons per day (MGD), sourced or withdrawn from groundwater under direct influence (GU) sources that provide water under the direct influence of surface water (e.g., unprotected wells or springs) in the fiscal year. Enter "0" if no water is sourced from the GU sources.
qws04	Groundwater under direct influence (GU) purchased	Amount of water sourced from groundwater under direct influence (GU) sources, in millions of gallons per day (MGD), purchased by the system in the fiscal year. Enter "0" if no water is sourced from the GU sources.
qws05	Groundwater (GW) sourced	Amount of water, in millions of gallons per day (MGD), sourced or withdrawn from groundwater (GW) sources not under the direct influence of surface water (e.g., protected wells). Enter "0" if no water is sourced from the GW sources.
qws05_01	Raw water sourced	[Surface water sourced] + [Groundwater Under Direct Influence (GU) sourced] + [Groundwater (GW) sourced]
qws06	Groundwater (GW) purchased	Amount of water sourced from groundwater (GW) sources, in millions of gallons per day (MGD), purchased by the system in the fiscal year. Enter "0" if no water is sourced from the GW sources.
qws07	Raw water purchased	Amount of raw (untreated) water, in millions of gallons per day (MGD), purchased from other sources in the fiscal year. Enter "0" if no raw water is purchased from outside sources.
qws07_01	Total raw water entering the system	[Surface water sourced] + [Groundwater Under Direct Influence (GU) sourced] + [Groundwater (GW) sourced] + [Raw water purchased]
qws07_02	Percentage of raw water purchased	[Raw water purchased] divided by [Total raw water entering the system] and multiplied by 100.
qws08	Finished water treated	Amount of finished water produced, in millions of gallons per day (MGD), at treatment plants in the fiscal year.
qws09	Finished water purchased	Amount of finished water, in millions of gallons per day (MGD), purchased from other sources in the fiscal year. Enter "0" if no finished water is purchased from outside sources.
qws09_01	Total finished water	[Finished water treated] + [Finished water purchased]
qws09_02	Total finished water per 10,000 meters	[Total finished water] divided by [Total meters] and multiplied by 10000.
qws09_03	Total finished water per water operations FTE	[Finished water purchased] divided by [Approved operations FTEs].

Code	Metrics	Definitions
qws09_04	Total expenses per MGD of finished water	[Total water services expenses] divided by [Finished water treated].
qws10	Finished water sold	Amount of finished water, in millions of gallons per day (MGD), sold to other entities (such as municipalities, counties, or units outside the jurisdiction) in the fiscal year. Enter "0" if no finished water is sold to other entities.
qws10_01	Percentage of finished water sold	[Finished water sold] divided by [Finished water treated] and multiplied by 100.
qws11	Non-potable recycled water produced	Amount of recycled or reused water, in millions of gallons per day (MGD), produced in the fiscal year. This water is typically used for landscaping, industrial use, cooling towers, aquifer recharge, etc. Enter "0" if no water is recycled or reused.
qws11_01	Non-potable recycled water produced as a percentage of total finished water	[Non-potable recycled water produced] divided by [Finished water treated] and multiplied by 100.
qws12	Non-potable recycled water purchased	Amount of recycled or reused water purchased from external sources, in millions of gallons per day (MGD), in the fiscal year. This water is typically used for landscaping, industrial use, cooling towers, aquifer recharge, etc. Enter "0" if no water is recycled or reused.
qws12_01	Total non-potable recycled or reused water	[Non-potable recycled water produced] + [Purchased non-potable recycled or reused water]
qws12_02	Percentage of non-potable recycled water purchased	[Non-potable recycled water purchased] divided by [Total non-potable recycled or reused water] and multiplied by 100.
qws13	Water desalinated	Amount of water desalinated, in millions of gallons per day (MGD). Enter "0" if no water is desalinated.
qws13_01	Water desalinated as a percentage of total finished water	[Water desalinated] divided by [Total finished water] and multiplied by 100.
qws14	Billed water	Amount of water billed (or consumed), in millions of gallons per day (MGD), in the fiscal year.
qws14_01	Billed water as a percentage of total finished water	[Billed water] divided by [Total finished water] and multiplied by 100.
qws14_02	MGD of water billed per distribution system FTE	[Billed water] divided by [Approved distribution FTEs].
qws15	Treatment capacity	Permitted water treatment capacity, in millions of gallons per day (MGD), in the fiscal year.
qws15_01	Finished water treated as a percentage of treatment capacity	[Total finished water] divided by [Treatment capacity] and multiplied by 100.
qws16	Pump stations for untreated water	Total number of water pump stations that pump raw untreated water to treatment plant.

Code	Metrics	Definitions
qws16_01	Total raw water sourced per pump station for untreated water	[Total raw water entering the system] divided by [Pump stations for untreated water].
qws17	Pump stations for treated water	Total number of water pump stations (also called booster stations) used to pump treated water throughout the distribution system.
qws17_01	MGD of water treated per pump station	[Total finished water] divided by [Pump stations for treated water].
qws18	Filtration plants	Total number of water filtration plants.
qws18_01	MGD of water treated per filtration plant	[Total finished water] divided by [Filtration plants].
qws19	Electricity use in water system	Total kWh electricity usage only in water treatment/distribution facilities in the fiscal year.
qws19_01	Electricity used per MGD of water treated	[Electricity use in water system] divided by [Total finished water].
qws20	Maximum THM (LRAA)	Locational running annual average (LRAA) maximum trihalomethanes (THM) parts per billion (ppb, also called ug/L) detected in finished water in the fiscal year.
qws21	Average turbidity	Average nephelometric turbidity units (NTU) for finished water at the treatment plant in the fiscal year.
qws22	Maximum turbidity	Maximum nephelometric turbidity units (NTU) for finished water at the treatment plant in the fiscal year.
qws23	Maximum chlorine concentration	Maximum parts per million (ppm) of chlorine concentration detected in finished water in the fiscal year.
qws24	Maximum fluoride concentration	Maximum parts per million (ppm) of fluoride concentration detected in finished water in the fiscal year.
qws25	Maximum iron concentration	Maximum parts per million (ppm) of iron concentration detected in finished water in the fiscal year.
qws26	Maximum pH	Maximum pH detected in finished water in the fiscal year.
qws27	Maximum hardness	Maximum grains per gallon of hardness detected in finished water in the fiscal year.
qws28	Maximum PFOA levels	Maximum parts per trillion (ppt) of perfluorooctanoic acid (PFOA) levels detected in finished water in the fiscal year.
qws29	Maximum PFOS levels	Maximum parts per trillion (ppt) of perfluorooctane sulfonic acid (PFOS) levels detected in finished water in the fiscal year.
qws30	Hazard Index	Hazard index of perfluorononanoic acid (PFNA), perfluorohexane sulfonic acid (PFHxS), perfluorobutane sulfonic acid (PFBS), and hexafluoropropylene oxide dimer acid (HFPO-DA, commonly known as GenX Chemicals) in finished water in the fiscal year. See chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.epa.gov/system/files/documents/2023-03/How%20do%20I%20calculate%20the%20Hazard%20Index._3.14.23.pdf .

Code	Metrics	Definitions
qws31	Regulatory violations	Total number of violations of state or federal drinking-water or treatment regulations in the fiscal year.
qws31_01	Regulatory violations incurred per MGD of water treated	[Regulatory violations] divided by [Total finished water].
qws32	Miles of pipe	Total miles of water main lines in the water system at the end of the fiscal year.
qws32_01	Miles of pipe per meter	[Miles of pipe] divided by [Total meters].
qws33	Water main breaks	Total number of breaks and leaks in the water main line in the fiscal year, including all main, service, and meter incidents in which crews were dispatched to make repairs.
qws33_01	Water main breaks per mile of pipe	[Water main breaks] divided by [Miles of pipe].
qws34	Residential meters	Total number of residential meters, using a best estimate.
qws35	Other meters	Total number of non-residential meters, such as commercial, institutional, and industrial meters, using a best estimate.
qws35_01	Total meters	[Residential meters] + [Other meters]
qws36	Work orders processed	Total number of work orders in the water distribution system (including work orders for main line, service line, and meter leaks) in the fiscal year in which crews were dispatched to make repairs.
qws36_01	Work orders processed per distribution system FTE	[Work orders processed] divided by [Approved distribution FTEs].
qws37	Approved operations FTEs	Total number of operations and maintenance (filtration and pump station) full-time equivalent (FTE) positions, filled or unfilled, in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qws38	Approved engineering FTEs	Total number of full-time equivalent (FTE) positions, filled or unfilled, in engineering in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qws39	Approved distribution FTEs	Total number of distribution system full-time equivalent (FTEs) positions, filled or unfilled, in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qws40	Approved administration FTEs	Total number of administration full-time equivalent (FTE) positions, filled or unfilled, in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).

Code	Metrics	Definitions
qws40_01	Administration FTEs as a percentage of total water services FTEs	[Approved administration FTEs] divided by [Approved water services FTEs] and multiplied by 100.
qws41	Approved water services FTEs	Total number of water service (including administrative) full-time equivalent (FTE) position, filled or unfilled, for the fiscal year. This includes approved, regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits). If a precise breakdown is not available, FTEs supporting both water and sewer services should be counted as 0.5 for each service.
qws42	Budgeted water system revenue	Estimated revenue from water utility for the fiscal year.
qws43	Actual water system revenue	Total revenue generated from water user fees in the fiscal year.
qws43_01	Actual revenue as a percentage of budgeted revenue	[Actual water system revenue] divided by [Budgeted water system revenue] and multiplied by 100.
qws44	CIP budget	Total amount budgeted for 5-year Capital Improvement Plan (CIP) for water utility.
qws44_01	CIP budget per meter	[CIP budget] divided by [Total meters].
qws45	Personnel expenses for water services	Total amount of personnel expenses for water services in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of all overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits. If a precise breakdown is not available, personnel expenses in the service areas supporting both water and sewer services may be counted as equally divided between the two services.
qws46	Operational expenses for water services	Total amount of operational expenses for water services in the fiscal year. This amount includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses. If a precise breakdown is not available, operating expenses in the service areas supporting both water and sewer services may be counted as equally divided between the two services.
qws46_01	Total water services expenses	[Personnel expenses for Water Services] + [Operational expenses for Water Services]

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Code	Metrics	Definitions
qws46_02	Personnel expenses as a percentage of total water services expenses	[Personnel expenses for water services] divided by [Total water services expenses] and multiplied by 100.
qws46_03	Water services expenses per meter	[Total water services expenses] divided by [Total meters].

Code	Metrics	Definitions
qww01	Residential customer accounts	Total number of unique residential customer accounts.
qww02	Other accounts	Total number of unique non-residential customer accounts, including commercial, industrial, and wholesale accounts.
qww02_01	Total accounts	[Residential customer accounts] + [Other accounts]
qww02_02	Total accounts per wastewater collections FTE	[Total accounts] divided by [Approved wastewater collections FTEs].
qww03	Treatment capacity	Treatment capacity for wastewater in millions of gallons per day (MGD).
qww03_01	Treatment capacity per 10000 accounts	[Treatment capacity] divided by [Total accounts] and multiplied by 10000.
qww04	Treated wastewater discharged	Volume of discharged wastewater from system treatment plants (including wastewater received from other jurisdictions) in millions of gallons per day (MGD).
qww04_01	Wastewater treated as a percentage of treatment capacity	[Treated wastewater discharged] divided by [Treatment capacity] and multiplied by 100.
qww04_02	Wastewater treated per wastewater operations FTE	[Treated wastewater discharged] divided by [Approved wastewater operation FTEs].
qww05	Wastewater billed	Volume of wastewater billed in millions of gallons per day (MGD).
qww05_01	Wastewater billed per 10000 accounts	[Wastewater billed] divided by [Total accounts] and multiplied by 10000.
qww05_02	Wastewater billed as a percentage of wastewater treated	[Wastewater billed] divided by [Treated wastewater discharged] and multiplied by 100.
qww06	Volume of treatment outsourced	Volume of wastewater sent for treatment to external treatment systems in millions of gallons per day (MGD).
qww06_01	Volume of treatment outsourced as a percentage of wastewater billed	[Volume of treatment outsourced] divided by [Wastewater billed] and multiplied by 100.
qww07	Treatment facilities	Total number of wastewater treatment facilities.
qww07_01	MGDs of wastewater discharged per treatment facility	[Treated wastewater discharged] divided by [Treatment facilities].
qww08	Pump stations for wastewater	Total number of wastewater pump stations.
qww08_01	MGDs of wastewater treated per pump station	[Treated wastewater discharged] divided by [Pump stations for wastewater].
qww09	Miles of gravity sewer main line	Total number of sewer-line miles functioning on gravity in the fiscal year.

Code	Metrics	Definitions
qww10	Miles of forced sewer main line	Total number of sewer-line miles functioning with mechanical equipment in the fiscal year.
qww10_01	Total miles of sewer main line	[Miles of gravity sewer main line] + [Miles of forced sewer main line]
qww10_02	Ratio of gravity to forced sewer main line	[Miles of gravity sewer main line] divided by [Miles of forced sewer main line].
qww11	Dry weight of biosolids produced	Dry weight of biosolids produced in tons as a result of treatment in the fiscal year.
qww12	Dry weight of biosolids reused	Dry weight of biosolids reused in tons in the fiscal year. Reuse includes composting, pellets, land application, and other methods. It does not include incineration or landfill.
qww12_01	Percentage of biosolids reused	[Dry weight of biosolids reused] divided by [Dry weight of biosolids produced] and multiplied by 100.
qww13	Percentage of BOD removed	Percentage of biological oxygen demand (BOD) removed from wastewater in the fiscal year.
qww14	Percentage of TSS removed	Percentage of total suspended solids (TSS) removed from wastewater in the fiscal year.
qww15	Sewer overflow volume	Total annual volume of sewer overflow in gallons in the fiscal year, as reported for the Annual Sewage Collection and Wastewater Plant Report.
qww15_01	Sewer overflow volume per MGD of wastewater treated	[Sewer overflow volume] divided by [Treated wastewater discharged].
qww16	Volume of wastewater bypassed	Total gallons of sanitary sewer overflows (SSO) of partially treated wastewater intentionally diverted from any portion of the treatment facility in the fiscal year. Examples of a bypass include diverting the flow of wastewater around a clarifier or dechlorination system.
qww16_01	Volume of wastewater bypassed per MGD of wastewater treated	[Volume of wastewater bypassed] divided by [Treated wastewater discharged].
qww17	Maximum total nitrogen	Maximum level of total effluent nitrogen concentration in mg/L detected in the fiscal year. Total nitrogen is the sum of kjedahl nitrogen (organic and reduced), ammonia, and nitrate-nitrite.
qww18	Maximum total phosphate	Maximum level of total effluent phosphate concentration in mg/L detected in the fiscal year. Total phosphate is the sum of orthophosphate, dissolved phosphate, insoluble phosphate, condensed phosphate, and organic phosphate.
qww19	Sanitary sewer overflows (SSO)	Total number of spills or discharges (known as sanitary sewer overflows or SSOs) escaping from the sanitary sewer system to the external environment in the fiscal year.
qww19_01	SSO per mile of sewer main line	[Sanitary sewer overflows (SSO)] divided by [Total miles of sewer main line].

Code	Metrics	Definitions
qww20	Average response time to SSO	Average response time in minutes from first knowledge to repairing or mitigating an SSO.
qww21	Combined sewer overflows (CSO)	Total number of spills or discharges escaping from the stormwater and sewer system to the external environment in the fiscal year. Leave blank if not applicable.
qww21_01	CSO per mile of sewer main line	[Combined sewer overflows (CSO)] divided by [Total miles of sewer main line].
qww22	Average response time to CSO	Average response time in minutes from first knowledge to repairing or mitigating an CSO. Leave blank if not applicable.
qww23	Regulatory violations for the treatment system	Total number of violations of state or federal regulations for only the wastewater treatment portion of the system in the fiscal year.
qww23_01	Regulatory violations for the treatment system per MGD of wastewater treated	[Regulatory violations for the treatment system] divided by [Treated wastewater discharged].
qww24	Regulatory violations for the collection system	Total number of violations of state or federal regulations for only the wastewater collection portion of the system in the fiscal year.
qww24_01	Regulatory violations for the collection system per 10000 accounts	[Regulatory violations for the collection system] divided by [Total accounts] and multiplied by 10000.
qww25	Flow violations	Total number of flow violations in the wastewater system in the fiscal year.
qww25_01	Flow violations per MGD of wastewater treated	[Flow violations] divided by [Treated wastewater discharged].
qww26	Limit violations	Total number of limit violations in the wastewater system in the fiscal year.
qww26_01	Limit violations per MGD of wastewater treated	[Limit violations] divided by [Treated wastewater discharged].
qww27	Footage of wastewater pipelines rehabilitated	Total footage of wastewater pipelines rehabilitated in the fiscal year.
qww27_01	Footage of wastewater pipelines rehabilitated per mile of main sewer line	[Footage of wastewater pipelines rehabilitated] divided by [Total miles of sewer main line].
qww28	Footage of wastewater pipelines replaced	Total footage of wastewater pipelines replaced in the fiscal year.
qww28_01	Footage of wastewater pipelines replaced per mile of main sewer line	[Footage of wastewater pipelines replaced] divided by [Total miles of sewer main line].
qww29	Wastewater pipeline rehabilitation and replacement expenses	Total expenses incurred on pipeline rehabilitation and replacement in the fiscal year.

Code	Metrics	Definitions
qww29_01	Expenses incurred for wastewater pipeline rehabilitation and replacement as a percentage of total expenses	[Wastewater pipeline rehabilitation and replacement expenses] divided by [Total expenses for wastewater services] and multiplied by 100.
qww30	Non-potable reuse	Volume of wastewater treated for reuse for non-potable purposes in millions of gallons per day (MGD). This may include treated wastewater used for landscaping, industrial use, cooling towers, etc. Enter "0" if no wastewater is processed for non-potable use.
qww30_01	Non-potable reuse per MGD of wastewater treated	[Non-potable reuse] divided by [Treated wastewater discharged].
qww31	Indirect potable reuse	Volume of wastewater treated and discharged, in millions of gallons per day (MGD), into an environmental buffer, such as a lake, river, or a groundwater aquifer, before the water is treated at a drinking water treatment plant. Enter "0" if no wastewater is processed for non-potable use. (See https://www.epa.gov/groundwater-and-drinking-water/potable-water-reuse-and-drinking-water).
qww31_01	Indirect potable reuse per MGD of wastewater treated	[Indirect potable reuse] divided by [Treated wastewater discharged].
qww32	Electricity used in wastewater system	Total kilowatt-hours (kWh) of electricity usage in the fiscal year for collection system pump stations and treatment plants.
qww32_01	Electricity used in wastewater system per MGD of wastewater treated	[Electricity used in wastewater system] divided by [Treated wastewater discharged].
qww33	Wastewater system complaints	Total number of complaints from wastewater customers requiring staff dispatch in the fiscal year.
qww33_01	Wastewater system complaints per account	[Wastewater system complaints] divided by [Total accounts].
qww34	Approved wastewater collections FTEs	Total number of full-time equivalent (FTE) positions, filled or unfilled, in wastewater collections in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qww35	Approved engineering FTEs	Total number of full-time equivalent (FTE) positions, filled or unfilled, in wastewater engineering for the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qww36	Approved wastewater operation FTEs	Total number of full-time equivalent (FTE) positions, filled or unfilled, in wastewater operations (including pump station mechanics and plant staff) in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).

Code	Metrics	Definitions
qww37	Approved wastewater administration FTEs	Total number of administration full-time equivalent (FTE) positions, filled or unfilled, in wastewater collections in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qww37_01	Administration FTEs as a percentage of total wastewater services FTEs	[Approved wastewater administration FTEs] divided by [Approved wastewater services FTEs] and multiplied by 100.
qww38	Approved wastewater services FTEs	Total number of full-time equivalent (FTE) positions, filled or unfilled, in wastewater services in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qww39	CIP budget	Total amount budgeted for 5-year capital improvement plan (CIP) for wastewater utility.
qww39_01	CIP budget per mile of sewer main line	[CIP budget] divided by [Total miles of sewer main line].
qww40	Budgeted wastewater system revenue	Estimated revenue from wastewater (sewer) utility for the fiscal year.
qww41	Actual wastewater system revenue	Total revenue generated from wastewater user fees in the fiscal year.
qww41_01	Actual revenue as a percentage of budgeted wastewater system revenue	[Actual wastewater system revenue] divided by [Budgeted wastewater system revenue] and multiplied by 100.
qww41_02	Total wastewater system revenue as a percentage of total expenses	[Actual wastewater system revenue] divided by [Total expenses for wastewater services] and multiplied by 100.
qww42	Personnel expenses for wastewater services	Total amount of personnel expenses for wastewater services in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of all overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.
qww43	Operational expenses for wastewater services	Total amount of operational expenses for wastewater services in the fiscal year. This includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.

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Code	Metrics	Definitions
qww43_01	Personnel expenses as a percentage of total wastewater services expenses	[Personnel expenses for wastewater services] divided by [Total expenses for wastewater services] and multiplied by 100.
qww43_02	Total expenses for wastewater services	[Personnel expenses for Wastewater Services] + [Operational expenses for Wastewater Services]
qww43_03	Total expenses for wastewater services per account	[Operational expenses for wastewater services] divided by [Total miles of sewer main line].
qww43_04	Total expenses for wastewater services per MGD of wastewater treated	[Operational expenses for wastewater services] divided by [Treated wastewater discharged].

Yard Waste

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Code	Metrics	Definitions
qyw01	Tons of residential yard waste collected	Tons of residential yard waste collected in the fiscal year, including yard waste collected by jurisdiction crews, private haulers, and drop-off sites.
qyw01_01	Tons of residential yard waste collected per capita	[Tons of residential yard waste collected] divided by [Population].
qyw01_02	Tons of residential yard waste collected per FTE	[Tons of residential yard waste collected] divided by [Approved yard waste collection FTEs].
qyw01_03	Total expenses per ton of residential yard waste collected	[Total expenses for yard waste] divided by [Tons of residential yard waste collected].
qyw02	Collection points for yard waste	Total number of jurisdiction-provided and contracted service collection points in the fiscal year.
qyw02_01	Collection points for yard waste per capita	[Collection points for yard waste] divided by [Population].
qyw03	Route mileage for yard waste	Total aggregate of miles for all routes in the fiscal year. These are miles assigned or driven from a routing station to provide collection service.
qyw04	Yard waste routes	Total number of yard waste routes, both jurisdiction-run and contracted, in the fiscal year. For this count, a “route” runs for only one day. The same route collected multiple times a week is counted as multiple routes. For example, Monday runs consisting of 4 leaf VACS, 1 Grapple Truck, and 1 dump truck would be counted as 6 routes on that day.
qyw04_01	Route mileage for yard waste per route	[Route mileage for yard waste] divided by [Yard waste routes].
qyw05	Requests for yard waste pickup outside of normal routing schedule	Total number of times in the fiscal year when a truck was dispatched to pick up yard waste/leaf collection at a missed collection site or to retrieve yard waste/leaf collection upon request.
qyw05_01	Requests for yard waste pickup outside of normal routing schedule per collection point	[Requests for yard waste pickup outside of normal routing schedule] divided by [Collection points for yard waste].
qyw06	Complaints for yard waste collection	Total number of complaints received for yard waste and leaf collection, regardless of validity, in the fiscal year.
qyw06_01	Complaints for yard waste and leaf collection per collection point	[Complaints for yard waste collection] divided by [Collection points for yard waste].
qyw07	Staff injuries during yard waste collection	Total number of work-related injuries (minor and major) during yard waste operations in the fiscal year, as reported to OSHA.
qyw07_01	Staff injuries during yard waste collection per FTE	[Staff injuries during yard waste collection] divided by [Approved yard waste collection FTEs].
qyw08	Disposal costs for yard waste	Total tipping (and hauling, if applicable) fees paid (not per ton) for yard waste processing in the fiscal year.

Code	Metrics	Definitions
qyw09	Percentage of yard waste trucks 10 years or older	Percentage of all frontline and reserve yard waste collection fleet apparatuses 10 years or older (based on manufacture date) in the fiscal year.
qyw10	Approved yard waste collection FTEs	Total full-time equivalent (FTE) positions, filled or unfilled, in yard waste and leaf collection in the fiscal year. This includes regularly scheduled full-time and regular part-time positions eligible for full benefits (but does not include seasonal or part-time positions not eligible for full benefits).
qyw10_01	Population served per yard waste FTE	[Population] divided by [Approved yard waste collection FTEs].
qyw11	Personnel expenses for Yard Waste and Leaf Collection	Total amount of personnel expenses for yard waste and leaf collection in the fiscal year. This includes gross earnings (all salaries and wages) of permanent and temporary employees subject to the Federal Insurance Contributions Act (FICA), the unit's share of overtime and holiday pay, longevity pay, allowances, supplemental retirement income, Social Security taxes, retirement contributions, hospital and medical insurance, disability insurance, unemployment compensation, workers' compensation contributions, deferred compensation, and other benefits.
qyw12	Operational expenses for Yard Waste and Leaf Collection	Total amount of operational expenses for yard waste and leaf collection in the fiscal year. This amount includes non-capital outlay for equipment, tools, and software; expenses related to property or materials purchased for resale or the cost of goods sold; fees for training, travel, property maintenance, repairs, licenses, advertising, purchases, rentals, memberships, dues, utilities, data management/processing, MIS and GIS technologies, contracted services, contract administration, fuel, fleet maintenance, special programs, and sublet work; and all other operating expenses.
qyw12_01	Personnel expenses as a percentage of total yard waste expenses	[Personnel expenses for Yard Waste and Leaf Collection] divided by [Total expenses for yard waste] and multiplied by 100.
qyw12_02	Expenses for yard waste per capita	[Total expenses for yard waste] divided by [Population].
qyw12_03	Total expenses for yard waste	[Personnel expenses for Yard Waste] + [Operational expenses for Yard Waste]

