Sustainable development of communities — Indicators for city services and quality of life

Développement durable des collectivités — Indicateurs pour les services urbains et la qualité de vie
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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO’s adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/TC 268, Sustainable development in communities.
Introduction

Cities need indicators to measure their performance. Existing indicators are often not standardized, consistent, or comparable over time or across cities.

As part of a new series of International Standards being developed for a holistic and integrated approach to sustainable development and resilience, this set of standardized indicators provides a uniform approach to what is measured, and how that measurement is to be undertaken. As a list, it does not provide a value judgement, or threshold or a target numerical value for the indicators.

Conformance with this standard does not confer a status in this regard. A city which conforms to this standard in regards to measurement of indicators for city services and quality of life may only claim compliance to that effect.

These indicators can be used to track and monitor progress on city performance. In order to achieve sustainable development, the whole city system needs to be taken into consideration. Planning for future needs must take into consideration current use and efficiency of resources in order to better plan for tomorrow.

The indicators and associated test methods in this International Standard have been developed in order to help cities:

a) measure performance management of city services and quality of life over time;

b) learn from one another by allowing comparison across a wide range of performance measures; and,

c) share best practices.

NOTE It is acknowledged that cities may not have direct influence or control over factors governing some of these indicators, but the reporting is important for meaningful comparison and provides a general indication of service delivery and quality of life within a city.

The indicators in this International Standard have been selected to make reporting as simple and inexpensive as possible, and therefore reflect an initial platform for reporting. Further development of indicators to support sustainable development and resilience in cities is on-going in TC268.

The indicators are structured around themes. Recognizing the differences in resources and capabilities of cities worldwide, the overall set of indicators for city performance has been divided into “core” indicators (those implementing this International Standard shall follow) and “supporting” indicators, (those implementing this International Standard should follow). Both core and supporting indicators are listed in Annex A, Table A.1. In addition, profile indicators, which provide basic statistics and background information to help cities determine which cities are of interest for comparisons, are included in Annex B, Table B.1, as a reference.

In this International Standard, the following verbal forms are used:

— “shall” indicates a requirement;
— “should” indicates a recommendation;
— “may” indicates a permission;
— “can” indicates a possibility or a capability.