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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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Contents

	Page
Foreword	vi
Introduction	vii
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 City indicators	3
5 Economy	3
5.1 City's unemployment rate (core indicator).....	3
5.2 Assessed value of commercial and industrial properties as a percentage of total assessed value of all properties (core indicator).....	4
5.3 Percentage of city population living in poverty (core indicator).....	4
5.4 Percentage of persons in full-time employment (supporting indicator).....	5
5.5 Youth unemployment rate (supporting indicator).....	6
5.6 Number of businesses per 100 000 population (supporting indicator).....	6
5.7 Number of new patents per 100 000 population per year (supporting indicator).....	7
6 Education	7
6.1 Percentage of female school-aged population enrolled in schools (core indicator).....	7
6.2 Percentage of students completing primary education: survival rate (core indicator).....	8
6.3 Percentage of students completing secondary education: survival rate (core indicator).....	9
6.4 Primary education student/teacher ratio (core indicator).....	9
6.5 Percentage of male school-aged population enrolled in schools (supporting indicator).....	10
6.6 Percentage of school-aged population enrolled in schools (supporting indicator).....	11
6.7 Number of higher education degrees per 100 000 population (supporting indicator).....	11
7 Energy	12
7.1 Total residential electrical energy use per capita (kWh/year) (core indicator).....	12
7.2 Percentage of city population with authorized electrical service (core indicator).....	12
7.3 Energy consumption of public buildings per year (kWh/m ²) (core indicator).....	13
7.4 The percentage of total energy derived from renewable sources, as a share of the city's total energy consumption (core indicator).....	13
7.5 Total electrical energy use per capita (kWh/year) (supporting indicator).....	14
7.6 Average number of electrical interruptions per customer per year (supporting indicator).....	14
7.7 Average length of electrical interruptions (in hours) (supporting indicator).....	15
8 Environment	16
8.1 Fine particulate matter (PM2.5) concentration (core indicator).....	16
8.2 Particulate matter (PM10) concentration (core indicator).....	16
8.3 Greenhouse gas emissions measured in tonnes per capita (core indicator).....	17
8.4 NO ₂ (nitrogen dioxide) concentration (supporting indicator).....	18
8.5 SO ₂ (sulphur dioxide) concentration (supporting indicator).....	19
8.6 O ₃ (Ozone) concentration (supporting indicator).....	19
8.7 Noise pollution (supporting indicator).....	20
8.8 Percentage change in number of native species (supporting indicator).....	20
9 Finance	21
9.1 Debt service ratio (debt service expenditure as a percentage of a municipality's own-source revenue) (core indicator).....	21
9.2 Capital spending as a percentage of total expenditures (supporting indicator).....	22
9.3 Own-source revenue as a percentage of total revenues (supporting indicator).....	22
9.4 Tax collected as a percentage of tax billed (supporting indicator).....	23
10 Fire and emergency response	23
10.1 Number of firefighters per 100 000 population (core indicator).....	23

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10.2	Number of fire related deaths per 100 000 population (core indicator).....	24
10.3	Number of natural disaster related deaths per 100 000 population (core indicator).....	24
10.4	Number of volunteer and part-time firefighters per 100 000 population (supporting indicator).....	25
10.5	Response time for emergency response services from initial call (supporting indicator).....	25
10.6	Response time for fire department from initial call (supporting indicator).....	26
11	Governance	26
11.1	Voter participation in last municipal election (as a percentage of eligible voters) (core indicator).....	26
11.2	Women as a percentage of total elected to city-level office (core indicator).....	27
11.3	Percentage of women employed in the city government workforce (supporting indicator).....	27
11.4	Number of convictions for corruption and/or bribery by city officials per 100 000 population (supporting indicator).....	27
11.5	Citizens' representation: number of local officials elected to office per 100 000 population (supporting indicator).....	28
11.6	Number of registered voters as a percentage of the voting age population (supporting indicator).....	29
12	Health	29
12.1	Average life expectancy (core indicator).....	29
12.2	Number of in-patient hospital beds per 100 000 population (core indicator).....	30
12.3	Number of physicians per 100 000 population (core indicator).....	30
12.4	Under age five mortality per 1 000 live births (core indicator).....	31
12.5	Number of nursing and midwifery personnel per 100 000 population (supporting indicator).....	32
12.6	Number of mental health practitioners per 100 000 population (supporting indicator).....	32
12.7	Suicide rate per 100 000 population (supporting indicator).....	33
13	Recreation	33
13.1	Square meters of public indoor recreation space per capita (supporting indicator).....	33
13.2	Square meters of public outdoor recreation space per capita (supporting indicator).....	34
14	Safety	35
14.1	Number of police officers per 100 000 population (core indicator).....	35
14.2	Number of homicides per 100 000 population (core indicator).....	36
14.3	Crimes against property per 100 000 (supporting indicator).....	36
14.4	Response time for police department from initial call (supporting indicator).....	37
14.5	Violent crime rate per 100 000 population (supporting indicator).....	37
15	Shelter	38
15.1	Percentage of city population living in slums (core indicator).....	38
15.2	Number of homeless per 100 000 population (supporting indicator).....	39
15.3	Percentage of households that exist without registered legal titles (supporting indicator).....	39
16	Solid waste	39
16.1	Percentage of city population with regular solid waste collection (residential) (core indicator).....	39
16.2	Total collected municipal solid waste per capita (core indicator).....	40
16.3	Percentage of the city's solid waste that is recycled (core indicator).....	41
16.4	Percentage of the city's solid waste that is disposed of in a sanitary landfill (supporting indicator).....	42
16.5	Percentage of the city's solid waste that is disposed of in an incinerator (supporting indicator).....	43
16.6	Percentage of the city's solid waste that is burned openly (supporting indicator).....	43
16.7	Percentage of the city's solid waste that is disposed of in an open dump (supporting indicator).....	44
16.8	Percentage of the city's solid waste that is disposed of by other means (supporting indicator).....	44

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16.9	Hazardous Waste Generation per capita (tonnes) (supporting indicator)	45
16.10	Percentage of the city's hazardous waste that is recycled (supporting indicator)	46
17	Telecommunication and innovation	47
17.1	Number of internet connections per 100 000 population (core indicator)	47
17.2	Number of cell phone connections per 100 000 population (core indicator)	47
17.3	Number of landline phone connections per 100 000 population (supporting indicator)	48
18	Transportation	48
18.1	Kilometres of high capacity public transport system per 100 000 population (core indicator)	48
18.2	Kilometres of light passenger public transport system per 100 000 population (core indicator)	49
18.3	Annual number of public transport trips per capita (core indicator)	49
18.4	Number of personal automobiles per capita (core indicator)	50
18.5	Percentage of commuters using a travel mode to work other than a personal vehicle (supporting indicator)	50
18.6	Number of two-wheel motorized vehicles per capita (supporting indicator)	51
18.7	Kilometres of bicycle paths and lanes per 100 000 population (supporting indicator)	52
18.8	Transportation fatalities per 100 000 population (supporting indicator)	52
18.9	Commercial air connectivity (number of non-stop commercial air destinations) (supporting indicator)	53
19	Urban planning	53
19.1	Green area (hectares) per 100 000 population (core indicator)	53
19.2	Annual number of trees planted per 100 000 population (supporting indicator)	54
19.3	Areal size of informal settlements as a percentage of city area (supporting indicator)	54
19.4	Jobs/housing ratio (supporting indicator)	55
20	Wastewater	56
20.1	Percentage of city population served by wastewater collection (core indicator)	56
20.2	Percentage of the city's wastewater that has received no treatment (core indicator)	56
20.3	Percentage of the city's wastewater receiving primary treatment (core indicator)	57
20.4	Percentage of the city's wastewater receiving secondary treatment (core indicator)	57
20.5	Percentage of the city's wastewater receiving tertiary treatment (core indicator)	58
21	Water and sanitation	59
21.1	Percentage of city population with potable water supply service (core indicator)	59
21.2	Percentage of city population with sustainable access to an improved water source (core indicator)	59
21.3	Percentage of population with access to improved sanitation (core indicator)	60
21.4	Total domestic water consumption per capita (litres/day) (core indicator)	60
21.5	Total water consumption per capita (litres/day) (supporting indicator)	61
21.6	Average annual hours of water service interruption per household (supporting indicator)	62
21.7	Percentage of water loss (unaccounted for water) (supporting indicator)	63
22	Reporting and record maintenance	63
Annex A (informative) City indicators		64
Annex B (informative) Profile indicators		69
Bibliography		71

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*.

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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.