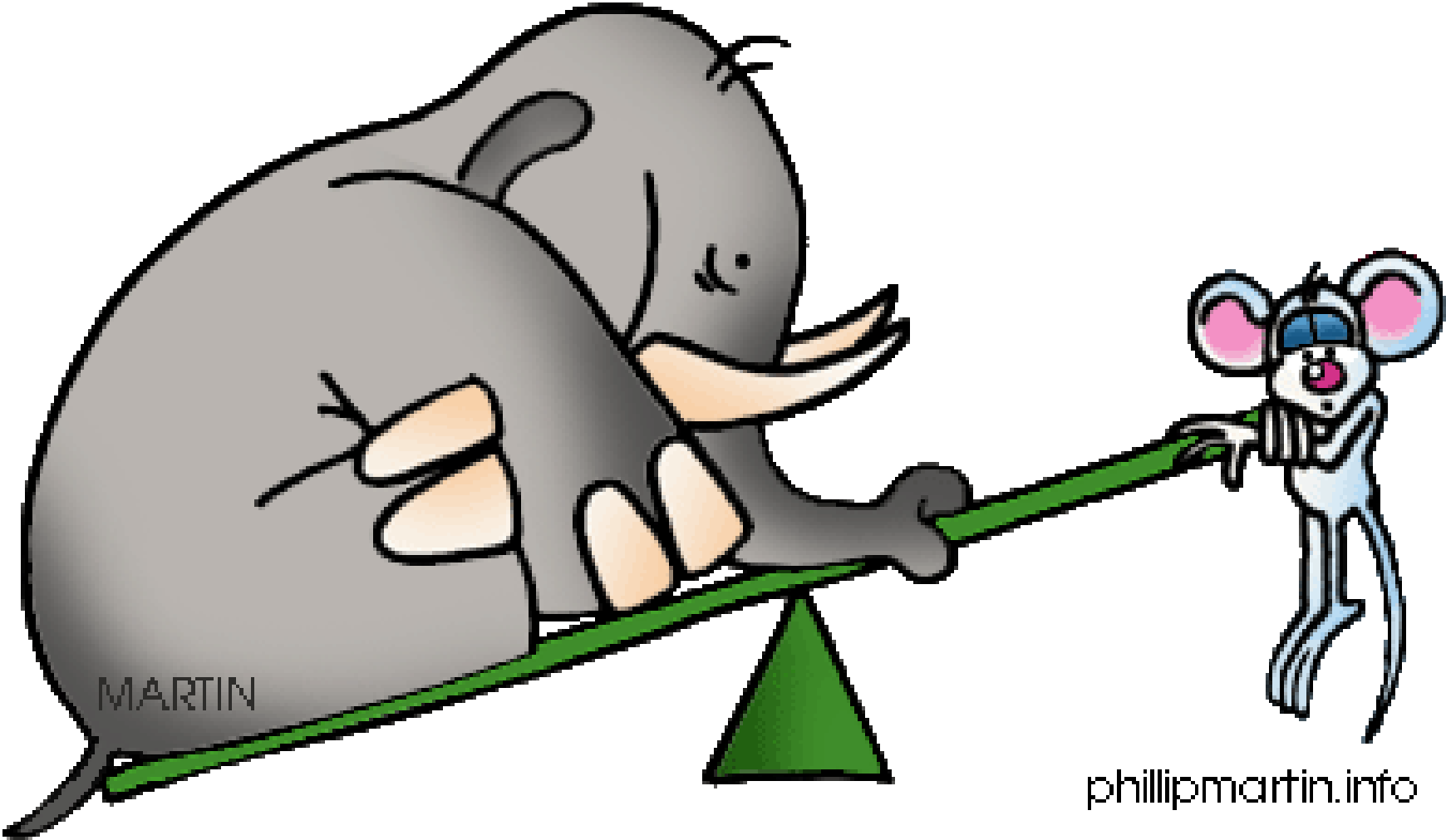


Shared Services Forum

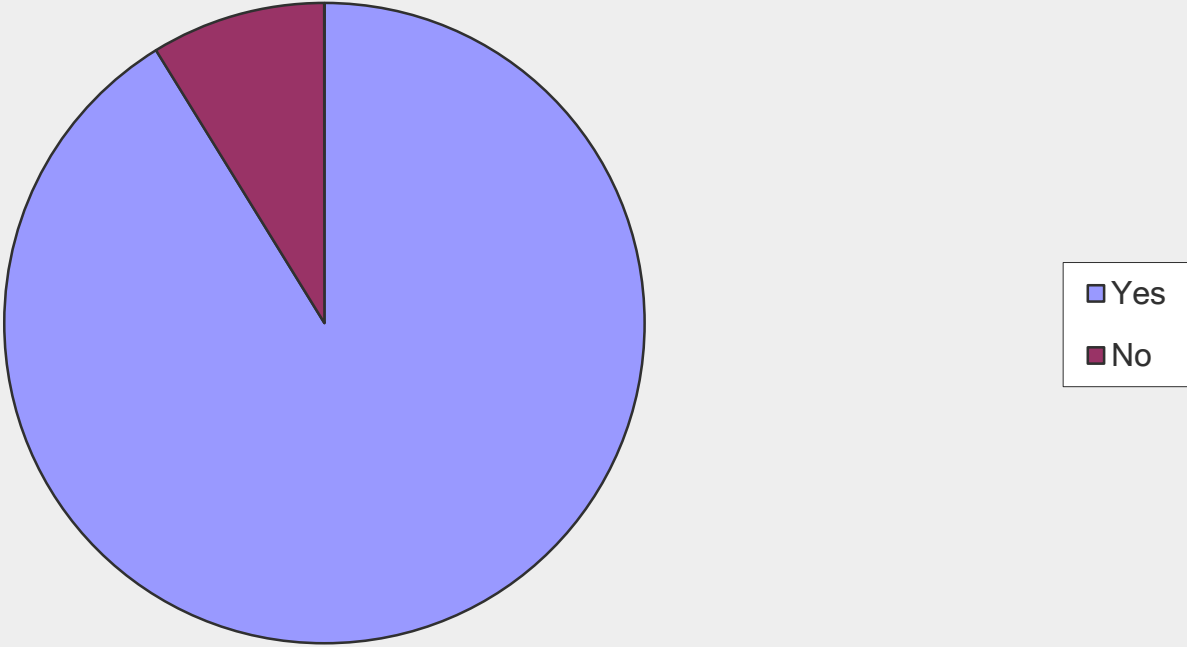
Delaware Valley Regional Planning Commission
June 7, 2013

Consolidation vs. Shared Services



phillipmartin.info

Do you think shared services are important in reducing the cost of municipal government?



(more) Survey Sez ...

- **75% are doing 2 or more shared services**
- **60% think they are not doing enough**
- **70% supply, 72% receive shared services**
- **Willing partner is a critical factor (90%, 55% as an obstacle)**
- **Other obstacles - 45% loss of identity, 35% negative public reaction**
- **Less than 50% can quantify the cost savings from shared services**
- **73% - performance data would help evaluate or sell shared services**

<http://www.revelstonelabs.com/?p=archived-events> for the webinar

A Case for Data





“Shared” is
a
Misnomer!

Asking the Important Questions about Services



Production

Provision

	YES	NO
YES	Direct Delivery	Contracted
NO	Local Unit Production	Transferred/ Abandoned

Service Characteristics

- **Source of Cost:**

Labor, Infrastructure, Equipment

- **Supplier Characteristics:**

Public Interaction, Specialized Expertise

- **Time of Demand:**

On-demand, Infrequent, Concurrent

- **Service Scope:**

Local, Regional

Alternate Service Delivery Mechanisms

Common

- Shared services (competitive contracting)
- Joint services
- Local unit production
- Privatization
- Franchising
- Vouchering
- Co-production

Other Levels Needed

- Centralization
- Special district
- Regional district
- Joint meeting
- Joint board
- Regional policy group (Council of Governments)
- Two-tier governments
- Agency model

Exotic

- Virtual government
- Service center
- Hybrid forms

Take Aways

- **Consolidation is not popular, shared services are**
- **To encourage collaboration, try to routinely meet and communicate with your neighbors using data and precipitating events as a focus**
- **Generally think about what are the appropriate responsibilities of your municipality for a service, including evaluating what you do well**
- **Think about how to deliver based on activities, not entire departments**
- **If you provide a service, you have a responsibility to monitor it, even if you are not the producer**
- **Evaluate your initiative – before, during, and after**
- **Any initiative requires political will**

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