



Florida Benchmarking Consortium
Taking performance measurement to the next level

**Presentation for the 4th Annual
PPMRN Conference
“Performance Measurement:
Teaching Training and Action”
September 24, 2011**



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Florida Benchmarking Consortium (FBC): A Local Government Performance Measurement & Benchmarking Network

Topics

- **What is the FBC?**
- **Values**
- **Member governments and partners**
- **Benefits of membership**
- **Performance measurement framework**
- **Governance structure**
- **Service areas**
- **Key achievements**
- **Critical success factors**

What is the FBC?

- **Loosely coupled voluntary network**
- **Community of learning**
- **Largest government performance improvement program in Florida**
- **Largest intra-state performance measurement consortium in the US**

What is the FBC?

- **Voluntary association of 61 Florida governments**
 - **23 Counties**
 - **35 Cities**
 - **3 Others**
- **We develop, collect and report common service area performance measurement data**

FBC Values

- **We openly share our knowledge, insights, and experience**
- **We enhance cooperation and grow positive relationships**
- **We ignite innovation, creativity and new ideas**
- **We provide useful tools to improve performance**
- **We facilitate easy access of idea exchange**
- **We promote fact-based decision making**
- **We offer quality resources at a good value**
- **We are sensitive to the differences between communities**
- **We benchmark performance measures that speak to citizen and community desires.**

FBC Partners

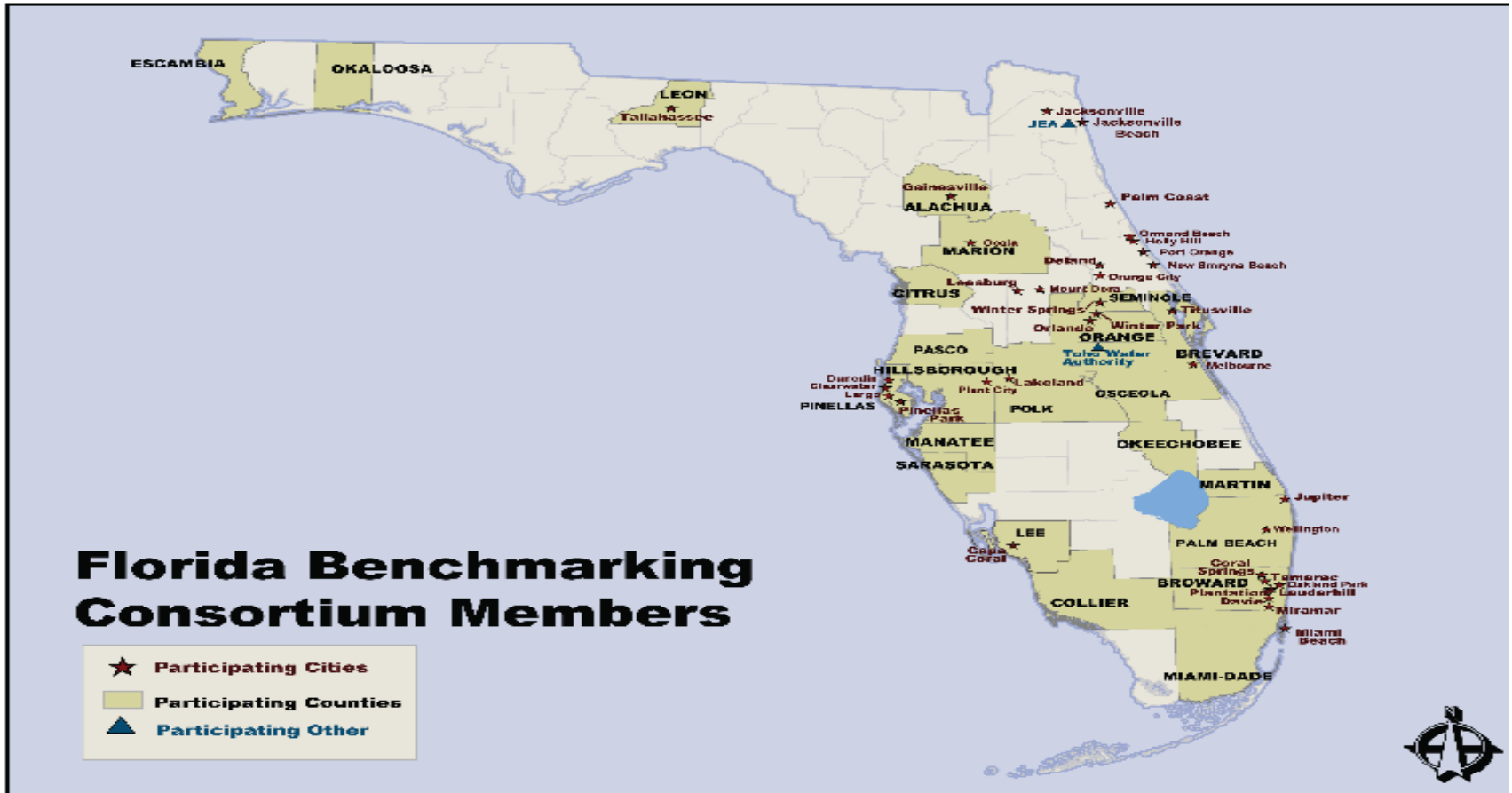


University of Central Florida
- Institute of Government

COVALENT

TRANSFORMING PERFORMANCE

FBC Local Government Members



Benefits of FBC Membership

- **Networking opportunities**
- **Built in peer support systems**
- **Access to state-of-the-art performance management software**
- **Low cost training**
- **Help develop industry standards**
- **Participate at own pace**

FBC Definition of Performance Measurement

“The regular collection of specific information about the *efficiency, quality* and *effectiveness* of government programs and services.”

Source: The Urban Institute in cooperation with the National League of Cities and the National Association of Counties (1980) ***Performance Measurement: A Guide for Local elected Officials.***

FBC Performance Measurement Framework

Governmental Accounting Standards Board (GASB) Service Efforts & Accomplishments (SEA) Reporting Framework:

- Output – quantity of service or product produced
(*efficiency*)
- Quality – of the service or product produced (quality)
- Outcome – the results, accomplishments or impacts of service delivery (effectiveness)

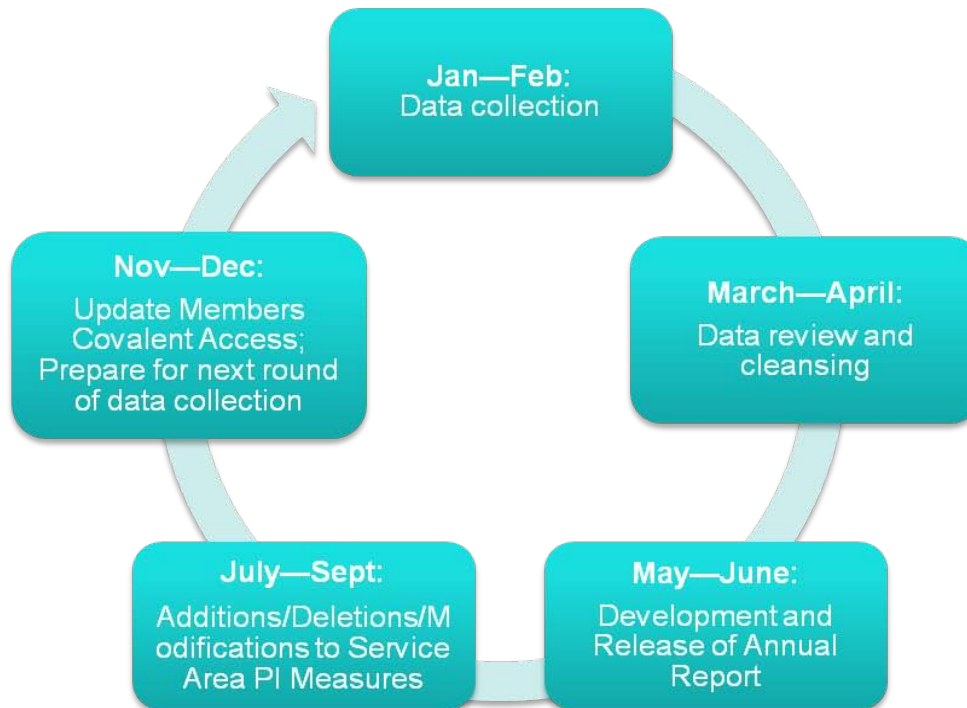
FBC Governance Structure

- **Board of Directors**
(provides direction and leadership)
- **Sub-Committees**
(executive, marketing, technology, training, etc.)
- **Service Area Leads**
(develop service measures and coordinate data entry)

FBC Service Areas

- Animal Services (AS)
- Building Development & Review (BD)
- Code Enforcement (CE)
- Environmental Management (EM)
- Fire/Rescue (FR)
- Fleet Management (FM)
- Human Resources (HR)
- Information Technology (IT)
- Risk Management (RM)
- Parks and Recreation (PR)
- Police Services (PO)
- Purchasing (PU)
- Road Repair (RR)
- Stormwater & Drainage Maintenance (SD)
- Solid Waste (Collection) (SC)
- Solid Waste (Disposal) (SW)
- Traffic Engineering (TE)
- Water/Wastewater (WW)

Proposed Data Collection Cycle FY10



FBC: Key Achievements

- Publishing of annual performance measures report
- Conduct of two member conferences each year
- Increase in membership every year
- Increase in member participation in data cycle each year
- Establishment of FBC partners and corporate sponsors

FBC: Critical Success Factors

- **Participation is voluntary**
 - Participation in FBC is voluntary
 - Participation in service areas is voluntary
- **Pace in measured**
 - Began with a few key measures
 - Add new measures when members demonstrate interest and support
- **Shared expertise and workload**
 - Division of labor based on interest

FBC: Critical Success Factors

- **University affiliation**
 - **Honest Broker**
- **Local government champions**
 - **Bottom-up Support**
- **Membership costs are low**
 - **\$1,250 annual membership fee**

Training for FBC Members

- Offer 2 conferences a year
- Workshops
- Member driven training classes
- Combination of web and live training sessions
- How to use the software
- Joint workshops with other professional organizations

Sustaining the FBC

The non financial issue confronting the FBC:

- **Membership**
- **Service metrics versus community metrics**
- **Developing a balanced set of performance measures**
- **Using FBC data for actual benchmarking and service delivery purposes**

To Learn More About the FBC

- FBC Website: <www.flbenchmark.org>
- Susan Boyer, Executive Director, sboyer@flbenchmark.org