Putting Data into Practice

• Panelists:
  – John Elsinga, Manager, Delhi Township
  – Phil Moore, Manager, City of Alma

• Moderator:
  – Dave Boerger, Director of Fiscal & Operational Consulting Services, SEMCOG
Regional Cooperation through the use of “Best Practices”

I. Mutual Aid

II. Automatic Mutual Aid

III. Standardization of:
   a) operating procedures
   b) schedules
   c) equipment/apparatus
   d) policies

IV. Share facilities/equipment and apparatus

V. Effective utilization of p/t Fire/EMS w/i full time Dept’s
Metro Lansing Regional Fire Service Study
## Fire/EMS Shared Public Services Initiative

<table>
<thead>
<tr>
<th></th>
<th>City of East Lansing</th>
<th>City of Lansing</th>
<th>Delhi Township</th>
<th>Delta Township</th>
<th>Lansing Township</th>
<th>Meridian Township</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>48579</td>
<td>114297</td>
<td>25877</td>
<td>32408</td>
<td>8126</td>
<td>39688</td>
<td>268975</td>
</tr>
<tr>
<td>Area (sq. miles)</td>
<td>13</td>
<td>35</td>
<td>29</td>
<td>35</td>
<td>5</td>
<td>32</td>
<td>149</td>
</tr>
<tr>
<td>Budget (millions)</td>
<td>7.08</td>
<td>27.67</td>
<td>2.1</td>
<td>4.24</td>
<td>1.41</td>
<td>4.35</td>
<td>46.85</td>
</tr>
<tr>
<td>Staff FTEs</td>
<td>50</td>
<td>180</td>
<td>24</td>
<td>36</td>
<td>18</td>
<td>36</td>
<td>344</td>
</tr>
<tr>
<td>Cost per Capita</td>
<td>146</td>
<td>242</td>
<td>81</td>
<td>131</td>
<td>174</td>
<td>110</td>
<td>174</td>
</tr>
<tr>
<td>FTE/1,000 Residents</td>
<td>1.02</td>
<td>1.58</td>
<td>0.91</td>
<td>1.11</td>
<td>2.22</td>
<td>0.92</td>
<td>1.27</td>
</tr>
<tr>
<td>Fire Response Time (min.)</td>
<td>NA</td>
<td>4-6</td>
<td>6.02</td>
<td>6.2</td>
<td>4</td>
<td>4-6</td>
<td>&gt;5</td>
</tr>
<tr>
<td>EMS Response Time (min.)</td>
<td>NA</td>
<td>4-6</td>
<td>5.28</td>
<td>4.1</td>
<td>4</td>
<td>4-6</td>
<td>&lt;5</td>
</tr>
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</table>
Using Data to Reduce the Cost of Township Services

I. Consolidation of Services/ Shared Resources
   a. IT Services
   b. Fire Services

II. GIS/CMMS using Spatial and Work Analysis
    a. Documentation
    b. Capital Infrastructure Planning

III. Reporting
    a. Daily Analysis
    b. Using Trends to Develop Long Term Plans
Using Data for Infrastructure Improvements

I. Need for benchmarking, but no budget

II. Problems with sewer backups

III. Benchmarking used for:
   a. Size of problem
   b. Sewer rates
   c. Debt level
How can a community deal more effectively with 350+ available performance metrics?

I. Measure initially only three metrics * for each service area:
   a. Cost per capita (Use Munetrix)
   b. Staff FTE per 10,000 residents
   c. Citizen satisfaction (Use Cobalt Community Research)

II. Identify the service areas with the largest gaps for these three indicators versus the average and benchmark data

III. For the identified service areas, collect data on the rest of comparable metrics to identify the root cause

IV. Take necessary corrective actions to address the root cause issues.

V. Integrate these three performance indicators into your budget

* Not all MLGBC service areas include these three indicators; therefore, it is recommended they be added where missing.
Munetrix Fiscal Database

How Sterling Heights allocates its money - 2012

General and All Other Governmental Funds

Cost per Resident

Regional Averages (City)  Sterling Heights  Best Practice (City)
## Sample Benchmark Analysis

<table>
<thead>
<tr>
<th>Cost per capita</th>
<th>FTE/10,000 Pop.</th>
<th>Citizen Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LUG</td>
<td>B’mark</td>
</tr>
<tr>
<td>Police/Disp.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$256</td>
<td>$167</td>
</tr>
<tr>
<td>Fire/EMS</td>
<td>$147</td>
<td>$59</td>
</tr>
<tr>
<td>DPW</td>
<td>$84</td>
<td>$82</td>
</tr>
<tr>
<td>Parks &amp; Rec.</td>
<td>$15</td>
<td>$26</td>
</tr>
<tr>
<td>Dev./Bldg.</td>
<td>$18</td>
<td>$21</td>
</tr>
<tr>
<td>Admin/Other</td>
<td>$94</td>
<td>$82</td>
</tr>
<tr>
<td>LUG</td>
<td>$824</td>
<td>$747</td>
</tr>
</tbody>
</table>

Note: The Benchmarks are based upon the 20% best performing local governments
Contact Information

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