Michigan Local Government Benchmarking Consortium Charter	Michigan Local Government Benchmarking Consortium **MLGBC** Excellence through Performance Measurement

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Benchmarking is a tool designed to help local governments improve services and potentially decrease costs. While benchmarking is an important and useful tool for most local governments, tough fiscal times in Michigan necessitate new and innovative ways to satisfy constituent needs under the strain of fewer resources.

1. **Purpose**

The purpose of the Michigan Local Government Benchmarking Consortium (MLGBC) is to bring together municipal service providers from all over the state and produce meaningful and relevant performance measures for the purpose of benchmarking. Additionally, the consortium will serve to educate and satisfy constituent needs, promote greater government efficiencies through the sharing of best practices, and provide information allowing local government service providers to improve their effectiveness. Performance measures will cover a variety of services provided by local governments. As the project progresses the measured service areas will multiply and diversify to meet the needs of Consortium members.

2. **Goals**

The goal of the MLGBC is to assist local governments in learning from their peers and implementing best practices that enhance service delivery. Other goals include:

Information Strategy
- To develop a member website to facilitate member communications.
- To provide methods for members to easily access and input data.
- To verify accuracy and reliability of data prior to reporting and releasing.
- To evaluate independent financial data for performance.
- To produce an annual report.

Financial
- To keep consortium costs at a minimum without sacrificing quality of service and effectiveness of consortium.
- To capitalize on opportunities to expand the funding of the consortium through grants and other revenue sources.

Marketing and Networking
- To hold an annual meeting of the consortium open to all members.
- To educate government members and potential members of the consortium regarding the benefits of performance measures and benchmarking.
- To always have a strategic marketing plan in order to increase subscriptions, increase public awareness of government priorities, and provide opportunities for non-members to become involved.
- To develop ways to promote benchmarking data at a citizen-friendly level.
- To recruit members from local governments of various sizes and from all major regions in Michigan.
- To facilitate the learning process among well-performing local governments and those wishing to learn new or different methods of service provision from one another.
- To increase the subscriptions to the consortium annually while retaining current subscriptions.

3. Member Governments
- Participating consortium governments will be cities, villages, counties, townships, authorities, and road commissions, unless otherwise approved by the executive board.
- Members are required to submit data in at least one service area.
- If a member cannot provide data in at least one service area, the Board will determine if access to data and reports may be limited.

4. **Executive Board**
- To outreach to local governments to grow subscriptions.
- To audit and review both data collection protocol and any data releases.
- To establish and initiate service area committees.
- To provide oversight to the service area committees.
- To serve as a conduit for the interactions between individual service area committees and the members.
- To ensure that service area committees are meeting the overall goals of the consortium, including the needs of the members.
- To assess member needs and demands and make changes or take action as necessary.

Member Guidelines
- Executive board will consist of staff and officials from member governments as well as ex-officio members from the Michigan State University, Michigan Association of Counties, Michigan Township Association, Michigan Municipal League, Citizens Research Council, County Road Association of Michigan, Southeast Michigan Council of Governments, and other board approved organizations MSU will act as Program Director for the consortium and support the work of the Executive board and membership.
    i. These ex-officio members are participatory and advisory, however, do not have voting rights.
    ii. The board will approve the involvement of all ex-officio members that serve on the executive board and committees.
- Members of the Executive Board will be limited to 11 consortium members, excluding non-governing agencies, and not more than one from any one member government.

   i. A member of the Executive Board, excluding non-governing agencies, shall serve a term of service three years in length.

   ii. The Executive Board is a staggered board format with 4, 4, 3 annual rotation of the members. A term runs January 1 through December 31.

   iii. A nominating committee will be assembled each September to poll the current consortium membership for interested parties to serve on the Board. Vacant positions will be appointed by the Board.

- A quorum for the executive board is equal to the majority of the current members serving on the board. A quorum must exist for any voting and decision-making.
- For the purpose of voting and decision making, if a quorum is present, then a majority of the persons participating can approve the decision.
- For the purposes of voting and decision making, persons present include those participating by voice or in person.
- No voting by proxy may occur.
- Every January, the Board shall select a Chair and Vice-Chair.

   i. The chair is in charge of scheduling, facilitating meetings and setting the agenda, with the assistance of the Program Director.

   ii. In the absence of the chair, the Vice-Chair assumes the chair's responsibilities.

5. **Service Area Committees**

   Roles and Responsibilities
   - To focus on a broad spectrum of performance measures including input, output, efficiency, effectiveness, and outcome measures.
   - To provide a common list of definitions to increase the accuracy and comparability of information among local governments and provide definitions in a form that is easy to understand and disseminate.
   - To ensure that service area committees meet the needs of the various types of local governments and the services they provide.
   - To determine what data exists and to provide information about data that should be collected for future performance measures.
   - To ensure that data can be reported in an organized and accurate process.
   - To provide activity and progress reports to executive board detailing committee goals and measures.

   Operating Agreements
   - New service area committees will be created by approval of MSU to ensure that the new workload can be managed.
   - Service area committees will be disbanded if there is a lack of involvement from the members.

Member Guidelines
- All members of the consortium will be actively involved in at least one service area committee.
- Only members can participate in the service area committees.

6. **General Operating Agreements**
- MSU owns all the data collected and the data is administered and utilized by the Executive Board.
- All data and reports will be audited and approved by MSU and the Executive Board before it is released to any members and non-members.

7. **Participation by Ex-officio Members**
- These ex-officio members are participatory and advisory, however, do not have voting rights.
- The data specific to any local government is provided to these organizations for internal-use only.
- Any data that will be publically distributed needs to be approved by the Executive Board.
- The following organizations shall serve as ex-officio members:
  - Michigan State University, (Program Director)
  - Michigan Association of Counties
  - Michigan Township Association
  - Michigan Municipal League
  - Citizens Research Council
  - County Road Association of Michigan
  - Southeast Michigan Council of Governments
  - Other Board approved organizations