



**FLORIDA
BENCHMARKING
CONSORTIUM**

SEFLUC

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Florida Benchmarking Consortium (FBC): An Overview

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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**



Who is the FBC?

- **Voluntary association of 52 Florida governments**
 - **19 Counties**
 - **30 Cities**
 - **3 Others (3 authorities)**
- **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**

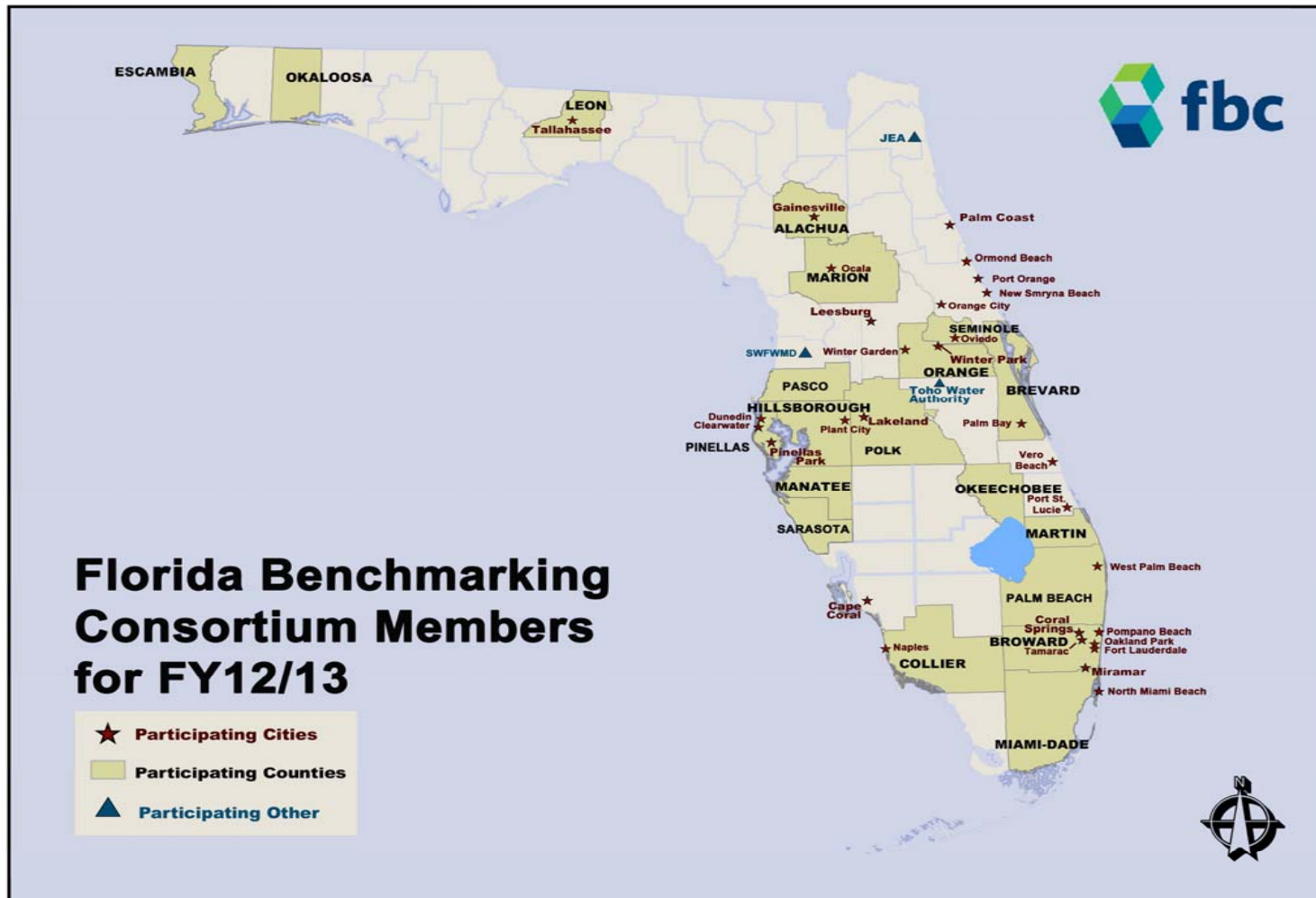
COVALENT

TRANSFORMING PERFORMANCE

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)

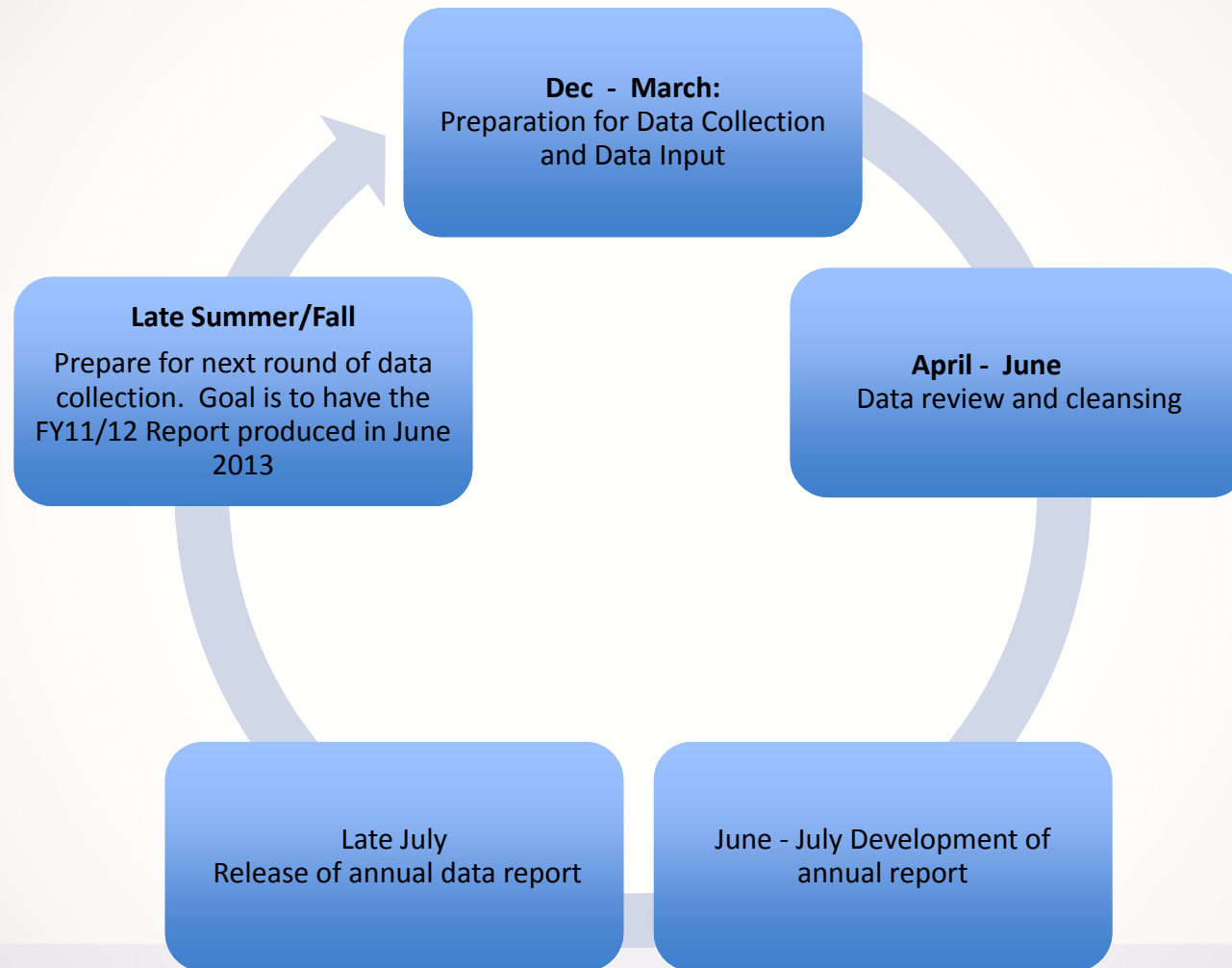
FBC Governance Structure

- **Board of Directors**
(provides direction and leadership)
- **Standing Committees**
(executive, strategic plan, training, performance, etc.)
- **Service Area Leads**
(develop service measures and coordinate data entry)

FBC 18 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)**
- **General Measures (GE)**

FBC Data Cycle for FY11/12



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**
 - **\$2,000 annual membership fee**

To Learn More About the FBC

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