



You Have Spoken: **Results of the Online Municipal Services Survey**

Presentation by:
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Franklin Regional Council of Governments
9/2/10

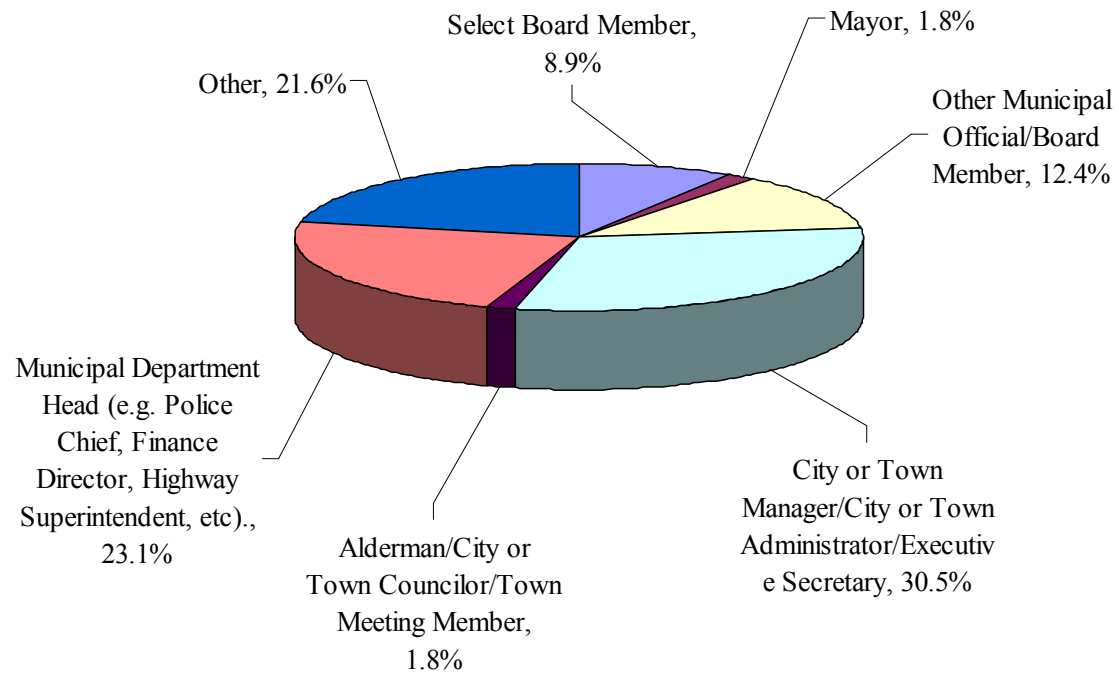




Municipal Services Survey

- Available online
- 300 people opened it
- 187 answered all the questions
- Multiple choices for a variety of municipal service sharing options – respondents could choose more than one positive, but only one negative (“not interested”)
- Included a few open-ended questions
- Possible concern about being identified?

Respondents





Survey Results: What to Share?

- General trend of positive interest in regionalization: No service had a majority of respondents opposed to sharing.



What to Share, Cont'd.

- Strong interest in regionalization of “field” services –
 - Bldg Inspection
 - Health Inspection
 - Wiring & Plumbing Inspection
 - Animal control
 - Ambulance/EMT
 - Dispatch
 - Council on Aging staff
 - Weights and Measures



What to Share, Cont'd

- Other Services Mentioned in Open-Ended Questions
 - Fire Services
 - Veterans
 - Bus Transportation
 - Legal Counsel
 - IT/Web Service
 - Water Main
 - School Superintendent



What to Share, Cont'd.

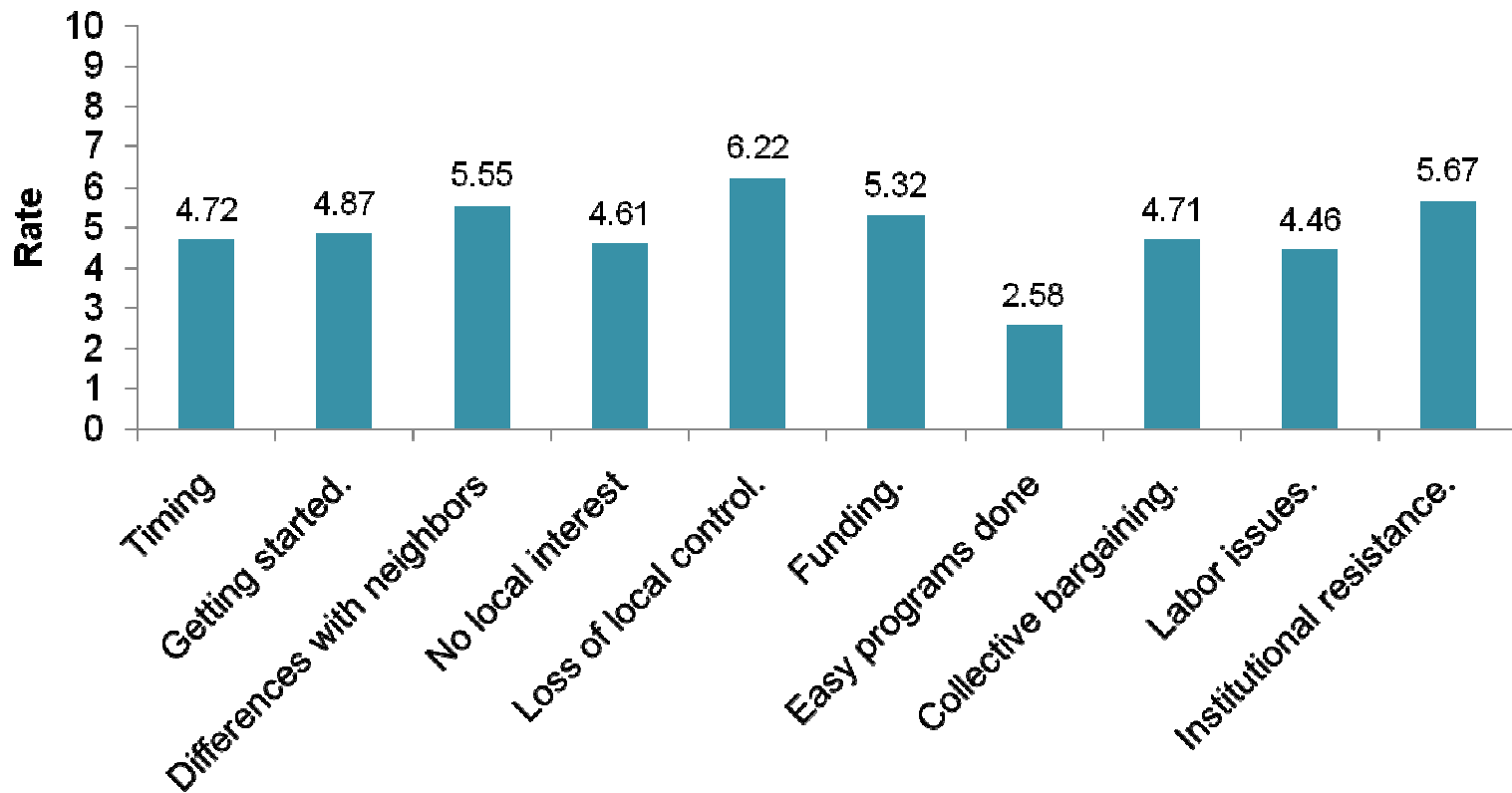
- Strong interest in cooperative procurement, esp. of **services**
 - Revaluation services
 - Recreation programming
 - IT support
 - Hwy equipment/operators
 - Energy savings contracts



What not to Share?

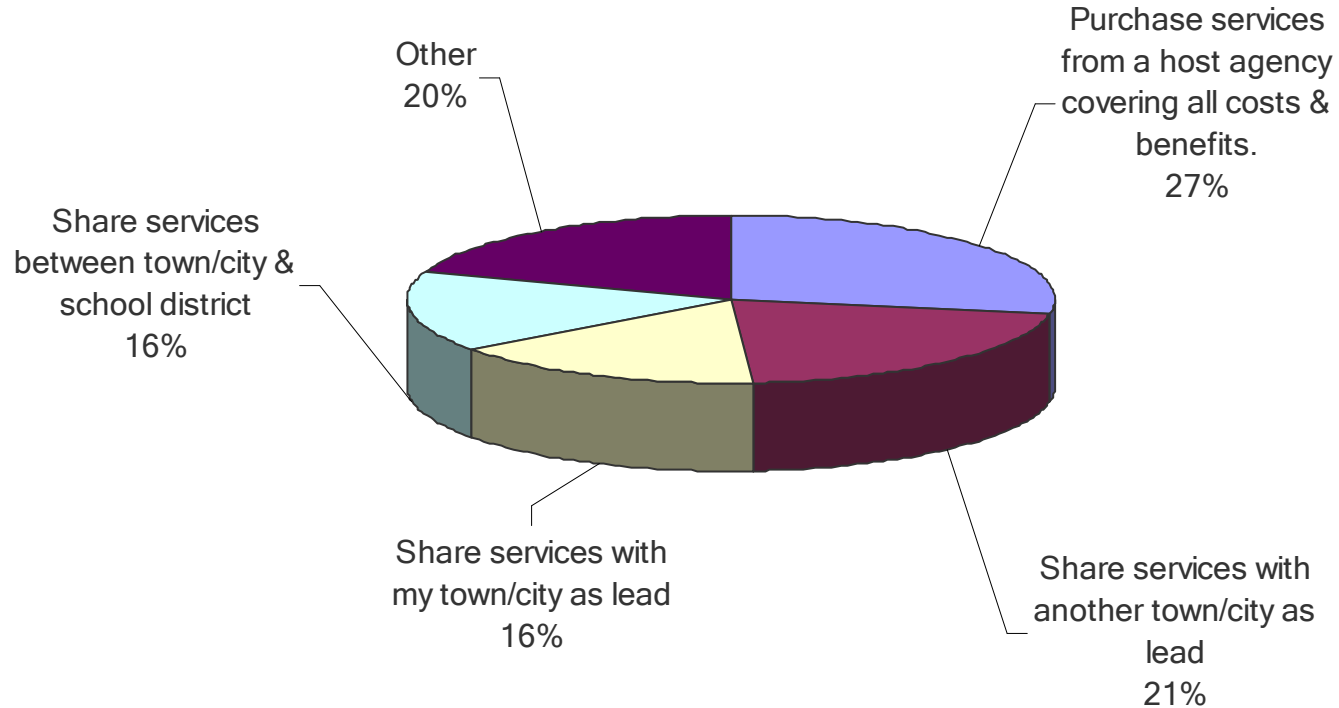
- “In-house” financial services less popular
- Police staffing sharing less popular than cooperative purchasing of police supplies
- Respondents felt that loss of local control was the main barrier to sharing
 - Requests for more case studies

Barriers to Regionalization



How to Share Services?

Best Way to Share Services



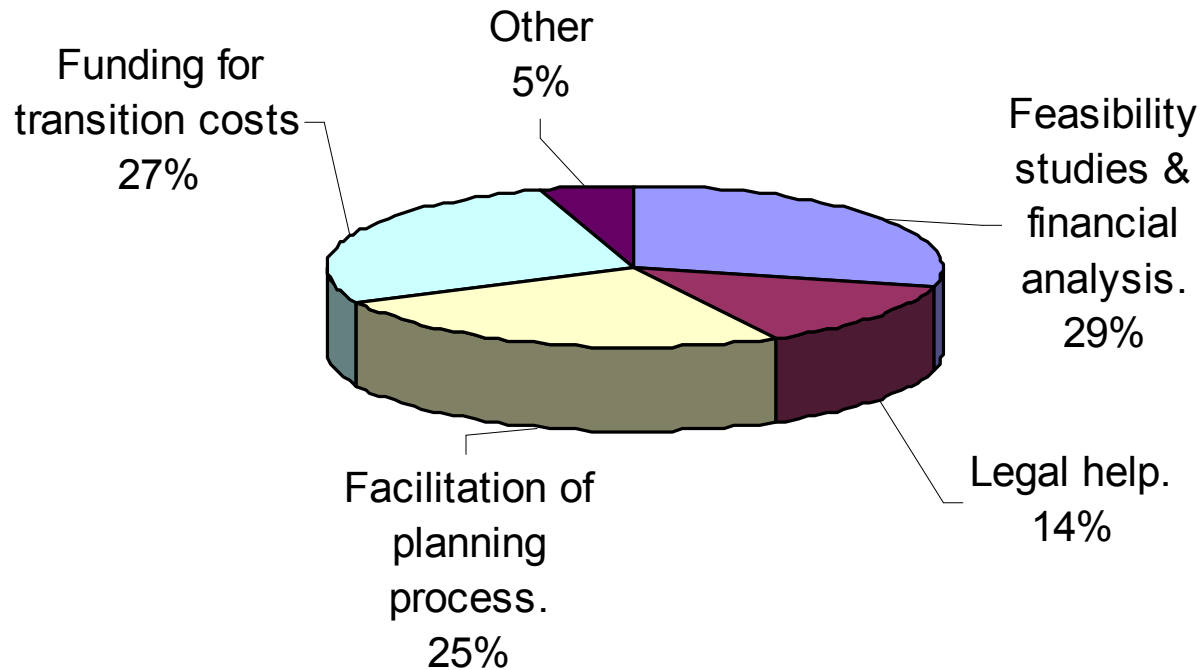


How to Share?

- 84 % of municipalities wanted to share services through a third party (not their town)
 - Most popular option: with a host agency
 - Second: with another town as a lead

Next Steps: Help Moving Forward

Further Assistance Needed





Next Steps: Recommendations

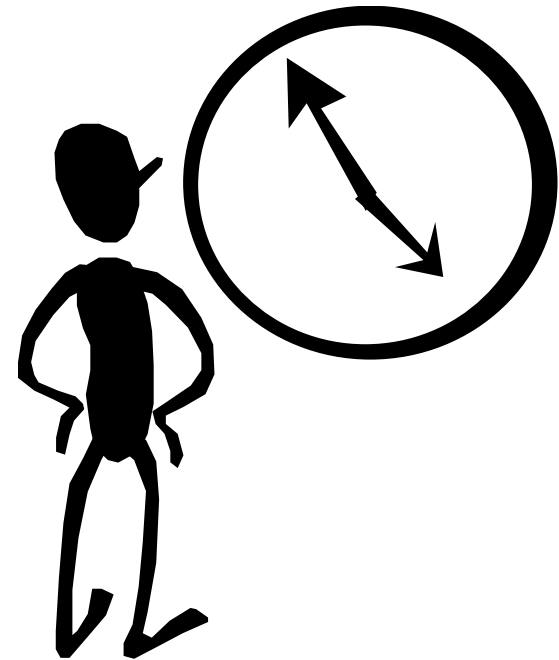
- For cities and towns:
 - Significantly expand cooperative procurement for services
 - Make use of DLTA funds and other pilot grant opportunities!
 - Encourage appropriate cities/towns/regional entities to step up to the plate to host municipal services



Next Steps: Recommendations

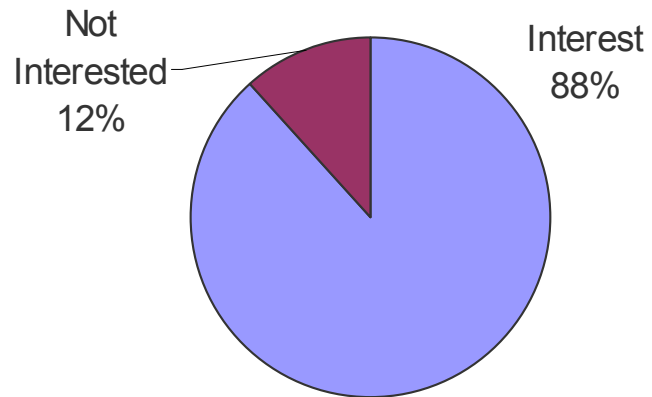
- For legislators/administration:
 - Continue DLTA
 - Offer incentive/pilot funding for shared services
 - Clarify host agency standards
 - Create incentives for towns & agencies to serve as leads/hosts for shared services
 - Address legal/governance barriers to creation of lead town/host agency capacity through legislation

**Survey
Responses
by Service,
if time allows.**

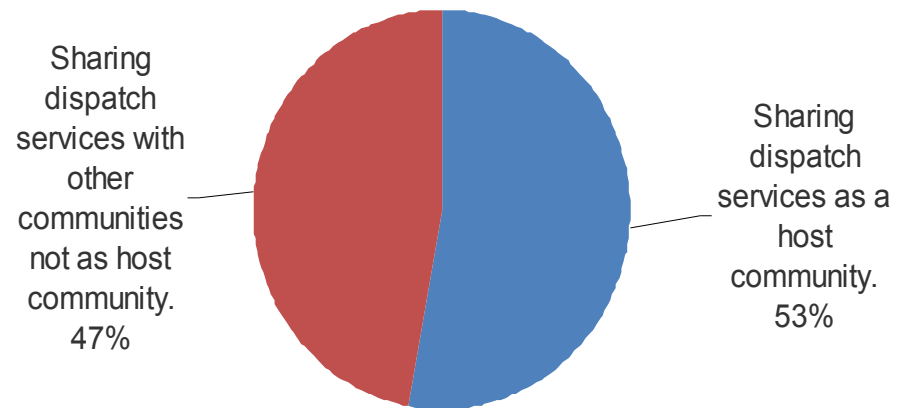


Emergency Dispatch Services

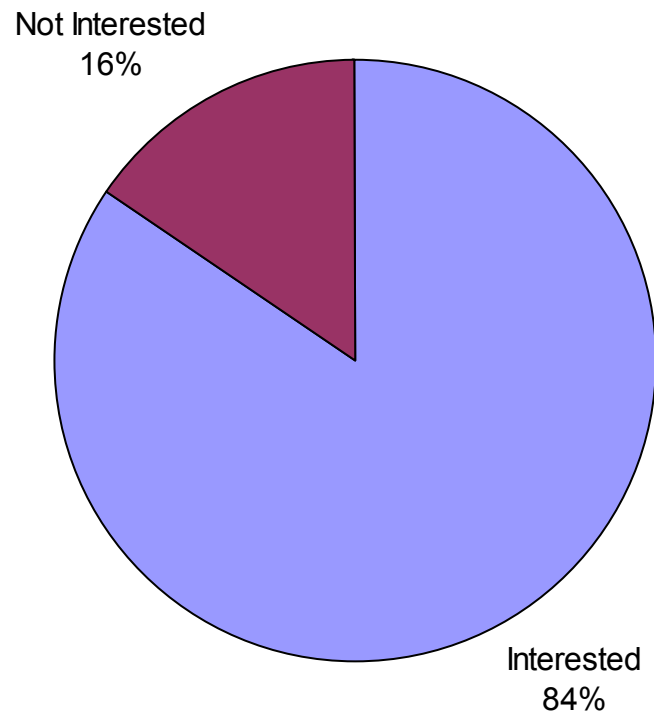
Interest in Sharing Emergency Dispatch Services



Interest in Specific Services

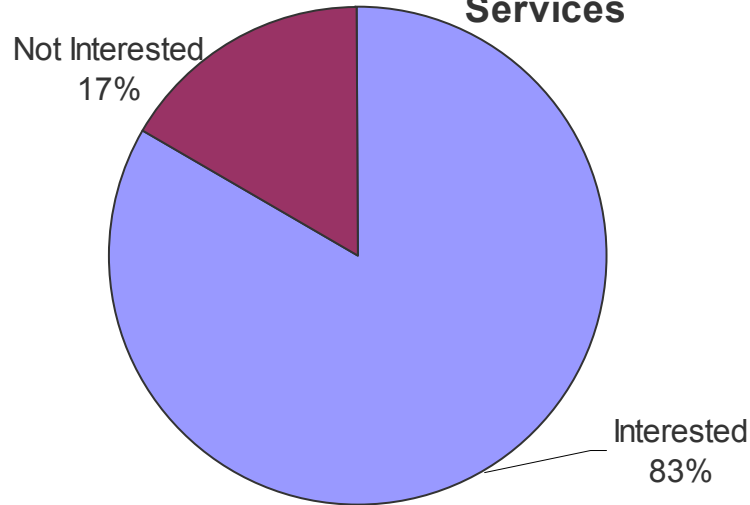


Ambulance/EMT Services

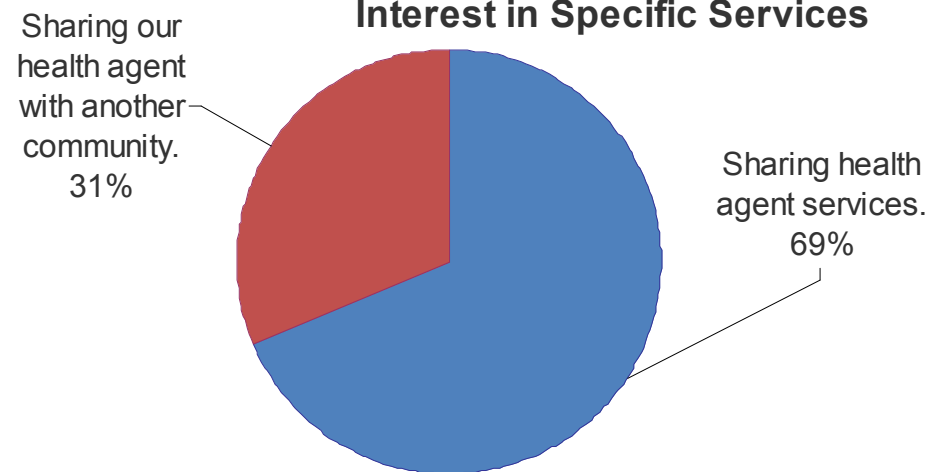


Public Health/Health Agent Services

Interest in Public Health/Health Agent Services

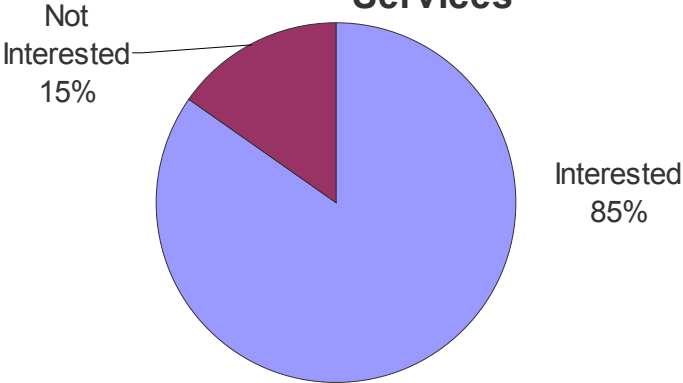


Interest in Specific Services

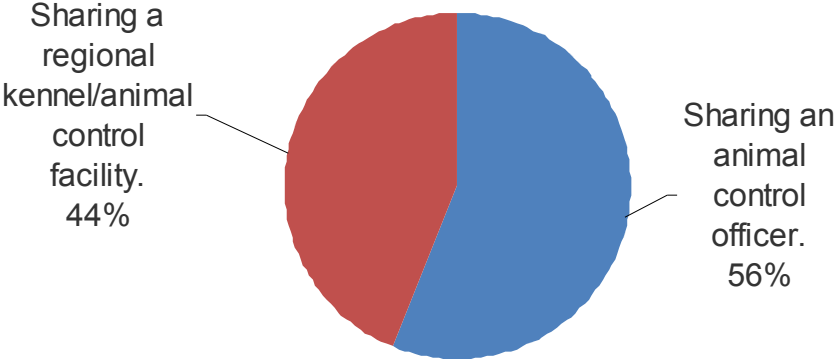


Animal Control

Interest in Sharing Animal Control Services

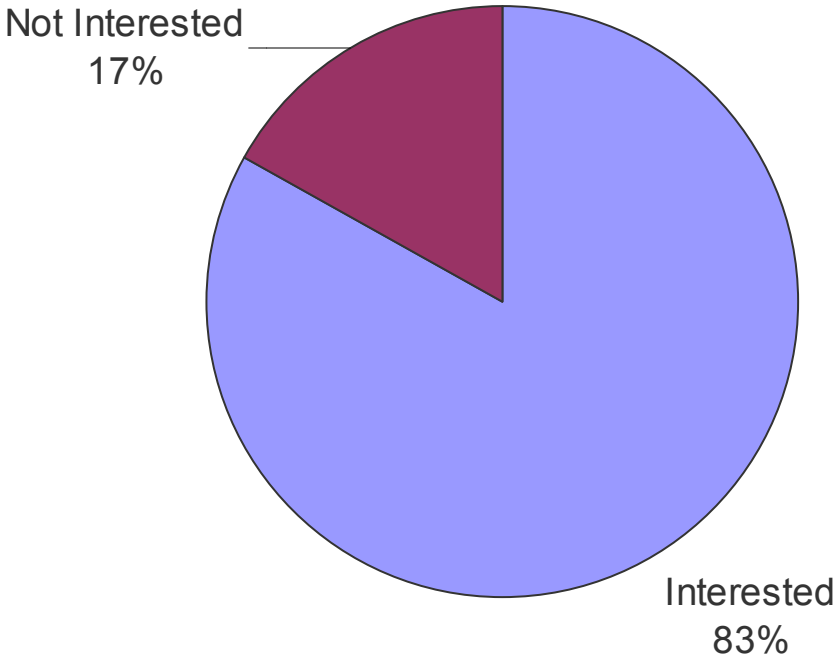


Interest in Specific Services



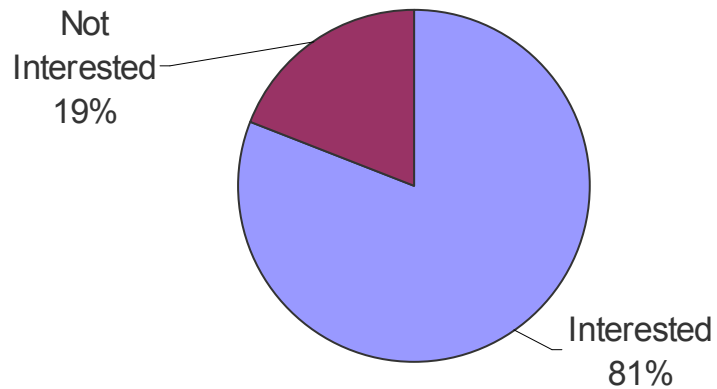
Weights & Measures

Interest in Sharing Weights and Measures Services

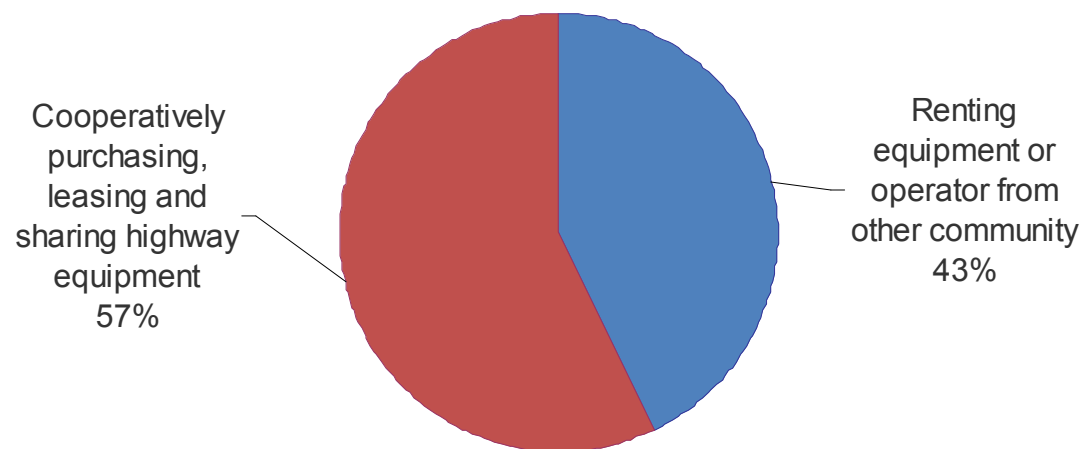


Highway Equipment

Interest in Sharing Highway Equipment

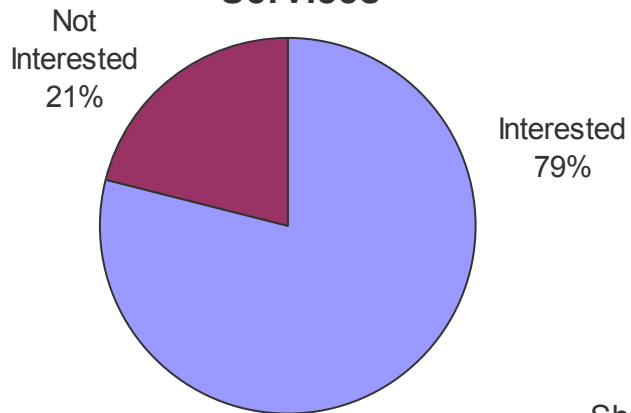


Interest in Specific Services

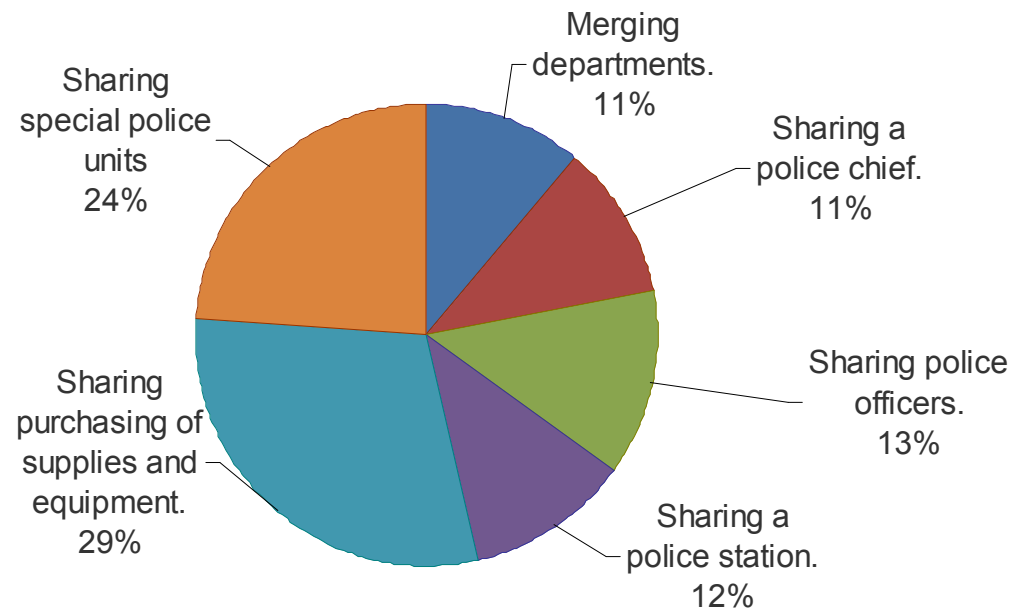


Police Services

Interest in Sharing Police Services

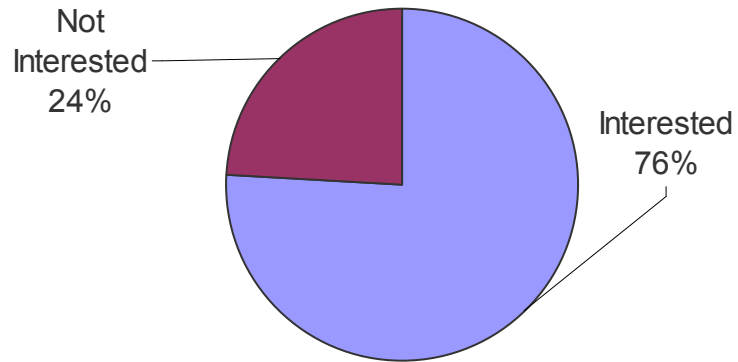


Interest in Specific Services

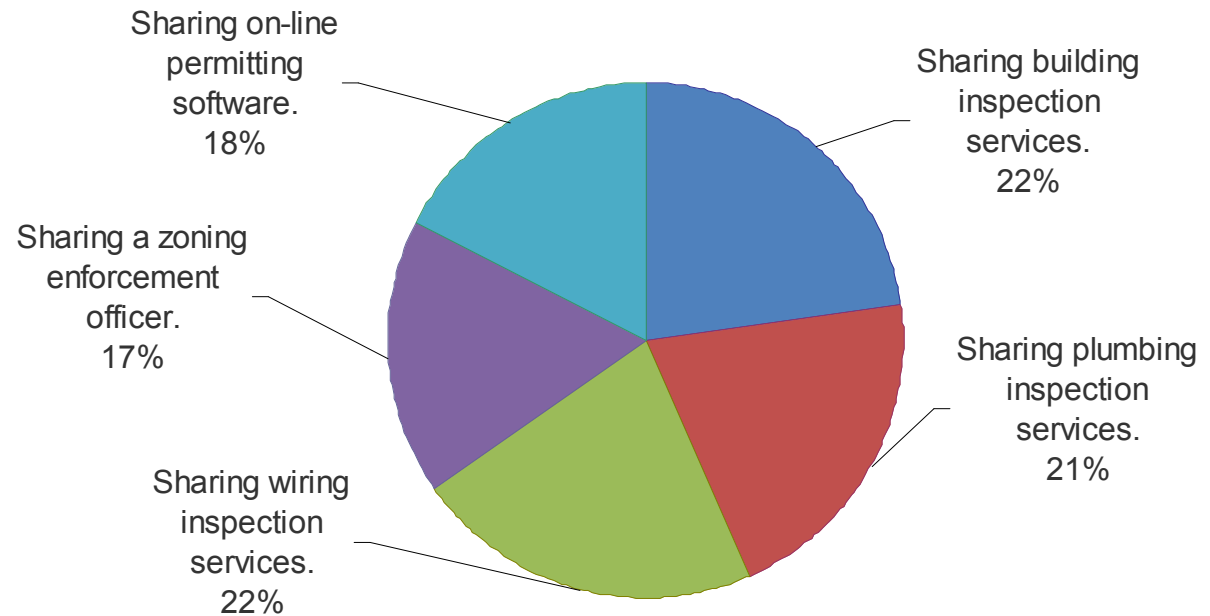


Inspection Services

Interest in Inspection Services

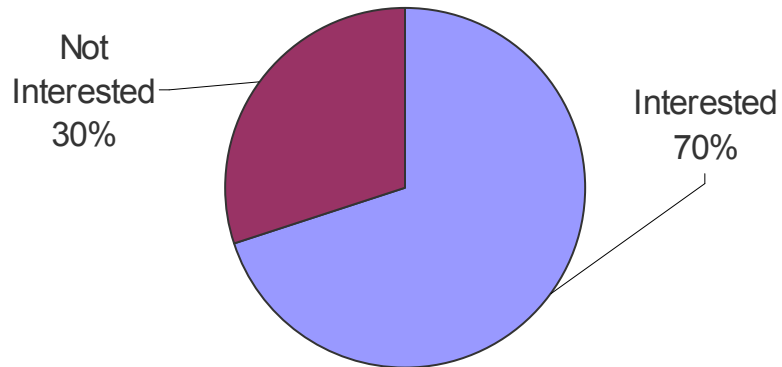


Interest in Specific Services

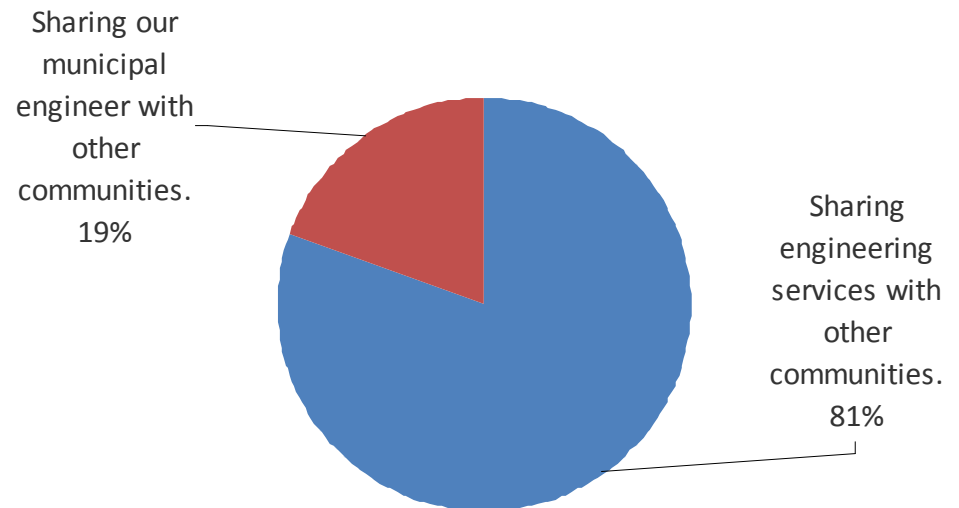


Engineering Services

Interest in Sharing Engineering Services

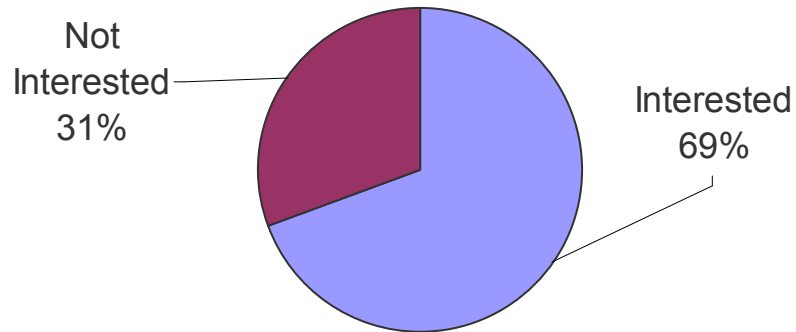


Interest in Specific Services

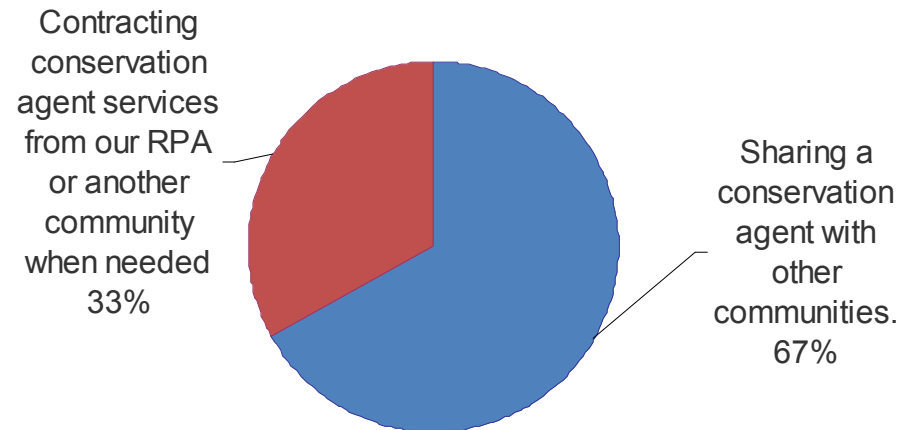


Conservation Agent

Interest in Sharing Conservation Agent Services

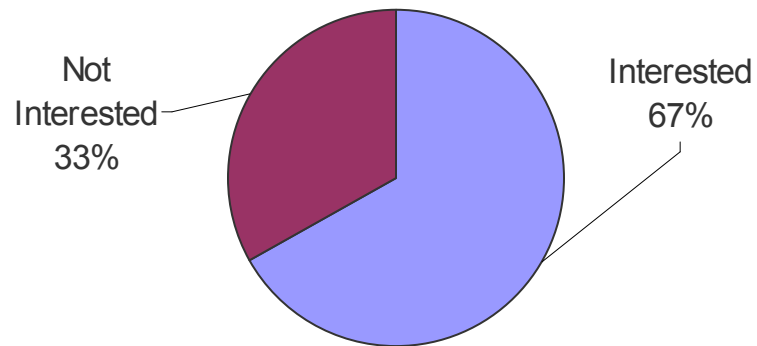


Specific Interests in Sharing

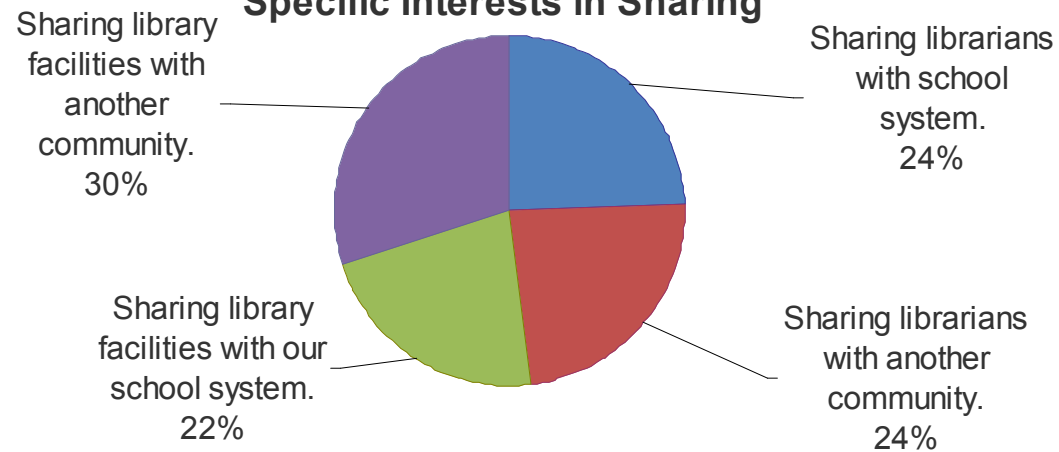


Library Services

Interest in Sharing Library Services

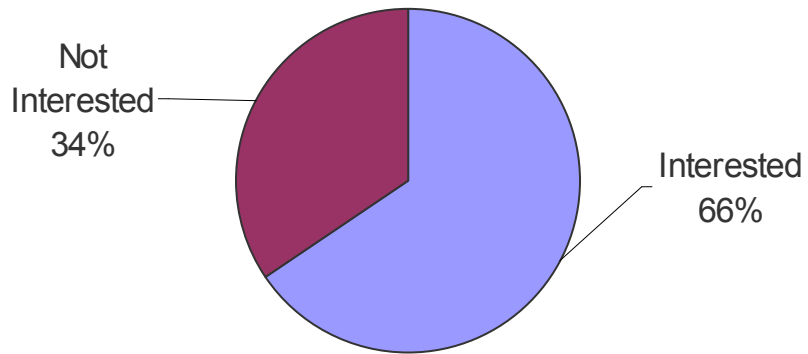


Specific Interests in Sharing

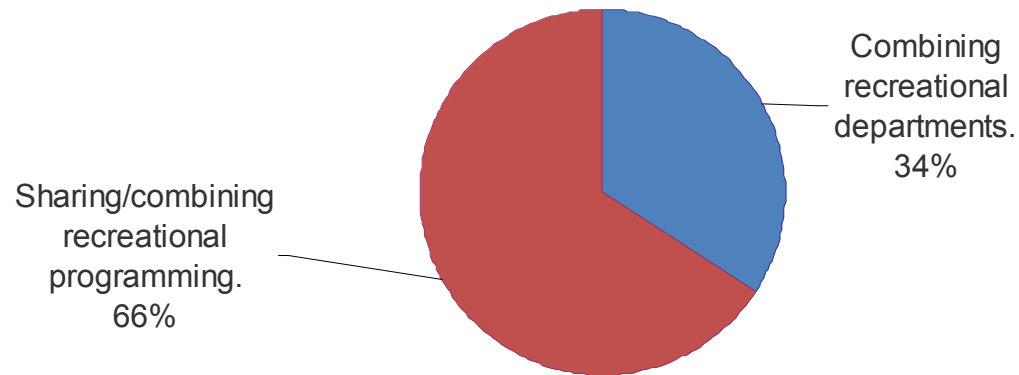


Recreational Services & Facilities

Interest in Sharing Recreational Services & Facilities

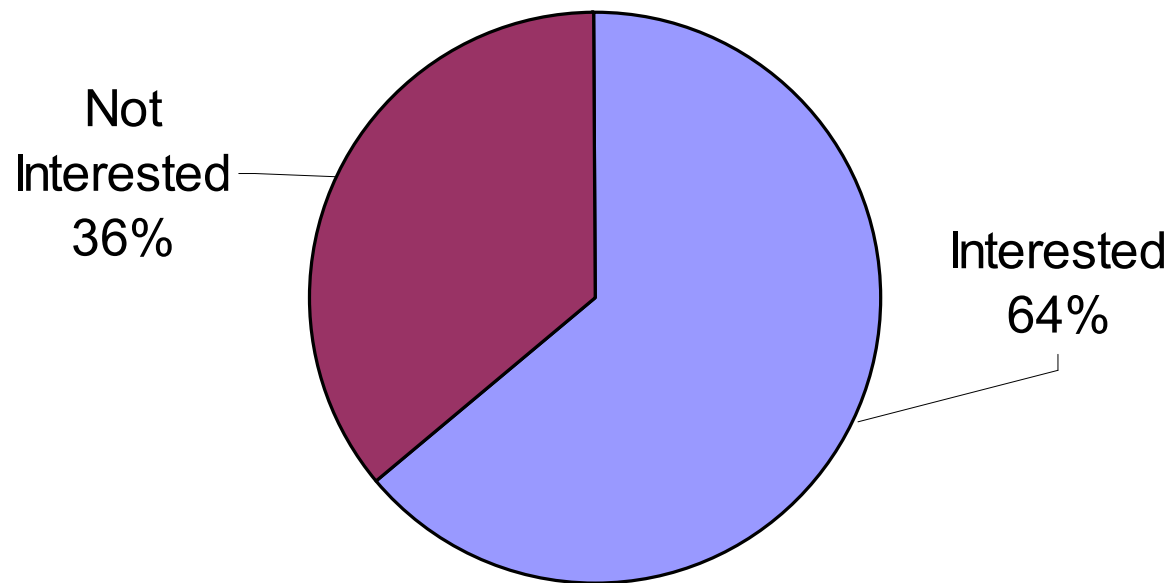


Specific Interests in Sharing



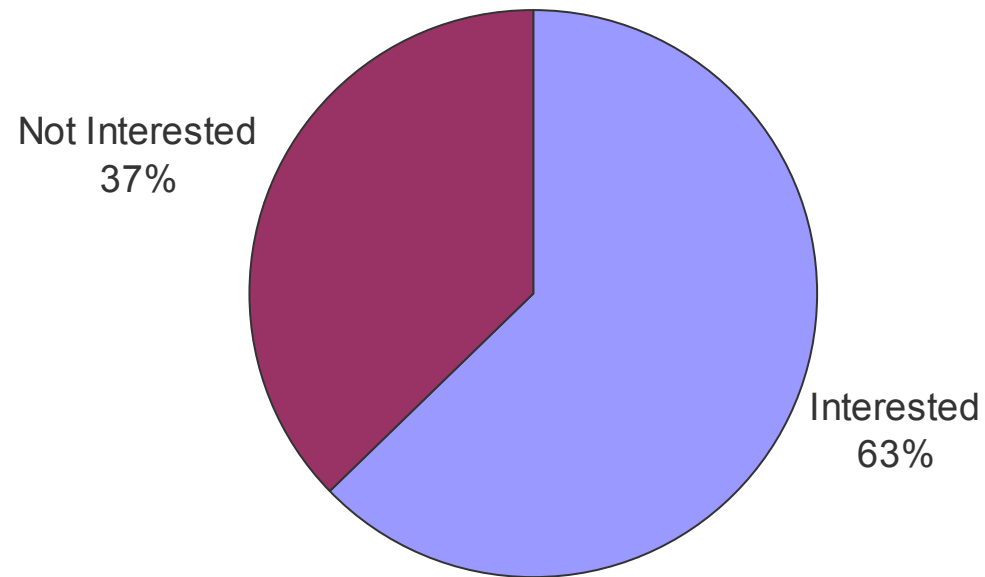
Council on Aging Staff

Interest in Sharing COA Services



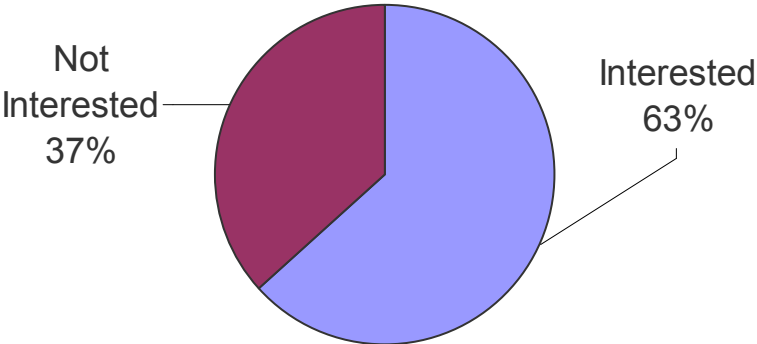
Housing Authorities

Interest in Regionalizing Housing Authorities

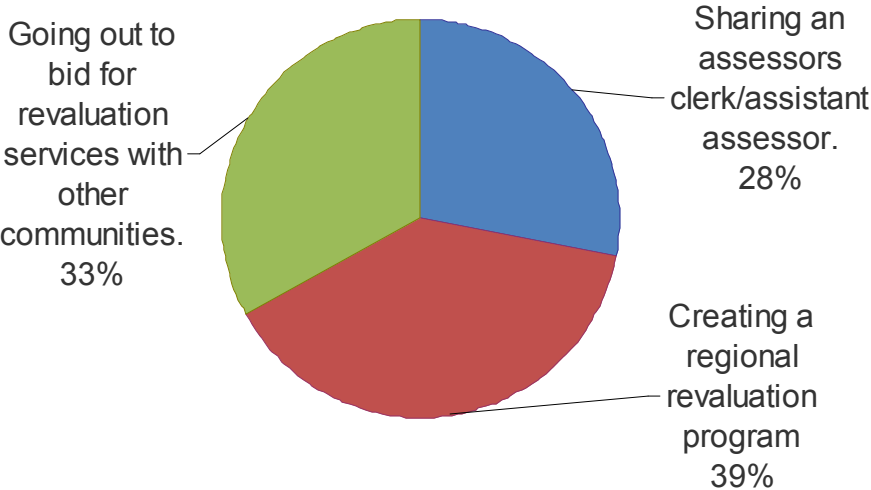


Assessing Services

Interest in Sharing Assessing Services

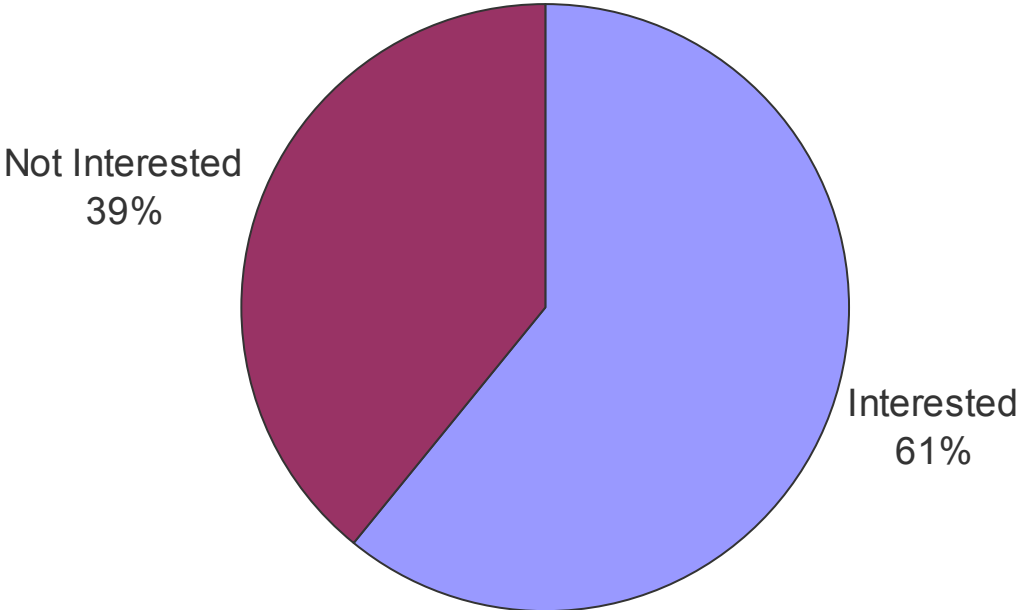


Interest in Specific Services



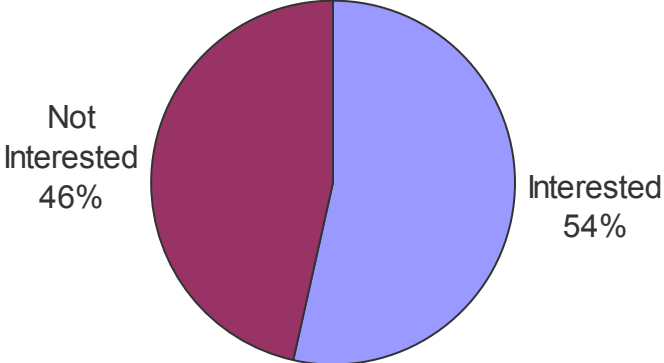
Town Planner

Interest in Sharing a Town Planner



Accounting Services

Interest in Sharing Accounting Services



Interest in Specific Services

