



LOCAL GOVERNMENT SHARED SERVICES:

WHY THE REGIONAL
APPROACH MAKES
SENSE FOR COUNTIES

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SPEAKER

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A 501(c)(3) non-profit organization guide by Board of Directors representing:



REGIONAL APPROACH

- ▶ **Regional Approach**: the concept of two or more jurisdictions that work together to share information, resources, activities and capabilities of organizations to achieve an outcome that otherwise could not be achieved by the organizations individually.
- ▶ Commonly referred to:
 - Shared services
 - Collaboration
 - Public – Public Partnerships



CAN WE?

- ▶ Many types of municipal services can be regionalized
 - > Floodplain services
 - > Building Department services
 - > Animal Control services
 - > Emergency / Ambulance / Fire / Police services
 - > Shared, web-based software systems
 - > Planning, Zoning, Land Use services

The task is to define what common services can be regionalized,
then ask:

Should we regionalize these services?



SHOULD WE?

- ▶ Begin with a regional conversation:
 - > Understand your problems/pains
 - > Know your service needs
 - > Understand your soft costs
 - Governance & monitoring costs
 - Define what benefits are required
 - Improved citizen satisfaction

This builds trust amongst sharing jurisdictions, as well as defining the path of shared needs.

IBTS can assist with defining and navigating this path through a service delivery matrix decision tool



REGIONAL APPROACH SUCCESS STORY

- ▶ How 369 jurisdictions (counties & municipalities both) successfully and rapidly implemented the regional model and has become a model which many others follow.
- ▶ Many regional approaches include state, county, municipal and council of government partnerships.
- ▶ Therefore, it may look different, yet guided by similar laws, in each region being served.



AUDIENCE POLL

- Which of the following natural disasters caused the most damage in the United States?

1. Hurricane/Superstorm Sandy	2012
2. Hurricane Ike	2008
3. World Trade Center	2001
4. Northridge Earthquake	1994
5. Hurricane Andrew	1992
6. Mount St. Helens Eruption	1980



COMPARISONS

Hurricane/Superstorm Sandy	2012	\$72 Billion
Hurricane Ike	2008	\$37 Billion
World Trade Center	2001	\$8.1 Billion
Northridge Earthquake	1994	\$9.1 Billion
Hurricane Andrew	1992	\$2.5 Billion
Mount St. Helens Eruption	1980	\$1 Billion
Total		\$129.7 Billion

**All of these combined, didn't equal the
\$146 Billion caused by Hurricane Katrina
in 2005**



LOUISIANA CHALLENGES – POST KATRINA

- ▶ The insurance industry demanded implementation of building codes statewide
- ▶ The state responded with mandated building codes, therefore:
 - 369 Certified Building Officials were required (1 for each jurisdiction)
 - Hundreds of Certified Residential/Commercial Inspectors were required
 - Hundreds of Certified Plan Reviewers were required
 - Many jurisdictions didn't have or understand building codes
 - Most departments had to be built from the ground up



POST- KATRINA CHANGES AND CHALLENGES

- ▶ There were only 22 certifications in Louisiana (thousands would be needed)
- ▶ With \$250 billion in economic loss, how would this be paid for?
- ▶ Louisiana is primarily a rural state, jurisdictions couldn't afford full-time staff
- ▶ So, how would this be sustained??



FACTORS DRIVING THE REGIONAL SOLUTION

Life Safety

Uniform standards necessary to protect Louisiana families

State Law

Mandated implementation

Finance/ Insurance

No codes,
No insurance,
No mortgage

Staff Shortages

770,000 citizens left the state

- Salary demands – CBO salaries doubled overnight
- Certifications – high degree of talent, coordination and oversight



FACTORS DRIVING THE REGIONAL SOLUTIONS

Duplicated Efforts

Departments are costly to setup & maintain

Side by side jurisdictions were duplicating efforts

Need For Self-Sustaining Departments

Available funds had been diverted to disaster response

Costs are shared

No out of pocket expense
(pay as you go)

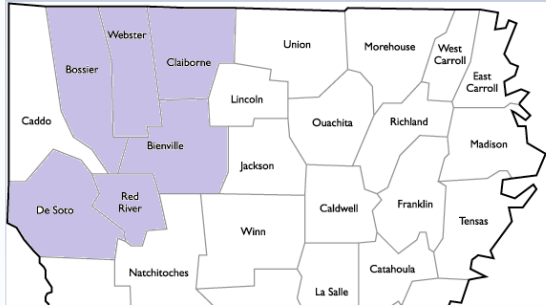
Lack of funding

Grants where available, but not enough

Local governments were driven to work together, on a regional basis, to comply with these new requirements.



FACTORS DRIVING THE REGIONAL SOLUTION



NON-REGIONAL APPROACH

Would require:

22 Certified Building Officials

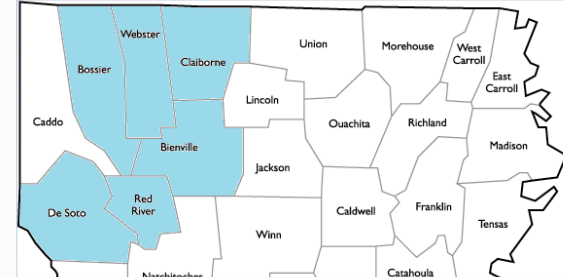
22 TOTAL STAFF

+

22 vehicles

22 units of fuel

22 units of maintenance



REGIONAL APPROACH

Only requires:

1 Certified Building Officials

3 Certified Inspectors

3 TOTAL STAFF

+

3 vehicles

3 units of fuel

3 units of maintenance



GOVERNANCE UTILIZED

State Contract Implementation

State-provide funds
in “emergency
areas”

Individual Jurisdiction Implementation

No
intergovernmental
agreements

No private
partnerships

Local Government Shared Services Implementation

Public to Public
Intergovernmental
Agreements

Public to Private
Service Agreements

Public to Non-Profit
Service Agreements



LONG TERM RESULTS

- ▶ Jurisdictions use the same requirements state-wide
 - Contractors don't worry about jurisdictional limits
 - Some jurisdictions use the same fees
- ▶ Jurisdictions are obtaining Building Dept ISO ratings resulting in:
 - Reduced insurance premiums & flood insurance rates
- ▶ Structures are being built to resist high winds and floods
- ▶ Unlicensed contractors/scammers have been reduced



CAN WE REGIONALIZE?

A LOOK AT THE STATE OF OKLAHOMA

- ▶ Several jurisdictions showed interest in regional services...
 - > IBTS in partnership with the Indian Nations Council of Governments (INCOG), the Northern Oklahoma Development Authority (NODA) and the Oklahoma Municipal League (OML) conducted surveys to determine service needs and pain points of counties, cities, towns and tribal nations.
 - > Response overwhelmingly identified several key areas of needs and pain points in common areas
 - > Therefore, the answer was yes, we have many common needs, so in short, yes, a regional approach can be a possible solution
- ▶ So next is the hard question, **Should We?**



OKLAHOMA THEN ASKED, SHOULD WE?

- ▶ The conversation continued....
 - Numerous site visits with County Administrators, Mayors, City Managers and other municipal staff was conducted to “dive deep” and look at viable, sustainable regional solutions
 - The same answers came back, we can regionalize and we should
 - Survey and site visit reports was discussed with INCOG, NODA and OML.
 - Master Agreement(s) were jointly developed by INCOG, NODA and OML to provide regional solutions to the service needs
 - Solutions identified even offered paths to implement at no cost to the municipal for most services



REGIONAL SERVICE SOLUTIONS

**BUILDING DEPT
SERVICES**



**FLOODPLAIN &
STORMWATER SERVICES**



**GOVmotus™
SOFTWARE**



**PROPERTY
MAINTENANCE**



**FIRE & ACCESSIBILITY
REVIEWS/INSPECTIONS**



**FAST TRACK
PLAN REVIEWS**



**FEASIBILITY
STUDIES**

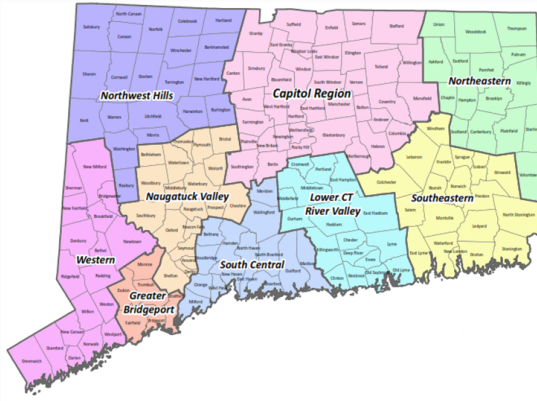


PLANNING & ZONING

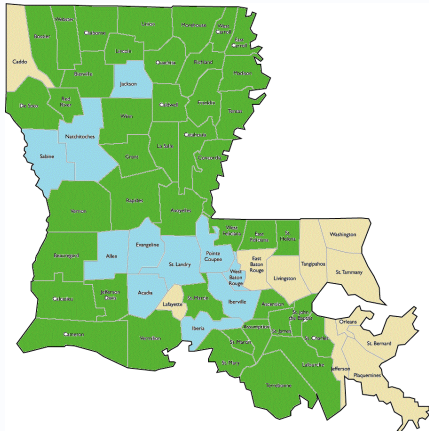


SO WHO ELSE IS DOING THIS?

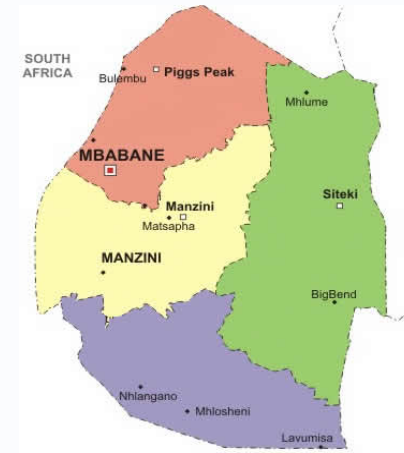
Connecticut, 9 Regions



Louisiana, 3 Shared Regions

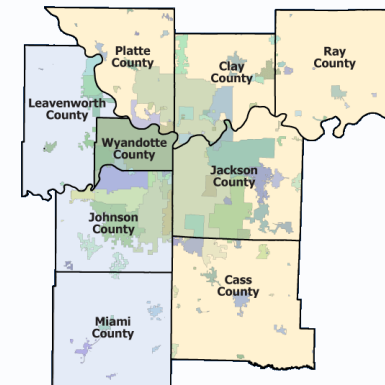


Swaziland, South Africa 4 Regions



REGIONAL SERVICES
Building Dept Services
Floodplain Mgmt
Stormwater Mgmt
Planning & Zoning
Animal Control
Licensing
GIS Services
Code Enforcement
Public Housing
Disaster Response
Safety Services
Crime Lab
Sidewalk Programs
Streetlight Programs
911 Services
Economic Development
Grant Writing/Mgmt

Mid-America Regional Council Kansas City, MO area 9 Counties, 119 Cities



ONE LAST QUESTION

- ▶ Are you a proactive or a reactive jurisdiction?
- ▶ Recommendation: Don't wait to address your service needs and have a disaster test and expose week spots like the State of Louisiana did. This caused errors to be made at enormous amounts of expense.
- ▶ Regional Solutions offers the thought process and time to address your service needs and pain points with maximum benefit and little to \$0.00 costs for implementation.



FAQ'S

- ▶ How do you get stakeholder “buy-in?”
- ▶ What does a shared region, geographically, look like?
- ▶ What about staffing & expertise?
- ▶ How flexible are regional shared services?



QUESTIONS/COMMENTS?

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