

# Tennessee Municipal Benchmarking Project

An Investment in the Future of Tennessee Cities

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# Background

- Started in 2002 by MTAS and municipal leaders in Tennessee
- Initial service areas: Police, Fire, Refuse
- Nine Inaugural cities
- Modeled after UNC project- comparative benchmarking between cities

# Purpose

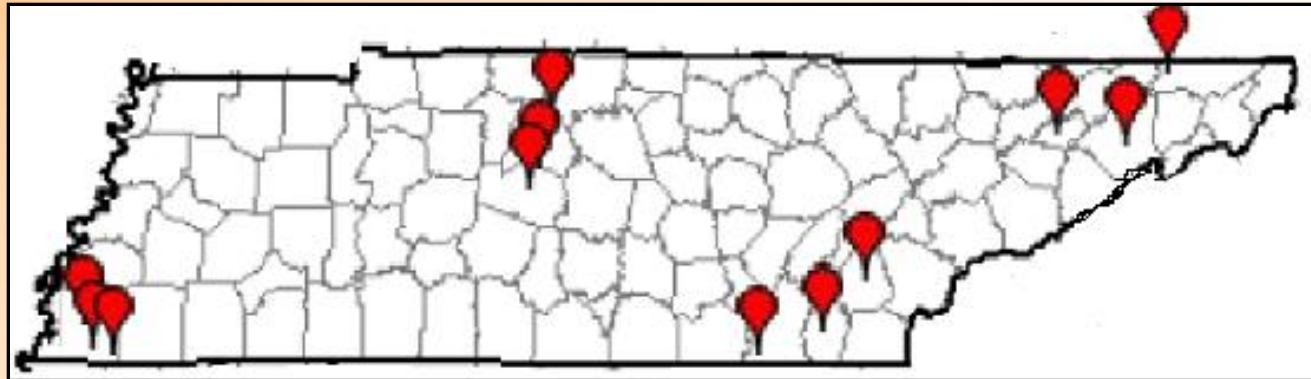
- To provide state-specific performance and cost data for participants
- To provide best practices information
- To assist participants in evaluating and improving efficiency and effectiveness of the selected service areas

# Project Structure

- Steering Committee
- Service Area Committees
- MTAS staff provides advice, explanation, and data coordination
- Website
  - <http://www.mtas.tennessee.edu/public/web.nsf/Web/Benchmark>

# FY2012 Participating Cities

Chattanooga	167,674
Franklin	62,487
Bartlett	54,613
Kingsport	49,275
Collierville	43,965
Cleveland	41,285
Germantown	38,844
Brentwood	37,060
Morristown	29,137
Goodlettsville	15,921
Greeneville	15,062
Athens	13,458



# Current Service Areas Measured

- ✓ Police
- ✓ Fire
- ✓ Refuse & Recycling
- ✓ Employment Benefits
- ✓ Human Resources
- ✓ Finance
- ✓ Building Code and Property Maintenance Code Enforcement
- ✓ Planning & Zoning

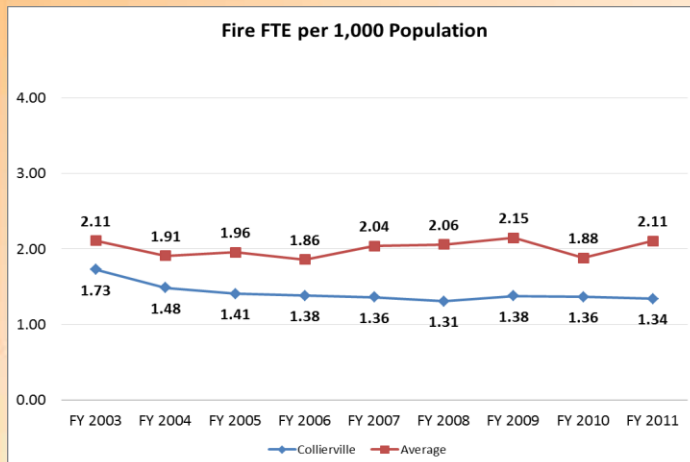
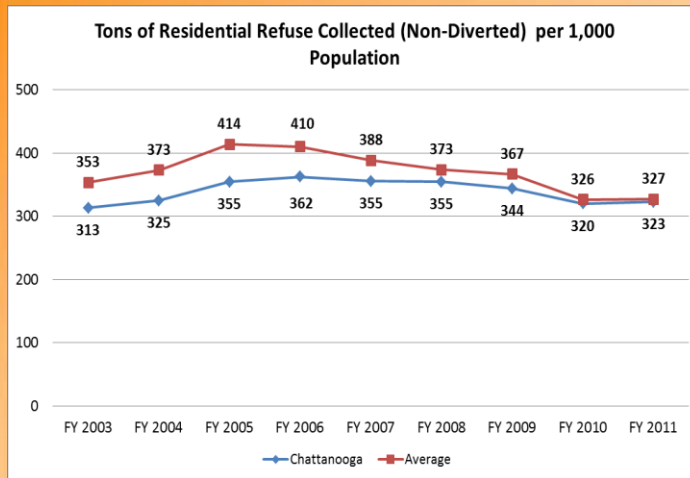
# Data Collected

- Performance Indicators
- Cost Indicators
  - Personnel Costs
  - Operating Costs
  - Indirect Costs
  - Depreciation Costs

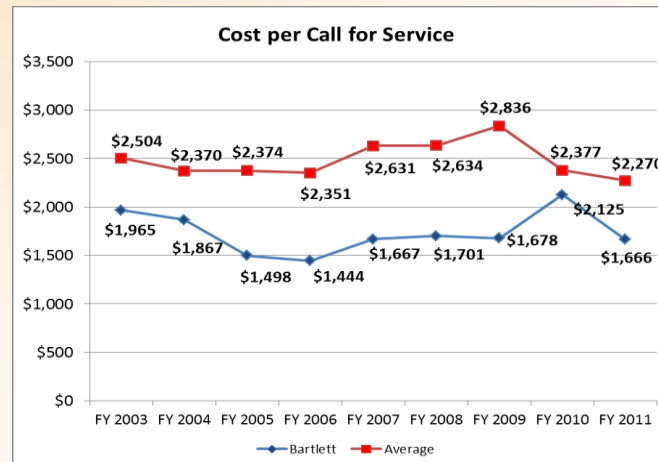
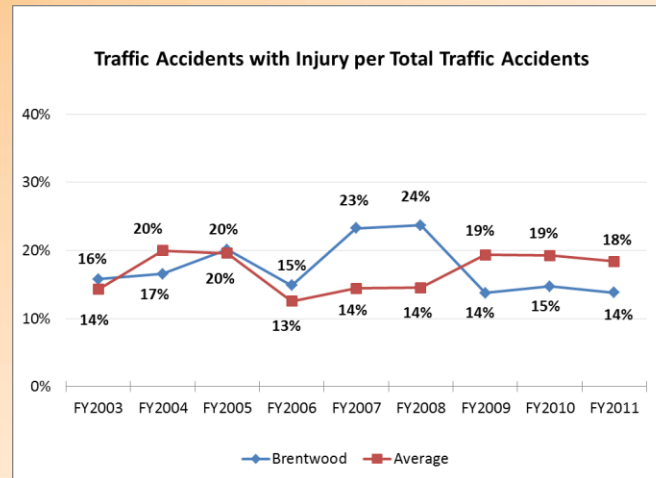


# Sample Benchmarks

## Workload and Resource Measures



## Effectiveness and Efficiency Measures



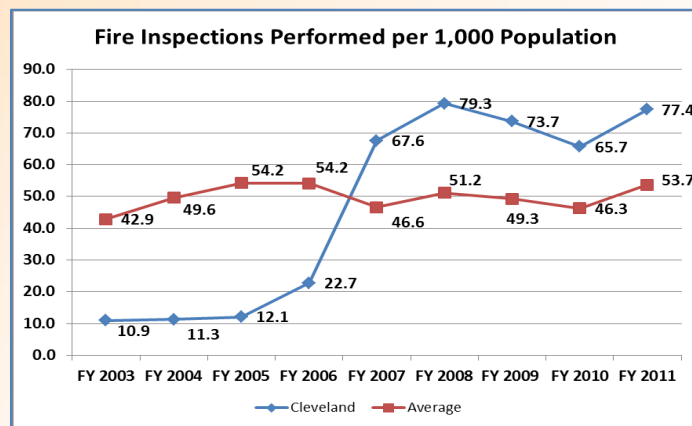
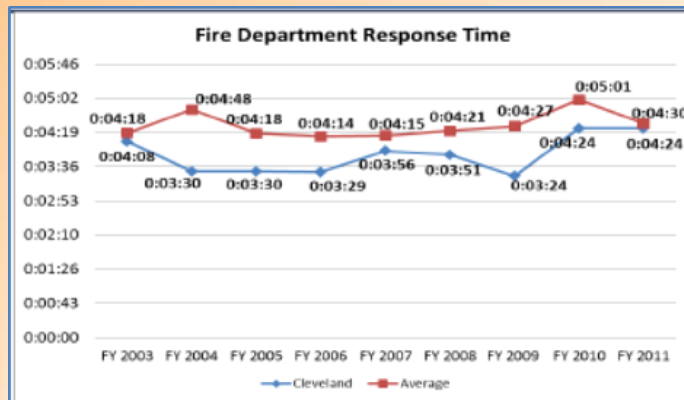


# Case for Best Practices Repository

- Challenges in a 10 year old project
- Data collection vs. application
- Identify best practices among TMBP participants to add value

# Cleveland, TN Improves Fire Servicing

- 30 second fire tone prior to FY 2007
- Shorter tone implemented
- Lower Response Times FY 2008, 2009
- 2 Certified Inspectors conducted all inspections before FY 2007
- Engine Companies began inspecting
- Significant increase in inspections performed



# TMBP Encourages OPEB Reporting

- GASB 45 issued in 2004
- TMBP Cities report OPEBs in different ways
- New funding ratio measure added
- Brentwood, TN fully funds

City	Where OPEB Reported for TMBP FY2011
Bartlett	HR--Costs -- Line 10 "Other Employee Benefits"
Brentwood	All service areas -- Costs -- Line 7-- "Retirement contributions"
Chattanooga	All service areas -- Costs--Line 11-- "Other employee contributions" and in Employment Benefits costs Line 11 Line 16 "Other Employer Contributions"
Collierville	All service areas -- costs --Line 10 "Other Employee Benefits"
Germantown	Employment Benefits -- Costs Line 8 --"Retirement Contributions" HR Costs -- Line 10 "Other Employee Benefits"
Kingsport	Employment Benefits -- Costs -- Line 16 "Other employer contributions"
Note: Athens, Cleveland, Franklin and Morristown did not report OPEB numbers for FY2011 for the purposes of this project.	

Municipal Technical Advisory Service, *Tennessee Municipal Benchmarking Project Annual Report, FY2011*, March 2012, pg. 106.

# Other Uses

- Collierville, TN - Public relations tool for attention to refuse collection costs
- Supporting data for MTAS consultant studies
- Track individual city performance and costs over time

# Contact Us

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