BEST PRACTICES for SHARED SERVICES

**An overview of the MARPA Shared Services
Best Practices Guidebook and Regionalization
Best Practices Website**

Merrimack Valley Planning Commission

Regional Planning Day 2013 – June 20, 2013

Massachusetts Association of Regional Planning Agencies (MARPA)

- Thirteen of the Commonwealth's Regional Planning Agencies
- Coalition formed to promote coordination and collaboration among its Regional Planning Agencies
- Monthly meetings to share information and approaches, advocate for legislative actions and develop statewide regional policies

Why Share Municipal Services?

- Increase organizational efficiency
- Meet fiscal challenges and maintain operations/services
- Provide new goods or services that communities want
- Green Government
- Assure timely, safe and effective actions in time of need
- Maximize benefit of personnel training, certification and performance monitoring
- Foster cooperative efforts among communities and organizations

Genesis for MARPA Shared Services Guidance ('the Project)

Regionalization Advisory Commission (2009)

Chair: Lieutenant Governor Murray

> 19 members: MA executive agencies, local and regional leaders

- Final report - April 2010
- A key recommendation: MA should develop a regionalization "how-to manual" and Best Practices Guide

MARPA Guidebook and Website: DLTA At Work

Commonwealth's District Local Technical Assistance (DLTA) Program and Patrick / Murray Administration DLTA Program Priorities

- Fostering Municipal Partnerships
- Identifying and examining potential shared services and other collaborative efforts
- Facilitating collective purchasing options
- Analyzing or developing cost saving measures that benefit more than one municipality

MARPA Project Priorities

- Identify types of shared municipal services
- Educate stakeholders on best practices
- Enable constituents to assess potential within their own municipalities
- Provide guidance for implementation and monitoring

Guidebook Content

- "How to get Started"
  - Taking an idea from inception to implementation
- "Working Through the Details"
  - Establish a Planning Committee
- "How to Manage Sharing Services"
  - Governance Options
  - Financing Options
  - Ongoing Oversight
- Kinds of Service Sharing
  - Successful Examples
- Legal Agreements and the Massachusetts General Laws
- Helpful Resources

Shared Service Examples

- Collective Purchasing
- E-Government
- Education
- Energy
- Environmental
- Health
- Inspectional Services
- Personnel
- Planning
- Public Safety
- Public Works
- Purchasing
- Waste Collection

Guidebook

Attributes

- Easily distributed
- Designed for quick reference
- Traditional media source
- Useful for some stakeholders

Website (www.regionalbestpractices.org)

- Available 24/7
- Designed for easy access
- Design expected to increase engagement with content
- Enables viewers to use icons to connect directly to information relating to their role
- Easily updated and shared with a larger audience
- Guides viewers unfamiliar with topic, participants or process

Website Demonstration

- www.regionalbestpractices.org
  - "Is Regionalization Right For You"
  - "Kinds of Regionalized Services"
  - "Regionalization General Best Practices"
    - Identifying Projects
    - Getting Started
    - Moving Forward
    - Implementing Your Project
  - Individual role icons
  - Highlight information for Who is My RPA, other resources
  - Glossary of Terms

Comments, Questions?

Thank you!