

MEMORANDUM

DATE: November 6, 2017
TO: CRCOG Policy Board
FROM: Lyle Wray, Executive Director
SUBJECT: Potential Major Regional Services Survey

CRCOG has pursued a long list of regional and shared services over the years. As a next step in the process, attached is a draft of a survey that CRCOG staff would like to send out to members to get a sense of support for possible future major regional service initiatives. The results of the survey would be used in the upcoming Board retreat as part of the discussion.

The survey covers the following possible service areas:

- Enterprise Resource Planning (ERP)/Finance Software
- School/Town Back Office Integration/Consolidation
- Regional Property Tax Assessment and Administration
- Regional 911 Consolidation and Regional Prisoner Holding
- Building Inspection and Fire Marshal Services

Staff is also interested in feedback from members on what additional questions or aspects the survey should ask our members or other factors staff should consider in the survey.

Potential Major Regional Services

Considerable progress has been made in rolling out shared services over the past decade. CRCOG staff believes there are a number of potential areas as possible next steps. This survey help to get a sense from the membership of the level of interest in the different potential services going forward.

1. **Enterprise Resource Planning / Financial Software Consolidation:** Please indicate your interest in ERP/Finance consolidation. ERP would provide a single point of management across multiple departments (incorporating things such as Finance, Purchasing, Human Resources, Collections, etc.) enabling automated tools and robust reporting and monitoring capabilities.

Not interested		Neutral		Very Interested
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. **How important are the factors below in considering regional ERP or Finance Software?**

	Not important		Somewhat Important		Very Important
Individual Municipality's Charts are separated and customized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration with existing software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. **School/Town Back Office Consolidation.** Approximately 10% of CRCOG towns have consolidated back office functions between the school and town now. Are you interested in assistance in accelerating this process for your town and school district?

Not interested		Neutral		Very Interested
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. **Regional Property Tax Assessment and Administration.** Please indicate your general level of interest.

Not interested		Neutral		Very Interested
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How important are the following factors in considering Regional Assessment?

	Not important		Somewhat Important		Very Important
Approach fits my towns revaluation schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration with existing systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Regional 911 consolidation: Creation of a regional center for 911 calls. Please indicate your general level of interest.

Not interested	Neutral		Very Interested	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How important are the following factors in moving towards a regional 911 center as described above?

	Not important		Somewhat Important		Very Important
Consolidation would include hold harmless for existing labor agreements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual municipal member costs would be pre-determined and municipalities can join when desired (such as when current equipment expires, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional Dispatch Center would be under regional control (not under one municipality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability 24x7 of specialty counselors, including suicide prevention, addiction among others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Regional Prisoner Holding Cell for nights, weekends and holidays: General level of interest:

Not interested	Neutral		Very Interested	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How important are the following factors in a potential Regional Prisoner Holding?

	Not important		Somewhat Important		Very Important
Regional center under regional control (not a municipal owned facility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Central location (within 15 minute - 20 minute drive from municipality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Regional Building Inspection and Fire Marshall Services

	Not interested		Neutral		Very Interested
Regional Building Inspection Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional Fire Marshall Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. **Suggestions.** Do you have other suggestions, recommendations or comments that you would like to add at this point?

12. **Position.** What is your position within the town?
(Chief Elected Official, Town Manager, Other)

13. **Town or City.** Please enter your town name (optional)

14. **Email.** Please let us know your e-mail address (optional)