



**FLORIDA  
BENCHMARKING  
CONSORTIUM**

# Florida Benchmarking Consortium (FBC): An Overview

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# TOPICS

- **What is the FBC?**
- **Values**
- **Member governments and partners**
- **Benefits of membership**
- **Performance measurement framework**
- **Governance structure**
- **Service areas**
- **Key achievements**
- **Critical success factors**

# What is the FBC?

- **Loosely coupled voluntary network**
- **Community of learning**
- **Largest government performance improvement program in Florida**
- **Largest intra-state performance measurement consortium in the US**

# Who is the FBC?

- **Voluntary association of Florida governments**
- **Membership consists of 50+/- Cities, Counties, Government Agencies and Authorities across Florida**
- **We develop, collect and report common service area performance measurement data**

# FBC Values

- **We openly share our knowledge, insights, and experience**
- **We enhance cooperation and grow positive relationships**
- **We ignite innovation, creativity and new ideas**
- **We provide useful tools to improve performance**
- **We facilitate easy access of idea exchange**
- **We promote fact-based decision making**
- **We offer quality resources at a good value**
- **We are sensitive to the differences between communities**
- **We benchmark performance measures that speak to citizen and community desires.**

# FBC Supporting Organizations



# Benefits of FBC Membership

- **Networking opportunities**
- **Built in peer support systems**
- **Access to state-of-the-art performance management software**
- **Low cost training**
- **Help develop industry standards**
- **Participate at own pace**



# FBC Definition of Performance Measurement

**“The regular collection of specific information about the *efficiency, quality* and *effectiveness* of government programs and services.”**

Source: The Urban Institute in cooperation with the National League of Cities and the National Association of Counties (1980) *Performance Measurement: A Guide for Local elected Officials*.

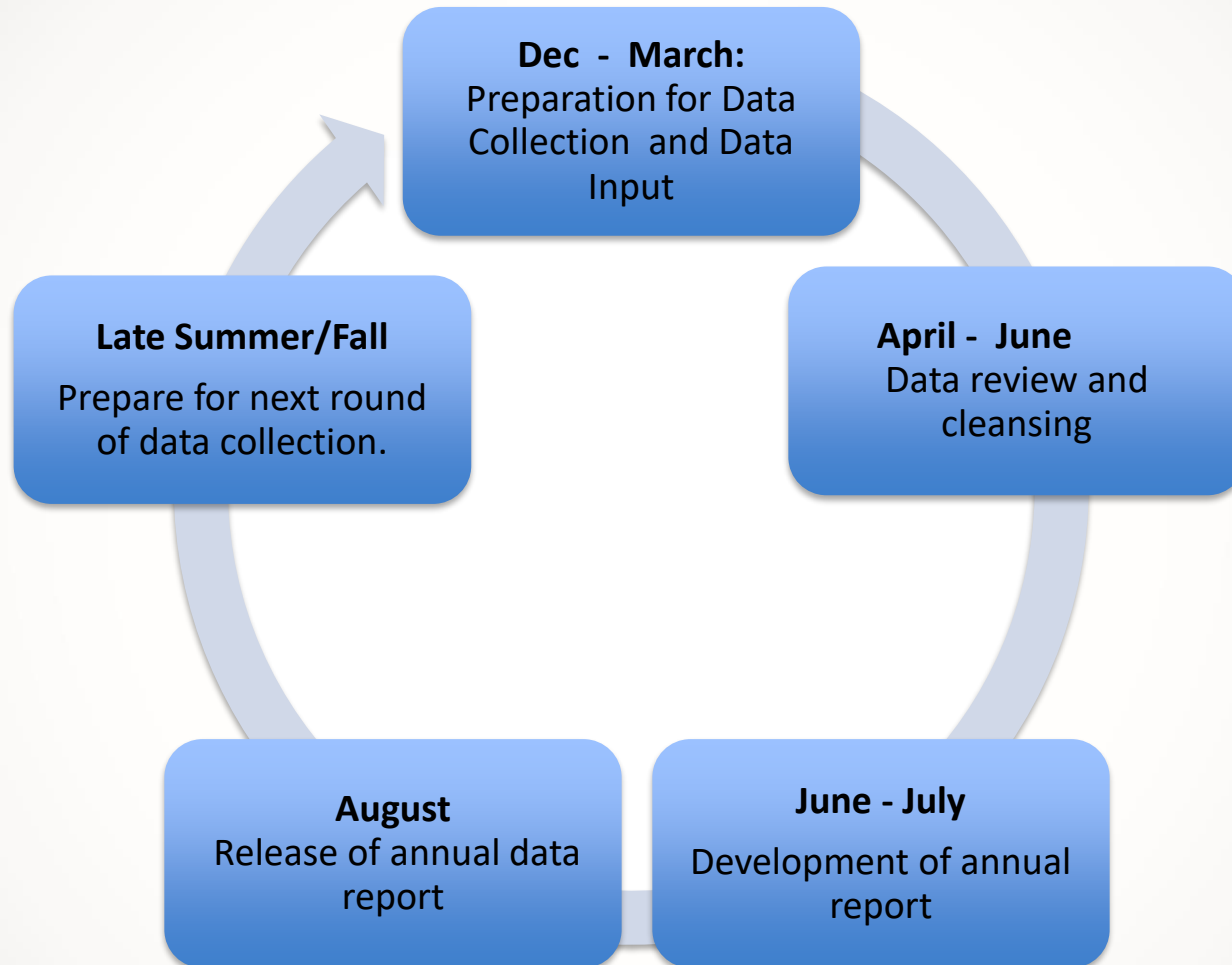
# FBC Governance Structure

- **Board of Directors**  
(provides direction and leadership)
- **Standing Committees**  
(strategic plan, training, performance, intergovernmental relations, conference)
- **Service Area Leads**  
(develop service measures and coordinate data entry)

# FBC 19 Service Areas

- **Animal Services (AS)**
- **Building Development & Review (BD)**
- **Civic Engagement (CV)** (New for 2016, currently under reconstruction)
- **Code Enforcement (CE)**
- **Environmental Management (EM)**
- **Fire/Rescue (FR)**
- **Fleet Management (FM)**
- **Human Resources (HR)**
- **Information Technology (IT)**
- **Risk Management (RM)**
- **Parks and Recreation (PR)**
- **Police Services (PO)**
- **Purchasing (PU)**
- **Road Repair (RR)**
- **Stormwater & Drainage Maintenance (SD)**
- **Solid Waste (Collection) (SC)**
- **Solid Waste (Disposal) (SW)**
- **Traffic Engineering (TE)**
- **Water/Wastewater (WW)**
- **General Measures (GE)**

# FBC Data Cycle



# FBC: Key Achievements

- Publishing of annual performance measures report
- Conduct an Annual Conference each year
- Increase in member participation in data cycle each year
- Establishment of FBC partners and corporate sponsors

# FBC: Critical Success Factors

- *Participation is voluntary*
  - Participation in FBC is voluntary
  - Participation in service areas is voluntary
- *Pace is measured*
  - Began with a few key measures
  - Add new measures when members demonstrate interest and support
- *Shared expertise and workload*
  - Division of labor based on interest

# FBC: Critical Success Factors

- **Local government champions**
  - **Bottom-up Support**
- **Membership costs are low**
  - **\$3,000 annual membership fee**

# To Learn More About the FBC

➤ FBC Website: [www.flbenchmark.org](http://www.flbenchmark.org)

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