

Eastern Jackson County Shared Services Initiative

Year One Report
December 10, 2019



History of Eastern Jackson County Partnership

- City managers in Blue Springs, Independence and Lee's Summit expressed interest in advancing shared services.
- In fall 2018, the three City Council adopted by resolution a Statement of Common Purpose emphasizing government innovation and collaborative problem solving.
- Statement references:
 - Common borders
 - Established, ongoing cooperative relationships
 - Professional relationships among professional staff and governing bodies
 - Potential to scale to other communities
 - Assistance from MARC

Examples of Current Shared Services

Public Safety 9-1-1

Government Training Institute (GTI)

Kansas City Regional Purchasing Cooperative (KCRPC)

Operation Green Light (OGL)

Salary Survey

Aerial Photography

Building Department Services (through IBTS)

MARCIT → MPR



Why Shared Services?

Motivators

1. Fiscal stress
2. Staff transitions
3. Community expectations
4. Willing partners
5. Past experience with sharing

Outcomes

1. Cost savings
2. Improved service quality
3. Improved regional coordination

Services Evaluated

Deferred

- Employee Health Clinics
- Mental Health Co-Responders

In Play

- Leadership Exchanges
- Supervisory Training
- Governance Training
- Exit Interviews
- Whistleblower Reporting
- Cybersecurity
- IT Services
- Compensation Studies

Exit Interviews

1. 3-year agreement for MARC to act as a third-party to administer employee exit interviews.
2. Agreement requires reporting data analytics back to the cities.
3. Lee's Summit opted not to participate, but survey and reports are designed to accommodate data sharing for tri-city benchmarking.
4. Potential to scale to other communities after proof of concept.

Professional Development

1. Supervisory Training - 3-year agreement to deliver courses on a rotational basis in the three cities.
2. Leadership Exchanges – 22 site visits in October. Modeled after successful CORE4 program. Intentionally started small with interest to grow in 2020.
3. Governance Trainings - working with city clerks to develop content for three courses:
 1. Elected officials
 2. Volunteer boards and commissions
 3. Board and commission staff liaisons

Whistleblower Reporting

- Conducting a cooperative purchase for a regional ethics, safety and fraud hotline and case management vendor.
- Early research indicates cost savings from joint purchasing and reducing overhead costs.
- Verbal commitments from all three cities to participate to launch the service; can be scalable to other regional clients.

Future Topics

- Joint compensation studies or salary surveys
- Contracted legal services
- Video storage
- Employee recruitment
- Public safety radios and tower maintenance

Early Lessons

What Works

1. Leadership at the top
2. Delegation to a team of key leaders with capacity and authority
3. Focus on easy wins
4. Taking time to build trust and learn commonalities

Challenges

1. Competing priorities
2. Hard to equally share risk
3. Focus on easy wins
4. Balancing objectives of enhancing services and reducing costs

Questions?