

**Saving Money through Technology
Sharing**

**104th Annual Conference
Atlanta, Georgia**

**Shared Services at NCTCOG
iCommunities
June 6, 2010**

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North Central Texas Council of Governments**

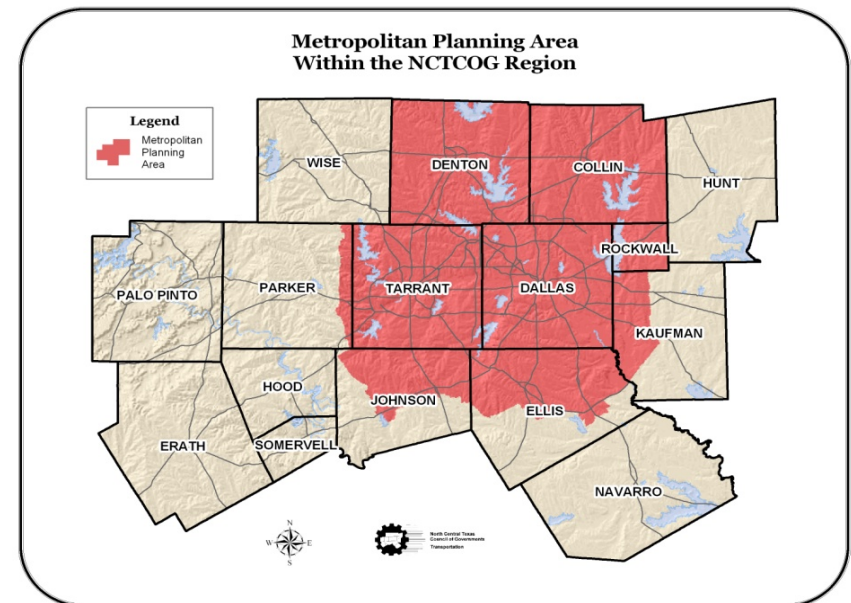
What is NCTCOG?

- **The North Central Texas Council of Governments (NCTCOG) is a voluntary association of, by and for local governments, and was established to assist local governments in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development**
- **NCTCOG serves a 16 county region of North Central Texas, which is centered around the two urban centers of Dallas and Fort Worth. NCTCOG has over 230 member governments including 16 counties, numerous cities, school districts, and special districts**



Regional Perspective

- 12th Largest Metropolitan Economy in the World
- 4th Largest Metropolitan Area in the United States
- Ranked 3rd in Population Growth Between 1990-2000 Adding Over 1 Million Persons
- Current Growth Trend: Added nearly 850,000 Persons between 2000 and 2007 (Highest growth rate in at least last 50 years)
- Larger than 34 States in Population
- Larger than 9 States in Land Area
- Represent Over 34 Percent of the State's Economy
- 6 Million Persons in Year 2009
- Growing to Nearly 9 Million Persons by the Year 2030



What are Shared Services

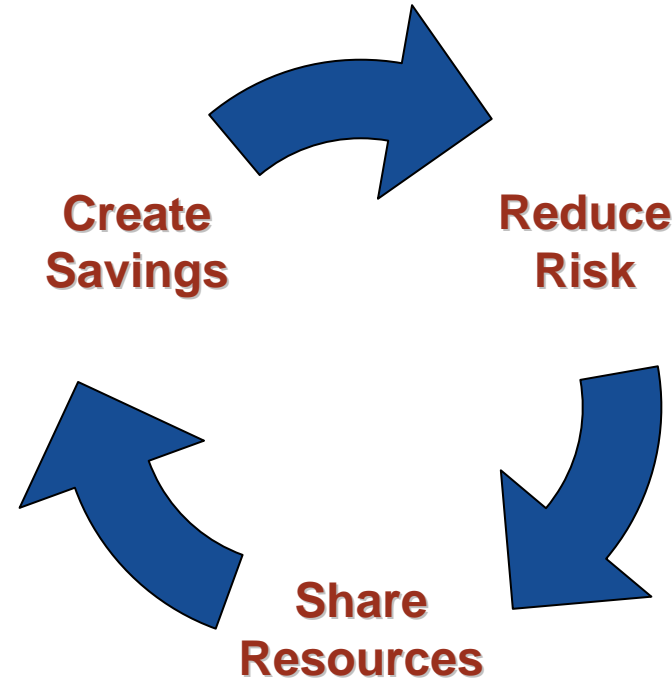
- **Defined by customers**
- **Initiatives designed to solve a common need of many organizations**
- **Solution Design with pilot participants (80/20)**
- **Administered by single entity**



When Do PPPs Make Sense

What are the Benefits?

- Reduced Risk – Other entities have already succeeded!
- Reduced Cost - Implementation cost shared by the group
- Shared Knowledge
- Save Time



Reduced Cost for Everyone



Public/Private Partnerships

GIS Aerials
NCTCOG

I-Communities
NCTCOG

OPEB/Retirement Actuarial Services
Gabriel Roeder Smith & Co (GRS)

Law Enforcement Analysis Portal
Forensic Logic Inc. (FLI)

Employment Advertising Cooperative
Dallas Morning News

Disparity and Availability Study Services
Mason Tillman Associates (MTA)

Full Service Suite/Menu for Medium Sized Cities IT Applications
Tectura

On-Line Recruiting
Monster

ERP – Large Cities
Lawson



Orthophotography

Digital Aerial Photography

- **Collaborative Purchase of high resolution/high accuracy aerial photographs.**
- **106 agency participants as of last flight**
- **Participating agencies have an average savings of 75%**



Orthophotography Opportunity for Derivative Products

- **Planimetrics (e.g. identifying all paved or non-impervious area across the region)**
- **Landuse – Contiguous region-wide data layer for planning.**



EXAMPLE

**Town of Little Elm
in Denton County**

**Region's fastest
growing city from
1999-2003**



**1999 – 2,200
2000 – 3,646
2001 – 4,950
2002 – 7,450
2003 – 11,200
2004 – 14,050
2005 – 17,250
2006 – 19,900**

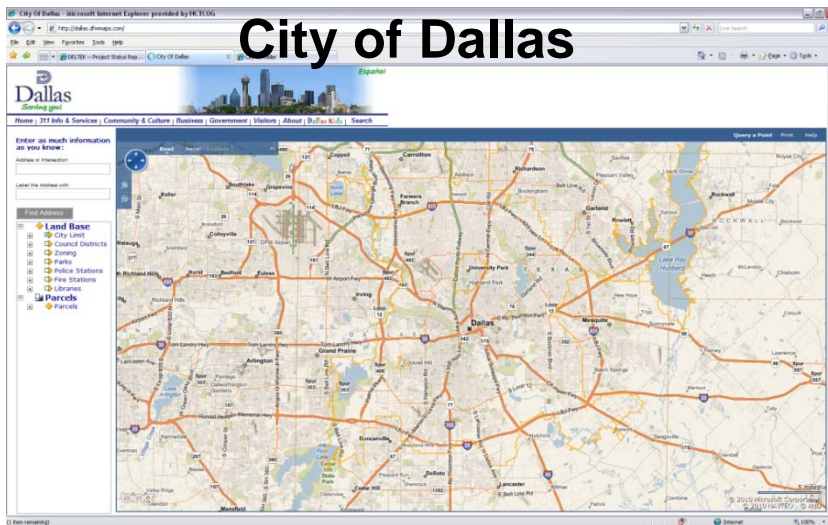


iCommunities

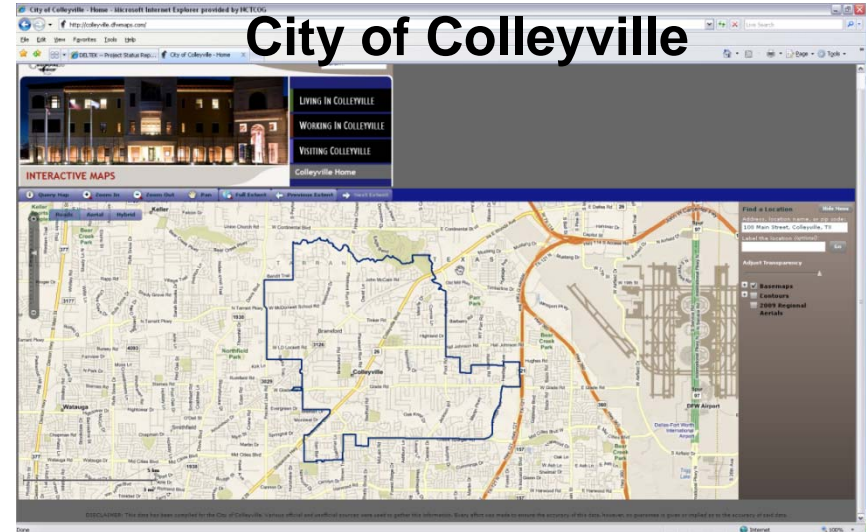
- **Internet Map Technology
(Google/Bing/Mapquest look and feel)**
- **Citizen and Employee Data Access**
- **Adds value to websites and puts more information in the hands of the citizen.**
- **No Development Time or Cost for Customer
...Reduced Risk!**



Regional Program



City of Dallas



City of Colleyville



City of Keller



Participating iCommunities

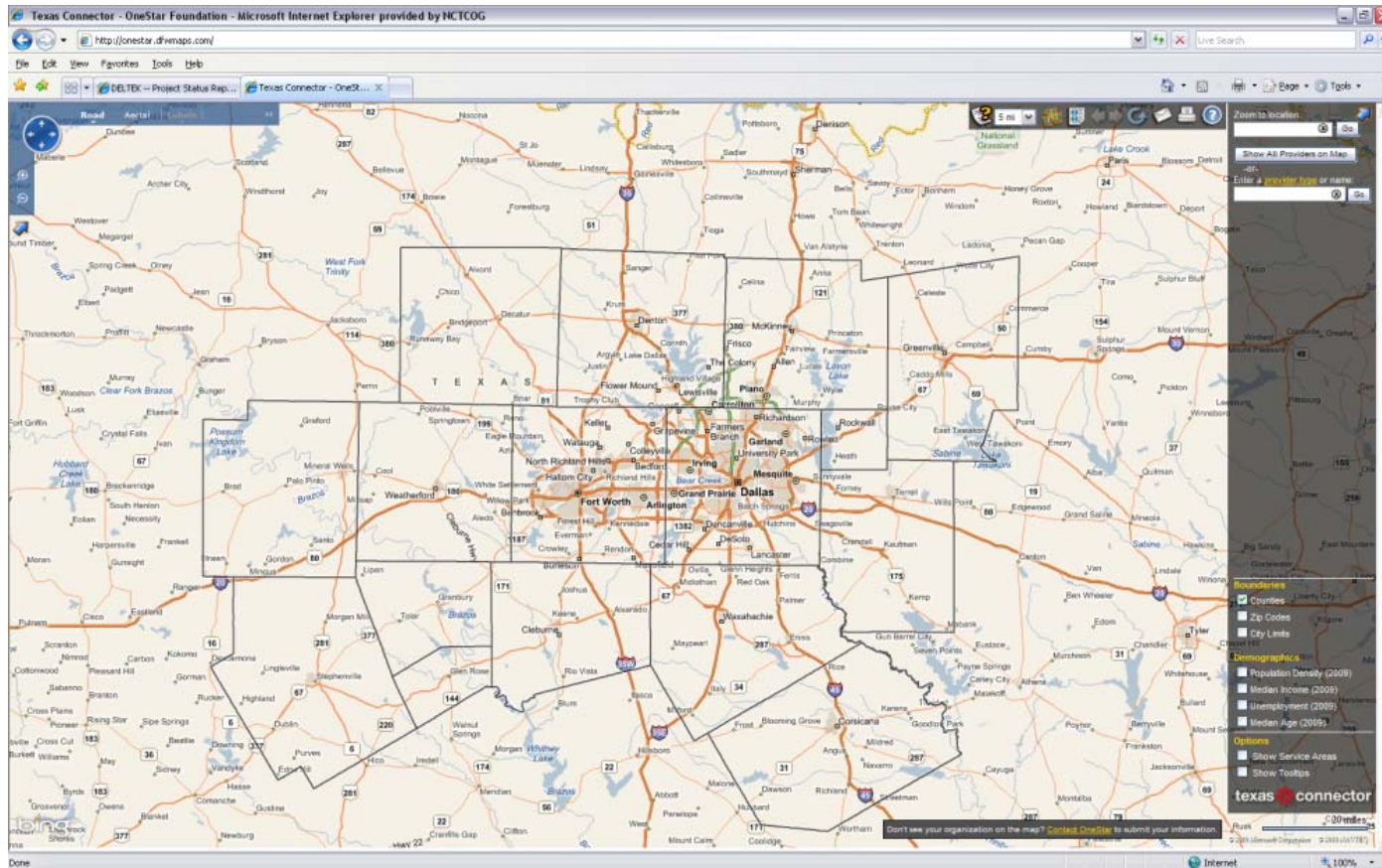
- **Benbrook**
- **Colleyville**
- **Dallas County Elections**
- **Greater Dallas Chamber of Commerce**
- **City of Dallas**
- **DeSoto**
- **Farmers Branch**
- **Flower Mound**
- **Frisco**
- **Grand Prairie**

- **Hurst**
- **Keller**
- **Lewisville**
- **Mansfield**
- **North Richland Hills**
- **Richardson**
- **Rowlett**
- **Southlake**

**Total City Population Served
2,202,251**



Statewide Pilot OneStar Foundation



The Shared Experience

Pros

- **Cost Savings**
- **Streamlined Policies and Procedures**
- **Knowledge Sharing and Collaboration**
- **Development of “Team Culture”**
- **Standardized configuration**
- **Project Governance and Change Management**
- **Risk Reduction!**



Cons

- **Less control of process**
- **Governance issues and group management**
- **Change**
 - **Internal resistance to change must be managed**



Future Expected Benefits

- **Comparability**
- **Fine-tune operations**
- **Continuous process improvement**
- **Virtual expertise**
- **Collaborative vision to improve effectiveness and efficiency**



How Are Programs Accessed?

- **All - www.nctcog.org/sharedservices.asp**
- **iCommunities - <http://www.nctcog.org/ris/icomunities.asp>**

Shared Services Program Contact

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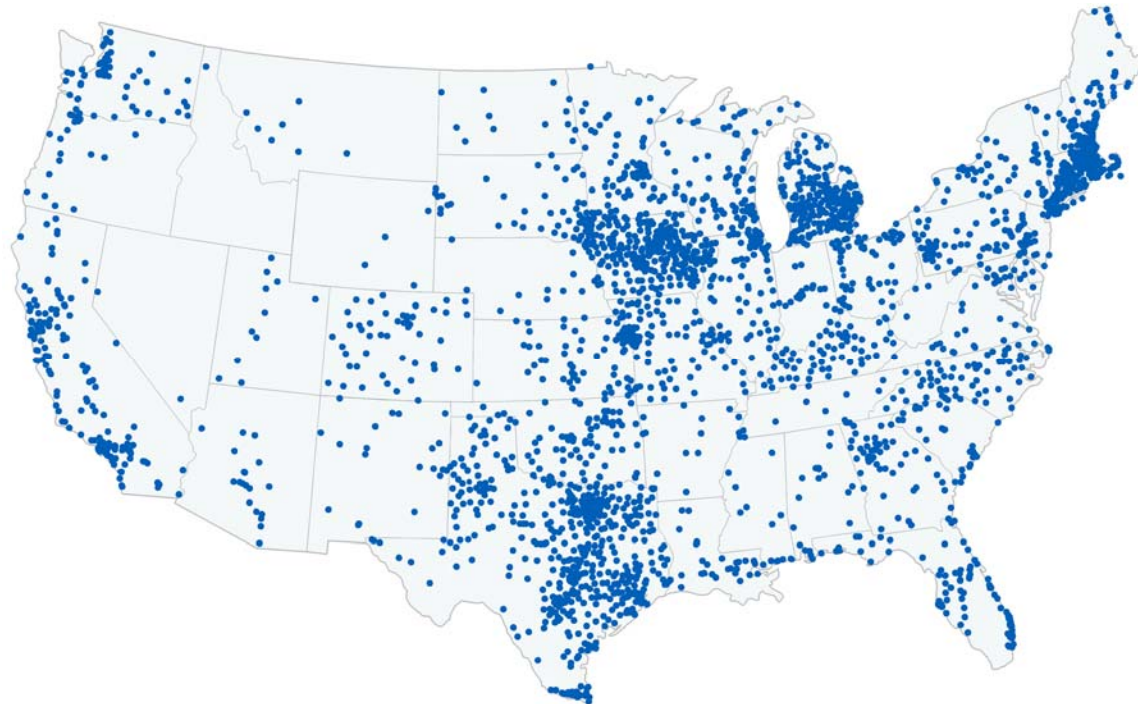
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Peter Rickett
Tyler Technologies

June 6, 2010

Background

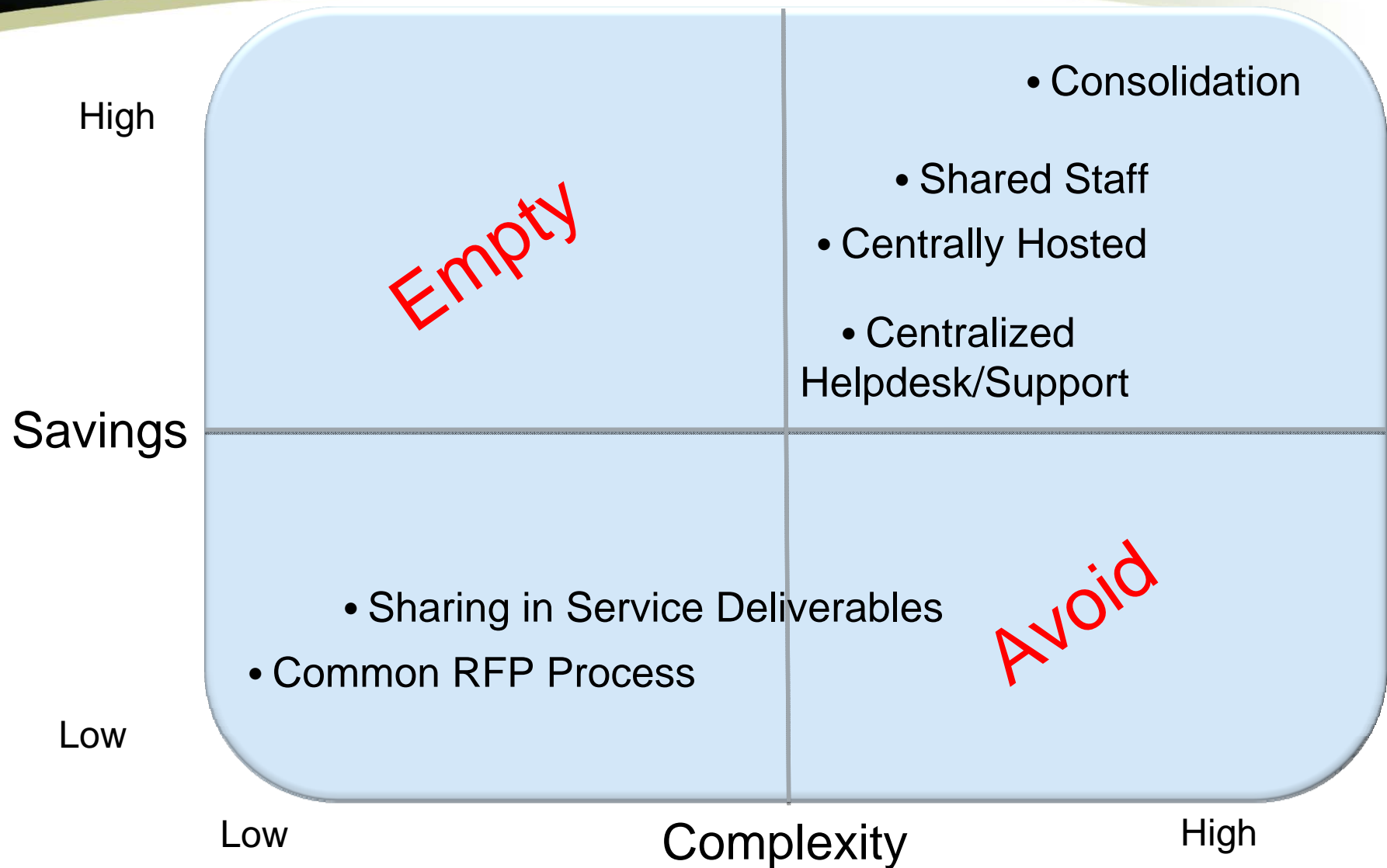
- Based on over 1,300 ERP Implementations for over 25 years all in City, County and School Districts



Our Experience

- We have seen most activity and success in K12 marketplace
- City/County may collaborate, joint-bid etc... but often retreat back into their corners for implementation and use

Levels of Shared Services



Success Stories

- State Contract (KDE)
- NY BOCES
- Muskegon Area Intermediate School District, MI
- City/School Combinations
- Billing and Collections many County/Village arrangements

Challenges and Considerations

- Control & Compromise
 - How much will you be willing to give up?
 - No SLA is a 100% perfect match
 - Shared Services = Shared Accountability
 - You can only run as fast as the slowest runner
- Cost
 - Start-up
 - On-going
 - Variable

Benefits & Advise

- Potential Cost Savings
- The Risk of Over Engineering
- Working with a Vendor

Questions?



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