

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: CONSENT AGENDA

Meeting Date: April 23, 2024

Item Details

Presenter(s): Amanda Grogan, Director

Department(s): Budget & Performance Management

Requested Motion

Motion to approve an agreement between School of Government Services (SOG Services) and the Town of Apex, for participation in the NC Benchmarking Project, effective April 23, 2024 through December 31, 2026, and to authorize the Town Manager to execute on behalf of the Town.

Approval Recommended?

Yes

Item Details

The Town of Apex has participated in the School of Government Benchmarking Project since 2012. This is to establish a 3-year agreement for continued participation for FY 24, FY 25, FY 26 for \$10,000 annually. The project includes:

Data Collection: The NC Benchmarking Project annually collects operational and performance data for 11 municipal services from North Carolina municipalities. This data is gathered via a Qualtrics survey.

Data Audit: The collected data undergoes a two-phase audit by the NC Benchmarking Project. The first phase involves comparing the submitted data with data from previous years. The second phase involves comparing normalized data with data from other partners.

Dashboard: All data is uploaded to an online dashboard for analysis. This dashboard enables flexible data analysis and comparison with past trends and peers. Additionally, raw data from all partners is shared with service departments to facilitate easy analysis.

Performance Strategy Sessions: The NC Benchmarking Project hosts performance strategy sessions for all 11 services. During these sessions, we discuss challenges, innovations, data, and best practices.

Report: The findings from the data analysis and strategy sessions are compiled and synthesized into a report.

Attachments

- CN1-A1: Agreement - University of North Carolina at Chapel Hill School of Government Services (SOG Services) - Benchmarking Project - April 23, 2024 through December 31, 2026

