



# FAEGRE BAKER DANIELS CONSULTING PUBLIC-PRIVATE PARTNERSHIPS

*Developing creative solutions to fix complex problems*

Cities, counties and states face substantial challenges in delivering efficient services and a high quality of life. Competing for residents, jobs and investments, and providing quality services while maintaining reasonable tax and fee rates are just some of these pain points.

Our team has deep experience guiding public sector clients through substantial, successful improvements to services while reducing costs.

## ELEMENTS OF SUCCESS

- ▶ **STAKEHOLDER ENGAGEMENT** – Reaching out to key stakeholders through interviews, focus groups and surveys
- ▶ **EMPLOYEE INVOLVEMENT** – Encouraging and rewarding employees when they bring their best ideas on service improvement to the table
- ▶ **PEER RESEARCH** – Identifying and tailoring “best practices” from peer communities
- ▶ **CREATIVE TOOLS** – Using automation, process engineering, gainsharing, data analytics, inter-local agreements and public-private partnerships (P3) to drive improvements
- ▶ **MEASUREMENT** – Benchmarking and measuring improvements with reference to cost, quality and customer satisfaction; promoting continuous process improvement

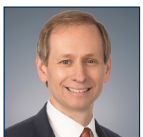
## AREAS OF APPLICATION

- ▶ **PUBLIC SAFETY** – Analyzing efficiencies in jail operations, identifying opportunities to reduce vpre-trial incarceration rates, understanding the drivers of police and fire overtime
- ▶ **HUMAN SERVICES** – Crafting pay for success arrangements that reward provider success and improve societal outcomes
- ▶ **DEVELOPMENT SERVICES** – Improving the timeliness, predictability, and transparency of zoning, permitting and inspection processes
- ▶ **UTILITIES AND PUBLIC WORKS** – Tapping federal resources and exploring P3 opportunities to improve capital planning, rates and environmental compliance
- ▶ **SUPPORT SERVICES** – Using stakeholder engagement and our creative tools to improve fleet, facilities, procurement, information technology (IT) and human resources (HR) functions

## STRATEGIES FOR SUCCESS

- 1** Taking the time to measure current service performance is crucial to assessing and communicating future success.
- 2** Developing an understandable narrative that resonates with the public on the need for service change is crucial.
- 3** Attention to detail is essential in navigating the challenges around any significant service change, and experienced advisors are key to preparedness.
- 4** Improving service while reducing costs is not only possible, but eminently achievable with the right consulting partner.

## CONTACT



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