

# Delivering Services Differently: Creating and Seizing Regional Opportunities to Work Together

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## Context = Maine (New England Region)

- more local control
- less reliance on County Government services

# Recipe for Success

1. Explore opportunities in trust
2. Get the right people in the room
3. Check egos at the door
4. Find champions – especially elected officials
5. Constantly communicate
6. Engage public and staff
7. Keep trying – don't give up
8. Allow one thing to lead to another
9. Trust, trust, and more trust



# Several Attempts, Some Successes

Regional Service	Recent?	Success?
CDBG	mature	successful
Dispatching	mature	successful
Economic Development	infancy	jury is out
Assessing	new	growing success
Natural Gas	new	successful
Street Lights	coming soon	expected

# Community Development Block Grant (CDBG) Program

## Why collaborate?

- Opportunity to receive funding directly from HUD
- Desire to look at needs of the region in addition to each community
- Consolidate administration
- Achieve expertise of program with shared administration – not possible without consolidation
- Objective project selection process
- Regional governance to work better together and share information

# Public Safety Dispatching Services

## Why collaborate?

- Cost Savings
- State reduction of 911 Centers
- Quality Emergency Communications
- Better regional coordination



# Economic Development

## Why collaborate?

- Avoid competing internally
- Join public sector with private sector and education institutional resources
- Pool resources and promotion to extend reach

# Regional Property Assessing Services

## Why collaborate?

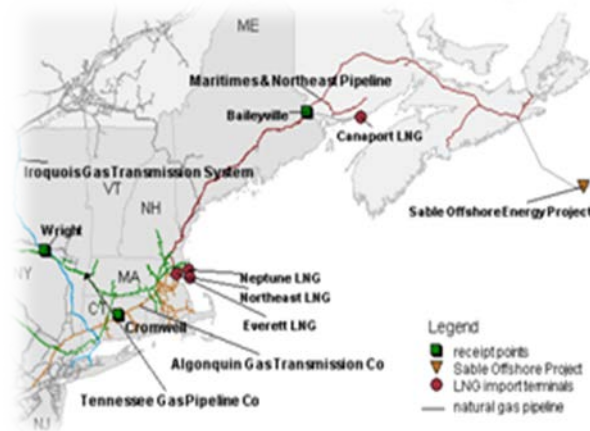
- Cost Savings
- Smaller numbers of people entering the profession
- Practice should be similar in each community – opportunity without worry for custom approach in each community
- Better regional coordination and information sharing
- Could lead to other services such as regional collection of property taxes



# Natural Gas Expansion

## Why collaborate?

- Cumberland, Falmouth and Yarmouth, Maine (wanted service)
- Energy options
- Energy cost
- Economic development



# Street Lights

## Why collaborate?

- Desired more local control over street light selection options where street lights are located on utility owned poles
- Desired more choices to save energy through more efficient fixtures and controls
- Municipal ownership options on utility owned poles
- Cost savings from energy reductions and less operating costs associated with modern LED fixtures

# Create and Seize New Opportunities

Service	Recent?	Success?
CDBG	mature	successful
Dispatching	mature	successful
Economic Development	infancy	jury is out
Assessing	new	growing success
Natural Gas	new	successful
Street lights	coming soon	expected
Regional Data Center	emerging	?
Fire/EMS Coordination	emerging	?
Transit Consolidation	emerging	?

# Recipe for Success

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- 2. Get the right people in the room**
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- 9. Trust, trust, and more trust**



# Trust – 4 ways!

1. Take time to build/maintain relationships with your **peers**
2. Trust professional **staff** with leadership duties
3. If the relationship between you and **elected officials** is one of trust, then encouragement, resources, license, and support for regional risk taking can follow
4. **Citizens** need to place trust in you when proposing, setting up, and running regional systems that they will continue to reflect the values, restraint, and accountability of traditional local government

# Thank you!

## Questions/Comments?

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