

Benchmarking 2.0

Performance Strategy Sessions

The UNC School of Government (SOG) will bring service department officials from all participating municipalities together (one service at a time) to discuss data trends, strategies, challenges, and best practices. Each half-day session is limited to a single service.

Purpose

In these sessions, we will analyze the data, identify and address current challenges, and share best practices and innovations. As a result, participating departments will be able to:

- Develop solutions and best practices for dealing with wicked problems
- Improve performance through evidence-informed decision making
- Celebrate and communicate success to stakeholders
- Gain a better understanding of their own organizational performance
- Engage in peer-to-peer learning and networking

Topics Covered in Performance Strategy Sessions

- Data Deep Dive
- Current Challenges
- Best Practices
- Innovations

Registration

Each service department within a municipality can register up to three people for sessions relevant to their department. For more robust conversations, we suggest that departments consider bringing a mix of departmental leadership, middle management, and frontline officers. Registration is free for all Benchmarking 2.0 partners. See schedule on page 2.

Registration link: https://unc.az1.qualtrics.com/jfe/form/SV_3eAuk1prb4NImYu

Schedule for Performance Strategy Sessions

Service	Date	Time	Location (SOG Room)
Central Human Resources	Monday, Nov. 7, 2022	12 PM – 4 PM	2403
Water Service	Tuesday, Nov. 8, 2022	9 AM – 1 PM	2321
Wastewater Service	Tuesday, Nov. 8, 2022	12 PM – 4 PM	2321
Fleet Maintenance	Wednesday, Nov. 9, 2022	9 AM – 1 PM	2321
Asphalt Maintenance and Repair	Wednesday, Nov. 9, 2022	12 PM – 4 PM	2321
Solid Waste Management	Tuesday, Nov. 15, 2022	9 AM – 1 PM	2403
Parks and Recreation	Tuesday, Nov. 15, 2022	12 PM – 4 PM	2403
Emergency Communications	Wednesday, Nov. 16, 2022	9 AM – 1 PM	2403
Police Service	Wednesday, Nov. 16, 2022	12 PM – 4 PM	2403
Building Inspections	Friday, Nov. 18, 2022	9 AM – 1 PM	2402
Fire Service	Friday, Nov. 18, 2022	12 PM – 4 PM	2402

Logistics

- These in-person sessions will be hosted in the SOG building at the following address:
400 South Road, Chapel Hill, NC 27514
- **Lunch** will be provided for both the morning and afternoon sessions from 12 PM to 1 PM.

Benchmarking 2.0 Reports

In February–March of 2023, the UNC School of Government will publish reports, case studies, and blogs based on the discussion during the performance strategy sessions. These publications will include **data analyses**, internal and external **challenges** to organizational performance, and **best practices** and **innovations** adopted by service departments to mitigate those challenges.

For information and questions, please contact Obed Pasha (pasha@unc.edu) or Elisabeth Butler (elisabth@live.unc.edu) at the School of Government.