

Benchmarking 2.0

Project Overview

Established in 1995, the North Carolina Benchmarking Project allows municipalities to compare their service and performance trends with other participating units. Benchmarking 2.0, launched in 2022, streamlines data collection and analysis and expands opportunities for robust peer-to-peer conversations and best-practice development.

Current Partners

Apex, Chapel Hill, Charlotte, Concord, Goldsboro, Greensboro, Hickory, Raleigh, Wilson, and Winston-Salem

Services

Residential refuse collection, household recycling, yard waste/leaf collection, police service, emergency communications, asphalt maintenance and repair, fire service, building inspection, fleet maintenance, central human resources, water service, wastewater service, and core parks and recreation.

Benchmarking 2.0 helps the participating service departments:

- 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 organizational performance
- Engage in peer-to-peer learning and networking

See next page for new features and timeline.

What's New in Benchmarking 2.0?

	Legacy Benchmarking Project	Benchmarking 2.0
Purpose	Cost and Budgeting	Performance and Budgeting
Focus	Efficiency	Service Delivery
Metrics	Activities and Cost	Outcomes and Personnel
Data Collection	Excel Profile Forms	Online Data-Collection Tool
Analysis and Reporting	Printed Reports	Flexible Dashboards
Data Used For	Analysis	Conversations
Departmental Interactions	Few	Intense
Best-Practice Development	Sporadic	Regular

Project Timeline

Date	Activity
Aug. 15, 2022 (Monday)	Partners receive the Qualtrics data collection tool.
Aug. 15, 2022 (Monday)	Schedule for performance strategy sessions is announced.
Oct. 1, 2022 (Saturday)	All data is submitted by partners and approved by the SOG.
Nov. 1, 2022 (Tuesday)	Data is available on the dashboard.
Nov. 7-18, 2022	In-person performance strategy sessions are held at the SOG.
Feb.-Mar., 2023	The SOG publishes reports and case studies.

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