

ICMA Benchmarking Project FY 2007 Data Report

Business Development & Procurement
Services

ICMA Survey Briefing
October 9, 2008



Survey Summary

The ICMA Purchasing Survey:

- 119 jurisdictions provided responses to 43 purchasing related questions
- BDPS used the “peer jurisdictions” provided by Strategic Customer Service – Pop > 500k
 - 5 counties
 - 7 cities



Dallas' Relative Position FY 2004 to FY 2007

- ICMA listed twelve core measures that all jurisdictions should measure in purchasing
- We maintained our strong position in the reported areas
 - Average processing time from Req. to P.O.
 - FY06 - 5days, FY07 - 5days
 - Transactions per FTE
 - FY06 – 902, FY07 - 1068
 - Dollars processed per FTE
 - FY06 - \$20.1m, FY07 - \$17.1m



Dallas' Comparative Position to other Jurisdictions in the FY 2007 data

- BDPS continues to show well in the following critical areas
 - Figure 33a- Calendar days from Req. (less than \$25k) to PO – 5 calendar days
 - We were number one out of our peer jurisdictions
 - Nassau County, NY, 7 days



Dallas' Comparative Position to other Jurisdictions in the FY 2007 data

- BDPS continues to show well in the following critical areas (cont.)
 - Figure 29 - Percentage of Purchases awarded to M/WBE companies by centralized purchasing– 9.7% (Does not include construction, A&E, Professional Services)
 - Second out of peer jurisdictions (that did not include const.)
 - Nassau County, NY, first out of peer jurisdictions reports 28.15%
 - **NOTE:** If Dallas reported based on ALL dollars including construction, A&E and Professional services, we would report 20.8%. Nassau County reports 11.9. (Deputy Director Office Of Minority Affairs)



Dallas' Comparative Position to other Jurisdictions in the FY 2007 data

- BDPS continues to show well in the following critical areas (cont.)
 - Figure 24 – Total amount of Centralized Purchases per FTE – FY06 - \$20.1m, FY07 - \$17.1m
 - 2nd out of peer group
 - Austin, TX - \$27.1M
 - Austin operates under a decentralized procurement operation, the amount shown includes some construction expenditures
 - Figure 36b - Number of transactions per FTE FY 06 – 902 FY07 - 1063
 - No other peer jurisdiction reported for this section



Dallas' Comparative Position to other Jurisdictions in the FY 2007 data

- BDPS remains in the middle of the pack in the following area
 - Figure 33d – Calendar Days from Requisition to Purchase Order: Formal Bids FY06- 56 FY07- 61
 - 2rd out of peer groups
 - Nassau County, NY – 16
 - Texas state law requires minimum of 14 days to advertise; Nassau requires one day advertising, bid may be opened after 5 days. Awards of \$100k or less are awarded by the procurement office.



Dallas' Comparative Position to other Jurisdictions in the FY 2007 data

- Figure 40 - Compared to four peer jurisdictions, Dallas is second in internal customers rating quality of service as excellent or good.
 - Dallas 80.7
 - Fairfax, VA was first 84.5
 - Peer Average 74.8
- Dallas ranked third in peer jurisdictions in percent of internal customers rating timeliness of services as excellent or good.
 - Dallas 64.8
 - Fairfax, VA was second 69.2
 - Fort Worth, TX was first 73.9
 - Peer Average 63.1



Customer Feedback

- **Action taken to improve customer service & service level:**
 - Work towards reducing the number of requisitions by establishing master agreements which meet our customers needs
 - Continue to work with staff to ensure customer service is priority
 - Staff performance is evaluated more frequent
 - Continue to work with staff to achieve certification
 - Printing of PO's & DO's was extended to departments
 - Create a functionality which allows users to “print” to electronic file on their desktop for document email option



Customer Feedback (cont.)

- Continue training of procurement staff & departments throughout the year
- Using various reports to assist buyers:
 - Monitor status of master agreements
 - Monitor status of requisitions
- An extensive and detailed training manual is being developed and is expected to be completed early December 2008
 - Step-by-step instruction to successfully complete every document in Financial and Vendor Self Service
 - Condensed version of rules, laws, regulations, policies and procedures



Questions

