



# Benchmarking Alliance of Tennessee

## Information Sheet - August 2019

### What is it?

Governments in Tennessee and nationwide have had long had to do “more with less” while providing the highest level of services possible to citizens and taxpayers. In order to stretch taxpayers dollars as far as possible, cities must have a way to measure the effectiveness of service delivery and benchmarks to provide targets to strive for. The need to examine one’s operations for efficiencies is not merely a good idea but a hallmark of any effective organization. The **Benchmarking Alliance of Tennessee** provides a simple, easy set of benchmarks for Tennessee cities and towns to measure themselves against.

### What does the BAT do?

The goal of the BAT is to provide the most common, most relevant benchmarks across municipal services in Tennessee. These 50 measures have been selected after intense research of benchmarking programs throughout the United States, and culled down to a simple listing of the most common and useful measures within which cities and towns everywhere use to benchmark against their peers.

### What City services are measured?

- Police
- Fire
- Planning
- Human Resources
- Codes Enforcement
- Information Technology
- Finance
- Streets
- Fleet Maintenance
- Stormwater
- Parks

### How can my City join?

It’s easy! Contact Michael Walters Young with the City of Franklin at [michael.waltersyoung@franklintn.gov](mailto:michael.waltersyoung@franklintn.gov) or 615.550.6687

