



2016 STATE OF OUR CITIES & TOWNS

A growing demand for services

Colorado municipalities are facing growing demands — to **serve more people** (more than 100,000 new Coloradans in 2015), **fund new public services**, and cover **increased costs** of existing services (a challenge to 83 percent of municipal budgets).

Public service partnerships

Municipal budgets are being challenged to provide more services to more people, to fund new public services, and to cover the increased costs of existing services.

The answer municipalities are turning to is shared service agreements with other governments, nonprofit agencies, and the private sector.

To view the complete survey results, as well as a video on the State of Our Cities & Towns, visit www.cml.org.



Each year, the Colorado Municipal League surveys its members — the cities and towns of Colorado — to look at how well they are able to serve their residents. The 2016 State of Our Cities & Towns survey reports the following key findings.

The *2016 State of Our Cities & Towns Report* finds efforts to provide better service and more efficient service delivery have led Colorado cities and towns to work with neighboring local governments to share the cost and delivery of a wide variety of government programs.

The survey reports that **93 percent of municipalities** have entered into shared service agreements, with **88 percent of municipalities sharing services with other governments**.

These efforts stretch tax dollars by finding a more effective way to handle a public service.

Other popular steps to improve efficiencies in municipal government include **streamlined process (52 percent)** and **automated service delivery (31 percent)**.

Why shared services?

- To save money (more than two-thirds)
- To help meet increased demand (one-third)
- To provide a new service (one in five)

Cities and towns also cite the increased access to expertise, flexibility, and efficiency gained through shared service agreements.

Most common service agreements:

- 45% emergency dispatch
- 44% law enforcement
- 34% fire/rescue
- 22% wastewater treatment
- 22% ambulance
- 22% school resource officers
- 21% street maintenance
- 19% drinking water treatment

Other shared services:

- Animal shelters
- Information technology
- Public works equipment
- Fleet management facility
- Sports complex