

# PUBLIC SECTOR SERVICES

experience **insight** // Cities, counties and states face significant challenges as they compete for productive citizens, well-paying jobs and beneficial investments. Successful public organizations deliver efficient services and a high quality of life while maintaining competitive tax rates. However, this is becoming difficult for many jurisdictions. BKD's public sector professionals have the knowledge and experience to help clients improve operations in areas like public safety, construction permitting and fleet and facilities maintenance. **Experience how BKD can help you save money and improve performance.**

In this day and age, it's difficult for organizations to deliver efficient services and a high quality of life while maintaining competitive tax rates. Increasing demand for public services, cuts in state and federal government funding, retiree commitments, health care costs and unfunded infrastructure demands all are likely to pose significant challenges.

Incremental or ad hoc operational changes and improvements may not adequately address the financial needs of governments. And across-the-board cuts, workforce reductions and other "blunt instrument" strategies aren't likely to generate the level of service constituents expect. In contrast, a thoughtful and well-planned operational excellence initiative draws on a range of competitive tools and allows cities, counties and states to make sustainable progress on budgetary challenges while maintaining—and potentially improving—quality of service.

## OPERATIONAL EXCELLENCE

Our public sector team has the experience to help you improve public safety, public works, construction permitting and fleet and facilities maintenance operations. We can help you drive improvement by employing competitive tools that include:

- Competition, outsourcing, public-private partnerships and government by network
- Creating financial incentives for employees and contractors (pay for performance)

- Changing incentives for consumers to drive efficient behaviors
- Performance measurement and activity-based costing
- Employing "big data" analytics to improve policy and program efficacy
- Reinventing labor management strategies
- Developing an organizational infrastructure to rapidly replicate successful strategies

## DATA ANALYTICS

Most organizations generate massive volumes of business data, creating challenges for those looking to use that data. With large amounts of information to sort through, the information can be overwhelming. Using data analytics techniques, we can help you identify service cost and quality issues to more efficiently and effectively spend public funds.

## OUR ERS PRACTICE

BKD's ERS practice combines key service lines and specialized resources capable of delivering the skills and expertise clients need to address organizational risks. The result is a more tailored array of services that go beyond assessing a traditional portfolio of financial risks. This team of professionals can address the overall environment as it relates to operational, financial, strategic, regulatory and technology risks and controls.

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Christie Clements // Director // [cclements@bkd.com](mailto:cclements@bkd.com) // 317.383.4000