



# MONMOUTH COUNTY **SHARED SERVICES**



- Building public partnerships
- Reducing government expenses
- Generating revenue
- Saving taxpayer money



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## **Monmouth County Division of Shared Services**

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Dear Friends:

As your County Commissioner Liaison to the Monmouth County Shared Services program, I am proud to say that Monmouth County has developed one of the most successful shared services initiative in New Jersey.



Through this advantageous initiative, municipalities, authorities, commissions, public schools, institutions of higher education and local emergency services departments have reduced costs and increased efficiencies, while continuing to deliver a high quality of services to residents.

Whether it's through the successful sharing of 9-1-1 dispatch, public works assistance, cooperative purchasing, information technology or digital records management, among other services, municipalities have already saved millions of dollars by partnering with the County.

Here in Monmouth County, we recognize the challenge to maintain an annual budget without raising taxes. This is why I join my colleagues in proudly saying we have worked hard to produce and maintain a zero-tax increase in our own budget. We look forward to continuing to work to bring these same cost-saving measures to all of our municipalities.

We are constantly working with our municipal partners to find new ways to improve and expand our shared services initiative. As such, we're streamlining the County's approach while directing our outreach, education and implementation methods to best serve the needs of your community.

Together, we can help reduce the heavy tax burden on New Jersey citizens and preserve the high quality of life we all have come to enjoy in Monmouth County.

Thank you for your interest in this initiative. Please feel free to contact us with any questions regarding what our shared services initiative has to offer you and your colleagues.

I look forward to working with you.

A handwritten signature in black ink that reads "Thomas A. Arnone". The signature is written in a cursive style and is positioned above a horizontal line.

County Commissioner Director Thomas A. Arnone  
Monmouth County Shared Service liaison

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## Monmouth County Shared Services

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## Overview

### What are Shared Services?

Shared Services in Monmouth County are an opportunity for government entities to work together to share existing resources and collective purchasing power as a way to provide public services to residents at a lower cost.

Reducing the cost of services and commodities benefits municipal and local agency budgets; this savings can then be passed on to taxpayers by providing the service more efficiently while relying less on the tax base.



Since 2011, Monmouth County's Shared Services have recorded cost savings and generated revenues with local partners that have passed the \$15 million mark. The County's goal is to provide quality services to the community at lower costs and to save taxpayers' money.

With economies of scale, Monmouth County's fee-based business model is an opportunity to provide services and commodities to local public partners at a lower cost. In turn, participating government agencies can lower their capital and operating costs.

The County provides key shared services opportunities and serves as a "one-stop shop" for Monmouth County municipalities, authorities, school districts and other public entities.

Shared Services have a proven track record in the reduction of costs and relieving budgetary stress while continuing and potentially expanding the routine delivery of services. For example, Monmouth County is sharing services with Middlesex County for its medical examiners office and juvenile detention facility.

The shared services initiatives have been extremely successful; all 53 municipalities share some type of service with the County. Police departments, fire departments, first aid squads, authorities, commissions and public schools and institutions of higher learning are all sharing services to positively impact their budgets and deliver services to residents.



An internet survey has been overwhelmingly in favor of increasing shared services and expanding the County outreach program. One hundred percent of respondents said they would consider increasing their use of shared services if the County provided the service at a cost that is less than they currently pay, allowing them to deliver quality services to their constituents at a reduced cost.

Other survey findings are:

- 96% said shared services have reduced local costs
- 30% have saved \$100k to \$250k
- 11.5% have saved \$250k to over \$500k
- 84% said they use between 1-10 different shared services
- 100% of respondents indicate that they are likely to increase their shared service activity in the next year
- 100% said Shared Services has increased efficiencies

The advantages of participating in shared services are many. Local municipalities and school districts are changing their thought and behavior process to take advantage of cost savings and improved service delivery. Shared services are a way for local entities to order services and supplies that they need. Administrators can identify areas for cost-savings and select from the list of services or commodities available. Some shared service partners have a Master Shared Services Agreement with the County, while others contract for commodities or services on an as-needed basis.

#### Advantages of shared services include:

- Economy of scale purchasing power gets you a lower price
- Broad range of services and commodities available
- Continuity and reliability of service
- Increased quality and efficiencies
- Free up local staff and resources
- Less local maintenance
- Improved, up-to-date systems and equipment
- Standardized, time tested process
- State certified systems
- Professional and highly trained staff





## Frequently Asked Questions

### ***Can my public agency purchase items through the Shared Services program without going out for solicitation?***

Yes, all purchasing contracts have been competitively solicited by Monmouth County in accordance with applicable government purchasing rules and regulations. Each solicitation contains language that advises all suppliers that the contract may be used by other government agencies in Monmouth County.

Although a local government purchasing organization may have different purchasing procedures to follow, applying these competitive principles satisfies the competitive solicitation requirements of most regional and local government agencies.

### ***How much does it cost to participate in Monmouth County's Shared Service program?***

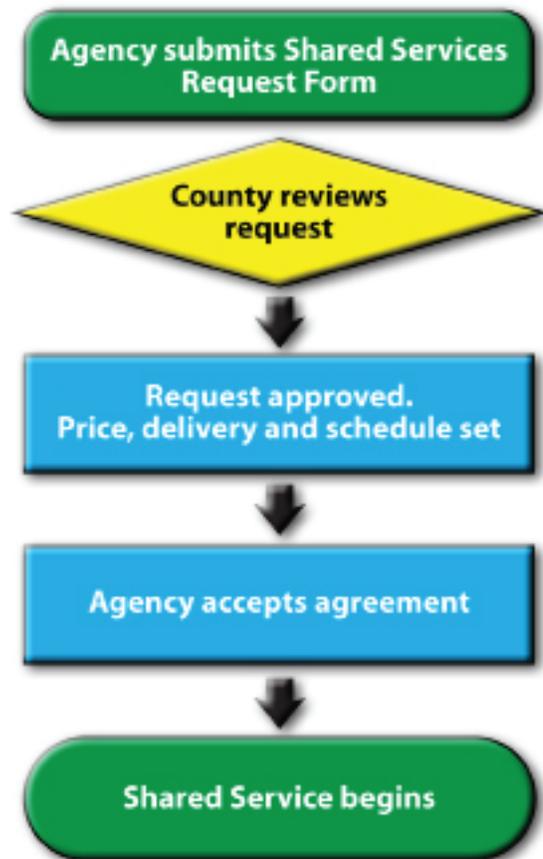
Cost varies by service, commodity and department. It is the County's intent to cover its costs plus a modest administrative fee.

### ***How does the county benefit from the Shared Services program?***

Monmouth County is able to purchase items in bulk and make the items available to towns and other agencies. For example, the County purchases a significant quantity of magnesium chloride for snow and ice removal annually. Towns and school districts that opt in to the cooperative purchase of this item get the benefit of the County's deep discount. Additionally, local entities can purchase this commodity on demand and do not have to store large quantities in the event of a potential storm.

By purchasing the ingredients in bulk the County saves and can then pass along these savings to the towns.

## Shared Services how-to





### ***How do I share services with my municipal and county partners?***

The legal process for shared services starts with the Interlocal Service Act, (N.J.S.A. 40:8A-1, 40:8A-2. Repealed by L.2007, c. 63, § 35, eff. Nov. 1, 2007 was replaced by NJSA 40A:65-1 Uniform Shared Services and Consolidation Act.). This broad-based law allows for the voluntary sharing of services between two or more entities. Municipalities, counties, school boards, fire districts, boards of education, authorities and other public agencies may partner in agreements to share services.

In short, an agreement lays out the groundwork and terms under which local units may share services and how they will be provided. The Office of Shared Services is dedicated to building on the County's solid record of success and experience and in saving money for local and regional partners.

### ***I am interested in pursuing shared services, but where do I start?***

Interested municipalities and organizations should contact the Monmouth County Office of Shared Services for assistance in getting started with the process. You can access sample shared services agreements on the County's website at [www.visitmonmouth.com](http://www.visitmonmouth.com).

The Shared Services team can help you identify services, commodities and other opportunities in your community. The program is designed to help you find resources to meet your needs.

More importantly, Monmouth County Shared Services can act as your customized and centralized point of contact to help service, process and facilitate your request and identify the best partner for you. This allows for a significant streamlining of the entire process, saving valuable time and money. You can also jumpstart the process by making a direct request for shared services via the online request form found on the County's website at [www.visitmonmouth.com](http://www.visitmonmouth.com). After making your request online, a Shared Services coordinator will contact you personally to act as your key point of contact through the completion of your project.

### ***With whom can I share services?***

Opportunities exist for county government to partner with you as an adviser, or as a service provider. Monmouth County Shared Services can help you identify the best resources available and identify appropriate partners. Local entities can share services with neighboring communities, school boards, fire districts and a wide variety of other local entities and authorities.



## Monmouth County Shared Services Timeline

<b>January 1997</b>	County IT Department and Tax Board begins offering MODIV services to municipalities.
<b>January 2003</b>	Board of County Commissioners establishes the municipal open space grant program to support and share open space and park development costs with towns.
<b>October 2005</b>	Monmouth County opens an e-filing Web portal to counties for the filing and research of mortgages and land deeds.
<b>September 2006</b>	County extends its deer carcass removal contract service to municipalities.
<b>December 2007</b>	County Clerk M. Claire French invites municipalities to use the Monmouth County Archives and Records Center for the storage of valuable historic records.
<b>December 2007</b>	Board of County Commissioners uses a \$300,000 grant from the NJ Department of Community Affairs to explore the development of sharing services in Monmouth County.
<b>August 2009</b>	Board of County Commissioners adopts resolutions that allow county school districts to enter into shared services agreements and participate in the commodity resale program.
<b>October 2009</b>	County's Division of Mental Health and Addiction Services teams up with the Monmouth County Police Chiefs Association to offer a symposium about crisis response and support for children, adults and individuals with special needs.
<b>November 2009</b>	Municipal public works directors attend a seminar on controlling ice and snow and hear about cooperative purchasing and municipal assistance programs.
<b>January 2010</b>	Board of County Commissioners adopts resolutions that allow County Clerk to enter into shared services agreements for Document Summary Management System (DSMS).
<b>July 2010</b>	County opens a public health clinic in Hazlet Township.
<b>July 2010</b>	Monmouth begins a shared services agreement with Middlesex County for juvenile detention services.
<b>June 2011</b>	Shared service crews begin work in towns to clean out catch basins.
<b>July 2011</b>	Monmouth County Office of Shared Services is established.
<b>July 2012</b>	County opens automated truck wash facility that meets rigorous new wastewater guidelines. Facility is open to municipalities with Shared Service agreements.
<b>June 2012</b>	County opens regional 9-1-1 dispatching hub to serve shore towns for police, fire and first aid dispatching.
<b>January 2013</b>	Tax Board begins offering Online Appeal system statewide
<b>April 2014</b>	County opens Public Safety Center designed to meet increasing demand for county wide emergency communications.
<b>May 2018</b>	Monmouth County and Naval Weapons Station Earle sign unique Intergovernmental Support Agreement; first such agreement between the U.S. Navy and County Government.



## 9-1-1 and Dispatch Services

Emergency call answering and dispatch service is a vital part of our nation's emergency response and disaster preparedness system.

Locally, the Monmouth County Sheriff's Office provides the highest level of communications services to participating municipalities through a seamless communications infrastructure. The County's Communications Center provides emergency call answering and dispatch services for local police, fire and first aid assistance.

Many of Monmouth County's municipalities have subscribed to the County's lower cost, fee-based model that reduces duplicative services, personnel and equipment.

In 2014, the County once again upgraded its technology with a new, state-of-the-art Public Safety Center that will serve the County's expanding emergency communications needs to meet increased demand.

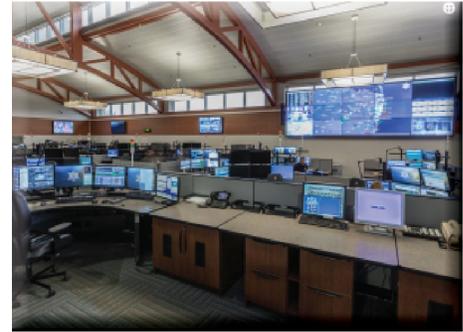
Monmouth County's municipal partners utilize this cost-efficient shared service to provide tremendous savings to their communities.

### How to get started:

- Submit a "Shared Services Request Form" online at [www.visitmonmouth.com](http://www.visitmonmouth.com).
- If the County is able to honor the request, the request will be approved and a written price quotation will be issued.
- The local government entity can then compare the County price to its other options and then decide if it chooses to complete the agreement.

### Coordinating Department:

Monmouth County Sheriff's Office



### Dispatch Services Available:

- 911 Calls
- Police, Fire, EMS dispatch
- Public Safety Software
- Information Technology services

Each year, the Monmouth County Sheriff's Office Communications Division answers more than 750,000 calls for assistance.

The Communications Division maintains a full time trained staff which provides dispatch services for 22 police departments, 32 EMS squads and 60 fire departments throughout the County.

**Our communication partners include: Avon-By-The-Sea, Brielle, Freehold Township, Matawan, Middletown Township, Monmouth Beach, Neptune Township, Sea Girt and West Long Branch**



## Commodity Resale System

A core element of the County's Shared Services effort is its resale of commodities for local public works projects.

The "economies of scale" purchasing of commodities and increased efficiencies of equipment sharing allows the Monmouth County Department of Public Works and Engineering to provide increased services at a reduced cost to constituents through a low-cost, fee-based system.

The County seeks to recoup its actual cost of the commodity plus a modest administrative fee.

### How to get started:

- Submit a "Shared Services Request Form" online at [www.visitmonmouth.com](http://www.visitmonmouth.com).
- If the County is able to honor the request, the request will be approved and a written price quotation will be issued.
- The local government entity will then decide if it wants to complete the purchase.

### Coordinating Departments:

Monmouth County Department of Purchasing  
Monmouth County Department of Public Works and Engineering



### What you can buy for less:

- Gasoline
- Diesel fuel
- Snow de-icing chemicals
- Liquid salt brine
- Magnesium chloride
- Road construction materials and supplies
- Gravel
- Bituminous mix
- Other items and materials as approved by the NJ Division of Local Government Services.

The most current list of available commodities that can be purchased through this program is online at [www.visitmonmouth.com](http://www.visitmonmouth.com).

If you are looking for an item not on this list, contact the Shared Services coordinator to find out how it might be added to the list.



## Cooperative Purchasing Program

The Monmouth County Purchasing Division, one of the initial leaders in shared services, provides partners a valuable cost-savings option through the county co-op purchasing platform.

Through this program, a municipality can choose to purchase the same goods and services being purchased by the County (per a current contract) at the County contract rate or price.

Due to county purchasing power, a partner can often purchase goods and services at a more cost-effective county rate, rather than going through its own bidding and administrative process.

The Monmouth County Purchasing Division is available to assist local entities with this process.

### How to get started:

- Access and review Monmouth County's cooperative contracts online at [www.visitmonmouth.com](http://www.visitmonmouth.com).
- After locating a contract of interest, as the local entity, contact the vendor to verify availability and price of the co-op contract item or service.
- The local entity and vendor will then decide if they wish to complete the transaction.

### Coordinating Department:

Monmouth County Division of Purchasing



### A partial list of items available under cooperative purchasing agreements:

- Public works equipment
- Supplies
- Vehicles
- Trucks
- Auto parts
- Public safety equipment
- Flags
- Lumber
- HVAC Supplies
- Sodium Chloride
- Granular Sodium Chloride treated with Liquid Magnesium
- Health service supplies
- Plumbing supplies
- Paper and office supplies
- Printer cartridges and toner
- Batteries
- Concrete
- Paint
- Hardware and electronic supplies
- Filters
- Propane gas



## Records Management

### Records Storage

In 2008, the Monmouth County Clerk's Office initiated a program to assist municipal governments with the storage of paper files. MR-MARC, short for Municipal Records at Monmouth County Archives and Records Center, allows municipal governments to deposit and store up to 30 cubic feet of historical records in the Monmouth County's Archives and Record Center.



The municipalities retain ownership of the records and can access the records at any time. Municipalities decide which records to deposit so the types of records vary from town to town. This storage is provided free of charge to the municipalities by the County Clerk and the Board of County Commissioners.

The MR-MARC service helps to alleviate the burden upon municipal governments to find suitable space to house permanent and historical records.

### How to get started:

- Submit a "Shared Services Request Form" online to the Office of Shared Services.
- If the County is able to honor the request, the request will be approved and a written price quotation will be issued.
- The local government entity will then decide if it wants to complete the transaction.

**Coordinating Department:** Monmouth County Clerk's Office



## Records Management (continued)

### Document Summary Management System (DSMS)

Initiated by the Monmouth County Clerk in 2010, the electronic Document Summary Management System (DSMS) permits electronic recording of land records that conforms to the guidelines and standards of the New Jersey Division of Archives and Records Management (NJDARM).

The DSMS allows for the electronic recording of all land records with a New Jersey County Clerk that includes electronic recording through scanned images of original signed documents.



The participating entity can store and retrieve documents electronically, avoiding paper storage needs and greatly improving record inventory controls and cost savings at the local level. New Jersey's 21 counties participate in this shared service.

Partners in the Shared Services program avoid the costs associated with designing, and implementing their own public records search and management systems. It also alleviates a local entity's need to purchase and maintain costly state-certified software updates, delivering additional savings in future years.

### How to get started:

- Submit a "Shared Services Request Form" online to the Office of Shared Services.
- If the County is able to honor the request, the request will be approved and a written price quotation will be issued.
- The local government entity will then decide if it wants to complete the transaction.

**Coordinating Department:** Monmouth County Clerk's Office



## Records Management (continued)

### Municipal Records Information Management (Muni-RIM)

Monmouth County has established an electronic records management system that supports cost-savings opportunities for local partners who wish to scan records electronically into the County master database.

Underwritten by PARIS Grant funding, Monmouth County developed the RIM records management software to address the County's growing needs to manage paper and electronic records. As the municipality's records management needs greatly parallel the County's, the County extended access to the cost-saving web-based centralized software to all 53 municipalities.



The participating entity can store and retrieve documents electronically, avoiding paper storage needs and greatly improving record inventory controls and cost savings at the local level. With expansion to support electronic content, the system now permits the storage of many file types (i.e. PDF, Word document, Excel, audio, spreadsheets, video)...

Partners in the Shared Services program avoid the costs associated with designing, and implementing their own public records search and management systems.

#### How to get started:

- Submit a "Shared Services Request Form" online to the Office of Shared Services.
- If the County is able to honor the request, the request will be approved and a written price quotation will be issued.
- The local government entity will then decide if it wants to complete the transaction.

**Coordinating Department:** Monmouth County Clerk's Office, Office of Public Records/Records Information Management



## Public Works Assistance

Monmouth County government has specialized tools and equipment available to assist local governments. Your agency's snowplowing, vehicle repair work and guide rail installation can be accomplished with the county labor, equipment and supplies.

The County purchases and maintains equipment for its own projects; it can also assist towns and school boards with special projects and pass along significant savings to your town.

The scheduling of maintenance operations and increased efficiencies of equipment-sharing leads to economies of scale that can provide satisfying results through increased services at a reduced cost through a low-cost, fee-based system.

The County provides public works services based on the material cost, labor and wear and tear on equipment, plus a modest administrative fee.

The most current list of available services is online at [www.visitmonmouth.com](http://www.visitmonmouth.com).

### How to get started:

- Submit a "Shared Services Request Form" online to the Office of Shared Services.
- If the County is able to honor the request, the request will be approved and a fixed or estimated written price quotation will be issued.
- The local government entity will then decide if it wants to complete the transaction.

**Coordinating Department:** Monmouth County Department of Public Works and Engineering



### Some of the assistance available:

- Catch basin cleaning
- Culvert repairs
- Diesel inspections
- Dredging
- Equipment use with operator
- Fire scene assistance
- Guide rail installation
- Mill & Pave
- Mowing
- Snowplowing
- Salting and brining
- Street sign installation
- Street sweeping
- Tub grinding
- Towing
- Traffic signal installation
- Vehicle painting
- Vehicle repairs
- Vehicle washing
- Other services as available



## Public Safety Training

Through two specialized academies, Monmouth County teaches and trains individuals for law enforcement and firefighting services.

The Monmouth County Police Academy offers a basic course for police officers, special law enforcement training (SLEO I and II) as well as ongoing, in-service training to keep veteran officers up to date on current laws and procedures.

The Monmouth County Fire Academy prepares firefighters to command and control emergency operations involving fire, rescue, hazardous materials and weapons of mass destruction incidents.

The faculty at both academies include specially trained and educated practitioners who are members of federal, state, county and municipal agencies. Visiting faculty assist the full-time staff to enhance the learning experience.

As a shared service, each academy provides the most current training for public safety staff in local communities.

**How to get started:** Submit a "Shared Services Request Form" online to the Shared Services coordinator. The Shared Services coordinator will forward the request to the appropriate academy for follow-up. The local government entity will then decide if it wants to enroll individuals in an academy.

**Coordinating Department:** Monmouth County Sheriff's Office





## Appendices

Both of the agreements featured in this section can be modified either for a municipality or school board.

- The Master Shared Services Agreement is typically signed by a governing body in advance of arrangements for 9-1-1 dispatch, public works assistance and other service-related shared services. Based on the service under consideration, the agreement will specify the terms of pricing, dates and representatives authorized to approve the service arrangements.
- The Commodity Services Agreement is typically signed by a governing body in advance of purchasing items listed in the Commodities Resale System section of this booklet. In this agreement, specific items, their terms of pricing and delivery and representatives authorized to approve the purchases will be specified.

**Copies of this Monmouth County Shared Services booklet and other Shared Services documents are available on the Monmouth County website at [www.visitmonmouth.com](http://www.visitmonmouth.com). To download a copy of a document, click on the link to the Shared Services page from the home page or under the “Departments” tab. Each agreement should be accompanied by an authorizing resolution.**



## 2021 Monmouth County Board of County Commissioners



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*Director*



**Susan M. Kiley**  
*Deputy Director*



**Lillian G. Burry**



**Nick DiRocco**



**Ross F. Licitra**

