

Michigan Regions Service Delivery Analysis

Assignment

- At the 2013 Central Division Spring Meeting the Region Directors of Eastern Michigan Region (Mike Schons), Western Michigan Region (Dave Johnson) and Northern Michigan Region (Dick Jacques) were asked to investigate the proposition that “service delivery within lower Michigan could be improved by some realignment of region boundaries”

Assignment Continued

- Improved service delivery was defined as “improving service quality and/or reducing delivery costs.

Analysis – Region Makeup

- Eastern & Western Michigan –
 - Primarily Metropolitan area patrols
 - Patrollers live within 50 miles of area
 - Patrols have internal training staffs
- Northern Michigan
 - Primarily Destination Resorts
 - Patrollers live up to 500 miles from resort
 - Many patrols do not have sufficient training staff

Analysis – Services Provided

- Senior OEC, Ski and Toboggan evaluations annually
- Other NSP Courses at least every other year based on demand.
- Northern Michigan Region provides OEC and on-hill refreshers for patrols without staff to conduct their own.
- Awards

Analysis – “Premier Events”

- 50 – 100 Senior candidates annually
- “Senior Resorts” limit access in prime time
 - Multiple evaluations (as today)
 - Multiday mid-week evaluations
 - Extra costs
 - Diminished participation

Analysis – OEC Instruction

- NMR OEC Instructors teach in EMR and WMR
- WMR OEC Instructors teach in NMR
- Senior Evaluations QA from outside Region
- Senior OEC Candidates may train and take their evaluation in another region.
- Off season instruction in NMR would suffer

Analysis – Ski & Toboggan

- Limited opportunities to train outside home area.
 - Insurance issues and area policies
- Many NMR Patrols offer opportunities for “outsiders” to train with local patrol candidates

Analysis - Administration

- Administrative costs would increase
 - Meetings
 - Banquets
 - Program Travel
 - Awards
- Leadership Opportunities

Conclusion

- Service delivery would cost more
- Service quality would not change
- Leadership would be less responsive
- Non – Division Programs would suffer

What are the issues

- Service Delivery Quality would not change
- Service Delivery Costs would increase
- Division financial allocation NMR is \$236.77 above formula
- Michigan would become the largest membership in Central Division with 1405 (23.56% of Division)
- Region Support Allocation would be 4005.53

What are the issues

- CD Board of Directors Votes