

PPP, BID & MANAGED BUSINESS
DISTRICT PERFORMANCE SURVEY

TEST FOR SUCCESS-22

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PPP & MANAGED DISTRICT PERFORMANCE SURVEY

DATE OF TEST: _____

SECTION ONE: BASIC INFORMATION

1. Official name of the Public-Private Partnership (PPP)/Managed Business District (in the enabling ordinance).

1.a. Ordinance Identification Number: _____

2. Registered Name and Address of the PPP's/ Managed Business District's Management Organization:

Name

Address

2.a. Is the Management Organization of the PPP legally a: (Circle one):

Government Office Private Non-Profit Corp. For Profit Corp. Municipal Commission

2.b. If a Corporation: Federal tax status identification number {Ex. 501 (c) (6)}:

2.c. Is the management corporation or commission designated in the enabling BID ordinance? Circle One: YES NO

3. Management Corp. Telephone and Email Address:

Telephone

Email Address

4. Name of the designated Chief Executive Officer/Manager: _____

4.a. The CEO/Manager is (Circle One): (Ft=Full Time. PT=Part Time)

FT Employee PT Employee Independent Contractor Government Employee Volunteer

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4.b. The CEO/ Manager is (Circle all that apply):

Business District Management Certification
Main Street Certified Manager
Certified Business Administrator
Certified Economic Development Director

Degree in Public Administration
Degree in Business Administration
Certified Public Manager
OTHER: _____

5. Person completing this Questionnaire (Print Clearly)

Name	Title	Affiliation
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6. CEO/Manager (circle one): Male Female

7.a The Organization's current publically funded -only budget is: Circle one.

- a. \$99,000 or below b. \$100,000 to \$250,000 c. \$251,000 to \$1,000,000
d. \$1,000,001 to \$2,000,000 e. over \$2,000,000

7.b The Organization's current privately funded-only budget is: Circle One.

- a. \$99,000 or below b. \$100,000 to \$250,000 c. \$251,000 to \$1,000,000
d. \$1,000,001 to \$2,000,000 e. over \$2,000,000

8.a The Organization's total budget is: Circle one.

- a. \$99,000 or below b. \$100,000 to \$250,000 c. \$251,000 to \$1,000,000
d. \$1,000,001 to \$2,000,000 e. \$2,000,000 - \$3,000,000 f. over \$3,000,000

8.b Last fiscal year total budget: \$ _____

9. Does government levy a mandatory tax, assessment or fee on your behalf? Circle one.

Yes, government levies and collects it on our behalf.

No, we bill it and collect ourselves.

Not applicable, no mandatory public assessment

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10. Are you required by ordinance and/or statute to have an elected official on your Board of Directors or Commission? (Circle one): Yes No

11. Are you required by ordinance and/statute or by laws to have an elected official on your Board of Directors or Commission as a voting member? (Circle one): Yes No

SECTION TWO - ORGANIZATION & MANAGEMENT CAPABILITY

1. Determine the percentage increase from the previous year's publicly funded only budget in relation to the current year's budget (divide previous year's budget by the current budget) - Circle one

a. More than 10% b. 5%-10% c. 1% - 4% d. No Change e. Decrease

2. Determine the percentage increase from the previous year's total budget (assessment and other funds) in relation to the current year's total budget (divide previous year's budget by current budget) - Circle one

a. More than 10% b. 5%-10% c. 1% - 4% d. No Change/ Decrease e. Don't know

3.a The average CEO/Manager has been in the job position: Circle one.

a. Over 10 years b. 7-10 years 5-7 years c. 3-4 years d. 1-2 Years e. less than 1 year

3.b The Organization has had how many CEO/managers to date?: _____

4. The number of members of the Board of Directors, or Commission, of the management organization is equal to the following percentage of businesses in the district: Circle One.

a 5% or more b. 4%-4.9% c. 3%-3.9% d. 2%-2.9% e. 1%-1.9%

5. The District's Management Organization's meetings are open to the public:

a. Always b. Almost always c. Sometimes d. Rarely e. Don't know

6. The Management Organization encourages partnering between government, community and business to achieve revitalization of the community.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

7. How involved, on average, are the people on the BID Board of Directors in other social, community or professional organizations? Circle one.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know.

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8. The Management Organization is trusted by:

8.a. The Local Government: Circle one

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

8.b. The Business Community: Circle one

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

8.c. Other local Community and Economic Development Organizations: Circle one

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

8.d. The Local Chamber of Commerce: Circle one

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

8.e. The Community At-large: Circle one

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

9. The BID's public-private partnership between government and the business community works productively: Circle one.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

10. People help each other learn in this organization. Circle one.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

11. There is consistency between words and behavior in this organization. Circle one.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

12. There are clear expectations established in this organization. Circle one.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

13. The Management Organization can implement changes in its services quickly. Circle one.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

14.a There is a high degree of collaboration in this organization with other organizations. Circle one.

a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

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14.b There is a high degree of collaboration in this organization within the organization. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

15. In this organization scenarios and guidelines are used more often than rules. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

16. This organization is designed around collaboration rather than compromise. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

17. Government has determined a different level of funding than the one originally requested by the District Management Organization. Circle one.

- a. Not at all b. Only a little c. Somewhat d. A fair amount e. A great deal

18. Report performance information to a governmental organization. Circle one.

- a. Monthly b. Quarterly c. Biannually d. Annually e. Not at all

19. At minimum, report performance information to the public. Circle one.

- a. Monthly b. Quarterly c. Biannually d. Annually e. Not at all

10. Publish an annual financial and performance report (paper or electronically). Circle one.

- a. Monthly b. Quarterly c. Biannually d. Annually e. Not at all

21. Time of passage of annual budget by local government (or, appropriate authority) after the Management Organization has approved a budget: Circle One.

- a. 1-3 months b. 4-5 months c. 5-6 months d. 6 - 8 months e. 9 months or more.

22. Board of Director's Attendance at Board Meetings-averaged annually. Circle One

- a. more than 80% b. 60%-79% c. 40%-59% d. 25%-39% less than 20%

SECTION THREE - RETURN ON INVESTMENT

1. The District's Management Organization is considered an innovative organization. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

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2. The Management Organization is an agent for change in the community. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

3.a The Management Organization takes risks to improve the community. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

3.b The Management Organization is a public-private partnership. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

3.c The Management Organization enters into partnerships into the public and private organizations. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't

4. The Management Organization identifies resources and leverages assets: Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

5. In this organization, work is designed to permit experimentation. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

6. The organization is quick to respond to market opportunities and threats. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

7. The current vacancy rate in the service district is: Circle one.

- a. Less than 3% b. 3.1% - 6% c. 6.1% - 10% d. 10% - 15% e. Don't know

8. The vacancy rate in the service district compared to last year is: Circle one.

- a. Less than 3% b. 3.1% - 6% c. 6.1% - 10% d. 10% - 15% e. Don't know

9. The value of commercial property in the district has risen in three years by:

- a. 15% - 25% b. 5% -14.9% c. 0% - 4.9% d. Lost value e. Don't know

10. The total failure rate for commercial businesses is: Circle one.

- a. 3% or less b. 4%- 7 c. 8%-10% d. 10% or more e. Don't know

11. Number of new restaurants in the district in the last complete calendar year. Circle one.

- a. 6 or more b. 4-5 c. 3-4 d. 2-0 e. Don't know

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12. Number of new retail establishments in the district in the last complete calendar year. Circle one.

- a. 6 or more b. 4-5 c. 3-4 d. 2-0 e. Don't know

13. Since its inception, compared to the total public funds budgeted received so far (total years), the Management Organization has caused what dollar ratio of hard, physical, capital improvements to the District? - Round off . Circle one.

- a. 1: 5 or more b. 1:4 c. 1:3 times d. 1: 2 or less e. Don't know.

14. Amount of the total current budget directed to advertising and marketing is:. Circle one

- a. 25% or more b. 15%-24% c. 10%-14% d. 9% or less e. Don't know

15. Visits to the Management Organization's website increased in e past complete calendar year by: Circle one.

- a. 35% or more b. 25% - 34% c. 15%-24% d. 1% - 14% e. Don't know

16. Number of documented overall complaints in the last calendar year as compared to the previous calendar year about the Management Organization decreased by.

Circle one

- a. 50% or more b. 25%-49% c. 10%-24% d. \$10% or less e. Increased

17. How many outdoor billboard-type advertisements where placed in the last calendar year?: Circle one.

- a. 20 or more b. 15-19 c. 6-14 d. 1-5 e. None.

18. Number of documented formal tours of the service district in the last calendar year: Circle one.

- a. 50 or more b. 25-49 c. 6-24 d. 1-5 e. Don't know

20. Data: Total square footage of commercial property in the service district is collected: Circle One.

- a. Annually b. Ever two years c. Every three years d. Every four years e. Don't know

21. Cost per square foot of commercial space in e most recent complete calendar year increased from the previous year by: Circle one.

- a. 10% or more b. 5%-9% c. 2%-4% d. 1% or below e. Don't know

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22.a. Website is updated: Circle one.

- a. Daily b. Weekly c. More than Monthly d. Monthly e. Don't know, or
don't have a website

22.b. Facebook (or social media site) is updated: Circle one.

- a. Daily b. Weekly c. More than Monthly d. Monthly e. Don't know, or
don't have a social
media site

SECTION FOUR - QUALITY OF LIFE

1. The District's Management Organization is guided by an agreed upon Vision Statement as a Promise to the community. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

2. The District's Management Organization has improved the quality of life in the community. Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

3. What best describes your perception of the cleanliness of the service district compared to last year? Circle one.

- a. Much cleaner b. Somewhat cleaner c. The same d. Somewhat dirtier e. Dirtier

4. What best describes your perception of safety in the service district.? Circle one.

- a. Much safer b. Somewhat safer c. The same d. Somewhat less safe e. Unsafe

5. Generally speaking, how professional is the Management Organization? Circle one.

- a. Excellent b. Very good c. Good d. Fair e. Poor

6. Attendance to Board meetings by the Board is: Circle one.

- a. Excellent b. Very good c. Good d. Fair e. Poor

7. The Management Organization conducts customer satisfaction surveys: Circle one.

- a. Monthly b. Quarterly c. Biannually d. Annually e. Not at all

8. The Management Organization's collaborations with the local government increased by: Circle one.

- a. 26% or more b. 16% - 25%% c. 6%-15% d. 5% or less e. Decreased

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9. Collaborations with other Community Development Corporations increased by: Circle one.

- a. 26% or more b. 16% - 25%% c. 6%-15% d. 5% or less e. Decreased

10. Number of Community Festivals/ Promotions held in the current year. Circle one.

- a. More than 20 b. 11 to 20 c. 3 to 10 d. 1 to 2 e. Don't know

11. Number of bank robberies decreased/increased in the last complete calendar year compared to the previous calendar year by:

Circle one.

- a. decreased more than 50% b. decreased 1% to 49% c. stayed the same
d. increased e. Don't know

12. Number of assaults decreased/increased in the last complete calendar year compared to the previous calendar year by: Circle one.

one.

- a. decreased more than 50% b. decreased 1% to 49% c. stayed the same
d. increased e. Don't know

13. Number of commercial robberies decreased/increased in the last complete calendar year compared to the previous calendar year by: Circle one.

- a. decreased more than 50% b. decreased 1% to 49% c. stayed the same
d. increased e. Don't know

14. The percentage of money in the Management Organization's total budget spent on cleanliness and safety:

Circle one.

- a. less than 10% b. 11% to 25% c. 26% to 35% d. 35% to 40% e. more than 40%

15. Number of documented compliments about the BID organization's performance increased by:

- a. 50% or more b. 25%-49% c. 10%-24% d. \$10% or less e. Decreased

16. Number of years since a comprehensive streetscape improvement project was conducted on the major thoroughfare: Circle one:

- a. less than 5 years b. 6- 10 years c. 11- 20 years d. 21 - 30 years e. Don't know

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17. Collection of District-wide customer email contact data: Circle one.

- a. Annually b. Bi-annually c. Quarterly d. Monthly e. Not at all

18. Number of public meeting places, parks, plazas, etc. created or rebuilt since the District was formed: Circle one.

- a. 20 or more b. 15-19 c. 10-14 d. 1-10 e. None.

19. Upkeep and Maintenance of private property buildings and business signage has improved: Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Not at all

20. Rate the service district's advertising branding: Circle one.

- a. Excellent b. Very good c. Good d. Fair e. Poor

21. The service district boundaries has expanded: Circle one.

- a. Three times b. Two times c. One time d. Never e. Decreased in size

22. The Management Organization assists in and/or sponsors the creation of other PPPs or managed business districts: Circle one.

- a. A great deal b. A fair amount c. Somewhat d. Only a little e. Don't know

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SCORING

ONLY SECTIONS 2-4 ARE SCORED.

EACH STATEMENT HAS FIVE ANSWERS: Choose only one for each statement.

METHOD OF SCORING: Use five point scale from left to right: a=5; b=4; c=3; d=2; and, e=1.

ADD CHOICE IN EACH STATEMENT FOR A TOTAL SCORE.

INTERPRETATION KEY: Highest score is 370 - Very Successful - High performing well established public-private partnership- regional to multi-regional impact player. High score range is 300-370: Successful - Consistently good to excellent performance- good to excellent public-private partnership- could be better in key areas-local to regional impact player. Be wary of stagnation. Moderate score range is 222-300: Fair to good performance, struggles at times particularly with public-private partnership-needs improvement in key areas- stagnant in key areas- local impact player. Low score range is below 221: Poor to fair performance - ineffective public-private partnership-struggles, is not innovative -verging on failure- confused regarding district to municipal impact. Danger zone is below 150: in various states of failure - confused to negative impact player.

NOTES