



INDEPENDENT PERFORMANCE ASSESSMENT AND FINANCIAL EXPENDITURES REVIEW – SCOPES OF WORK

Office of the City Manager

City Council
May 10, 2022

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1

BACKGROUND

1. July 28, 2015 – City Council endorsed the Annual Performance Assessment and Financial Expenditures Review Program
2. September 17, 2019 – City Council unanimously reaffirmed its support for the continuation of the Program



2

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2

COMPLETED ASSESSMENTS AND REVIEWS

Date	Audited Department	External Auditor	Cost
12/1/2015	Human Resources Dept	Matrix Consulting Group	\$105,000
12/1/2015	Riverside Public Utilities	Baker Tilly Virchow Krause	154,874
12/1/2015	Finance Department	Matrix Consulting Group	135,000
12/13/2016	Museum & Cultural Affairs	Museum Mgmt Consultants	50,000
2/7/2017	City Manager's Office	Matrix Consulting Group	85,000
2/7/2017	Office of the Mayor		
2/7/2017	Police Department	Hillard Heintze LLC	324,198
3/13/2018	General Services	Management Partners	185,000
3/13/2018	Parks, Rec & Comm Svcs		
3/13/2018	Public Works		
9/17/2019	Community and Econ. Dev't	Matrix Consulting Group	84,500
9/17/2019	Fire Department	Fitch & Associates LLC	65,999
9/17/2019	Innovation and Technology	Matrix Consulting Group	83,500
Total			\$1,273,071

3

DISCUSSION

With input from the various stakeholders, scopes of work were developed for Office of the City Attorney, City Clerk's Office, and Public Library.



4

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4

OFFICE OF THE CITY ATTORNEY

Performance Assessment:

1. Organizational structure and potential for consolidation of administrative functions
2. Effectiveness of staffing levels for the Office of the City Attorney generally and for each division
3. Succession and Strategic Planning
4. Project management, business continuity/disaster recovery controls



5

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5

OFFICE OF THE CITY ATTORNEY

Performance Assessment:

5. Assessment and benchmarking against CAO in other cities & comparison to national/other prof. standards:
 - a. Number of departments supported/attorney
 - b. Timeliness of responses to requests received from other depts and number of transactions/attorney
 - c. Number of litigated cases/attorney
 - d. No. of criminal and/or admin prosecutions/attorney
 - e. Number of claims and claims performance
 - f. Settlement performance / average settlement



6

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6

OFFICE OF THE CITY ATTORNEY

Performance Assessment:

6. Compliance with applicable federal, State, and/or City regulations
7. Management systems
8. Interdepartmental communication and collaboration
9. Best practices, and other performance indicators of program and service effectiveness



7

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7

OFFICE OF THE CITY ATTORNEY

Financial Expenditures Review:

1. Review specific non-personnel expenditure transactions over the three-year period of Fiscal Years ending June 30, 2022, 2021, 2020. Assess compliance with relevant City policies for
 - a. Credit card transactions (P-Card)
 - b. Litigation Disbursement Account
 - c. Professional Services Agreements and Purchase Orders (outside counsel, experts, outside vendors)
 - d. Settlement Agreements



8

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8

CITY CLERK'S OFFICE

Performance Assessment:

1. Benchmarks, best practices, and other performance indicators of program and service effectiveness relative to other jurisdictions of similar size (may include, but is not necessarily limited to, legislative support such as agenda services, recording minutes and related tasks for City Council and City boards/commissions/committees; elections/Filing Official; records management; and processing passports)



9

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9

CITY CLERK'S OFFICE

Performance Assessment:

2. Review current operations, policies, procedures and practices for consistency with governing laws and policies
3. Review current operations, policies, procedures, and practices for efficiency and effectiveness
4. Review current use of management systems and technology, and make recommendations for improvements and enhanced efficiency



10

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10

CITY CLERK'S OFFICE

Performance Assessment:

5. Review the organizational structure and make recommendations for enhanced efficiency. Include potential for consolidation of functions, effectiveness of staffing levels, and succession planning.



11

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11

CITY CLERK'S OFFICE

Financial Expenditures Review:

Review specific non-personnel expenditure transactions over the three-year period of Fiscal Years ending June 30, 2022, 2021, 2020. Assess compliance with relevant City policies for purchasing and contracting.



12

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12

PUBLIC LIBRARY

Performance Assessment:

1. Based on Library nationwide best practices, review organizational structure and effectiveness of staffing levels; succession planning; project management; and business continuity/disaster recovery controls
2. Review all programs offered on-site and off-site and assess the number of attendees
3. Assess Library services across all seven neighborhood branch locations and centrally at the Main Library



13

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13

PUBLIC LIBRARY

Performance Assessment:

4. Evaluate library materials and circulation data
5. Assess results of Library community engagement survey to evaluate Library's understanding of community needs.
6. Analyze fine and fee revenue collected by the Library and make recommendations for best practices
7. Benchmark against similar library systems as well as best practice libraries nationwide
8. Interdepartmental communication and collaboration.



14

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14

PUBLIC LIBRARY

Financial Expenditures Review:

1. Review specific non-personnel expenditure transactions over the four-year period of Fiscal Years ending June 30, 2019 through June 30, 2022.
2. Assess compliance with relevant City policies related to procurements and contracting.



15

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15

DISCUSSION

- Reviews anticipated to begin in September 2022, following consultant selection process and City Council approval of agreement.
- These are the final departments to be reviewed in the Audit Cycle started in 2015.
- As directed by City Council on May 21, 2019, audit reports/findings will be simultaneously received by the Mayor, Mayor Pro Tempore, Chair of the Inclusiveness, Community Engagement & Governmental Processes Committee (ICGC), and City Manager



16

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16

STRATEGIC PLAN ALIGNMENT



Strategic Priority 5 – High Performing Government

Goal 5.3 - Enhance communication and collaboration among community members to improve transparency, build public trust, and encourage shared decision-making.

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability &
Resiliency



Equity



Innovation



17

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17

RECOMMENDATIONS

That the City Council:

1. Approve scopes of work for independent performance assessment and financial expenditures review of the Office of the City Attorney, the City Clerk's Office, and Public Library; and
2. Authorize staff to immediately proceed with solicitation of consultants through a Request for Proposals process.



18

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18