

# 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

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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

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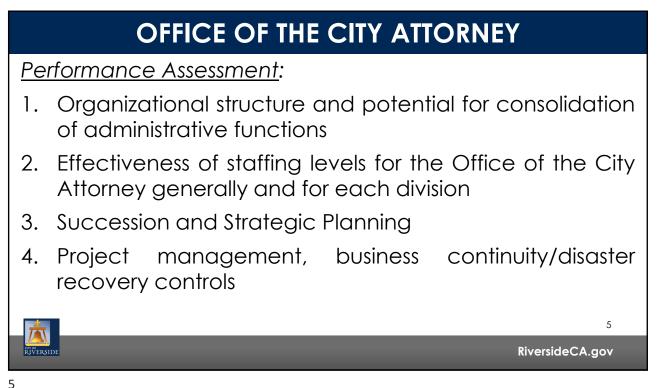
# DISCUSSION

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

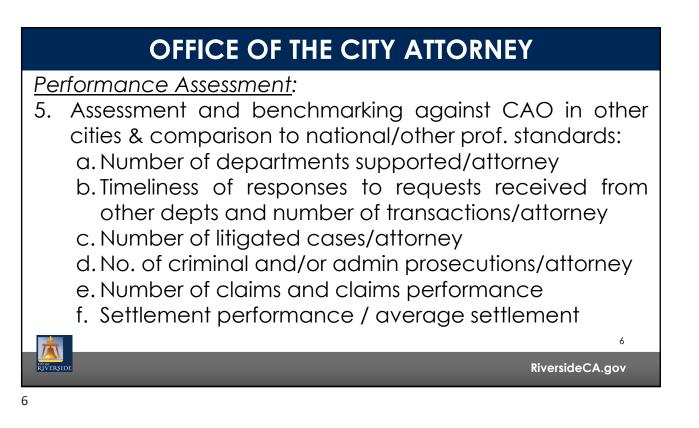
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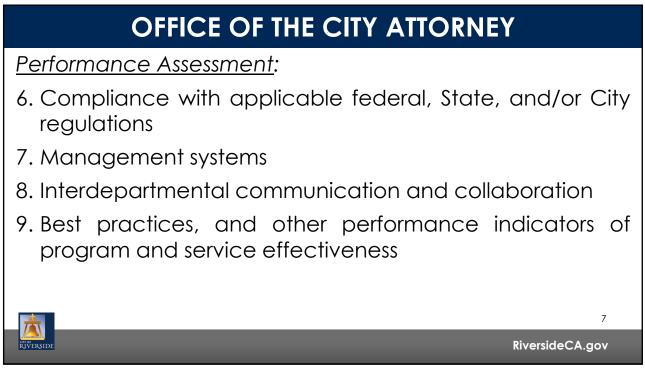
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# **OFFICE OF THE CITY ATTORNEY**

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
  - 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

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### **CITY CLERK'S OFFICE**

### Performance Assessment:

 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)



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# **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

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### 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.



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# **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.

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### 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

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# 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.



# PUBLIC LIBRARY

Financial Expenditures Review:

- 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.



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# 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

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