



FISCAL YEAR 2017/18 INDEPENDENT PERFORMANCE ASSESSMENT & FINANCIAL EXPENDITURE REVIEW – SCOPES OF WORK

**Office of Organizational
Performance & Accountability**

City Council
November 28, 2017

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BACKGROUND

A Riverside 2.1 Strategic Goal for the City Manager's Office is to continue facilitating a culture of continuous improvement and innovation in the workplace through regular process improvement activities, rewarding innovative practices, and regular reviews of department operations on a triennial basis.

On July 25, 2015 the City Council endorsed the City Manager's annual Performance Assessment and Financial Expenditure Review Program.



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BACKGROUND

To date, seven departments/offices have completed a review by independent consultants – Public Utilities, Finance, Human Resources, Museum, Police, Office of the Mayor, and the City Manager's Office.

Fiscal year 2017/18 departments approved for review are:

1. General Services
2. Parks, Recreation & Community Services
3. Public Works



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DISCUSSION

The Office of Organizational Performance & Accountability is responsible for managing the annual Department Performance Assessment and Financial Expenditure Review Program.

A comprehensive Scope of Work was developed for each department undergoing a review based on input from various stakeholders. The approved Scopes of Work will be included in the Request for Proposals (RFPs) for the selection of independent consulting firms.



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SCOPE OF WORK – GENERAL SERVICES

Performance Assessment

1. Organizational structure
2. Management systems
3. Asset management
4. Interdepartmental communication/collaboration
5. Benchmarks; performance indicators



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SCOPE OF WORK – GENERAL SERVICES

Financial Expenditures

1. Review of overtime, Professional Services Agreements (PSAs), maintenance and service contracts expenditures over the three year period ending June 30, 2017.



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SCOPE OF WORK

PARKS, RECREATION & COMMUNITY SERVICES

Performance Assessment

1. Strategic plan
2. Organizational structure
3. Interdepartmental communications for special events
4. Programs and services
5. Management systems
6. Asset management
7. Technology
8. Economic impact
9. Benchmarks; performance indicators



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SCOPE OF WORK

PARKS, RECREATION & COMMUNITY SERVICES

Financial Expenditures

1. Review of overtime, Professional Services Agreements (PSAs), recreational service contracts and maintenance/service contract expenditures over the three year period ending June 30, 2017.



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SCOPE OF WORK – PUBLIC WORKS

Performance Assessment

1. Organizational structure
2. Solid waste (refuse) revenue/expense opportunities
3. Wastewater (sewer) revenue/expense opportunities
4. Rate structure comparison for refuse & sewer services
5. Street pavement maintenance & sidewalk repair best practices
6. Technology
7. Interdepartmental communication/collaboration
8. Benchmarks; performance indicators



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SCOPE OF WORK – PUBLIC WORKS

Financial Expenditures

1. Review of overtime, Professional Services Agreements (PSAs), maintenance and service contract expenditures over the three year period ending June 30, 2017.



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RECOMMENDATIONS

That the City Council:

1. Approve the Scopes of Work for the independent Performance Assessment and Financial Expenditure Review of the following departments:
 - a) General Services;
 - b) Parks, Recreation & Community Services; and
 - c) Public Works.
2. Authorize staff to immediately proceed with solicitation of consultants through a Request for Proposals process.



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