

Performance Assessment and Financial Expenditures Review - Professional Consultant Services Agreement

Office of Organizational Performance and Accountability

City Council March 13, 2018

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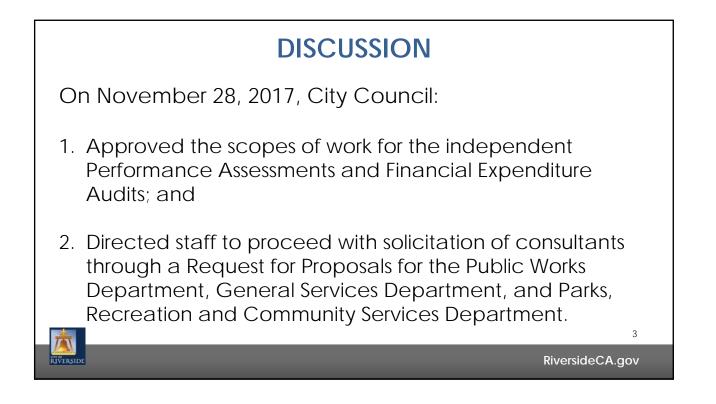


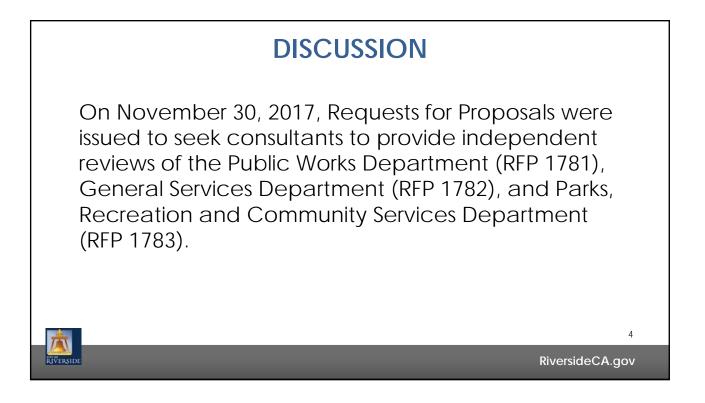
- 1. On July 25, 2015 the City Council endorsed the Performance Assessment and Financial Expenditure Audit Program.
- 2. The departments approved by City Council for review in fiscal year 2017/18 are the Public Works Department, General Services Department, and Parks, Recreation and Community Services Department.

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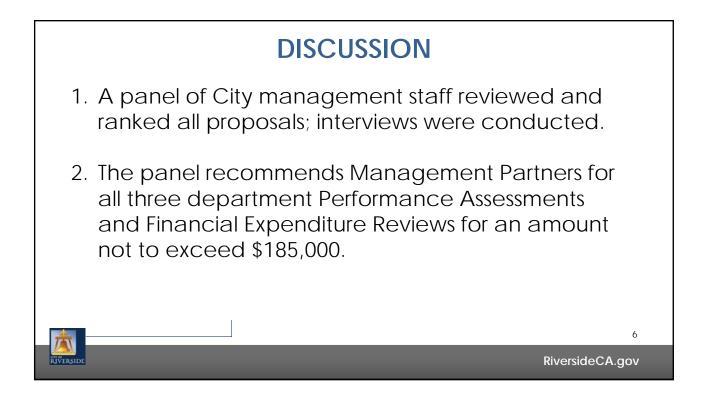
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FIRM		<b>DISCUSSION</b> The following firms submitted proposals:			
	RFP 1781 PUBLIC WORKS	RFP 1782 GENERAL SERVICES	RFP 1783 PARKS, RECREATION and COMMUNITY SERVICES		
Arroyo Associates, Inc.	Х	Х	Х		
BerryDunn	Х	Х	Х		
Citygate Associates LLC			Х		
Macias Gini & O'Connell		Х	Х		
Management Partners	Х	Х	Х		
Matrix Consulting Group	Х	Х	Х		
The Kercher Group		Х			
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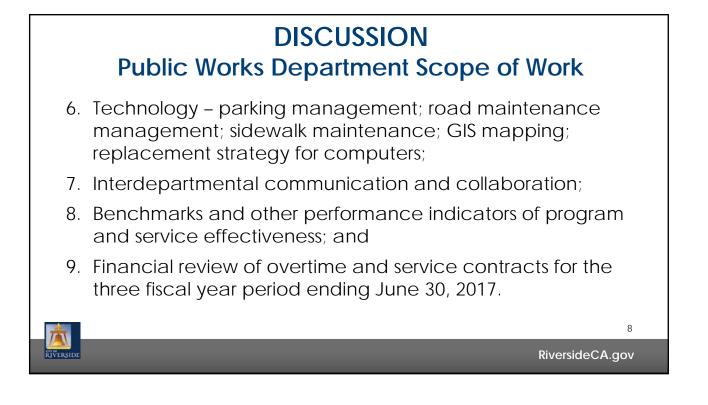


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# DISCUSSION

## Public Works Department Scope of Work

- 1. Organizational structure and potential for streamlining, staffing, succession planning, outsourcing;
- 2. Solid waste revenue generation and expense reduction opportunities;
- 3. Wastewater revenue generation and expense reduction opportunities with commercial bioprocessing technologies;
- 4. Rate structure for solid waste and wastewater services comparable to similar government agencies;
- 5. Street pavement and street sweeping maintenance best practices;







### **General Services Department Scope of Work**

- Asset management city buildings, fleet, airport, publishing services; preventive maintenance and preservation strategies;
- 4. Interdepartmental communication and collaboration;
- 5. Benchmarks and other performance indicators of program and service effectiveness; and
- 6. Financial review of overtime and service contracts for the three fiscal year period ending June 30, 2017.



# DISCUSSION

#### Parks, Recreation & Community Services Department Scope of Work

- 1. Strategic plan future direction; provision of services and programs; effective partnerships;
- 2. Organizational structure appropriate grouping of parks maintenance functions, recreational services, park security, succession planning; outsource options;
- 3. Interdepartmental communication/collaboration for special/cultural events;
- 4. Programs and services offerings; measures of success; targeting the customer base;
- 5. Management systems effectiveness of current resources;
- needed enhancements;

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# DISCUSSION

### Parks, Recreation & Community Services Department Scope of Work

- 6. Asset management park and land inventories; development standards; maintenance standards;
- Information Systems and Technology registration; use of participant data; customer feedback;
- 8. Economic impact value of parks to local real estate, special events, tournaments, golf course;
- 9. Benchmarks and other performance indicators of program and service effectiveness; and
- 10. Financial review of overtime and service contracts for the three fiscal year period ending June 30, 2017.

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