



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: SEPTEMBER 12, 2023
FROM: CITY MANAGER'S OFFICE WARDS: ALL
SUBJECT: PERFORMANCE ASSESSMENT AND FINANCIAL EXPENDITURE REVIEW OF THE CITY CLERK'S OFFICE

ISSUE:

Receive a report from Arroyo Associates, Inc., on the performance assessment and financial expenditure review of the City Clerk's Office.

RECOMMENDATIONS:

That the City Council receive and file a report from Arroyo Associates, Inc., regarding the performance assessment and financial expenditure review of the City Clerk's Office.

COMMITTEE RECOMMENDATION:

This report is published on August 31, 2023 for the September 12, 2023 City Council meeting.

On September 6, 2023, the Inclusiveness, Community Engagement and Governmental Processes Committee will hear this item. If the Committee recommends that the City Council receive a report from Arroyo Associates, Inc., on the performance assessment and financial expenditure review of the City Clerk's Office, we respectfully request the City Council hear the item at the September 12, 2023, City Council meeting.

BACKGROUND:

On February 22, 2023, the City entered into a Professional Consultant Services Agreement (Agreement) from Request for Proposal (RFP) 2220 with Arroyo Associates, Inc., to perform a performance assessment and financial expenditure review of the City Clerk's Office, in the amount of \$45,000. The scope of the Agreement includes:

1. Performance Assessment
 - a. 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)

- b. Review current operations, policies, procedures and practices for consistency with governing laws and policies
 - c. Review current operations, policies, procedures, and practices for efficiency and effectiveness
 - d. Review current use of management systems and technology, and make recommendations for improvements and enhanced efficiency
 - e. Review the organization structure and make recommendations for enhanced efficiency. Include potential for consolidation of functions, effectiveness of staff levels, and succession planning
2. Financial Expenditure Review
 - a. Review specific non-personnel expenditure transactions over the three-year period of Fiscal Years ending June 30, 2022, 2021, and 2020. Assess compliance with relevant City policies for purchasing and contracting.

DISCUSSION:

Arroyo Associates, Inc., will provide a presentation to City Council on their findings during the performance assessment and financial expenditure review of the City Clerk's Office.

STRATEGIC PLAN ALIGNMENT:

This item contributes to **Strategic Priority 5 – High Performing Government** and **Goal 5.3 – Enhance communication and collaboration among community members to improve transparency, build public trust, and encourage shared decision-making.**

This item aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – Financial and Performance Auditing provides transparency and accountability through review of City departments and processes by a neutral auditing firm.
2. **Equity** – Financial and Performance Auditing benefit the entire community through transparency and accountability for the City.
3. **Fiscal Responsibility** – Services for Financial and Performance Auditing are retained through a competitive procurement process to secure highly qualified and quality services.
4. **Innovation** – Regular department reviews facilitate a culture of continuous improvement and innovation in the workplace through process improvement and rewarding innovative practices.
5. **Sustainability & Resiliency** – Financial and Performance Auditing enhances the City's preparedness for the future by identifying strengths and areas for improvement within City departments and processes.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

Prepared by: Lee Withers, Principal Management Analyst
Certified as to
availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer
Approved by: Rafael Guzman, Assistant City Manager
Approved as to form: Phaedra A. Norton, City Attorney

Attachments:

1. Final Report
2. Presentation