

Citizen Efficiency Review Committee

EVALUATION METHODS FOR REVIEW TEAMS:

1. Review systems and operations to secure a general understanding of its procedures and purposes. *[Methods: Staff and volunteer orientation and training sessions, Annual Performance Reports, additional written resources supplied by departments/division, tours of facilities, ride-a-longs with crews or employees, and interviews with various levels of staff.]*
2. ID those areas where efficiency and effectiveness might be improved.
 - a. Are resources being used wisely (consider productivity, unit costs, revenues and user fees, etc.)?
 - b. Does the program duplicate, overlap or conflict with other related programs?
 - c. Assess the adequacy of the system for measuring and reporting performance on efficiency and effectiveness.
 - d. Are efficient operating procedures practiced?
 - e. Is the program complying with relevant laws and regulations?
 - f. Are the customers satisfied with quality and level of services provided?
 - g. Are there services that customers desire that are not being provided?
 - h. To what extent is the program achieving the desired results or benefits for which it was established?
3. Examine current operating practices as compared to:
 - a. other municipal service providers of similar size and scope, and
 - b. "world class" or "best-in-class" service providers.
4. Assess the results of the comparisons. Are there significant departures in city performance from the practices of other municipal service providers OR "world class" service providers? ID the departures and their causes.
5. Is there cause for consideration of privatization or managed competition? If so, ID the causes.
6. Formulate suggested improvements in methods and procedures, and their related cost impacts.
7. Solicit input from the appointed Boards/Commissions associated with the operation.
8. Prepare a report detailing recommendations to the Steering Committee.