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**MAKING GOVERNMENT WORK BETTER COMMITTEE**

Meeting Report  
September 10, 2003

**PRESENT:** Chair Nora Campos, Councilmember Chuck Reed, Councilmember Linda J. Le Zotte, Councilmember David Cortese

**ABSENT:** None

**STAFF:** Kay Winer, Danielle Kenealey, Meghan Horrigan, Jerry Silva, Brooke Myhre, Paul Krutko, Jose Obregon, Randy Turner, Don Beams, David Delgado, Gay Gale

The meeting was convened at 2:34 PM

a. Status Report on CSA Performance Measurements (Manager)

Brooke Myhre, QUEST Partnership Manager gave an overview of the staff recommendations. He stated that CSA Performance Measurement information would be reported to the MGWB Committee and City Council two additional times per year. First, year-end actual performance data would be reported in the fall, concurrent with the City Manager's Annual Report of financial data. Secondly, six month, year-to-date CSA performance data would also be reported in February, concurrent with the Mid-Year Budget Review. He added that there are 275 performance measures at the CSA level alone with hundreds more at lower levels. Since this much information can be overwhelming, staff is working on developing an Executive Summary format that will prioritize the information.

Paul Krutko, Director, Economic Development added that team leaders want to provide ongoing information to the City Council. The Economic Development CSA Team meets weekly to evaluate measurement efforts. The team leaders decided to collectively develop and Executive Summary format using his experience in Jacksonville, Florida. The Executive Summary created there was graphical, clear and meaningful.

Brooke asked the Committee to provide input in developing the Executive Summary.

Councilmember Reed stated that he is interested in two groups of CSA performance measures; those that are meaningful and sustainable all the way through the process and those that are not.

Paul replied that in Florida, the "Golden Thread" illustrated how performance measures rolled from the employee level on up to highest level of the organization. Staff hopes to develop a similar process.

Brooke added that a draft Executive Summary would be presented to MGWB in November.

**Upon motion of Councilmember Reed, seconded by Councilmember Cortese, the Committee accepted the staff report.**

b. Building Management Audit Report (Auditor)

Jerry Silva, City Auditor gave an overview of the report. He stated that this audit was different from previous audits. The Risk Matrix and Vulnerability Assessment that is done prior to each audit revealed a number of weak areas. Rather than continue with the audit process, his staff worked with General Service's staff to develop procedures to handle current threats. The benefits to this include a shortened completion time (while still obtaining the same results) and a more prospective rather than retrospective audit report. He added that staff made one recommendation and that the Administration has concurred.

Randy Turner, Deputy Director, General Services stated that the procedure manual, which was a collaborative effort, is still a work-in-progress.

Jose Obregon, Director, General Services added that he feels it is a unique and helpful way to conduct an audit.

Chair Campos asked what Appendix E, the "Public Works Pilot Project" is.

Randy answered that it is the upgrade of the fire alarm system.

Chair Campos asked what the timeline is for the final procedure manual.

Jose replied that staff would continue to track implementation of the new procedures and can report back at any time.

Jerry Silva stated that the progress would be added to the Auditor's six-month update at the end of the calendar year.

**Upon motion of Councilmember Reed, seconded by Councilmember Le Zotte, the Committee accepted the staff report.**

c. An Audit of the Fleet Management Division of the General Services Department's Vehicle Replacement Program (General Services/Auditor)

Jose Obregon gave a brief review of the audit conducted last year. He stated that there were eight directives in the Mayor's June budget message related to the fleet audit. He commented on four in particular:

*#1. Freeze all vehicle purchasing for FY 2003-04.* – Staff has not purchased any vehicles for 2003-04 but there are vehicle needs have been identified to be run through the Vehicle Review Committee. The committee will develop a recommendation that will be brought back to Council for consideration.

*#4. Shift the \$350,000 currently held in the Vehicle Fund for special circumstances to the General Fund to be consistent with prior City Council direction to freeze all vehicle purchasing for FY 2003-04.* – General Services has saved the City approximately \$7 M.

*#5. Direct the Manager to direct all departments to return all loaned vehicles to General Services and identify the operations and maintenance cost savings and potential revenues generated as a result of this direction.* – There is a need for a loan program but tighter control of the loaned vehicles is necessary. 72 vehicles on loan were returned to the fleet.

*#8. Direct the Manager to limit the number of police sedans scheduled to be purchased in FY 2003-04 to 39.* – Thirty-nine vehicles have been budgeted for but the total number to be purchased is still being analyzed. The department needs a contingency for unexpected vehicle losses that occur every year.

Councilmember Reed asked if there are currently enough vehicles to respond to a threat level orange.

David Delgado, Deputy Chief, Police Department stated that the department is confident that there are enough vehicles.

Councilmember Reed asked if there is enough historical data on the unexpected vehicle losses that occur each year.

Jose replied that there is excellent historical data available but it is still not possible to predict such losses.

Don Beams, Fleet Manager, General Services added that unexpected vehicle losses are sporadic and unpredictable.

Chair Campos asked what the timeline is for the criteria.

Jose replied that staff is continuing to benchmark and compare. He stated that he hopes to have the criteria in draft form by the end of the fiscal year.

The Committee discussed the timeline and requested that a draft of the criteria be brought to the MGWB Committee in January.

**Upon motion of Councilmember Le Zotte, seconded by Councilmember Reed, the Committee accepted the staff report.**

d. Environmentally Preferable Procurement Report (General Services) -- Deferred from August

Jose gave an overview of the report, briefly highlighting each of the four areas of focus:

1. EPP Policy, Procedures and Implementation
2. EPP Education
3. EPP in Technology
4. EPP Pilot Programs

Jose stated that staff had a strategic planning workshop in mid-August with key stakeholders. The workshop centered on what the City would ideally look like in 2008 from an EPP perspective and identified primary areas of emphasis each participant's constituency could do to move the City in that direction. The group also prioritized the initiatives to provide direction for the development of the 2003-04 EPP Workplan. He stated that staff would report back in one year.

Councilmember Le Zotte asked if The Lunch Stop (the City Hall cafeteria) would be going "green".

Gay Gale, Senior Analyst, General Services replied that the owners of The Lunch Stop approached the City first and asked for help in going green.

Councilmember Le Zotte asked what role EPP plays in the evaluation of RFP's.

Gay responded that in the recent award for copy services, the Evaluation Committee determined that EPP should have equal weight among the evaluation criteria. The recommended firm also had the lowest cost. So, applying EPP does not necessarily result in higher costs. She stated further that the "hot topic" in procurement currently is life cycle costing.

Councilmember Le Zotte asked if September is the best time for this report to come to the MGWB Committee.

Gay replied that September is a difficult time to generate the data needed. Having the report come to the committee later in the fall or in early winter would be better for staff.

The Committee discussed the timeline for future reports and requested that they come to the MGWB Committee in November from now on.

**Upon motion of Councilmember Le Zotte, seconded by Councilmember Cortese, the Committee accepted the staff report and requested that future reports be brought to the Committee in November instead of September.**

e. Oral Petitions

None

f. Adjournment

The Committee was adjourned at 3:35 P.M.

A handwritten signature in cursive script, appearing to read "Nora Campos".

Councilmember Nora Campos, Chair,  
Making Government Work Better Committee