

**City of Carson City
Request for Board Action**

Date Submitted: 07/09/14

Agenda Date Requested: 07/17/14

Time Requested: 30 minutes

To: Mayor and Supervisors

From: Nick Providenti, Finance Director

Subject Title: For Possible Action: Action to accept the Employee Efficiency Study Work Plan for selected departments of Carson City as prepared by Moss Adams for an amount not to exceed \$52,000 plus expenses. (Nick Providenti)

Staff Summary: The Board of Supervisors at their meeting held on June 5, 2014 directed Moss Adams to prepare an Employee Efficiency Study for selected departments of Carson City.

Type of Action Requested: (check one)

Resolution

Ordinance

Formal Action/Motion

Other (Specify)

Does this action require a Business Impact Statement: () Yes (X) No

Recommended Board Action: I move to accept the Employee Efficiency Study Work Plan for selected departments of Carson City as prepared by Moss Adams for an amount not to exceed \$52,000 plus expenses.

Explanation of Recommended Board Action: See Staff Summary.

Applicable Statute, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: Employee Efficiency Study - \$52,000 plus expenses. We have spent \$101,047 through June 30, 2014 in the Internal Auditor budget, which leaves \$8,953 of budget available in FY 2014 assuming there are no outstanding invoices for FY 2014. The remainder of the \$52,000 plus expenses would come from the FY 2015 Internal Auditor Budget.

Explanation of Impact: will reduce the general fund budget by \$52,000 plus expenses.

Funding Source: General Fund Internal Audit Budget

Alternatives: Do not accept the Employee Efficiency Study Work Plan.

Supporting Material: Carson City Employee Efficiency Study Work Plan prepared by Moss Adams.

Prepared By: Nick Providenti

Reviewed By: Nancy Paulera Date: 7/9/14
(Department Head)
: Nicholas Ippolito Date: 7/9/14
(City Manager)
: Andy Miller Date: 7/9/14
(District Attorney)
: Nancy Paulera Date: 7/9/14
(Finance Director)

Board Action Taken:

Motion: _____ 1) _____ Aye/Nay
2) _____ _____

(Vote Recorded By)



**Carson City
Employee Efficiency Study
Work Plan**

I. Project Objective

- Perform a high-level evaluation of staffing level efficiency within departments reporting to the City Manager, as well as the Clerk/Recorder, Library, Sheriff's Office, and Treasurer.

II. Scope of Work

Phase 1 – Project Initiation and Ongoing Management

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|-----|--|
| 1.1 | Conduct kickoff meeting to confirm objectives, participants, schedule, deliverables, and advisory committee composition. |
| 1.2 | Submit document request list. |
| 1.3 | Schedule interviews. |
| 1.4 | Conduct project management and progress reporting. |
| 1.5 | Perform quality assurance. |

Phase 2 – Fact Finding

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| 2.1 | Obtain and review relevant documents. |
| 2.2 | Conduct interviews. |
| 2.3 | Conduct organization walkthroughs. |
| 2.4 | Develop preliminary findings. |
| 2.5 | Present preliminary findings to the advisory committee to verify facts. |
| 2.6 | Revise preliminary findings as necessary. |

Phase 3 – Analysis

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| 3.1 | Evaluate performance (see list of areas of focus). |
| 3.2 | Compare to best practices. |
| 3.3 | Determine gaps between performance and best practices. |
| 3.4 | Conduct alternatives analysis to define solutions. |
| 3.5 | Prepare draft findings and recommendations. |
| 3.6 | Present draft findings and recommendations to the advisory committee to test the practicality of solutions. |
| 3.7 | Revise draft findings and recommendations as necessary. |

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II. Scope of Work	
Phase 4 – Reporting	
4.1	Submit draft report.
4.2	Submit final report.
4.3	Present final report.

III. Areas of Focus	
<ul style="list-style-type: none"> • Organizational structure • Span of control • Staffing levels and skills • Roles and responsibilities • Policies and procedures • Workflow processes • Boards and committees • Technology 	<ul style="list-style-type: none"> • Centralized versus decentralized • Insourcing and outsourcing • Recruiting and retention • Training and development • Overtime • Intra- and inter-department communication, coordination, and collaboration

IV. Schedule	
<ul style="list-style-type: none"> • Approximately three months <ul style="list-style-type: none"> ○ Project kickoff late July ○ Project completion late October ○ Key milestones: preliminary findings, draft findings/recommendations, and draft report 	

V. Budget	
<ul style="list-style-type: none"> • Professional fees \$52,000, plus expenses • Work will be performed in accordance with AICPA consultancy standards 	

VI. Staffing	
<ul style="list-style-type: none"> • Mark Steranka, Director (Project Manager) • Laura Peth, Manager • Colleen Rozillis, Manager • Scilla Outcault, Senior Consultant 	