

**External Performance Assessment/Financial Audit Action Plan – Mayor’s Office**

<b>Recommendations</b>	<b>Action Plan</b>	<b>Target Completion Date</b>	<b>Update August 2018</b>
<b>ADMINISTRATION</b>			
1. The Mayor’s Office should have a position of Policy Advisor added to conduct necessary policy analysis.	<ol style="list-style-type: none"> <li>1. Work with HR to outline a targeted job description.</li> <li>2. Develop a plan to identify how this position will not only benefit the Mayor, but also the city management team and the entire council.</li> <li>3. Meet with 3 councilmembers to review the plan, seek their inputs on the largest needs and modify the plan.</li> <li>4. Present a request for funding.</li> <li>5. Recruit and Hire</li> </ol>	<p>November 2017</p> <p>November 2017</p> <p>February 2018</p> <p>Spring 2018</p> <p>July 2018</p>	Did not pursue this item this year, given continued budget cuts. We are reluctant to invest limited city staff time into an item that isn’t feasible at this time, out of respect. Seeking Council direction.
<b>COMMUNITY RELATIONS/PUBLIC INFORMATION</b>			
2. The Assistants to the Mayor should develop a shared internal document that will identify major constituent relations issues or requested actions, the staff member assigned, and the resolution. There should be a review of this list in regular internal staff meetings to ensure that issues are being resolved in a timely manner and by the appropriate level of staff.	<ol style="list-style-type: none"> <li>1. Meet with Ward Action Team leadership to explore the feasibility of making this a larger effort, one in which the Councilmembers’ teams and other targeted city staff could also have access.</li> <li>2. Develop the requirements for the tool.</li> <li>3. Work with IT, as needed, to develop, test, and launch a database.</li> <li>4. Train users.</li> <li>5. Full Implementation.</li> </ol>	<p>August 2017</p> <p>September 2017</p> <p>October/November 2017</p> <p>Q3 2018</p> <p>Q3 2018</p>	After meeting with the City Manager’s Office to open dialogue on this item, it was identified that there is a pre-existing citywide effort to integrate key personnel, including Legislative Field Representatives (LFRs) and Assistant to the Mayor positions, into the 311 system. This task is being managed by the City Manager’s Office.
<b>SISTER CITIES</b>			
3. A formal Sister Cities annual report should be developed, laying out strategic priorities and quantifying the accomplishments of the Sister Cities Program and included as part of the recommended biennial Mayor’s report.	<ol style="list-style-type: none"> <li>1. Assess the cost/benefits of an annual sister city report vs. the current approach, which lays out priorities and objectives via individual council presentations.</li> <li>2. Once the cost/benefit analysis is completed, determine next steps.</li> </ol>	<p>03/2018</p> <p>04/2018</p>	The International Protocol Officer is on extended medical leave. We will explore upon his return.

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4. The Sister Cities Program should create performance dashboards that report the Program’s progress on its stated goals and objectives.			Refer to 3 above.
5. The Sister Cities website should be updated to include additional details about the program and the benefits of the programs. The website should contain information related to participating in, sponsoring or donating to the Sister Cities Program.	<ol style="list-style-type: none"> <li>1. Review the Sister City website and determine plan to address best practices (City Marketing Staff)</li> <li>2. Develop content based on best practices plan (Sister City Team)</li> <li>3. Implement updates with IT team (City Marketing Staff)</li> <li>4. Review/Test Updates (Sister City Team/City Marketing Staff)</li> </ol>	<p align="center">01/2018</p> <p align="center">02/2018</p> <p align="center">03/2018</p>	Content developed. Marketing team was in the process of cutting over websites to new technology, which delayed development. Office of the Mayor was given access to the new technology in June 2018. The build out is in progress; completion expected August 2018.
6. The Sister Cities Program should retain its current funding arrangement in the General Fund. Once annual reports and performance dashboards are generated, a cost-benefit analysis can be conducted to determine the need for ongoing taxpayer subsidy for the program.	<ol style="list-style-type: none"> <li>1. Cost/Benefits Analysis should be conducted by the City’s Economic Development Team, consistent with past practices.</li> </ol>	2018	Pending completion of tasks upon return of International Protocol Officer.
7. At its current number of cities, the Sister Cities program should remain with the Mayor’s Office.	<ol style="list-style-type: none"> <li>1. No Action Items Needed</li> </ol>	N/A	N/A
<b>FINANCIAL COMPLIANCE</b>			
8. All staff handling p-card transactions should be trained regarding the requirements of the P-card policy related to eligible transactions, transaction limits and exclusions, and the documentation required for each type of transaction. Additionally, staff should be provided information regarding existing PSA	<ol style="list-style-type: none"> <li>1. Mayor’s Office staff completed p-card training.</li> <li>2. The City P-card policy is currently being revised. Once approved, the Finance Department will be conducting training for all cardholders and cardholder approvers. The Mayor’s Office staff will ensure attendance at training sessions or request additional training as needed.</li> </ol>	<p align="center">June 2017</p> <p align="center">Updated training will occur once new policy is rolled out</p>	<p align="center">Completed June 2017</p> <p align="center">P-card policy (07.017.00) revised July 2017</p>

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agreements and how to utilize.	3. The Finance Department/Purchasing is revising the Professional Services Agreement (PSA) policy and procedures; training will be provided once the policy is approved.	August 2017	Requested training from Finance/Purchasing regarding PSAs; was informed that this type of agreement is not applicable to the Office of the Mayor given nominal amounts spent.
9. The City should further review the P-card policy and consider updates and modifications specifically regarding the purchase of food.	1. The City P-card policy is currently being reviewed and revised. 2. The Mayor’s Office will review the revised policy once adopted by the City Council and ensure compliance through monthly review of P-card statements.	2017  August 2017	Refer to #8 above.  Ongoing with compliance.
10. Once the City’s Donation Acceptance Policy is adopted by the City, Mayor’s Office staff should be trained on the policy.	1. On June 14, 2017 the Finance Committee will review the Donation Acceptance policy. If approved the policy will be forwarded to the City Council for adoption on July 11, 2017. 2. With assistance from the Finance Department, the Mayor’s Office has already adopted the policy’s procedures and established the appropriate trust accounts in the financial system.	July 2017  Completed 2016	Donation Acceptance policy (06.011.00) revised July 2017.  Ongoing with compliance.