JACKSONVILLE CITY COUNCIL

TRUE COMMISSION
PERFORMANCE COMMITTEE MEETING MINUTES
February 5, 2009
3:00 p.m.

City Council Conference Room B
Suite 425, City Hall
117 W. Duval Street

Attendance: Greg Anderson (Chair), Committee Members John Palombi, Marcella Lowe, Steve Jarecki,

The meeting was called to order at 3:08 p.m. The Chairman clarified for the record that the committee's membership is composed of himself and Commissioners Lowe, Palombi, Mallett, Benwick, Deen and Jarecki.

Mr. Anderson proposed three tasks for the committee for the remainder of its fiscal year: 1) follow up on the committee's previous procurement and contract management report; 2) follow up on the committee's previous work on performance measurement and management; and 3) study the Information Technology Department.

Procurement and contract management: Commissioner Palombi reported that City Inspector General Pam Markham is working on mapping the City's contract compliance processes. They are having trouble finding all of the contracts currently in force and are developing a contract tracking software application. The Office of General Counsel, the custodian of many City contracts, appears to have a fairly rudimentary filing system that is neither automated nor particularly efficient. The chairman will invite Pam Markham to the committee's March meeting to discuss her progress in this area.

Mr. Palombi reported that he had recently attended the second meeting of the new procurement officers' conference – a gathering of the chief procurement officers of the City and its independent authorities. Their first topic of conversation was the proposed local preference in professional services procurement ordinance now pending before City Council. The group found a general lack of standardization of specifications and contract clauses – everything seems to start from scratch and sometimes important items get omitted or overlooked. His impression is that the Public Works Department seems to be holding the line on granting approval of change order requests and has begun doing end-of-contract reviews and debriefings to determine how well its contracting processes worked.

Performance management: Mr. Anderson reported that software has been purchased and training is underway on the new Actuate database system, starting with the Public Works and Recreation and Community Services Departments. The system is umbrella software that will extract data from existing databases for benchmarking and evaluation purposes. Heath Beach of the City Budget Office is the project manager and will be invited to a future committee meeting to discuss the system.

Information Technologies Department: Mr. Anderson noted that ITD capabilities and support of other departments has been raised as an issue in a number of audits reviewed by the commission, and the

annual City independent audit has for several years questioned the city's disaster recovery capabilities with regard to computer systems. He has arranged for the committee to meet on February 19th with Kevin Holzendorf, the Director of ITD, at his office in the Ed Ball Building on Hogan Street to discuss ITD issues. Commissioner Jarecki suggested several topics that could be communicated to Mr. Holzendorf in advance of the meeting for his response: 1) enterprise architecture; 2) how does ITD spec and procure hardware and software; 3) what are the service level standards for ITD and is the department meeting them; 4) customer satisfaction measures (different from service satisfaction measures).

Staff distributed copies of an article from a recent issue of *Governing* magazine on citizen knowledge of governmental budgeting.

There being no further business, the meeting was adjourned at 3:46 p.m.

Jeff Clements, Chief
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630-1405

Posted 4.1.09
9:45 a.m.