

**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda Date: March 2, 2009
Reviewed by: BP

SUBJECT: City of Albany Organizational Study

REPORT BY: Beth Pollard, City Administrator

STAFF RECOMMENDATION

That Council authorize the City Administrator to execute an agreement with Citygate Associates, LLC to perform an organizational and staffing review of the City, at an amount not to exceed \$33,495.

BACKGROUND

Periodically, cities can benefit from an independent review of its systems and staffing to provide another perspective on how the city organization is structured and delivers services. Funds were included in the 2008-09 fiscal year budget to accomplish such a review, for purposes of providing an objective and fresh look at the City's mission and goals, and how the organization goes about fulfilling these expectations on a daily basis and over the long term. As economic conditions and forecasts have become increasingly bleak, an added purpose became to help the City develop strategies and options for providing services in a tighter fiscal environment. Specifically, the City is currently projecting a deficit for the 2009-10 fiscal year and therefore budget adjustments are likely necessary.

DISCUSSION

The City issued an invitation to organizational consultants to submit proposals to conduct an organizational study. Three of the responding firms were invited to be interviewed by a panel consisting of the Mayor, City Administrator, Human Resources Manager, an employee Union/Associations' selected designee, and a department head selected by his/her peers. It was the unanimous consensus of the interview panel that Citygate Associates was the best choice to perform the work.

Citygate has a track record of success in other cities, which includes hands-on operational experience and exposure to a variety of organizational structures, systems, and issues. Their personal style and approach appear to be a good fit for the City. Citygate has an interactive and collaborative approach, which will involve all departments. Employees will be encouraged to provide their ideas and input during the study.

ANALYSIS

The study will focus on opportunities for change that will add value to the organization. Among the areas that Citygate is expected to explore include:

- Organizational structure.
- Financial systems and budgeting.
- Performance measures.
- Ideas from best practices in municipal government.
- Matching of staffing patterns with service levels.
- Alignment of policies and procedures with department goals.
- Interdepartmental problem solving.
- Communication with policy-makers.
- Public education and information.
- Project management and tracking systems.
- Use of technology

Other areas of study are likely to arise depending on what emerges during Citygate's information gathering and review.

The majority of the review will be completed by the end of this fiscal year.

SUSTAINABILITY IMPACT

Review of the organizational structure, systems, and operations will help the City to be economically sustainable and best meet City goals.

FINANCIAL IMPACT

The contract amount is within the 2008-09 budget allocation.

Attachments:

Citygate proposal information