

City of Independence

MEMORANDUM

City Council Office

DATE: April 27th, 2012

TO: Audit and Finance Committee

FROM: Zachary C. Walker, Management Analyst



SUBJECT: Summary of Previous Management Analyst Reviews

As we continue to develop a work plan for the approaching fiscal year, I thought it would be beneficial to provide a summary of previous Management Analyst reviews. In so doing, it is my hope that we can assess what functions have been studied more recently and which have not been studied for some time.

As such, please find attached a brief report, categorized by department and calendar year, highlighting review topics. In the interest of brevity, I have summarized the formal review title in to a general topic. Should you be interested in more specific detail of any particular study, I would gladly provide that for you.

Please also note the omission of the following departments and programs from this summary: Independence Power and Light, Law, National Frontier Trails Museum, Tourism, and Parks and Recreation. While these departments and programs may have been included as part of a multi-departmental study, they have not been exclusively reviewed in the timeframe from which I compiled this summary.

Again, if you should have any questions about a particular past review or questions regarding this summary in general, please do not hesitate to contact me.

C: Honorable Mayor and Members of the City Council
Robert Heacock, City Manager
Jane Sharon, City Clerk

Management Analyst Review History														
Year	City Clerk	City Manager	Technology Services	Municipal Court	Finance	Human Resources	Community Development	Police	Fire	Health	Public Works	Water	Water Pollution Control	Multi-Departmental Functions
1999				Municipal Court			Dangerous Buildings	Property Room				Water Main Construction		Accounting Functions
2000							Permitting Process for New Businesses	Police Call Disposition	Fire Computer System	Independence Health Education Project	Pot Hole Repairs & Utility Cuts		Billing from Little Blue Valley Sewer District	Workers' Compensation Claims History
2001		Franchise Agreement W/ Comcast						Patrol Officer Time in Service	Fire Prevention Bureau	Animal Control Activities				Customer Service Review
2002				Municipal Court						City Property Maintenance				Agreements with the National Park Service
2003	City Clerk's Office					Agreement with CoreSource		2003 Customer Satisfaction						1. Business Travel 2. Monetary Collection Procedures 3. Cell Phone Contracts 4. Alarm Systems Ordinance
2004					SBC's Business License Tax Payments						Central Garage			
2005						1. Health Insurance Plans 2. Human Resources		2005 Customer Satisfaction		Animal Control Facility & Services	Solid Waste Collection			Public Transportation Services
2006	Council Agenda Creation				Purchasing Division		Building Inspection			Food Establishment Inspection				
2007			Technology Services					2007 Customer Satisfaction						
2008								1. Hiring Process 2. 2008 Customer Satisfaction 3. Communication Division	Hiring Process					
2009				1. School Treatment Services 2. Outstanding Fines	Extra-Duty Work									1. Fuel Expenditures 2. Customer Service Review
2010														Cell Phone Contracts & Usage