



<b>Title of Agenda Item:</b>	<b>Council Discussion and Approval of the Citywide Operations and Performance Audit – Executive Office</b>
<b>Submitted By:</b>	Pauline Warrior
<b>Date Submitted:</b>	August 26, 2024
<b>Work Session Date:</b>	September 3, 2024
<b>Council Meeting Date:</b>	September 3, 2024

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## **Background/History:**

On July 31, 2024, the City Manager hosted the Executive Leadership Retreat to engage the Mayor and Council, along with the Administration's Executive Leadership team, on several initiatives. One such initiative included the review of the Citywide Operations and Performance Audit for implementation.

In 2021, Mauldin & Jenkins completed a Citywide Operational and Performance Audit that resulted in numerous recommendations. City Manager Ricky Clark became the City of Forest Park's new City Manager in May 2023 and leveraged the 2021 Citywide Operational and Performance Audit to quickly identify areas of strength and opportunities for improvement within the City early in his tenure.

Mauldin & Jenkins was engaged in 2024 to achieve the following goals:

1. Follow up on the progress made within each department related to M&J's Citywide Operational and Performance Audit dated April 2021
2. Assess each department in its current state to help the City define the Department's organizational structure, roles and responsibilities, workload, and further define potential opportunities for efficiency, effectiveness, and optimization
3. Develop recommendations and key performance indicators (KPIs) to measure departmental strength and align with the ONE Forest Park vision (**O**perational efficiency, **N**eighborhood sustainability, **E**conomic development), plus employee culture.

As a result of the Audit, operational KPIs will be reported during a monthly cadence beginning October 2024.

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**Action Requested from Council:** Approval to adopt the operational recommendations and key performance indicators (KPIs) as recommended by the Auditors and enhanced by the City Manager, as operational guidelines and standards of practice for each department.

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Cost: \$ 0.00

Budgeted for:  Yes  No

Financial Impact:

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