



Taxation, Revenue, and Utilization of Expenditures (TRUE) Commission

John Palombi, Chair

Ron Mallett, Vice Chair

Meeting Minutes

December 7, 2006

4:00 p.m.

Attendance: John Palombi (Chair), Marcella Lowe, Randy Deen, , Ron Mallett, Mark Roesser, Lou Myers, Bob Lee, Louvenia Tippins, Mark Cowart, Gary Looney, Charles Magee

Excused: Charles Curley, Lee Martin, John Jolly, Mike Meroney, Elaine Burnett, Greg Anderson,

Absent: None

The meeting convened at 4:10 p.m. with a quorum present.

Minutes

The minutes of the November 2, 2006 meeting were distributed. Commissioner Martin, via a phone call to staff, requested that the minutes be amended to indicate his absence from the November meeting as excused due to illness.

◆ The minutes were **approved as amended** to indicate Commissioner Martin's absence as excused.

Personal Appearance: City Deputy Chief Administrative Officer Pam Markham and Mayor's Office Policy Director Kevin Holzendorf appeared to address the commission on the progress to date of the Mayor's performance measurement and management initiative. Ms. Markham indicated that they are in the process of changing over from the Mayor Delaney-era Sterling Award documentation process to a new performance measurement and management system more focused on outputs (particularly customer satisfaction) than on inputs. The new system is intended to be much more manager-driven; managers determine what most accurately measures their operations and their success. The measures work upward from individual managers to the Chief Administrative Officer, then are disseminated back down the chain of command from the CAO to department heads and division chiefs via the Mayor's Office of Performance Audit, Management and Accountability (which Mr. Holzendorf heads). All measures need to be keyed to identified City initiatives (such as early literacy, economic development, crime reduction, etc.). An electronic portal has been created to convey the measures both to managers and City employees and to the general public. The portal should be rolled out in the early part of 2007.

Commissioner Palombi asked if an effort would be made to connect the new system with previous performance initiatives so as to have data comparability with past years and past administrations. The answer was a qualified yes – the measures that work will be brought over to the new system; those that don't have an obvious purpose will be dropped. Mr. Palombi asked if there is currently an "executive

dashboard” (quick and easy display of key data measures for management use) in place? Mr. Holzendorf replied that the City’s CARE system (citizen call center and complaint management system) can be used for that purpose currently. In response to a question from Commissioner Lee about how the new performance measurement/management system would impact employee performance evaluations, Mr. Holzendorf indicated that the system’s measures would flow down from departmental managers being evaluated for their division’s performance to supervisors and eventually to line employees whose raises will be based in part on meeting divisional goals.

In response to a comment from Commissioner Deen, Mr. Holzendorf concurred that the City’s FAMIS accounting system is problematic in not being able to produce some of the data that managers need to be effective, but it is a problem that will have to be lived with until FAMIS is replaced with a better system. In response to a question from Mr. Deen about the accessibility of the performance portal to the general public, Mr. Holzendorf indicated that it should be available for public access by the middle of 2007. He also stated that the City’s Information Technologies Division is looking at the compatibility of Jacksonville’s measurement system with other cities’ measures, but the performance measurement/management system is not yet utilizing the GASB (Governmental Accounting Standards Board) recommended measures. The adoption of GASB measures may be considered after Phase 1 of the implementation is completed. Finally, in response to a suggestion from Chairman Palombi, Pam Markham indicated that the City will not be ready in the near future to share or tie-in the City’s performance measures with those of the independent authorities or other City-affiliated entities. The City needs to implement and perfect its own system before trying to branch out to other entities.

Committee Reports

Public Parking Committee: Commissioner Roesser reported that he continues to attend the JEDC’s public infrastructure committee meetings, and that public parking issues are a big part of the discussion there. The TRUE Commission’s recommendations on parking have been well received. He expects a draft work product to be produced by the committee in January.

Funding Control and Effectiveness Committee: Commissioner Myers reported that the committee had met and reviewed documentation on two grant recipients – the Jacksonville Marine Institute (recipient of a Children’s Commission grant) and the Duval Soil and Water Conservation Commission Board (recipient of a City public service grant). He also reported that the City Council’s Finance Committee is in the process of reviewing the public service grant process with the intention of improving the system via changes to the Ordinance Code. TRUE’s committee will be looking for different sorts of data from the recipients as a result of the Finance Committee’s proposed changes in the process.

Performance Committee: in the absence of Commissioner Meroney, Chairman Palombi reported that the committee had met several times on its procurement process review project and should be ready to report in January or February.

TRUE Commission effectiveness: due to the absence of Commissioner Martin the item was deferred.

Chapter 118 Revisions – Public Service Grants: Commissioner Lowe reported that the Finance Committee had scheduled and then canceled several meetings on the subject. At its last meeting a memo from Finance Commission Chair Kevin Hyde was distributed and briefly reviewed. The memo, based in part on recommendations by Council Auditor Kirk Sherman, includes a number of the TRUE Commission’s recommendations, but others were not incorporated. Staff was requested to circulate copies of the December 1 Kevin Hyde memo and the TRUE Commission’s committee report to all commissioners in the event any commissioner has further comments to make to the Finance Committee before they complete their work.

Auditor's Report

Principal Auditor Kyle Billy of the Council Auditor's Office gave the report in place of Kirk Sherman who, along with other staff, was attending a construction auditing conference. He reported that the office had recently issued three reports: #623 – Sheriff's Office Investigative Fund; #624 – FY2006-07 budget summary; and #625 – JPA Dredging Contract Review. Commissioners volunteered to do preliminary review of the reports as follows: #623 – Commissioner Lowe; #624 – Commissioner Deen; #625 – Commissioner Magee.

Chair's Report: Chairman Palombi noted that the commission had been hard at work for the past two months both with TRUE committee meetings and with Finance Committee, Audit Committee and JEDC committee meetings. All commissioners were thanked for their hard work and active participation on many fronts.

Old Business

None

New Business

Mr. Palombi noted that the commission needs to replace Commissioner Whisenant who tendered his resignation last month. Recommendations for potential candidates are welcomed.

Commissioner Comments

None

Public Comments

None

Next meeting

The commission's next meeting will be on Thursday, January 4th at 4:00 p.m. in the City Council Chamber.

There being no further business, the meeting was adjourned at 5:00 p.m.

Items pending further follow-up

- Public Parking Committee report – Commissioner Roesser
- Performance Committee report – Commissioner Meroney
- Funding Control and Effectiveness Committee – Commissioner Myers
- Chapter 118 Revisions Committee – Commissioner Lowe
- Definition and scope of a “lazy assets” review – Commissioner Mallett
- TRUE Commission performance review – Commissioner Martin
- JEA “green building” policies – Commissioner Burnett