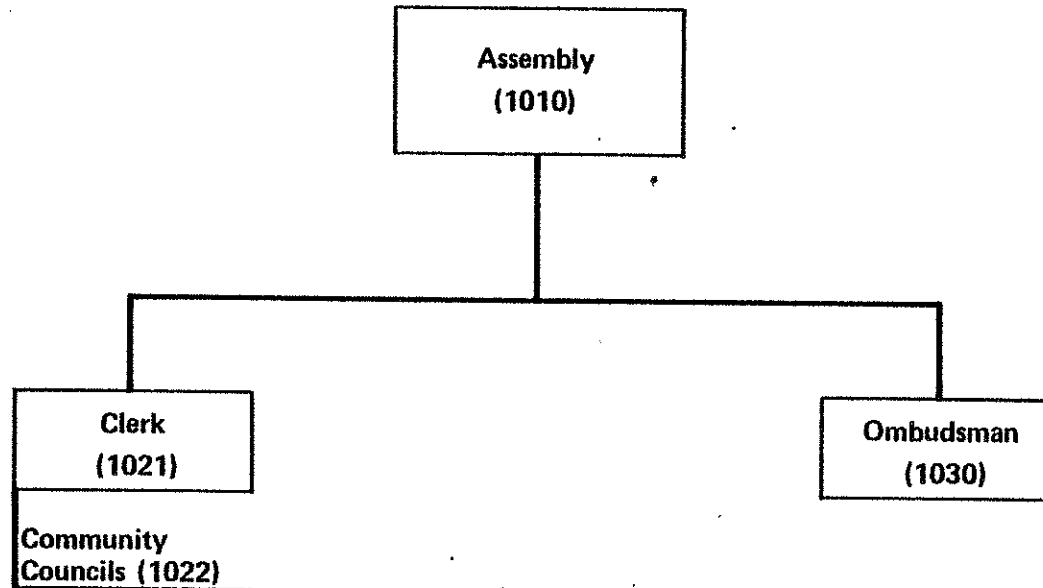


ORGANIZATION CHART

Assembly



DEPT. Assembly		MAJOR OBJECTIVES FOR 1977	MAJOR OBJECTIVES FOR 1978	MAJOR PROGRAM CHANGES FOR 1978
CODE	BUDGET UNIT			
1020	Clerk	Resolve complaints and inquiries within an average of 8.2 days.	Respond to 1078 in depth or detailed information requests in an average of 4 days per request.	Reassignment of office duties to permit priority handling of public requests.
1022	Community Councils		Implement information system. Phase out community council coordinator position.	Channel available resources to implementation of information system.
1030	Ombudsman		Resolve complaints and inquiries within an average of 4 days.	Restructure office personnel to handle growth in complaints and to provide timely responses.

DEPT. Assembly	Unit No. 1000	DIV. Clerk	Unit No. 1020	SEC. Clerk	Unit No. 1021
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OBJECTIVES	PERFORMANCE INDICATORS					1977	1978
	DESCRIPTION	Work load	Efficiency	Effectiveness			
Respond to 1078 information requests within an average of 4 days.	# of information requests	X				906	1078
	# of days to resolve			X		7	4
	Conduct Public Satisfaction Survey			X			1

EVIDENCE DEMONSTRATING THE NEED FOR THIS LEVEL OF SERVICE:

Public requests for information have increased substantially since 1975. Due to the increasing demand, delays have resulted in the timely response to citizen inquiries.

CHANGES FROM CURRENT OPERATIONS:

Reassignment of duties into similar groupings; public to be served exclusively by two or three clerical staff members; and improvement in response time.

SUMMARY OF PLAN FOR ACCOMPLISHING OBJECTIVES:

OBJECTIVE

Respond to 1078 information requests within an average of 4 days.

TASK

Reassign duties by subject area
 Reassign clerical personnel
 Monitor requests and response time
 Conduct public satisfaction survey

DEPT. Assembly	Unit No. 1000	DIV. Clerk	Unit No. 1020	SEC. Community Councils	Unit No. 1022
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OBJECTIVES	DESCRIPTION	PERFORMANCE INDICATORS			1977	1978
		Work-load	Efficiency	Effectiveness		
Implement community council information system.	# of staff hours vs hours of full-time coordinator		X		full year	11 months
	# of requests for information or assistance	X			1120	TBD
	Implement information system procedures	X				1
	Conduct Council Satisfaction Survey			X		1

EVIDENCE DEMONSTRATING THE NEED FOR THIS LEVEL OF SERVICE:

- A. Organization by end of 1978 of all areas primarily interested in forming community councils. No new or very few new organizations in 1979.
- B. Need for direct contact between community councils and municipal departments without detour.

CHANGES FROM CURRENT OPERATIONS:

Position of Community Council Coordinator will be eliminated. Less staff time will be devoted to community councils. Direct contact between municipal departments and councils will take place.

SUMMARY OF PLAN FOR ACCOMPLISHING OBJECTIVES:

<u>Objective</u>	<u>Task</u>
Implement community council information system.	Place into writing community council information procedures. Inform all departments. Implement system in November 1978. Monitor system in November and December 1978. Monitor in 1979 through survey or councils.

DEPT.	Unit No.	DIV.	Unit No.	SEC.	Unit No.	
Assembly	1000	Ombudsman	1030			
PERFORMANCE INDICATORS						
OBJECTIVES	DESCRIPTION	Work load	Efficiency	Effectiveness	1977	1978
Receive, research and resolve complaints and inquiries within an average of 4 days.	# of complaints & inquiries	X			1,087	1,196
	# of days taken to resolve		X		8.2	4
	Conduct Public Satisfaction Survey			X		1

EVIDENCE DEMONSTRATING THE NEED FOR THIS LEVEL OF SERVICE:

- (a) 72.9% of voters desired an ombudsman, February 11, 1975.
- (b) 80% of the general public desired an ombudsman, Rowan Group, Charter Commission, 1975.
- (c) AO 77-94 and Charter mandate an ombudsman.
- (d) 732 citizen complaints recorded in 1975.
- (e) 946 citizen complaints recorded in 1976 (29% increase).
- (f) A greater number of unrecorded information requests received; 1975 and 1976.
- (g) Ombudsman response time deteriorated from 4.8 days in 1975 to 8.2 days in 1976.

CHANGES FROM CURRENT OPERATIONS:

Although the number of complaints in 1978 will be 63% higher than in 1975, they will be considered and resolved. Despite the deterioration in response time from 4.8 days in 1975 to 8.2 days in 1976, the trend will be reversed. The average response will take 4 days.

The ombudsman's "assistant" position will become a full-time trouble-shooter as an administrative officer. Clerical duties will be delegated to a new part-time office associate.

SUMMARY OF PLAN FOR ACCOMPLISHING OBJECTIVES:

Objective	Task
Receive, research and resolve complaints and inquiries within an average of 4 days.	Add one (1) permanent part-time office associate Replace existing senior office associate (GAAB administrative specialist) with an administrative officer. Reassign clerical duties to new part-time office associate, and thereby allow ombudsman and "assistant" to devote themselves to citizen problems.