



Government Efficiency & Organizational Improvement



MUNICIPAL SOLUTIONS®
EFFICIENCY. TECHNOLOGY. SAFETY.

Every public administrator faces significant risk every day. The challenges of management are difficult and the threat of potential financial loss is real so how can you face political and economic uncertainty and achieve comfort, safety and security?

Over the past 10 years, our consultants have advised over 435 large and small Local Governments, 50 Provincial Governments and more than 14,000 Civil Servants in 60 countries. We have helped public these agencies discover more than \$521,109,000 in uncollected revenue, inefficiencies and spending reductions through Forensic Audits, Comprehensive Organizational Assessments, Compensation Studies, Organizational Realignments, Process Re-Engineering, Policy Manual revisions and effective implementation. Because of our methods, public administrators have realized greater revenue collections, improved efficiency, reduced fraud and better public access to public services.

Results

- ✓ \$47,109,000 in uncollected driving license fees
- ✓ \$2,000,000 in unaccounted for utility customers
- ✓ \$1,053,000 unpaid Franchise Fee liquidated damages
- ✓ \$650,000 in uncollected debt from delinquent utility bills
- ✓ \$600,000 in underperforming software inefficiencies
- ✓ \$600,000 in underpaid Franchises Fees
- ✓ \$500,000 in Uncollected Revenue from bad water meters
- ✓ \$450,000 in Overstaffing
- ✓ \$429,000 in overpayment of Software Licenses& fees
- ✓ \$400,000 saved through consolidation
- ✓ \$240,000 in excess Fleet Management expenses
- ✓ \$101,000 in reductions of pay periods from 52 to 26
- ✓ \$50,000 in elimination of bi-annual elections
- ✓ \$29,600 per vehicle through fleet conversion to bio-diesel and gas-electric hybrids.

[Click to see Work Samples](#)

Clients

- ✓ Arlington County, VA
- ✓ City of Arkansas City, KS
- ✓ City of Boston, MA
- ✓ City of Billings, MT
- ✓ City of Concord, NH
- ✓ City of Cincinnati, OH
- ✓ City of Daytona Beach, FL
- ✓ City of Fort Worth, TX
- ✓ City of Huron, SD
- ✓ City of Kabul, Afghanistan
- ✓ City of Shawnee, OK
- ✓ City of Sunnyvale, CA
- ✓ Martin County, FL
- ✓ Village of Westwood , NJ
- ✓ Nova Southeastern University
- ✓ Palm Beach Co. Water Utility, FL
- ✓ Washington DC Water & Sewer

[Click for more Clients](#)

Reduce the Potential for Financial Loss

All public agencies face significant risk associated with the "**P-Issues**": **P**eople, **P**lanning, **P**olicies, **P**rocesses, **P**rocedures, and **P**aperwork. Operational, Performance, and Forensic Audits are necessary to identify waste and fraud to attain efficiency and innovation within your organization while minimizing the negative impacts that revenue reduction can have on service quality. These risks compound in the absence of trained experts who identify and remedy these issues, risks and liabilities. Comprehensive **Operations Efficiency Audits** can empower decision-makers and provide the following potential benefits:

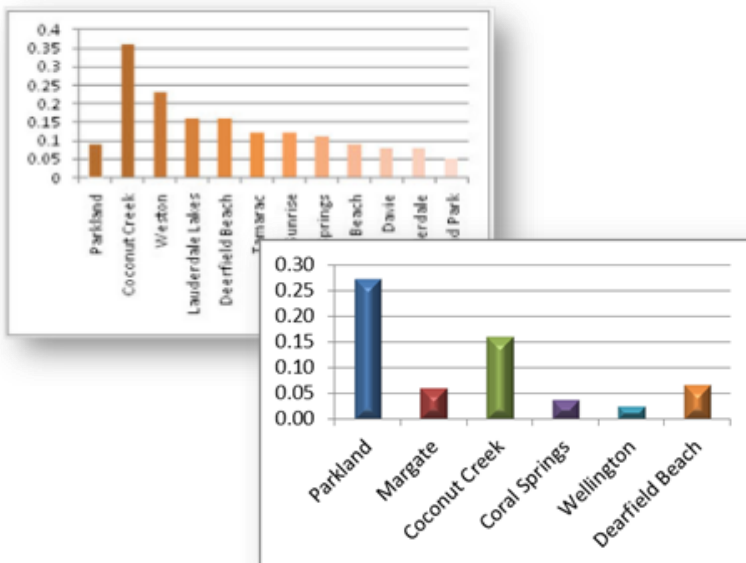
- Elimination of Waste
- Validation of Best Practices
- Reduction of Fraud & Legal Risk
- Discovery of Uncollected Revenues
- Efficient Asset Management
- Reduction and Reallocation of Personnel
- Efficient Technology Integration & Planning
- Reduction of expenditures
- Identify public-private partnerships
- Privatization / Consolidation alternatives
- Maximize your agency's revenues



Increase Revenues

A **Revenue & Expenditure Analysis** can be highly productive and result in identification of over or over-utilized revenue streams. It can also identify the availability, feasibility and implementation aspects of grants and other alternative financial resources needed for both current and future programs. A Revenue and Expenditure Analysis carefully examines:

Price per Square Foot Comparison of Custodial Services



- Alternative funding strategies
 - Consolidation vs. Privatization
 - User Fees vs. Taxes
 - privatization & competition
- Cost center comparative analysis
- Development Agreements
- Franchise Audits & Non-compliance
- Fleet Management
- Fuel Consumption / Alternatives
- Grant Funding options
- Impact / User Fee Analysis
- Legal taxing / funding alternatives
- Procurement Standards & Limits
- Mutual-aid Agreements

Improve the Performance of Public Servants

Our Performance Audits can include a comprehensive examination of one individual department or multiple departments which perform related tasks and functions. Our experience conducting **Individual Department Audits** includes reviews of:

9-11 Dispatch	Accounting / Finance	Airports	Administration
Ambulance	Development Services	City Clerk's Office	Cemeteries
Fire Department	Fleet Management	Facilities Maintenance	Golf Courses
Human Resources	Legal Services	Library Services	Parks Maintenance
Marinas	Public Health	Information Technology (IT)	Planning Services
Public Information	Public Safety / Police	Public Transportation	Public Works
Recreation Services	Risk Management	Street Construction	Street Maintenance
Stormwater	Water & Wastewater	Traffic Safety	Urban Planning
Zoo			

With our **Cross-departmental Audits**, we examine the critical relationships which exist between departments which (if unaddressed) keep your organization from delivering the services your residents expect. A range of potential audit areas are listed below to inform you – the key decision maker – of the potential audit areas which could benefit your agency.

Accounting & Budgeting	Business Processes & Procedures	Procurement & Purchasing
Customer Service	Consolidation & Privatization	IT Hardware & Software
Collections & Delinquencies	Development & Franchise Agreements	Organizational Structure
Records Retention / Storage	Legal Compliance & Litigation Analysis	Risk Management Analysis
Operational Policies	Staffing Skills & Staffing Levels	

Avoid *negative* attention for your community

Public servants deserve good press! Most City Managers, Elected Officials and Department Heads work diligently to serve the public and delivery quality public services. That's why our consultants are also practitioners – City Managers, Public Works Directors, and Finance Managers. We understand the need to help find greater efficiencies without the 'drama' or 'scandal'.

"Steamed over Water Bills"

"Buckeye tries to Ease Anger" (Oct1, 2005)

THE ARIZONA REPUBLIC
azcentral.com

"States and Localities
Take Hit in Labor Scandal"

GOVERNING

"Obscene Pay"

"California Official's \$800,000 Salary
In City of 38,000 Triggers Protests"

Bloomberg

"the City's finances are in terrific health."

PalmBeachPost

We approach our Audits with two important perspectives – inefficiencies are common and local government officials want to be efficient. **Get the positive attention your community deserves!**



Peace of Mind for your Community

Effective and efficient local government managers view services through the lens of four groups: *residents, local businesses, employees & elected officials*. When we identify and respond to the changing needs of your dynamic community, the most important obligation of a public administrator is fulfilled.

Identifying the most desired services can assure the highest quality in service delivery and can assure peace of mind, economic prosperity, and quality of life.

Hiring an independent consultant can help you achieve it!

Municipal service priorities of the citizens in Arkansas City, Kansas
(Total Responses in 2010 Survey)

Rank	#1 Service	#2 Service	#3 Service	#4 Service	#5 Service	#6 Service
1	Utilities (35)	Fire (40)	Utilities (27)	Streets (27)	Economic Development (19)	Administration Services (18)
2	Police (30)	Police (29)	Fire (24)	Utilities (12)	Parks & Recreation (14)	Parks & Recreation (13)
3	Fire (14)	Utilities (10)	Police (22)	Economic Development (10)	Streets (10)	Economic Develop (12)
4	Economic Development (12)	Community Services (8)	Streets (8)	Administrative Services (9)	Administrative Services (9)	Community Services (9)
5	Community Services (5)	Administrative Services (4)	Parks & Recreation (4)	Parks & Recreation (8)	Library (9)	Web Site & Public Information (9)

Free Consultation

We guarantee
2x savings or
value more than
the cost of our
services.



875 S. Estrella Pkwy, PO Box 5038 Goodyear, AZ 85338

Phone: (888) 545-7333

Email: David Evertsen, CEO & Principal
devertsen@municipalsolutions.org

www.MUNICIPALSOLUTIONS.org