



About The Operations Efficiency Task Force

Why is the Operations Efficiency Task Force necessary?

The current economic climate is forcing the City of Cleveland to address a growing demand for services, while at the same time trying to deal with a shrinking budget. "Business as usual" will no longer work; proactive solutions must be identified in order to provide high quality service to the residents of Cleveland.

What is the Operations Efficiency Task Force?

The OETF is designed to allow the City of Cleveland to continue to provide high quality services to residents in by creating a new model of how the City operates, a model designed to:

- achieve and maintain financial stability;
- improve the efficiency and effectiveness of City services; and
- create a work environment that is focused on providing excellent customer service.

What will the Operations Efficiency Task Force look at?

The OETF will operate in multiple stages. Stage 1 began in May 2006 and will conclude in December 2006. Stage 1 will include Action Teams to examine:

- Department of Building and Housing
- Department of Parks, Recreation, and Properties
- Department of Public Health
- Department of Public Service
- Citywide Customer Service Delivery
- Citywide Human Resources and Personnel Processes
- Citywide Information Technology Service Delivery
- Citywide Purchasing and Procurement Processes

What has the Operations Efficiency Task Force already accomplished?

The OETF has already recognized efficiency opportunities, and has begun the process of implementing these ideas. These ideas are already resulting in realized cost reductions and improvements to service delivery. Some efficiency opportunities have already resulted in measurable savings, while others demonstrate direct service improvements designed to make Cleveland a City of Choice. For more details on the early successes of the OETF [click here](#).

How can I participate?

This project cannot succeed without the participation of employees at all levels of City government. Employees can provide ideas for how to make City operations more efficient via email at cityofchoice@city.cleveland.oh.us, and via the telephone hotline at (216) 420-8888.