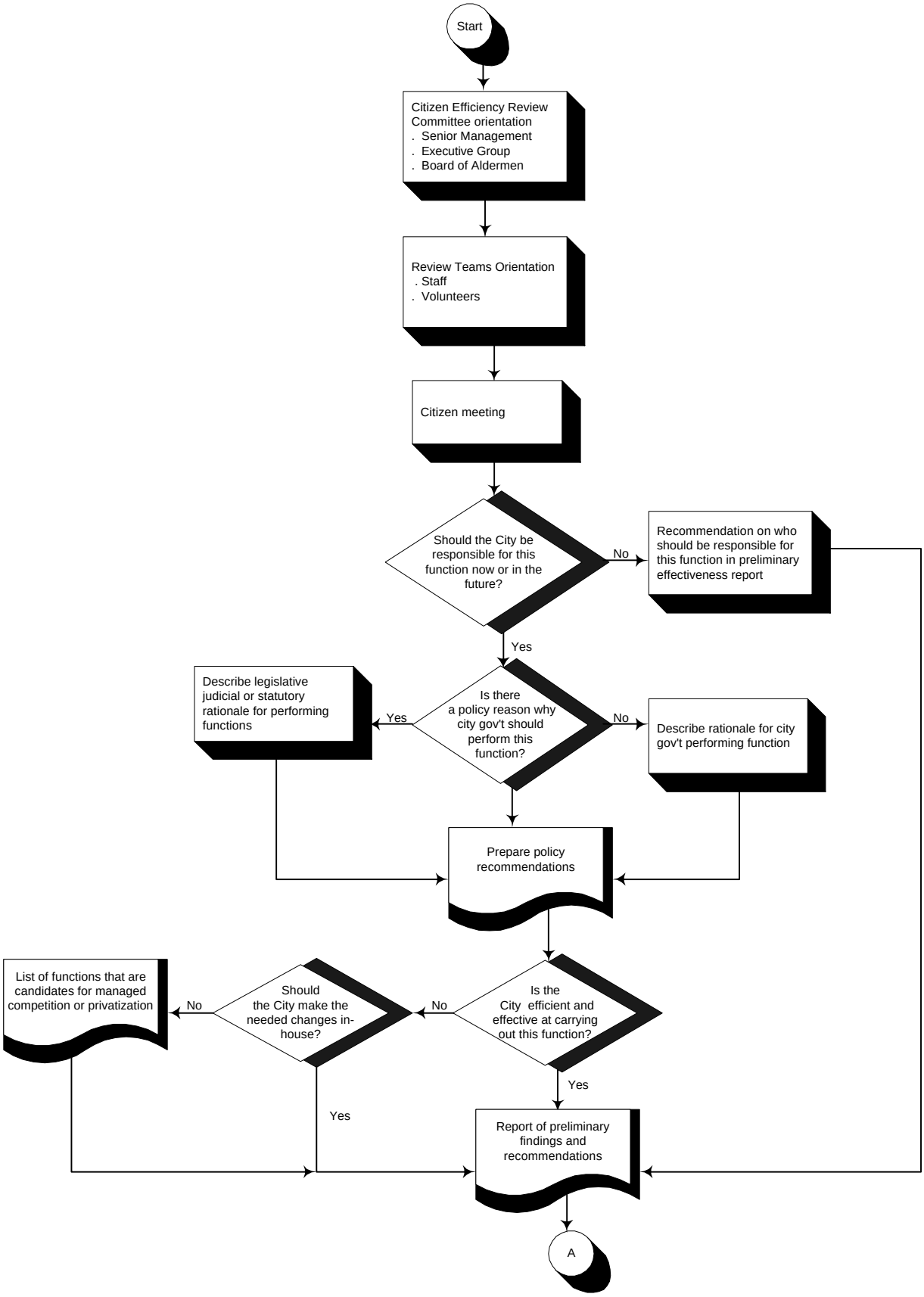CITIZEN EFFICIENCY REVIEW COMMITTEE PROCESS