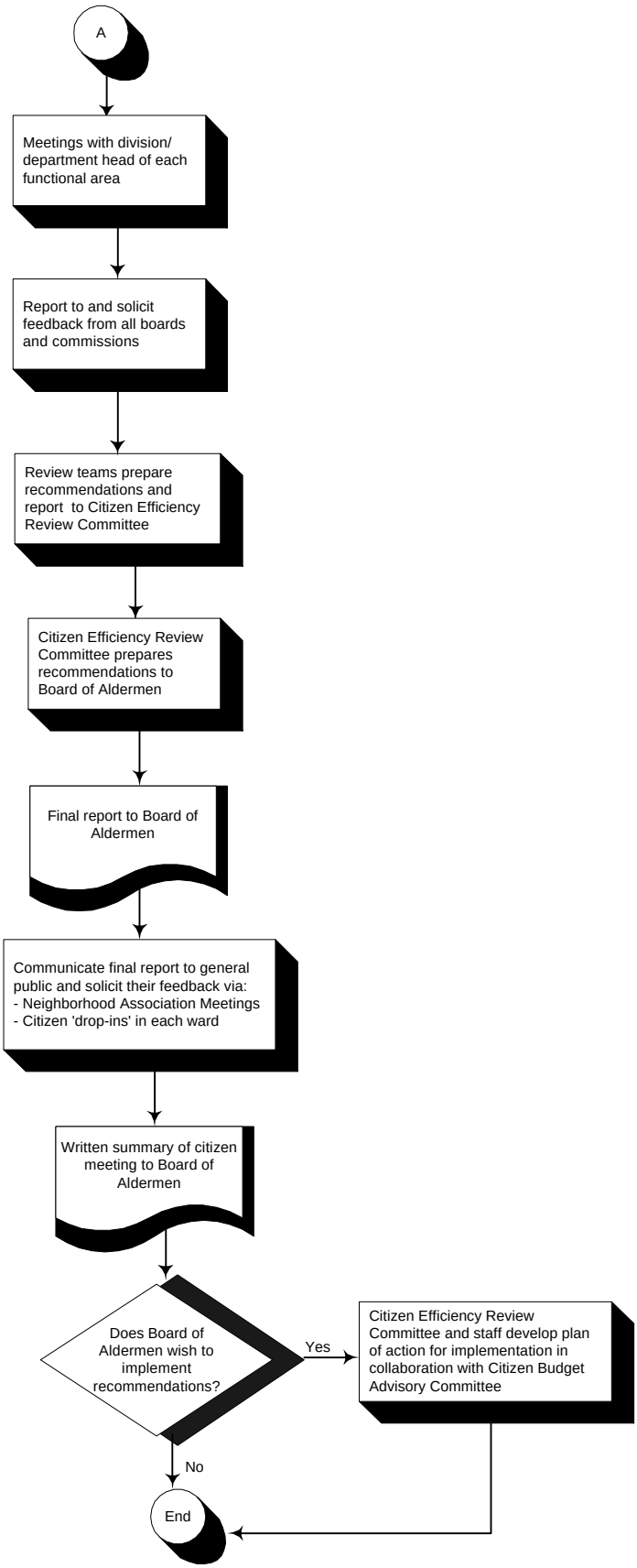# CITIZEN EFFICIENCY REVIEW COMMITTEE PROCESS CONT'D