

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Chief Executive Office

BOARD AGENDA # B-11

Urgent

Routine

AGENDA DATE August 11, 2009

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Accept the Third Report on Efficient Delivery of Public Services Priority Goals and Performance Measures

STAFF RECOMMENDATIONS:

Accept the Third Annual Report on Efficient Delivery of Public Services Priority Goals and Performance Measures.

FISCAL IMPACT:

The stated Board priorities identify seven core areas: a safe community, a healthy community, a strong local economy, effective partnerships, a strong agricultural heritage and economy, well planned infrastructure, and an efficient delivery of public services. These priorities guide all fiscal planning and budgetary preparation. The Board priorities impact the focus and priority of work and influence our fiscal approach, providing an important framework for continued process improvements and the strategic use of limited resources.

BOARD ACTION AS FOLLOWS:

No. 2009-541

On motion of Supervisor O'Brien, Seconded by Supervisor Monteith

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Grover, Monteith, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) _____ Denied

3) _____ Approved as amended

4) _____ Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

Stanislaus County has adopted the vision “to be the Best County in America”. To assist in achieving that vision, in 2005 the County Board of Supervisors defined seven priority areas of focus for Stanislaus County. These seven Board priorities serve as the foundation for operational and strategic planning for the organization. To ensure implementation, each Board priority has a team of department heads and representatives that work together to develop goals, measures and expected outcomes for that priority. Each team is responsible for monitoring results and reporting those results annually to the Board of Supervisors. This agenda item represents the third annual report on actual outcomes achieved for Fiscal Year 2008-09 for the Efficient Delivery of Public Services priority.

Overview:

The Board of Supervisors adopted the priority of Efficient Delivery of Public Services to ensure that Stanislaus County is focused on providing efficient and effective services that meet customer needs and promote accessibility to County services. The Efficient Delivery of Public Services is one of the two Board priority that all departments are required to support. Although not all department heads serve on the priority team for this Board priority, all departments are required to support the achievement of the expected outcomes for this priority.

The departments that compose this priority team are: Assessor, Auditor-Controller, Chief Executive Office, CEO-Risk Management, Clerk of the Board, Clerk Recorder, County Counsel, General Services Agency, Strategic Business Technology, and Treasurer/Tax Collector.

One of the core values of this organization is the importance of the customer and the necessity of continually improving how we serve our customers. It is natural then for every department, as well as every employee, to support Stanislaus County in becoming as efficient as possible in serving our community. The goals established for this priority are: 1) Improve customer satisfaction; 2) Increase e-government (electronic) services and transactions; and 3) Improve the efficiency of County government processes.

To improve customer satisfaction, the priority team focused on increasing the usage of the County customer service tools. The Customer Relationship Management (CRM) program and the new Customer Satisfaction Survey are two ways Stanislaus County employees are helping to ensure and improve customer satisfaction. The CRM program has had more than 25,000 requests submitted into the system since its inception a little over two years ago. Customers can access the system 24-hours a day through the County's website. A majority of requests are entered in Public Works, Environmental Resources, the Clerk-Recorder's Office, and the Agricultural Commissioner/Sealer of Weights and Measures. A significant goal accomplished this year was to change the

Approval to Accept the Third Annual Report on the Efficient Delivery of Public Services
Goals and Performance Measures

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CRM customer survey to mirror the new County survey. The new Customer Satisfaction Survey was successfully rolled out this past fiscal year and a summary of results has been posted on the Stanislaus County website and is available to the public for their review. The new survey results for the first quarter reveal overall satisfaction with County service is 82%. The creation of the four core areas of focus allows departments the ability to review data results for specific areas and implement improvement strategies accordingly.

To increase e-government services and transactions, this past year the priority team focused on the support and development of applications to improve enterprise wide operational efficiencies and provide improved customer services, the deployment of services as a cost reduction measure, increased customer services and satisfaction, and mitigation of risk of aging infrastructure.

County-wide collaboration has driven a number of the following successful projects. Briefly, they are: 1) An electronic document management proof of concept was completed for a Central Contracts Repository utilizing the Open Source solution Alfresco and was rolled out demonstrating the ability to scan and search contracts; 2) A recruitment/applicant tracking system was implemented on the County Internet Web Site allowing customers to apply directly on line and to store information for future reference with all application tracking communication done electronically. See <http://agency.governmentjobs.com/stanislaus/default.cfm>; 3) An additional 300 VoIP (Voice over Internet Protocol) phones were activated; 4) E-Benefits Self-service with view capability for deferred compensation changes and life insurance beneficiary changes was rolled out County-Wide; 5) Payroll Module allowing voluntary viewing and receiving of payroll advice notices went online; 6) Health Services Agency implemented and began utilizing the County Oracle Financial Management System for Materials Management; 7) Public Works has developed and rolled out a centralized Geographical Information System (GIS) via the County Internet Web site as of June 2009. See: <http://gis.stancounty.com/giscentral/public/disclaimer.jsp?targetUrl=%2Fpublic%2Fmap%2Fesri%2Fflex%2Fparcellfinder%2Findex.jsp>

To improve the efficiency of County government processes, this team set the goal that every department would analyze and improve work processes. Process Improvement Coordinators ("PICs") meet quarterly to discuss improvement success stories. These discussions often lead to similar improvements in other departments. While an average of 22 staff attended these meetings, the projects are often different. This allows more department staff exposure to the concept of process improvement and the ability to learn from their peers. Documenting process improvements has evolved over time. Initially, very detailed flow maps were used ("QUIC" charts). The advent of one page "Before & Afters" have made reporting on completed processes simple and allowed the PICs to facilitate improvements rather than carrying the workload for the department. A shared database for all completed process improvements is available to every county employee with intranet access. The widening number of PICs means that more and more processes have the potential to be studied. This is especially important in light of

Approval to Accept the Third Annual Report on the Efficient Delivery of Public Services
Goals and Performance Measures
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the current economic times. The efficiencies gained will assist the County in providing services with fewer employees and hours available to serve the public. Attachment B details the improvement initiatives completed this year for each department.

Exhibit A outlines the outcomes that this priority team expected to achieve in Fiscal Year 2008-2009 and the actual outcomes achieved. It also provides a discussion of lessons learned over the past year for each measure.

Conclusion:

The Efficient Delivery of Public Services Board priority team is a collaborative team working on County-wide service-delivery improvements and efforts to streamline processes to meet key business objectives. While only a sub-set of all departments are directly represented on the team, the team has a mandate to develop goals and outcomes related to ongoing improvements that benefit all County departments. Customer relations, electronic service delivery and process study and improvement are the primary focus of this team. Organizationally, Stanislaus County is dedicated to constant improvement and the efforts of the Efficient Delivery Board Priority Team are intended to aid the County in striving to be the best.

POLICY ISSUE:

The Board of Supervisors' priorities establish the future direction for Stanislaus County. Approval of the recommended goals and proposed outcomes for each priority provide a focused direction for County departments and staff in support of the Board of Supervisors' directives.

STAFFING IMPACT:

The work required in implementing the goals and measures associated with the Board priorities will be absorbed by existing staff.



GOALS AND PERFORMANCE MEASURES

BOARD PRIORITY

The Stanislaus County Board of Supervisors is committed to providing excellent community services and we charge the organization to effectively manage public resources, encourage innovation and continuously improve business efficiencies.

In collaboration with public and private partnerships we strive for:

Efficient delivery of public services

PRIORITY TEAM

Assessor
 Auditor-Controller
 Chief Executive Office
 CEO-Risk Management
 Clerk of the Board
 Clerk Recorder
 County Counsel
 General Services Agency
 Strategic Business Technology
 Treasurer/Tax Collector

GOAL 1

Improve customer satisfaction

MEASURE

Increase usage of County customer service tools

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Increase the number of customer satisfaction survey responses received with a minimum of 20 survey responses annually per department; and	In January of 2009, the countywide customer satisfaction survey was redesigned. The new survey tool created four core areas of focus for customers to rate our service. The new Customer Satisfaction Survey was successfully rolled out this past fiscal year and a summary of results has been posted on the Stanislaus County website and is available to the public. For the first quarter of 2009, the new survey reveals overall satisfaction with County service is 82%; and
County-wide and department rating of 85% or above as benchmark or a minimum rating of 70% for "Agree" and "Strongly Agree" responses for	The CRM program has had more than 25,000 requests submitted into the system since its inception a little over two years ago. Customers

counter, on-line and Customer Relationship Management (CRM) program customer satisfaction surveys to the question "Overall, I am satisfied with the services (and/or information) I received from the department."

can access the system 24-hours a day through the County's website. A majority of these requests are entered in Public Works, Environmental Resources, the Clerk-Recorder's Office, and the Agricultural Commissioner/Sealer of Weights and Measures. A significant accomplishment was changing the CRM customer survey over to mirror the new County survey and this goal was accomplished.

Lessons Learned:

- The introduction of the four core areas of focus to the new customer satisfaction survey will assist departments in understanding areas of strength and how to best address any opportunities for improvement.

GOAL 2

Increase e-government (electronic) services and transactions

MEASURE 1

Increase the number of government services provided electronically

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
<p>Electronic Document Management:</p> <p>a) Implement a 'Proof of Concept' Pilot that will demonstrate the ability to scan and search for Contracts in a central repository, which will be accessible by all County Employees;</p> <p>b) Implement three new Web based online services via the County Web site:</p> <ol style="list-style-type: none"> 1. Recruitment/Applicant Tracking System implemented and being utilized by our customers; 2. Subscribe/Unsubscribe feature that allows the ability to select meetings, newsletter, agendas and other County related resources from a single web page and receive notifications when information changes or is updated; 3. Hazardous Materials System is implemented and being utilized by the Environmental Resources personnel as well as authorized companies to maintain the tracking of hazardous materials within Stanislaus County; 	<p>a) Successfully completed "Proof of Concept" demonstrating the ability to scan and search contracts into a central repository which is accessible to all County employees. Training completed and application is being utilized by the majority of County Departments;</p> <p>b) Implement three new Web based online services via the County Web site:</p> <ol style="list-style-type: none"> 1. Recruitment/applicant tracking system implemented and being utilized by our customers; 2. Subscribe/Unsubscribe prototype completed. Scheduled for implementation during Fiscal Year 09-10; 3. Hazardous Materials Web application accessible by business owners and inspectors;
<p>Voice Over IP: Activate 300 phones in County departments using updated technology;</p>	<p>Activated 300 VoIP phones. The majority of the VoIP phones were implemented at the Department of Child Support Services and District Attorney. Complete installation for the District Attorney is scheduled for July 2009;</p>
<p>E-Payment:</p>	

<ul style="list-style-type: none"> a) Vendor selected and approved by Board of Supervisors; b) E-payments accepted for first department; 	<ul style="list-style-type: none"> a) Link-2-Gov (Metavante) was approved by the Board of Supervisors on Sept. 23, 2008; b) Animal Services began accepting E-payments on December 23, 2008;
<p>E-Benefits:</p> <ul style="list-style-type: none"> a) Roll out self-service e-benefits functionality County-wide with view capability only; b) Roll out self-service Deferred Compensation enrollment/contribution changes County-wide; 	<p>E-Benefits:</p> <ul style="list-style-type: none"> a) Self-service e-benefits functionality with view capability only was rolled out County-wide; b) Self-service Deferred Compensation enrollment/contribution changes was rolled out County-wide;
<p>PeopleSoft Upgrade:</p> <ul style="list-style-type: none"> a) Evaluate a single portal page for County Financial Management System and Human Resources Management system; b) Begin system administration by technical staff utilizing the system through the Internet for remote access; c) Human Resources module – decentralize license and certificate tracking, track languages spoken and County's bilingual testers, implement "Reports to" functionality, and roll out departmental/division level structure; d) Time and Labor Module – rollout self-service time entry and roll out Managers self service to 5 departments; e) Payroll Module – Roll out voluntary viewing and receiving of payroll advice notices online; 	<ul style="list-style-type: none"> a) An evaluation was completed and the County's Oracle Financial Management System was selected as the portal page solution; b) Staff is providing technical support for the system through the Internet via remote access; c) Human Resources module is being used by departments to track employee licenses and certifications. The updating of employee addresses, accounting structure (combo-codes) and "reports to" functionality has been decentralized; d) Testing was initiated for "punch time" which will allow implementation of Managers self-service and electronic timecard; e) Completed roll out of employee viewing and receiving of payroll advice notices online;
<p>Oracle/Financial Management Systems (FMS) Upgrade:</p> <ul style="list-style-type: none"> a) Complete an upgrade of the four FMS servers; b) Completion of Portal installation while leveraging our current license structure; c) Provide single sign-on through the Portal for FMS - Discoverer - and ADI; d) Develop an implementation plan to integrate the Oracle Internet Directory (OID) into the Counties Active Directory structure; e) Develop an implementation plan to upgrade the Discoverer component to 10G and complete the implementation; f) Implement Scheduled Discoverer Reports via the portal; g) Evaluate utilizing the system through the Internet for remote access for our external customers; 	<ul style="list-style-type: none"> a) Upgrade of four FMS 64bit servers was completed; b) The County's Oracle Financial Management System was selected as the portal page solution; c) Some progress has been made with the Portal/Single sign on. These features have been implemented in a test environment; e) Completed an implementation plan to upgrade the Discoverer component to 10G; f) Overall goal will not be met due to additional projects being added, HSA Project to move to Oracle Financials and Materials Management have impacted planned goals; g) E-payables feature implemented County wide;
<p>Public Sector Budgeting: Conduct an enhanced evaluation to current Salary projection;</p>	<p>Viewed Oracle's Salary Projection Systems product;</p>
<p>Pay for Performance Automation: Web-based pay for performance evaluation system is implemented and utilized by individuals using the pay for performance evaluation system;</p>	<p>Successfully rolled out to Chief Executive Office, Risk Management, Strategic Business Technology, Probation Department, Auditor Controller, Office of Emergency Services, and County Counsel. Scheduled to begin training</p>

	with the General Services Agency and Retirement during the month of August and plan to continue training one department per week until training complete. Through Pilot Program we have been able to identify and streamline final reports and the flow of the program plus identify new enhancements that are being completed on a regular basis;
IT Business Case: Develop a tool for determining value proposition of new major IT expenditures; and	A sub-committee of the County Information Technology Managers group was formed; requirements were established and an IT Business Case document was agreed-upon; currently the team is working on an automated way for departments to create the final IT Business Case document supporting logic that only includes the components appropriate for the project under consideration. Once that work is complete, the IT Business Case application will be presented to the IT Steering Committee for consideration; and
Geographical Information Systems: Integrate disparate systems and efforts into a focused, coordinated County-wide GIS Central.	A centralized GIS system employing enterprise database features was established in the Public Works department and a dedicated GIS team was formed. Both public facing (Internet-based) and internal (for County staff only) components of GIS Central have been created and shared with the IT Steering Committee and County Department Heads. This GIS Central will continue to develop and evolve to meet the needs of County Departments. Future developments of GIS Central will be supported by the Well-Planned Infrastructure System Board Priority Team.

MEASURE 2

Improve IT security

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Single Sign-on: Implement single sign-on solution for enterprise systems including user directories, email, Oracle Financial Management System (FMS) and PeopleSoft Human Resources Management System (HRMS); and	A single sign-on system was investigated, including costs. Unfortunately, no cost-effective system was discovered. Single Sign-on remains a useful technology and the Chief Information Officer will continue to look for affordable solutions; and
Application Security Standards: Define application security standards such as account management, auditing, and vulnerability assessment needs for internal application development and external application purchasing requirements.	The newly appointed Information Security Manager continues to work with the Information Security Special Interest Group to define Application Security Standards.

Lessons Learned:

- The IT Business case group ultimately decided that an existing format best met the County's needs. The processes need to be open to identifying existing effort in other State and Local government entities for possible application in Stanislaus County, rather than immediately assuming that something must be created in-house.
- Some IT investments, given the rapid changes common to IT, need to be made speculatively; that is with a vision to how they will be useful once implemented, rather than waiting for the perfect use case as the perfect use case, if there ever is one, may not then be able to wait for the specific technology to be implemented. Broadly useful systems such as GIS and Content Management (as will be used in the County's Intranet Redesign Project) provide a capability that can be used in many different implementations. There are IT infrastructures upon which solutions can be built and necessarily must be available as the needs arise. This speculative investment is risky, but necessary. Technological change does not wait for Stanislaus County.

GOAL 3

Improve the efficiency of County government processes

MEASURE

Reduce turnaround time for processes that provide efficiency and benefit for the customer

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Each department will have completed at least 2 process improvements using either: a) Q.U.I.C. for multi-department or multi-employee processes, or b) Before & After model for other processes; and	Each Department submitted at least two process improvements with 76 improvements placed in the Database. Reporting of process improvement accomplishments will be reported in each Department's Budget Submittal. There is a database on the County's Intranet with all process improvements recorded. Attachment B is a summary of each Department's process improvements submitted in Fiscal Year 2008-2009; and
Process improvement outcomes will be reported annually in the budget with the following results: a) Number of processes improved; b) Baseline turnaround time; c) Improved turnaround time; and d) Percent of improvement.	Process improvement projects completed this fiscal year will be included in the 2009-2010 Final Budget document.

Lessons Learned:

- Those Departments who have staff attend the Process Improvement Coordinators Quarterly Meetings understand the process more thoroughly and are able to complete the forms correctly.
- Process improvements cannot always be quantified by percent of improved turn around time. Sometimes process improvements create efficiencies that do not relate to turnaround time or cost savings. The expected outcome for 2009-2010 reflects the addition of capturing process efficiencies as well as improved turnaround time.
- Some years Departments can do more process improvements than in other years. It is problematic to define the number of process improvements in a given year due to changes in workload.



2008-2009 PROCESS IMPROVEMENT OUTCOMES

Attachment B

DEPARTMENT	NAME OF PROCESS	BASELINE TURNAROUND TIME	IMPROVED TURNAROUND TIME	% OF IMPROVEMENT
Aging and Veteran Services	New California Department of Aging Reporting System	12 hours quarter	5 hours quarter	58.3%
	Fiscal Provider Payments and Reporting	3 hours monthly	1 hour monthly	67%
Agricultural Commissioner	Pesticide Illness Investigations	201 days	69 days	66%
	Pest Detection Activity Form	25 minutes	10 minutes	60%
Alliance Worknet	Tracking Process/History Report	471 customers	790 customers	68%
	Orientation and Referral to Customer Services	66 customers	89 customers	35%
	Job Club Schedule	625 served	1222 served	96%
Animal Services	Billing Process Simplification and Standardization	240 hours	120 hours	50%
	E-Payment Web Licensing	14 days	1 day	92.8%
Assessor	Automate Security Interest Transfer Affidavit	8 minutes	1 minute	88%
	Automate Template for Parent to Child	9 minutes	3 minutes	66.7%
Auditor-Controller	Suppressing Payroll Advice Notices	10.50 hours	7.50 hours	29%
	Locating Non-Departmental Files	5 minutes	1 minute	80%
Behavioral Health & Recovery Services	Social Security client approval process	14 months	5 months	67%
	Increased billable productive time by 15% (this represents an increase in productivity, not turnaround time)	N/A	N/A	N/A
Chief Executive Office	New Employee Orientation-Class Evaluation Process	8 hours	1 hour	87.5%
	Customized Budget Template per department/budget unit	40 hours	1 hour	97.5%
Child Support Services	Processing NOM-OSC	3 days	1 day	67%
	Organization of Stored Background Packets	60 minutes	1 minute	98.3%
Clerk of the Board	Processing Administration Records	16 hours	4 hours	75%
	County Code Supplement Distribution	140 minutes	92 minutes	34.3%
	Records Management 1989-1996	60 minutes	2 minutes	97%
	Records Management 1997-2000	60 minutes	2 minutes	97%

DEPARTMENT	NAME OF PROCESS	BASELINE TURNAROUND TIME	IMPROVED TURNAROUND TIME	% OF IMPROVEMENT
Clerk Recorder/Elections	Improvement for Ballot Drop and Walk-In Ballot Request	20 minutes	2 minutes	90%
	Candidates and Measures List Posted on Website	180 minutes	15 minutes	91.7%
Clerk Recorder	Off-Site (SQL) Standard Query Language Server	134 hours	1 hour	99.25%
	Digital Photos for Professional Registrations	30 minutes	5 minutes	83.33%
	Place Holders for Microfiche Sheets	60 seconds	6 seconds	90%
	Election Results Online	60 minutes	3 minutes	95%
Community Services Agency	Standardizing Forms Online	25 minutes per case	10 minutes per case	60%
	Mail Out Process for IHSS Providers	80 hours per month	50 hours per month	60%
	CSA Child Care—Mail Process and Drop Box	30 minutes	0	100%
	Online Inventory Reports	Cost avoidance	\$571.74/yr.	
	Healthy Families Referral	85% timely	99% timely	
	Same Day Appointments with Options	20.8 days	20.1 days	33.7%
	Child Care Expenditures Reconciliation	25.5 hours	7.4 hours	71%
Cooperative Extension	Procedure Binders	6 hours	15 minutes	96%
	Work Order Slips	2.5 minutes	2.0 minutes	20%
County Counsel	Uniform File Index	8 hours	0 hours	100%
	Electronic Office Calendar	73.33 hours	1 hour	98.7%
District Attorney	Calendar Deputy District Attorney Files	3 hours	30 minutes	83.3%
	ICJIS Automated Multiple Forms on average	20 minutes	1 minute	95%
Environmental Resources	Invoice Generation for the Food Processing By-Product	3.5 hours	.06 hours	98%
	Annual Solid Waste Collection Rate Adjustment Method	2,990 hours	814 hours	73%

DEPARTMENT	NAME OF PROCESS	BASELINE TURNAROUND TIME	IMPROVED TURNAROUND TIME	% OF IMPROVEMENT
General Services Agency	Weekly Bid Line Announcement	2 hours	0 hours	100%
	Lease Agreement Procedure	31.6 hours	0 hours	100%
	Logging Oracle Accounts Payable Strips in Excel	7 minutes	0 minutes	100%
Health Services Agency	Indigent Health Care Program Reception Processes—card issuance	20 minutes	5 minutes	75%
	Indigent Health Care Program Reception Processes—card printer setup/shutdown	45 minutes	5 minutes	89%
	Indigent Health Care Program Reception Processes—phone calls/messages	2,880 minutes	10 minutes	99%
	Patient Assistance Programs for Medication	12 weeks	2 weeks	83%
Library	Organization of Standing Order Information	2 minutes	30 seconds	75%
	Paper or Electronic? Children's Material Orders	2.5 hours	1 hour	60%
Office of Emergency Services	Equipment Tracking	480 minutes	30 minutes	94%
	Plan Submission and Pick Up	No fees collected	Generated \$6000	
Planning & Community Development	City/County Public Counter Coverage	47.50 hours week	28.50 hours week	40%
	Fire District Revenue Report Process	30 minutes	15 minutes	50%
Probation	Juvenile Court Action Sheet	32 minutes	25 minutes	22%
	Victim Restitution Letter	5 minutes	2 minutes	60%
Public Defender	Obtaining records of prior convictions			
	Investigation requests	Improved efficiencies and morale		
Public Works	Cost Accounting Management System Daily Log/Receipts Program	3 weeks	3 days	86%
	GIS Work Request Form	120 minutes	10 minutes	91.7%
	Road & Bridge Schedule Change			Saved 75% of overtime Mon.-Thurs. and saved 92% of overtime
	Road & Bridge Schedule Change			

DEPARTMENT	NAME OF PROCESS	BASELINE TURNAROUND TIME	IMPROVED TURNAROUND TIME	% OF IMPROVEMENT
				costs on Friday
Risk Management	Improve DMV-Pull Notice Program Process	15 days	1 day	93.3%
	E-Development Self-Service	150 hours	98 hours	35%
Sheriff	Court Liaison Position	Improved efficiencies		
	Operations Division Cell Phone Usage	Improved efficiencies		
	Chain of Command	Improved efficiencies		
	Taser Reports	Improved efficiencies		
	Swing Shift	Improved efficiencies		
Strategic Business Technology	VoIP Bar Code Scanner	8 minutes per item	1 minute per item	87.5%
	SBT Health Desk—HEAT Self-Service Portal	8 minutes per item	0 minutes per item	100%
Treasurer Tax Collector	Revenue Recovery Server Upgrade	5 days	2 days	60%
	Court Ordered Debt Module—additional resource tool to collect revenue	Improved efficiencies		
28 DEPARTMENTS REPRESENTED	76 PROCESSES IMPROVED			

Stanislaus County Board of Supervisors

Third Annual Report on Efficient Delivery of
Public Services Goals and Performance

“The Stanislaus County Board of Supervisors is committed to providing excellent community services and we charge the organization to effectively manage public resources, encourage innovation and continuously improve business efficiencies.

In collaboration with public and private partnerships we strive for:

The efficient delivery of public services”



The Efficient Delivery of Public Services Priority Team

Doug Harms – Assessor

Larry Haugh – Auditor-Controller

David Jones, Jody Hayes, Paul Gibson – Chief Executive Office

David Dolenar – CEO- Risk Management

Christine Ferraro-Tallman – Clerk of the Board

The Efficient Delivery of Public Services Priority Team

Lee Lundrigan – Clerk Recorder

John Doering – County Counsel

Julie Mefferd – General Services Agency

Marcia Cunningham – Strategic Business Technology

Gordon Ford – Treasurer/Tax Collector

Monica Nino – Assistant Executive Officer

Christy Almen - CEO

Our Goals

- Improve Customer Satisfaction
- Increase E-Government (electronic) services and transactions
- Improve the efficiency of County government processes

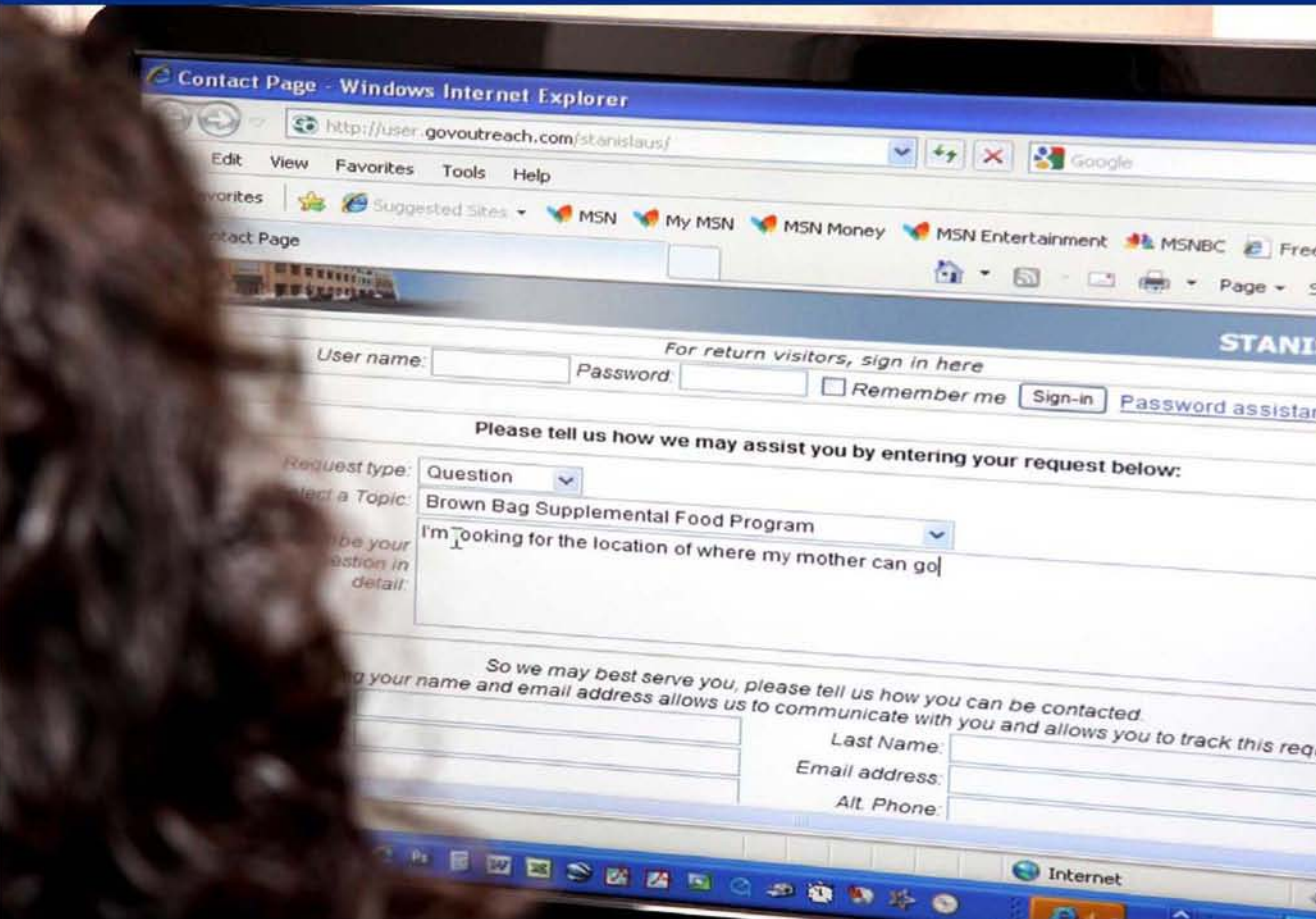
Improving Customer Satisfaction

- CRM Customer Relationship Management System
- Customer Satisfaction Survey

Customer Relationship Management (CRM)

- County-wide system for fulfilling customer requests

Customer Relationship Management (CRM)



➤ 24-hour
online
access
to the
County

Customer Relationship Management (CRM)

The screenshot shows the Stanislaus County Customer Center website. At the top, there are navigation tabs for HOME, VISITORS, DOING BUSINESS, COUNTY SERVICES, and ONLINE SERVICES. Below these is the Stanislaus County logo and a search bar. The main content area is titled "CUSTOMER CENTER" and features a "Welcome to the Customer Center" message. There are three main sections: "Online Help" with a mouse icon, "Telephone Support" with a mobile phone icon, and "Helpful Information" with a list of links including "Customer Satisfaction Survey", "Frequently Asked Questions", and "Find a Department or Service".

HOME VISITORS DOING BUSINESS COUNTY SERVICES ONLINE SERVICES

Stanislaus County Search... Go — Shortcut Menu — Go

CUSTOMER CENTER

- Customer Center Home
- Contact Us
- Stanislaus County Home

■ Welcome to the Customer Center

Online Help
Give us your questions, comments or feedback. Reach us 24-hours a day.
:: Enter here

Telephone Support
Report a problem:
1(877) 2-ASSIST
1(877) 227-7478

Helpful Information

- Customer Satisfaction Survey
[English](#) or [Espanol](#)
We want to hear from you, if you've used our services
- Customer Satisfaction Survey Results
First quarter results for the new County survey.
- Frequently Asked Questions
Get answers to frequently asked questions
- Find a Department or Service
Information about our departments and services
- Contact us now

© Copyright Stanislaus County all rights reserved


➤ Easy to find

➤ Easy to use


Customer Relationship Management (CRM)

- High-level of accountability
 - Advances Board priorities
- 
- The slide features a white background with a solid blue horizontal band at the top. Below the band, there are several thick, dark blue, wavy lines that curve and flow across the bottom right portion of the slide, creating a dynamic, abstract design.

Customer Relationship Management (CRM)

- 25,000 requests from inception
 - More than 3,500 FAQs accessed per year
 - County is always open
- 
- The slide features a white background with a dark blue header. A horizontal white line separates the header from the main content area. In the bottom right corner, there are several thick, dark blue wavy lines that sweep across the page, creating a dynamic, flowing effect.

Customer Relationship Management (CRM)

- Dept. of Environmental Resources
 - Code Enforcement, Environmental Health, Landfill, HazMat, Parks
 - Public Works, Clerk Recorder, Agricultural Commissioner, Animal Services, Planning & Community Development
- 

Customer Satisfaction Survey

- In January of 2009 survey was redesigned
- Four core areas of focus for customers to rate our service:

Well Organized

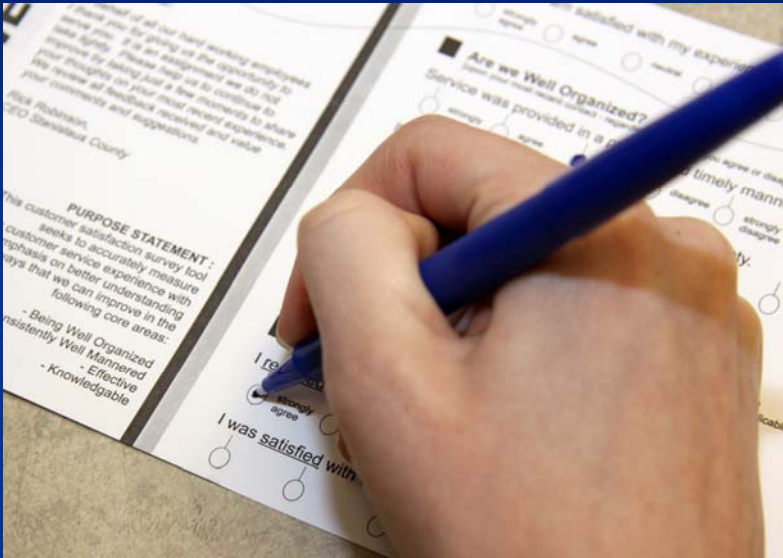
Well Mannered

Effective

Knowledgeable



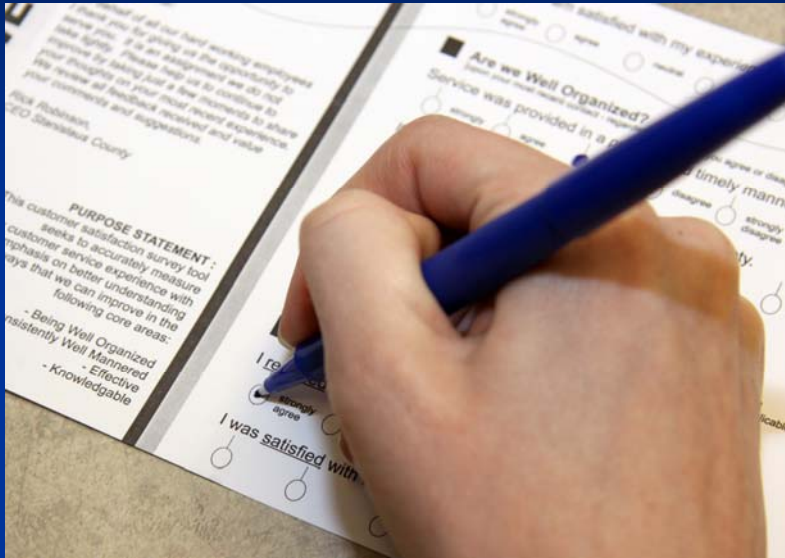
Customer Satisfaction Survey



Information collected three ways:

- Customer service locations
- Internet
- CRM

Customer Satisfaction Survey



Number of surveys collected from February 2009 to present: **1,362**

Customer Satisfaction Survey

Stanislaus County

Search... Go Shortcut Menu Go

Drive for success.
We'll keep you on course.



FAQ's
Frequently Asked Questions.

Board of Supervisors
Members, Priorities, Agendas, Streaming Video and more.

How do I
Find a county service or department.

Customer Center
Give us your questions and feedback...
24-hours a day.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)



Data, imagery & map representations of the county's infrastructure & its Geographical-Administrative-Political-Service areas and their boundaries.
[Visit the County's GIS](#)

« 1 2 »

Featured Information

- [Job Opportunities](#)
- [Food Inspection Online](#)
- [Emergency Notification Self Registration](#)
- [Geographical Information Systems \(GIS\)](#)
- [How to Use This Website](#)
- [Connecting Stanislaus](#)
- [The County Vision, Mission, Values, & Priorities \[PDF \]](#)

SPECIAL TOPICS

MYTV
Government Television.
Watch streaming video.

Emergency Preparedness
Be ready. Get resources for you and your family.

StanCounty Calendar
Be up to date with events, meetings, seminars, etc.

Newsroom
Information for the Media.

Customer Satisfaction Survey

Stanislaus County

Search Go Shortcut Menu Go

CUSTOMER CENTER

- > Customer Center Home
- > Contact Us
- > Stanislaus County Home

■ Welcome to the Customer Center



Online Help
Give us your questions, comments or feedback. Reach us 24-hours a day.
:: Enter here



Telephone Support
Report a problem:
1(877) 2-ASSIST
1(877) 227-7478



Helpful Information

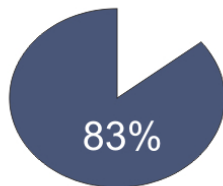
- **Customer Satisfaction Survey**
[English](#) or [Espanol](#)
We want to hear from you, if you've used our services
- **Customer Satisfaction Survey Results**
First quarter results for the new County survey.
- **Frequently Asked Questions**
Get answers to frequently asked questions
- **Find a Department or Service**
Information about our departments and services
- **Contact us now**

Customer Satisfaction Survey

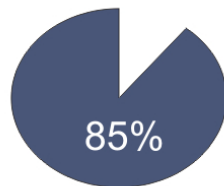
Countywide Customer Satisfaction Survey [February 2 - May 2, 2009]



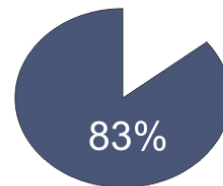
Overall
Satisfaction



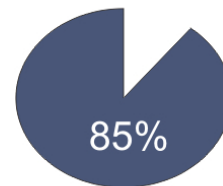
Well
Organized



Well
Mannered



Effective



Knowledgeable



Total

[percentage of strongly agree/agree responses]

Increasing e-government services and transactions

Measure: Increase the number of government services provided electronically

E-Payment – Animal Services

GIS – Geographical Information System

Stanislaus County E-Payment History

- The Treasurer/Tax Collector has been accepting electronic payments since October 2003.



Stanislaus County E-Payment History

- Animal Services has been accepting electronic payments since December 2008.



Stanislaus County E-Payment History

- Other Departments such as Parks and Recreation and the Library are preparing to accept electronic payments.



Advantages of E-Payments

- Electronic Payments may be more convenient for the public and allow them to make payments from the home.



Advantages of E-Payments

- Electronic Payments can be made whenever the customer desires: 24 hours, 7 days a week.



Advantages of E-Payments

- Electronic Payments through credit cards allows the County to receive the full payment and the customer can pay the credit card company over time.



Advantages of E-Payments

- Electronic Payments allow the customer to avoid deadlines and penalties and work with the credit card company to make payments.



Animal Services Online



One Line for All



Customers Now Have a Choice



EPAY SCREEN

Stanislaus County

Search...

Go

----- Shortcut Menu -----

Go



PHONE: (209) 558-7387

Mon - Fri: 9am - 5pm

Wed: 9am - 7pm

Sat - Sun: 10am - 5pm

ANIMAL SERVICES

➤ **Animal Services Home**

➤ Adoption Opportunities

➤ Lost Pets

➤ Vaccination Clinics

➤ Upcoming Events

➤ **Pet License Fees**

➤ Responsible Ownership

➤ Volunteer Services

➤ Rescues

➤ Links

➤ Stanislaus County Home

■ Pet License Fees

Vaccinating and licensing your pet is the first step toward being a responsible pet owner and important to your pets overall health and safety. Each license tag has a unique number assigned to your animal alone. If a licensed animal is lost or taken to a shelter, Stanislaus County Animal Services can identify the owner by the tag number and contact the registered animal owner. Animals with licensing information are held in the shelter while the owners are contacted. Failure to license or renew your pet's license could result in a \$251 citation.



1. [When Do I License my Pet?](#)
2. [What Do I Do to License my Pet?](#)
3. [What are the Fees to License my Pet?](#)
4. [Where to Purchase or Renew my Pet License?](#)
5. [Moved, Given Away or Deceased Pets](#)
6. [Replacement Tag](#)
7. [City Limits Newman, Oakdale, Riverbank and Turlock](#)
8. [License Application \[PDF\]](#)

Online Payment Option

- Licenses are eligible to be tracked by each city jurisdiction
- Marketing Strategies

The screenshot shows the Stanislaus County website's 'ANIMAL SERVICES' section. At the top, there are navigation tabs for HOME, VISITORS, DOING BUSINESS, COUNTY SERVICES, and ONLINE SERVICES. Below these is the Stanislaus County logo and a search bar. A sidebar on the left lists various services like 'Animal Services Home', 'Adoption Opportunities', and 'Lost Pets'. The main content area features a green-bordered box for 'License Your Pet... you will begin this process by answering a few questions'. Inside this box, there is a 'Start Over' button, a paragraph of text, a yellow highlighted section asking for a zip code, and a 'Continue' button. At the bottom of the box, there is a 'CONFIRMED SECURE WEBSITE' badge and copyright information.

HOME VISITORS DOING BUSINESS COUNTY SERVICES ONLINE SERVICES

Stanislaus County

Search... Go Shortcut Menu Go

PHONE: (209) 558-7387
Mon - Fri: 9am - 5pm
Wed: 9am - 7pm
Sat - Sun: 10am - 5pm

ANIMAL SERVICES

- Animal Services Home
- Adoption Opportunities
- Lost Pets
- Vaccination Clinics
- Upcoming Events
- Pet License Fees
- Responsible Ownership
- Volunteer Services
- Rescues
- Links
- Stanislaus County Home

License Your Pet... you will begin this process by answering a few questions

Start Over

You can renew existing licenses, purchase a new license, change your address, make a donation. Please contact us if you have any questions

Let's start by entering your zipcode
Please use your Physical Address Zipcode (not your mailing address)

What is your zipcode?

Continue

CONFIRMED
SECURE WEBSITE
HIGH ASSURANCE SSL

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Version 2.8.12.241 (production)
Session: JLYKAFNIGHMPZQDISJVNLQI



Geographic Information Systems (GIS)

- GIS: combining mapping technologies with departmental data to create a clearer understanding of location-based information.



Special Thanks to our Efficient Delivery of Public Services Priority Sponsor:

Supervisor O'Brien

Links to the Online Services

Customer Center - <http://www.stancounty.com/customercenter/index.shtm>

Animal Services:

Dog Licenses Purchase or Renew - <http://www.stancounty.com/AnimalServices/pet-license-fees.shtm>

Make a Donation - <http://www.stancounty.com/animalservices/web-donation.shtm>

Treasurer/Tax Collector:

Pay Property Tax - <http://www.stancounty.com/tr-tax/on-line-services.shtm>

Public Works:

Geographical Information Systems (GIS) -

<http://gis.stancounty.com/giscentral/public/disclaimer.jsp?targetUrl=%2Fpublic%2Fmap%2Fesri%2Fflex%2Fparcelfinder%2Findex.jsp>