

DRAFT

February 9, 2017

Honorable Shiva Frentzen, Chairman of the Board
Honorable John Hidahl
Honorable Brian Veerkamp
Honorable Michael Ranalli
Honorable Sue Novasel
and
El Dorado County CAO, Don Ashton
El Dorado County ACAO, Shawne Corley

El Dorado County Board of Supervisors
330 Fair Lane, Building A
Placerville, California 95667

Re: Good Governance Goal of the County Strategic Plan

The Community and Economic Development Advisory Committee (CEDAC) would like to voice our support for the Good Governance Goal of the County Strategic Plan. We understand the plan was presented and an update given at the Board of Supervisor meeting of January 24, 2017 by the Chief Administrative Office. The essence of the following objectives have been noted for simplicity and to identify the issues CEDAC believes are especially important.

- Objective 2.3 Identify and implement best practices in departments serving the public, continue striving to improve customer support, and improve communications with the public.
- Objective 2.4 (*in many ways repeats the same things as the previous objective*): Develop service level standards for all line/constituent facing departments for the purpose of continuous service improvements as well as establishing a framework for improved communications and customer engagement.
- Objective 2.5: Recognize and develop both internal and external processes to effectively inform County employees, the public, and communication channels about changes in county regulations and local newsworthy events.

The committee looks forward to offering our support in attaining these stated objectives. One possible way would be working with a new Communications and Outreach Manager. An

existing position that can attain some of the objectives is the Development Services Division Customer Service Ombudsman. To be effective, though, the public should be aware of this important support position. Communication about County services should be part of the ultimate goal.

Very sincerely,

Linnea Marengo, CEDAC ad hoc committee member
Maryann Argyres, CEDAC ad hoc committee member
Roberta Long, CEDAC ad hoc committee member