

GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.1: *Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance (including internal and external conditions). Add due dates to all slides*

Task 2.1.1: Identify stakeholders for all ordinances.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.1: *Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance (including internal and external conditions).*

Task 2.1.2: Establish criteria that require review and revisions to existing ordinances.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.1: *Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance (including internal and external conditions).*

Task 2.1.3: Request all stakeholders to identify ordinances that need revisions, prioritize those changes and establish timelines for completion.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.1: *Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance (including internal and external conditions).*

Task 2.1.4: Receive and review the stakeholder's input regarding ordinance changes.

STATUS: Not yet occurred.



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.1: *Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance (including internal and external conditions).*

Task 2.1.5: Establish timelines for the next round of ordinance revisions.

STATUS: Not yet occurred



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.1: *Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance (including internal and external conditions).*

Task 2.1.7: Upon finalization of each ordinance, include a sunset date or time frame in which the identified stakeholders are responsible for ensuring the ordinance is reviewed for relevance and appropriateness.

STATUS: Not yet applicable.



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.2: *Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow.*

Task 2.2.1: Identify stakeholders and responsible departments for all Board policies.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.2: *Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow.*

Task 2.2.2: Establish criteria that require review and revisions to existing Board of Supervisor policies.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.2: *Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow.*

Task 2.2.2, con't: Establish criteria that require review and revisions to existing Board of Supervisor policies.

- Is the policy required by Federal, State or local law?
- Is the policy more restrictive than State or local law? General rule is policies shouldn't be more restrictive.
- Is the policy duplicative?
- What are the benefits of the policy and/or why do we need the policy?
- Does the policy appropriately balance internal control and transparency with expediency?

GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.2: *Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow.*

Task 2.2.3: Request the stakeholders identify policies that need revisions, prioritize those changes and establish timelines for completion.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.2: *Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow.*

Task 2.2.4: Receive and review the stakeholder's input regarding policy changes.

STATUS: IN PROGRESS



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.2: *Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow.*

Task 2.2.5: Conduct a gap analysis to identify whether additional policies are needed, i.e. cell phone texts, social media, public record act requests, telecommuting, employee background checks, use of County facilities by outside and employee groups.

STATUS: IN PROGRESS



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.2: *Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow.*

Task 2.2.6: Upon finalization of each policy, identify a timeframe in which the identified stakeholders are responsible for ensuring the policy is reviewed for relevance and appropriateness.

STATUS: IN PROGRESS



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.3: *Identify and implement 'best practices' within central support departments, and develop service level standards of central support departments/divisions/programs for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.3.1: Request each department head of the following Central Support Departments to identify up to five 'best practices' that could be considered for implementation, including the benefit to the County.

- Clerk of the Board
- CAO
- Contracts and Procurement
- Human Resources
- County Counsel
- Information Technology
- Risk Management
- Facilities
- Fleet

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.3: *Identify and implement 'best practices' within central support departments, and develop service level standards of central support departments/divisions/programs for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.3.2: Request each department head of the Central Support Departments to identify the steps needed to implement the best practice, including the fiscal impact and ROI.

STATUS: IN PROGRESS



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.3: *Identify and implement 'best practices' within central support departments, and develop service level standards of central support departments/divisions/programs for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.3.3: Include service level indicators and service levels in the annual budget narratives provided by each Central Support Department.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.3: *Identify and implement 'best practices' within central support departments, and develop service level standards of central support departments/divisions/programs for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.3.4: Request each department head of the Central Support Departments to develop a service level indicator baseline identifying a minimum of five service level indicators and the service level goal based on existing resources.



STATUS: COMPLETE

GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.3: *Identify and implement 'best practices' within central support departments, and develop service level standards of central support departments/divisions/programs for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.3.5: Incorporate the service level indicators baseline into an Internet and/or Intranet website platform in order to increase transparency.

STATUS: COMPLETE



<https://www.edcgov.us/Government/CAO/Documents/Service-Level-Indicators.pdf>

GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.4: *Develop service level standards for all line/constituent facing departments for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.4.1: Request each department head of the following line/constituent-facing departments to develop a baseline identifying a minimum of five service level indicators and the service level goal based on existing resources.

- Planning & Building
- Environmental Management
- Transportation
- Health and Human Services
- Probation
- Public Defender
- Recorder Clerk
- Surveyor
- Ag Commissioner
- Assessor
- Child Support
- District Attorney
- Library
- Sheriff
- Treasurer-Tax Collector

STATUS: IN PROGRESS



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.4: *Develop service level standards for all line/constituent facing departments for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.4.2: Include service level indicators and service levels in the annual budget narratives provided by each of the of the line/constituent-facing departments.

STATUS: SCHEDULED June, 2018



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.4: *Develop service level standards for all line/constituent facing departments for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement.*

Task 2.4.3: Incorporate the service level dashboards for line/constituent-facing departments into an Internet and/or Intranet website platform in order to increase transparency.

STATUS: SCHEDULED June, 2018



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.5: *Develop proactive internal and external communications process to effectively inform county employees, members of the public, and the press of County events, processes, decisions, level of service, and reasoning.*

Task 2.5.1: Hire a Communications & Outreach Director.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.5: *Develop proactive internal and external communications process to effectively inform county employees, members of the public, and the press of County events, processes, decisions, level of service, and reasoning.*

Task 2.5.2: Develop a tool to obtain feedback from County stakeholders regarding communications gaps.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.5: *Develop proactive internal and external communications process to effectively inform county employees, members of the public, and the press of County events, processes, decisions, level of service, and reasoning.*

Task 2.5.3: Review and meet with other jurisdictions to determine best practices regarding external communications strategies.

STATUS: ONGOING



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.6: *Develop and implement best practices relative to the operations of the Board of Supervisors (CAO, Board Clerk, County Counsel).*

Task 2.6.1: Identify a facilitator to provide public workshop/training for the Board of Supervisors, Board staff and Department Heads, and schedule a date for the workshop.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.6: Develop and implement best practices relative to the operations of the Board of Supervisors (CAO, Board Clerk, County Counsel).

The Board of Supervisors is responsible for establishing their protocols with guidance from BK Consulting.

The Board will focus on the following draft protocols in the next two sessions:

- **Unity of Purpose – Setting Direction**
- Protocol: Using Meetings as Strategic Leadership Tools
- Protocol: Board Assignments
- Protocol: Role with Advisory Boards
- Protocol: Role – Collaboration with other elected officials
- Protocol: Use of Board Work Study Sessions

- **Roles and Responsibilities**
- Protocol: Interactions with County Staff
- Protocol: Individual Supervisor Requests for Information
- Protocol: Individual Supervisor Requests Requiring Resources
- Protocol: Role of Supervisor's Assistants

GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.6: Develop and implement best practices relative to the operations of the Board of Supervisors (CAO, Board Clerk, County Counsel).

Draft Protocols, con't:

- **Board Operations**
- Protocol: Board Meeting Agenda Development
- Protocol: Agenda Item-Related Questions
- Protocol: Role of the Board Chair
- Protocol: Role of Individual Supervisors
- Protocol: Public Comment in Board Meetings
- Protocol: Bringing up new ideas - Deciding on whether to move an idea forward
- Confidentiality
- Protocol: Protocol: Self-Monitoring of Board Effectiveness

- **Board of Supervisors in the Community**
- Protocol: Handling Complaints from the Community
- Protocol: Reliance on majority rule, standing behind the decision of the board

Session two is scheduled for August 28th.

GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.6: *Develop and implement best practices relative to the operations of the Board of Supervisors (CAO, Board Clerk, County Counsel).*

Task 2.6.2: Identify staff from the CAO, Board Clerk and County Counsel to be responsible for documenting best practices and procedures for consideration.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.6: *Develop and implement best practices relative to the operations of the Board of Supervisors (CAO, Board Clerk, County Counsel).*

Task 2.6.3: Review other Counties to identify what processes and policies they have in place regarding procedures and guidelines for the Board of Supervisors.

STATUS: COMPLETE



GOAL 2: Good Governance

Achieving the best possible process for making & implementing decisions in accordance with the County's core values, legal requirements and industry best practices.

OBJECTIVE 2.6: *Develop and implement best practices relative to the operations of the Board of Supervisors (CAO, Board Clerk, County Counsel).*

Task 2.6.4: Prepare and finalized best practices, policies and procedures for discussion with and approval by the Board of Supervisors.

STATUS: IN PROGRESS



Completed Policies & Responsible Party

Section A – General Administration	Responsible Department
A-1: Development and distribution of Board Policies	CAO, Board Clerk
A-2: Guidelines for writing Board policies	CAO, Board Clerk
A-3: Ordinances; new or amended	CAO, Board Clerk, County Counsel
A-4: County Legislative Policy	CAO
A-5: Grant Endorsements for non-County agencies	CAO
A-10: Information Technology Steering Committee & Acquisition procedures	IT/CAO
Section B – Budget & Fiscal Matters	
B-4: Collections – Recovery of public funds	County Counsel/Revenue Recovery
B-10: Grand Jury Annual Report	CAO

Completed Policies & Responsible Party, con't.

Section C – Purchasing and Contracting	Responsible Department
C-18: Non-financial agreements	CAO
C-19: Design Build Contracts – conflict of interest	Facilities
Section D – Travel, Transportation & Vehicles	Responsible Department
D-1: Travel policy	CAO
D-4: Vehicle use – privately-owned and County-owned	Transportation
Section G – Roads	Responsible Department
G-3: Dead Animal Disposal	Transportation

Completed Policies & Responsible Party, con't.

Section I – Boards, Commissions & Committees	Responsible Department
I-5: Application evaluation for Members-at-Large	Board Clerk
Section J – Land Use Planning & Permitting	Responsible Department
J-7: Economic Development Incentive Policy	CAO/Economic Development
Section K – Risk Management	Responsible Department
K-1: Injury illness and prevention	Risk Management
Section L – HIPAA Policies	Responsible Department
	17-0058 2A 40 of 41

