

## Economic Development Strategic Investment Tasks and Timeline

**Goal: To develop a robust, vibrant economy by improving support for and interactions with businesses, residents and visitors.**

Task Number	Task	Lead	Priority Score	13/14	14/15	15/16
<b>1</b>	<b>General Plan</b>	<b>Kerr</b>				
1a	Support General Plan Implementation (LUPPU, Community ID)	Purvines	21			
1b	Inventory Parks and Natural Resources	Sanders & Carveth	20			
1c	Improve Internet Access	Webb	21			
1d	Inventory Infrastructure	Purvines	23			
<b>2</b>	<b>Customer Service</b>	<b>Johnston</b>				
2a	Improve Department Coordination (Survey and Customer Service Training)	Raffety & Trout	18			
2b	Improve County/State and Federal Agency Relationships	Applegarth	18			
2c	Economic & Business Relations Manager Recruitment	Kerr	24			
2d	Review Taxes and Fees	Kerr & Trout	21			
2e	Review Regulatory Requirements	Applegarth	24			
2f	Improve Public's Access to Staff (Hours, Parking, Live Chat & Contact Info)	Johnston	24			
2g	Liason with Other Teams (HR, IT, Facilities, Dept. Accountability)	Johnston	22			
<b>3</b>	<b>Incentives</b>	<b>Kerr</b>				
3a	Inventory Existing Incentives, Research and Develop Additional Incentives	Econ/Bus Relations Mgr.	20			
<b>4</b>	<b>Marketing</b>	<b>Econ/Bus Relations Mgr.</b>				
4a	Work Cooperatively with CEDAC	Johnston	20			
4b	Inventory Current Economic Development Efforts	Econ Dev Coordinator	23			
4c	Develop Web Portal	Webb & Knowlton	20			

Lead = Staff with primary assignment.

Priority Score = Estimated score based on anticipated cost effectiveness, implementation time and anticipated success. 1-10 per criteria

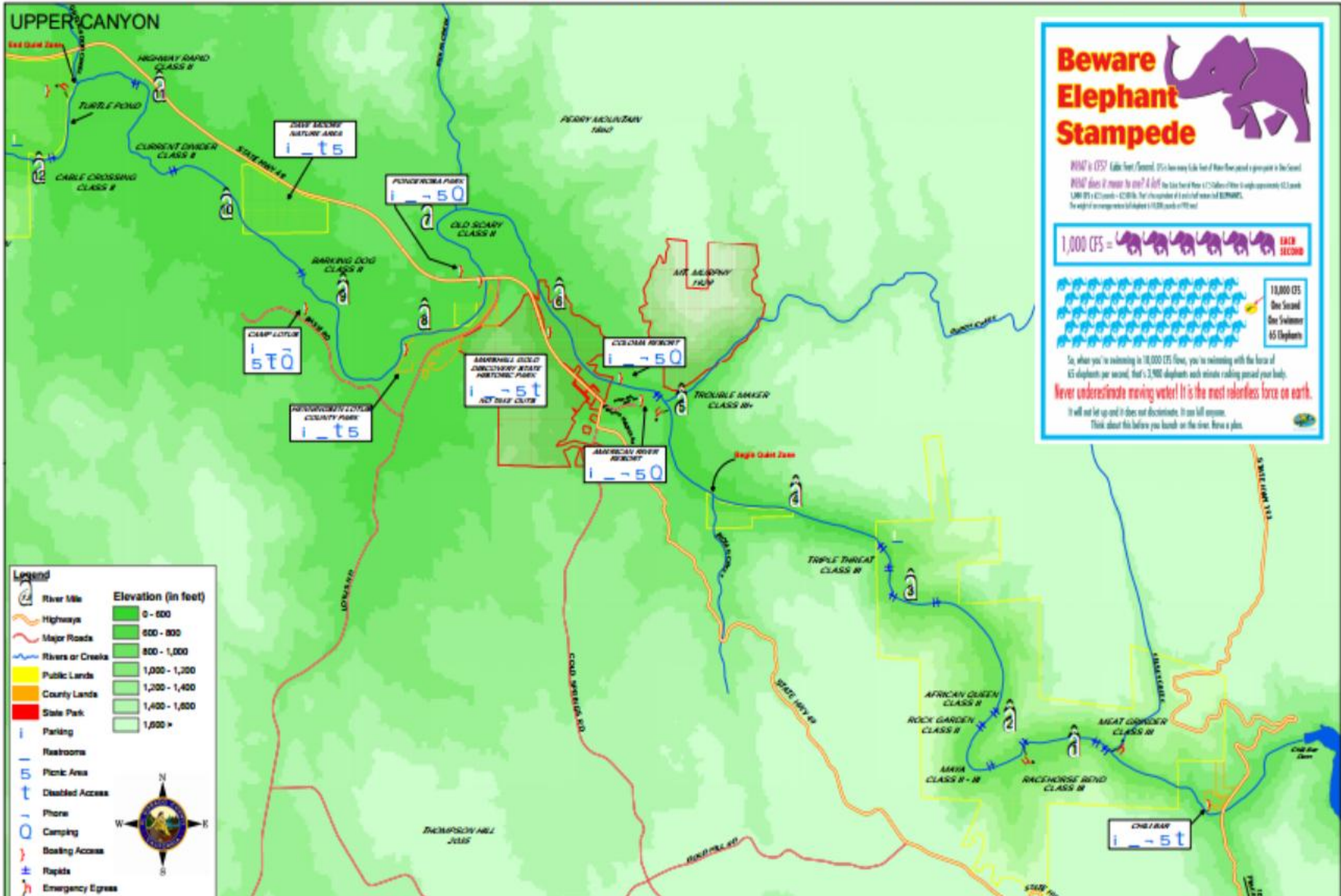
Indicates project work scheduled for this period (yellow/gray)

Indicates project completed with date of completion

Parks

Id	Name	Type	Managed	Existing	SrvcBuffer
0	Campground- Non-F.S.		USFS	1	0.000
0	Baldwin Beach		USFS	1	0.000
0	Blodgett Experimental Forest		USFS	1	0.000
0	Chili Bar Park		County	1	0.000
0	Placerville City Park		Placervil*	1	0.000
0	Cronan Ranch Park		County	1	0.000
0	Gateway Park		CPCSD	1	0.000
4	Creekside Greens Park		EDHCSD	1	0.000
0	Duffy Park		Placervil*	1	0.000
0	Edwin L. Z'Berg Natural Perserve		State	1	0.000
0	El Dorado County Fairgrounds		County	1	0.000
0	Gold Bug Park		Placervil*	1	0.000
0	Kiva Beach		USFS	1	0.000
0	Lions Park		Placervil*	1	0.000
0	Lumsden Park		Placervil*	1	0.000
0	Georgetown Park		GDRD	1	0.000
0	Orchard Hill Park		Placervil*	1	0.000
0	Pollock Pines Community Park		County	0	26400.000
0	Pope Beach		USFS	1	0.000
0	Rotary Park		Placervil*	1	0.000
0	Joe's Skate Park		County	1	0.000
0	Carson Pass Information Station	info	USFS	1	0.000

# SOUTH FORK AMERICAN RIVER - PUBLIC ACCESS



**INTERDEPARTMENTAL COMMUNICATION & COORDINATION**

**CONFIDENTIAL SURVEY QUESTIONNAIRE**

PLEASE RETURN TO: Taxclr@edcgov.us OR 360 Fair Lane, Placerville, CA 95667

BY : (date)

Department

Position (Optional)

Your Name (Optional & Confidential)

Please indicate how much interaction your department has with the following departments:

	None	Rarely	Sometimes	Frequently	Very Frequently	Don't Know
Chief Administrative Office						
Information Technology						
CDA - Building						
CDA - Planning						
Environmental Management						
Sheriff Department						
Fire Department(s)						
Procurement & Contracts						
Treasurer-Tax Collector						
CDA - Transportation						
Animal Control						
Air Quality Mgmt District						
Surveyor						
Ag Department						
Health Department						
Library						
Recorder-Clerk						

Attached for each of the above departments is a separate page with the name of the department at the top of the page. **Please select the three pages representing the departments with whom you have the most contact and based on your own experience, please comment on:**

The "GOOD": *e.g.* Those interactions that go smoothly and work well with little effort on the part of both parties. Remember, there's always some Good.



"SUGGESTIONS FOR IMPROVEMENT": Your ideas and opinions on ways to improve the interactions you are directly involved with. Please include any process improvement ideas that may benefit our citizens.

# CUSTOMER SERVICE



Introduction



Use the arrows above or below (   ) to move forward or back.  
When you've finished the tutorial you'll have the opportunity to review any pages or sections.



## Welcome to Customer Service training!

This tutorial introduces you to the basics of quality customer service. It will take you approximately 20 minutes to complete.



# MERCED COLLEGE CUSTOMER SERVICE ACADEMY

HOME

SERVICES

PARTNERS

SCHEDULE

CONTACT US



## 10 Courses

- Communicating With People
- Customer Service
- Team Building
- Attitude in the Workplace
- Values & Ethics
- Stress Management
- Time Management
- Conflict Management
- Decision Making & Problem Solving
- Managing Organizational Change

## Certificate of Achievement

Take all 10 courses and earn a Merced College Certificate of Achievement or pick and choose the ones most suited for you.

**AWARD WINNING  
PROGRAM**

For more information please call the  
Merced College Workplace Learning Resource Center  
**(209) 386-6733**

[beckv.barabe@mccd.edu](mailto:beckv.barabe@mccd.edu)



**COURSES**

Cutting edge training designed to equip you with the skills you need to effectively work with customers and co-workers.

11-1303 13D 6 of 13



Merced College Workplace Learning

## EI Dorado County Office Hours

Department	Mon	Tues	Wed	Thurs	Fri	Notes	Alternative Work Schedule
Agriculture	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1 Considering change	
Air Quality	7:30-5:30	7:30-5:30	7:30-5:30	7:30-5:30	8-5:00	Open 12-1	Yes
Animal Svs Office	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
Animal Svs Shelter	9:30-4:30	9:30-4:30	9:30-4:30	9:30-4:30	9:30-4:30	Sat 9:30 - 4:30 Closed 12-1 daily	
Assessor	7-5:30	7-5:30	7-5:30	7-5:30	7-5:30	Holiday weeks 8-5	Yes
Auditor	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
BOS Clerk	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
CDA - Airports	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
CDA - Building Svs	8-4:00	8-4:00	9-4:00	8-4:00	8-4:00		
CDA - Building SLT	8-5:00	8-5:00	closed	8-5:00	8-5:00		
CDA - Environment M.	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
CDA - Planning	8-1 & 1-4	8-1 & 1-4	9-1 & 1-4	8-1 & 1-4	8-1 & 1-4	8-1 counter staffed, 1-4 by appointment	
CDA - Transportation	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1	Yes
CAO	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1	
Child Support	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Accepts after hours appointments	Yes
Child Support SLT	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1	
County Counsel	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1	Yes
District Attorney	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		Yes
Econ Dev, Parks &	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	No longer closed at lunch. Accepts appts	
Elections	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
Health & Human Svs	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Vital Stat 8-5 M-F (formerly 8-12)	Yes
HR & Risk Mgmt	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12:30-1:30	
Information Tech.	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Help Desk staffed until 5:30	Yes
Library - Cameron Park	10-5:00	12-7:00	10-5:00	12-7:00	10-5:00	2nd Sat 10-3:00	
Library - EDH	1-5:00	12-7:00	12-7:00	10-5:00	10-5:00	Sat 1-5	
Library - Georgetown	Closed	12-7:00	12-7:00	10-5:00	1-5:00	Sat 10-3	
Library - Placerville	Closed	12-7:00	12-7:00	10-5:00	10-5:00	Sat 10-5	
Library - Pollock Pines	Closed	10-7:00	10-5:00	Closed	Closed		
Library - SLT	Closed	10-8:00	10-8:00	10-5:00	10-5:00	Sat 10-5	
Museum	Closed	9-3 Research	10-4:00	10-4:00	10-4:00	Sat 10-4, Sun 10-4, & Research by appt.	
Probation	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1	Yes
Procurement	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1	
Public Defender	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12:30-1:30	Yes
Recorder Clerk	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
Revenue Recovery	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
Sheriffs	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	After hours calls roll to Dispatch	Yes
Surveyor	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Accepts after hours appointments	Yes
Treasurer Tax Coll.	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
UCCE	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00		
Veterans	8-5:00	8-5:00	8-5:00	8-5:00	8-5:00	Closed 12-1	
Water Agency, W&P	8-4:30	8-4:30	8-4:30	8-4:30	8-4:30		
Department with expanded hours 2/19/13							
Departments with expanded hours post 2/19/13							

[Parcel Inquiry Application-GOTNET](#)[Corner Records](#)[F.A.Q.](#)[Forms & Documents](#)[Links & Resources](#)[GIS Map Library](#)[Situs Updates-Last 60 Days](#)[Fee Schedule](#)[Student Map Contest](#)[Home](#) > [Government](#) > [Surveyor](#)

## Welcome to the County Surveyor's website!

The County Surveyor is responsible for the following programs:

- The **Land Survey Program** checks maps and documents for compliance with federal, state and local laws. The maps and documents are prepared by Professional Land Surveyors and Civil Engineers. The maps and documents come from many sources, such as private landowners, subdividers, local, state and federal agencies. We review Subdivision and Parcel Maps, Record of Surveys, Corner Records, Lot Line Adjustments, Property Merges and boundary exhibit maps and documents for local jurisdictions including school, fire, utility and community service districts.

In addition, as authorized by the Board of Supervisors, the County Surveyor surveys only those lands owned by the County of El Dorado. Although the County Surveyor is not in the business of surveying privately held lands, we are here to try and answer any question the public may have regarding land surveying. So feel free to give us a call if you should have a surveying concern or question.

On privately owned property a private licensed surveyor or engineer is required to survey your

### Surveyor

360 Fair Lane  
Placerville, CA 95667

**Local Number:**

(530) 621-5440

**From El Dorado Hills:**

916) 358-3555 x5440

**From South Lake Tahoe:**

(530) 573-7955 x5440

**Fax:** (530) 626-8731

[surveyor@edcgov.us](mailto:surveyor@edcgov.us)

**Business Hours:**

8:00 am - 5:00 pm Monday -  
Friday

**Appointment Hours:**

7:30 am - 8:00 am & 5:00 pm -  
5:30 pm Monday - Friday





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# King County, Washington

Online Directory

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## Service Search

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Service Name and Keyword Search:

Or try:

[King County Services alphabetic Index](#)

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# King County, Washington

Online Directory

SERVICES | GROUPS | EMPLOYEES

## King County Service Index

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Name	Type	Phone	Group
<a href="#">Dasani Blue Bikes</a>	Service	206-205-3661	DNRP/PARKS - Recreation & Division Support (RDS)
<a href="#">Data &amp; Budget</a>	Service	206-205-6576	DOT/Transit/PRO/AS - Service Planning
<a href="#">Data Center Management</a>	Service	206-263-8058	Department of Information Technology (KCIT)
<a href="#">Data Distribution</a>	Service	206-263-4523	KCIT DNRP - IT Services - GIS Center - Client Services
<a href="#">Dating and Domestic Violence Handbook</a>	Product	206-296-7864	DJA - Domestic Violence
<a href="#">Dead bird reporting for West Nile virus</a>	Service	206- 205-4394	Department of Public Health (DPH)
<a href="#">Death Certificates</a>	Service	206-296-4768	DPH/PD - Vital Statistics
<a href="#">Decennial Flow Monitoring Project</a>	Project	206-684-1118	DNRP/WTD/PIM3 - Comprehensive Planning
<a href="#">Deferred Compensation - Finance</a>	Service	206-263-9250	DES/FBO/BROS - Deferred Compensation Board
<a href="#">Demolition Permits</a>	Service	206-296-6600	Department of Permitting and Environmental Review (DPER)
<a href="#">Dental Care for Babies and Children -- ABCD</a>	Service	206-263-8750	DPH - King County Health Action Plan



King County  
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# King County, Washington

Online Directory

SERVICES

GROUPS

EMPLOYEES

## Employee Detail

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**Name:** Anna Bero

**Title:** Administrative Specialist II

**Group:** [DPH/PD/ID - Epidemiology/Communicable Disease & Immunizations](#)

**Email:** [anna.bero@kingcounty.gov](mailto:anna.bero@kingcounty.gov)

**Mail Stop:** CNK-PH-0900

**Primary Phone:** 206-263-8157

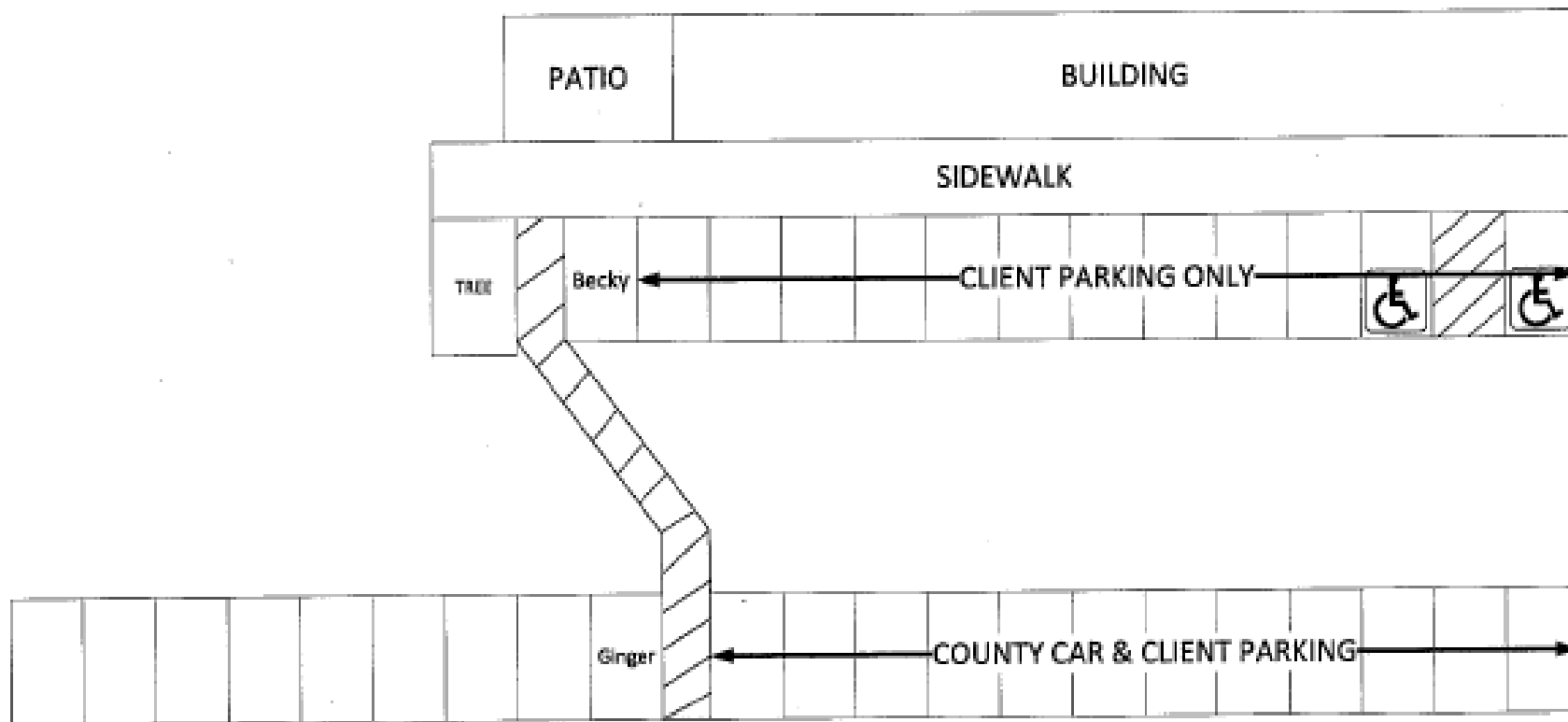
**Fax:** 206-296-5780

**Reports To:** [Darren Robertson](#)

**Primary Location:** Chinook Building  
401 5th Ave Ste 900  
Seattle, WA 98104

**Directory Coordinators:** [Joseph Radoslovich](#)  
[Regina Wilson](#)  
[Laura Hayashi](#)  
[Frances Green](#)  
[James Apa](#)  
[Sharlene Jones](#)  
[Roxi Smith](#)  
[Jeff Ing](#)

**Web Link:** <http://www.kingcounty.gov/>



# Child Support Services Parking Lot 3883 Ponderosa Road, Shingle Springs

## Child Support Services

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Child Support: What You Need to Know



Anyone living in El Dorado County, who has a child support and/or medical support order or wants to establish one, can apply for child support enforcement services by completing an application form. The application forms are available by clicking the link below. Or, you can submit an Application using the Statewide Online Application (SOLA) for Child Support Services. The new electronic, online application SOLA is quick, easy and secure.

- [On-line Application for Child Support Services - English \(SOLA\)](#)
- [Opening a Child Support Case Forms Packet \(PDF format\)](#)
- [California State Department of Child Support Services](#)
- [Performance Data](#) (Contains Quarterly Child Support Program Statistics)
- [CSE Self Service](#)
- [El Dorado County Child Support Survey](#)
- [State Child Support Customer Service Survey](#)

### Child Support Services Placerville Office:

3883 Ponderosa Rd.  
Shingle Springs, CA 95682  
**Toll Free:**  
1-(866) 901-3212

### South Lake Tahoe Office

3368 Lake Tahoe Blvd.  
STE 203  
South Lake Tahoe, CA 96150  
**Toll Free:**  
1-(866) 901-3212

### Payments can be mailed to:

State Disbursement Unit  
P.O. Box 989067  
West Sacramento, CA 95798

Live  
Chat

Available Mon-Fri 8A.M. - 5P.M.