

2006-07 Grand Jury Final Report

El Dorado County Information Technologies

GJ 06-050

Recommendation 1:

Contract with an independent professional IT consultant to evaluate the County's Information Technologies Strategic Plan and establish an ERP that meets the current and future business needs of the County. The consultant's Statement of Work shall include:

- evaluating and reporting on the County's ERP efforts
- assessing the efficiency of County IT Systems
- identifying the risks of continuing to operate in maintenance mode with current infrastructure and aging applications
- addressing IT budgetary challenges.

Original Response to Recommendation 1: The recommendation requires further analysis.

As indicated in the report any implementation of the recommendation will need funding in order to implement any modernization or replacement of systems in the future.

Funding in the amount of \$80,000 for the evaluation of the County's Financial System, to be conducted by an independent professional consultant, was requested by I.T. from savings in the Fiscal Year 2006-2007 budget request; however, due to budgetary constraints, funding was not appropriated. Additionally, funding in the amount of \$50,000 was requested in the Fiscal Year 2007-2008 budget request for consulting services for the Land Management Information System; however, due to budgetary constraints funding was not appropriated.

In the interim, I.T. is conducting further analysis as to the operational deficiencies of the various systems identified in the finding, and as to whether the appropriate action plan would be to replace or modify the systems. I.T. staff is currently meeting with key users of the systems, documenting the known deficiencies and shortcomings, along with recommendations for improvement, replacement or reengineering.

I.T. will continue to propose funding for fulfilling the recommendations in this report. However, given current budget constraints, funding is not expected until at least fiscal year 2009-10.

I.T. will continue to modify and/or enhance the systems to provide the best possible efficiency and effectiveness, given the available resources and budget constraints.

Status as of December 31, 2007: The recommendation requires further analysis. There is no change to the original response.

Status as of March 31, 2008: The recommendation requires further analysis. There is no change to the original response.

Status as of June 30, 2008: The recommendation requires further analysis. There is no change to the original response.

Status as of September 30, 2008: The recommendation requires further analysis. There is no change to the original response.

Status as of December 31, 2008: The recommendation requires further analysis. There is no change to the original response.

Status as of June 30, 2009: The recommendation requires further analysis. It was stated that funding would not be available until FY 2009-10. Funding will not be available in the operation budget in FY 2009-10. However in FY 2009-10, alternate methods of funding will be pursued for implementation in future years.

Status as of December 31, 2009: The recommendation requires further analysis. The Information Technologies Steering Committee (ITSC) has become actively involved in reviewing the needs of the County's IT structure and capabilities. Consensus has been reached on the model for IT delivery: a hybrid model with certain functions delivered through central IT, and certain functions delivered at the department level. The next step is to agree on what aspects of the County's IT system need to be replaced first. It is anticipated that an independent consultant will be secured to assist in this review.

Status as of June 30, 2010: The recommendation requires further analysis. There is no change since the December 31, 2009 update. Funding for an outside consultant has not been identified. In addition, recent staff changes within the County's IT department will allow for a new look at these recommendations along with determining the next steps (which has been established as one of the department's main priorities).

Status as of October 1, 2012: The recommendation is being implemented. The ERP has been identified as an integral part of the county Strategic Investment Plan. On April 3, 2012 the Board of Supervisors gave approval to issue a Request for Proposal for an ERP. The RFP was released on April 4 and closed on May 21 with eleven vendors submitting proposals. A selection committee consisting of a cross section of county fiscal and information technologies staff conducted detailed analysis of each proposal. As of October the field has been narrowed to two vendors. A contract for services is expected by the end of the calendar year.

2007-08 Final Report Part 1

**El Dorado County Juvenile Hall
Placerville**

Recommendation: It is recommended that the Board of Supervisors fund necessary work entailed in the expansion of the facility and updating the communication system during the 2008-2009 fiscal year.

Response to Recommendation: **The recommendation has not yet been implemented, but will be implemented in the future.** General Services has secured a contract to update the communication system, and should begin repairs/replacement of the system on or before August 4, 2008. General Services has secured a contract to expand the entrance and control room of the Juvenile Hall. Construction should begin on or before August 4, 2008.

Status as of September 30, 2008:

A) Communication System: **The recommendation has been implemented.** A new communications system is in place and is currently being fine tuned by the contractor for optimum performance.

B) Expand the entrance and control room of Juvenile Hall: **The recommendation has not been implemented, but will be implemented in the future.** Upon further research, it was determined that funding was not adequate to complete the project. Additional funding will be included in a budget addendum. With additional funding, the facilities staff expects to begin the project in the October/November 2008 timeframe.

Status as of December 31, 2008: **The recommendation has not been implemented, but will be implemented in the future.** Upon further research, it was determined that funding was not adequate to complete the project. Additional funding was not available in October of 2008. Staff will attempt to fund this project during the midyear budgeting cycle in 2009.

Status as of June 30, 2009: **The recommendation has not been implemented, but will be implemented in the future.** Facilities Engineering is currently working with Juvenile Hall staff on plans for a remodel and facilities improvements. Improvements are being planned for construction during the 2009-10 fiscal year.

Status as of December 31, 2009: **The recommendation has not been implemented, but will be implemented in the future.** Facilities Engineering is currently preparing plans and specifications for a remodel of the Juvenile Hall entrance and control room. Construction is planned to occur during the 2009-10 fiscal year.

Status as of June 30, 2010: **The recommendation has not been implemented, but will be implemented in the future.** Due to staffing constraints and priority issues and emergencies, the plan development process is not yet complete within Facilities Engineering for a remodel of the

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Juvenile Hall entrance and control room. Construction is planned to occur during the 2010-11 fiscal year.

Status as of October 1, 2012: The recommendation has been implemented. Bullet proof glass with a speak-through window has been installed around the control room.

2008-09 Final Report

El Dorado County Zones of Benefit

Case No. GJ-08-021

Recommendation 1: The Department of Transportation should achieve a consistent and frequent (quarterly) dissemination of accounting information, with an improved level of detail to allow ZOB's to better understand their costs and manage their organizations effectively.

Original Response to Recommendation 1: The recommendation has not yet been implemented but will be implemented in the future. The Department of Transportation will work with staff to automate a process that will allow for the dissemination of detailed accounting information on a quarterly basis. Expected timeframe of implementation is December 31, 2009.

Status as of December 31, 2009: The recommendation has not yet been implemented, but will be implemented in the future. Zone administration staff is working with Information Technologies staff in DOT to develop a database that will allow detailed, timely reporting of financial information to ZOBs. The specifications of the database have been developed, the elements are in place, and are currently being tested. It is anticipated that the program will be available for reporting purposes as of March 31, 2010.

Status as of June 30, 2010: The recommendation has not yet been implemented, but will be implemented in the future. DOT technical staff is working on system enhancements to provide the recommended accounting information. Additional time is needed to complete the necessary data base work and due to department workload it is anticipated that the program enhancements will be available by December 31, 2010.

Status as of October 1, 2012: The recommendation will not be implemented. DOT staff continues to provide accounting information on a quarterly basis, and can provide information on a more frequent basis if requested. Current resources have precluded the development of the ZOB-specific database program to provide the level of accounting information, and ease of access to the information as envisioned by the Grand Jury. It is possible that such a program may be possible as a component of the upcoming countywide Enterprise Resource Program. Subsequent to the Grand Jury report, ZOB's have not expressed additional concern about the information available.

Recommendation 5: The Board of Supervisors should help facilitate a path for disgruntled ZOB's to exit the system and re-organize under an entity that best suits their needs. This issue is currently being discussed by County Counsel and DOT. We recognize that this is not a simple issue. Both the transition out of a ZOB to another road maintenance entity, and the adjustment from "public access to private roads" to "private roads only" needs to be addressed as part of this solution. We would urge that this recommendation produce a solution by the end of this calendar year.

Original Response to Recommendation 5: The recommendation requires further analysis.

The Department of Transportation and County Counsel are working on revisions to the Policy and Procedure Guidelines for the zones of benefit in which the process for dissolution of a zone is contained. The Board of Supervisors cannot commit to facilitating a new process without additional information. If a need for a new exit and reorganization process is identified, and a strategy is identified that provides agreeable solutions, the Board will take appropriate action at that time.

Status as of December 31, 2009: The recommendation requires further analysis. The Department of Transportation completed the recommended revisions to the Policy and Procedure Guidelines for the zones of benefit. The document was sent to County Counsel for further review on September 4, 2009 and is pending completion of that review.

Status as of June 30, 2010: The recommendation requires further analysis. The revisions to the Policy and Procedure Guidelines are under review by County Counsel and a completion date is unknown. In the interim, should a ZOB wish to leave the system and reorganize under a different structure, DOT staff will work with that entity to accomplish the reorganization.

Status as of October 1, 2012: The recommendation will not be implemented. The revisions to the Policy and Procedure Guidelines remain under review with County Counsel. However, the review is unlikely to provide an alternative dissolution procedure from that currently prescribed by County Service Area law. The dissolution procedure is summarized in the Zone of Benefit Advisory Committee Manual which was updated May 18, 2011. It does not appear that any current ZOB is under consideration for reorganization by dissolution.

2008-09 Final Report

El Dorado Senior Day Care Center

Case No. GJ-08-007

Recommendation 5: We [the Grand Jury] recommend that a video monitoring system be installed to ensure client safety.

Original Response to Recommendation 5: The recommendation requires further analysis. Senior Day Care is 100% funded through fees for services and donations. A video monitoring system was submitted as a fixed asset purchase in the FY 09-10 budget with the notation that the equipment would be purchased if donations are sufficient to cover the cost of the equipment. FY 09-10 revenues were estimated based on anticipated average daily attendance, average daily rate and donation trends and may not meet budgeted revenues. Additionally, it is anticipated that State funding budgeted for the Senior Day Care Program will be reduced in FY 09-10. While a video monitoring system may provide beneficial secondary monitoring of Senior Day Care participants, providing direct services to the clients, including maintaining a staff-to-client ratio that meets the State requirements, must take priority over purchasing equipment that is not required by regulation.

Prior to implementation of a video monitoring system, further analysis will be required to determine the legal requirements, system requirements, equipment specifications and the required ongoing expenditures. Said analysis would be performed by County staff from the Department of Human Services, Department of Transportation, IT, Purchasing and other departments as necessary. Final purchasing of the equipment would follow the procedures set forth in County purchasing policies. The analysis would occur once it has been determined that the budget for Senior Day Care can support the purchase of a video monitoring system. This determination may not occur until late in the fourth quarter of FY 09-10.

Status as of December 31, 2009: The recommendation has not yet been implemented, but will be implemented in the future. The facility at 935A Spring Street has been added to the Department Security System upgrade that will be complete by 6/2010. DOT is currently working on releasing the bid.

Status as of June 30, 2010: The recommendation has not yet been implemented, but will be implemented in the future. The facility has been included in the Security System upgrade project scheduled to go to bid late summer 2010. Construction is scheduled to be complete by March 2011. In addition, ingress and egress security measures have been added to the facility. The final phase of that construction is currently under contract for completion this summer and includes a delayed egress system.

Status as of October 1, 2012: The recommendation has been implemented. System upgrades were completed including delayed egress doors.

2011-2012 Final Report

El Dorado County Business Licenses

Case Number GJ-11-003

Recommendation 7: The Grand Jury recommends that the Business License Ordinance should require businesses, even when owned by the same person at the same location, to obtain a separate Business License.

Original Response to Recommendation 7: The recommendation requires further analysis. The Chief Administrative Office will research this issue in conjunction with the Treasurer/Tax Collector's Office and report to the Board by the end of the calendar year.

Status as of October 1, 2012: No change to the original response.

2011-2012 Final Report

Consolidation of City and County Services

Case Number GJ-11-010

Recommendation 5: The Grand Jury recommends that the El Dorado County Board of Supervisors collaborate with the city Councils and Managers of South Lake Tahoe and Placerville and El Dorado County Department Heads in order to consolidate the services provided to citizens.

Original Response to Recommendation 5: The recommendation requires further analysis. The Board of Supervisors and County department heads will consider any proposals from the City of Placerville or the City of South Lake Tahoe that would enhance public services. City and county representatives already meet approximately every six weeks to discuss operations, issues and efficiencies.

Status as of October 1, 2012: No change to the original response.

2011-2012 Final Report

El Dorado County Contracts

Case number GJ-11-013

Recommendation 2: The Grand Jury recommends that all county contracts be awarded to vendors within El Dorado County so long as they meet the requirements and unless it is found that that type of business does not exist in the county.

Original Response to Recommendation 2: The recommendation requires further analysis. The Board of Supervisors and county departments will continue to follow County Charter Section 601 as currently adopted by the voters:

When the combinations of price, quality, terms and conditions of sale are substantially equal, the county shall give preference to vendors located within the County of El Dorado for the purchase of goods and supplies.

The addition of “services” may be considered when the Board and/or Charter Review Committee begin the next Charter review.

Status as of October 1, 2012: No change to original response.