



JULY 2024 CEO REPORT

I. Effective County Government Organization

The Department must successfully produce the desired result of efficient service delivery to be an effective segment of the organization. This starts with developing a complete understanding of the current procedures and practices utilized by each and every staff member. Once thoroughly documented, then each process can be analyzed for material weaknesses, and internal controls established to ensure improved and consistent application.

To enhance the customer experience, the Department is concentrating its efforts in transparency, consistency, and ease of interaction. Transparency comes in the form of both staff and customers using the same information simultaneously to achieve a common objective. Consistency, for both staff and customers alike, is a byproduct of shared information and repetition. The ease of interaction can be increased by making use of modern technology. The aim is to be the first entirely digital Department in the County. This will entail the scanning of all existing records, digital application submission, digital signatures, digital plan review, online records access, and a department-wide software conversion. Early customer feedback has overwhelmingly been positive.

II. A Safe and Healthy County

The Department is committed to creating a safe and healthy County, starting from within. The Department, with the support of Human Resources, has reorganized the employee reporting tree for a more equitable distribution of responsibility, revamped our individual staff performance evaluation tool, and are in the process of establishing performance expectations for each and every staff member for mission clarity. The Department is achieving positive results by increasing accountability at all levels and thereby producing a more stable and consistent workplace culture.

III. A Thriving Economy

N/A

IV. A Prepared and Resilient County

Planning and Building Services staff continue to participate in all Emergency Operations Center related trainings and responds to requests for information as it relates to emergency preparedness.

Other/Additional Information

The Local Coastal Program update grant work is in full swing! Contracts have been executed for several of the required update studies that will provide background information to support the update process.

For questions or to be placed on an interested parties list for this Local Coastal Program grant work, please contact LCPUpdate@mendocinocounty.gov.