

SANTA BARBARA COUNTY BOARD AGENDA LETTER



Clerk of the Board of Supervisors
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Santa Barbara, CA 93101
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Agenda Number:
Prepared on: 8/4/05
Department Name: County Executive Office
Department No.: 012
Agenda Date: 8/16/05
Placement: Administrative
Estimate Time: 1 Hour for 9/20/05
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Michael F. Brown, County Executive Officer

STAFF CONTACT: Terri Maus-Nisich, Assistant County Executive Officer
568-3412

SUBJECT: Set a Hearing to Consider Conducting a Countywide Resident Survey:
All Supervisorial Districts

Recommendations: That the Board of Supervisors set a hearing for September 20, 2005 for one hour to receive a presentation on the implementation of the "Santa Barbara County 2005 Citizen Survey."

Alignment with Board Strategic Plan: An efficient government able to anticipate and respond effectively to the needs of the community.

Executive Summary and Discussion: The Board of Supervisors is committed to improving customer service and program service delivery. In order to best ascertain the communitywide opinions of services provided by County government, a countywide survey of residents is proposed. It will focus on the quality of life within the County, feelings of safety, and satisfaction with County services. This survey will complement the County's current efforts with performance measurement, strategic planning and organizational improvement.

The survey will be conducted by National Citizen Survey (NCS), a qualified surveying firm affiliated with the International City/County Management Association's Center for Performance Management. NCS will mail 3,000 surveys to a random sample of residents, analyze the data and provide customized reports of their findings to the County. The County Executive Office will then present these results to the Board in January 2005.

Mandates and Service Levels: Although there are no changes at this time, the survey will assess County residents' satisfaction with current service levels.

Fiscal and Facilities Impacts: The survey is expected to cost approximately \$30,000. Funding for this survey was approved as part of the Department's FY 05-06 Adopted Budget.