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: 11/21/05
Department Name: Planning and Development
Department No.: 053
Agenda Date: 12/6/05
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Ron Cortez
Deputy County Executive Officer

STAFF CONTACT: Steve Mason, Planning & Development, Deputy Director
Jennifer Slayman, General Services, Project Manager

SUBJECT: Funding for Multi Party Video Conferencing "Virtual One Stop Project"

Recommendation(s):

That the Board of Supervisors:

1. Authorize the County Executive Office to utilize $ 110,000, primarily Customer Service Initiative funds, included in the adopted FY 2005-06, to implement the Virtual One Stop Project
2. Authorize the County Executive Office to allocate $ 90,000 from the Contingency Reserve to fund the balance of the cost to implement the Virtual One Stop Project.

Alignment with Board Strategic Plan:

The recommendation(s) are primarily aligned with Goal No. 6. A County Government that is Accessible, Open, and Citizen-Friendly and with Goal No. 1. An Efficient Government Able to Respond Effectively to the Needs of the Community.

Executive Summary and Discussion:

On October 18, 2005, the Board of Supervisors received a demonstration of a multi party video conferencing technology proposed by the Planning and Development department during their First Quarter Process Improvement Report. This proposal is know as the "Virtual One Stop Project". The project will provide live video access from Planning & Development public counters in Santa Barbara and Santa Maria with other county departments involved in the land development process. Planning & Development has been meeting since June with county departments involved in the land development permit process. The purpose of the meetings is to review the permit process and develop methods or actions that will improve the current process. Early coordination among these county departments was identified as a critical need to improve customer service, reduce rework and costs. The proposed "Virtual One Stop Project" was developed to

address the need for better permit coordination. Through the use of the Multi-Party Video Conferencing technology, meetings can be held on the fly as needed, with staff from multiple departments at their normal work locations, rather than creating more costly "One Stop Permit Centers" that would be staffed by Fire, Flood, Roads, Surveyor, Environmental Health, Parks and APCD. A "One Stop Permit Center" has been recommended by previous Grand Juries.

The project directly benefits permit applicants by increasing service and reducing applicant travel to multiple county departments to obtain information. To fund this project, the County Executive Office recommends the use of $ 110,000 of funds already included in the FY 2005-06 in combination with $ 90,000 from the Contingency Reserve established by the Board to fund unanticipated expenditures which arise during the course of the year.   Below is a breakdown of the estimated project costs and the recommended source of funds to be utilized.

Project Costs	
Software	$ 55,000
Hardware	62,000
Professional Services	51,000
Staffing	32,000
Total	**$ 200,000**

Recommended Funding	
Agriculture Commissioner	$ 10,000
Housing & Community Develop	10,000
Fire	10,000
Planning & Development	30,000
General Services	10,000
Public Works	10,000
Public Health	10,000
CEO	10,000
County Counsel	10,000
Contingency	90,000
Total	**$ 200,000**

Mandates and Service Levels:

Fiscal and Facilities Impacts:
The Virtual One Stop Project costs are currently estimated to be approximately $200,000. These costs cover hardware, software and staff time for implementation. Ongoing annual costs will be about $42,500, which will be budgeted for in the Planning and Development Department.