



# Improving Performance to Better Serve Our County Residents

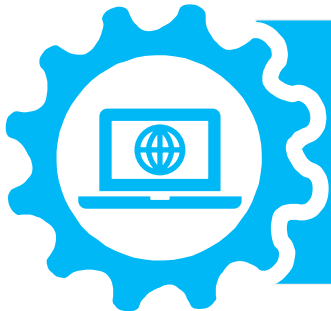
**Board of Supervisors Presentation  
Agricultural Commissioner Department  
February 6, 2024**

# Commendations



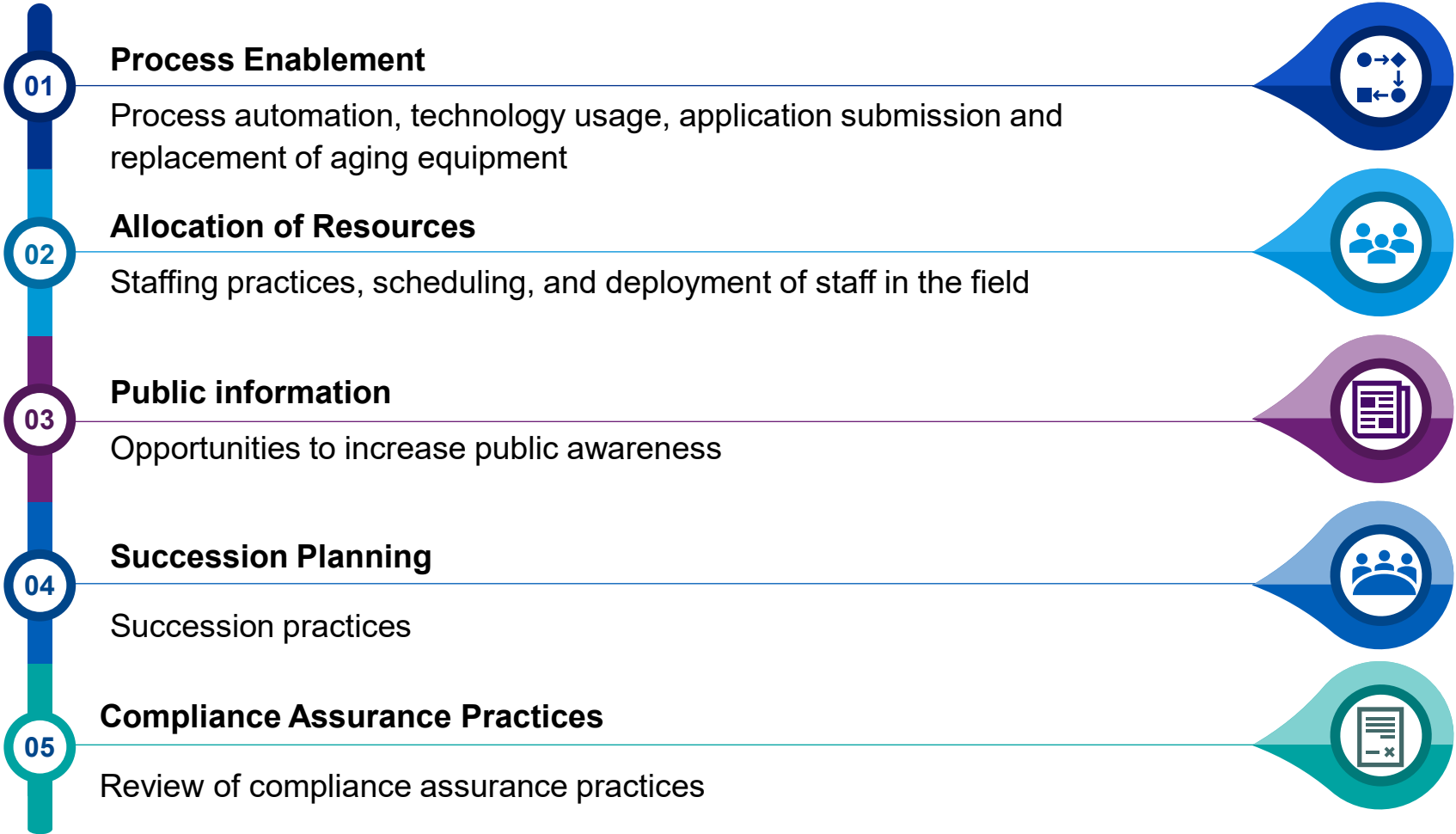
**Implementation of Innovative State Agricultural Pass Program**

**Strong Commitment to Training and Cross-Licensure**

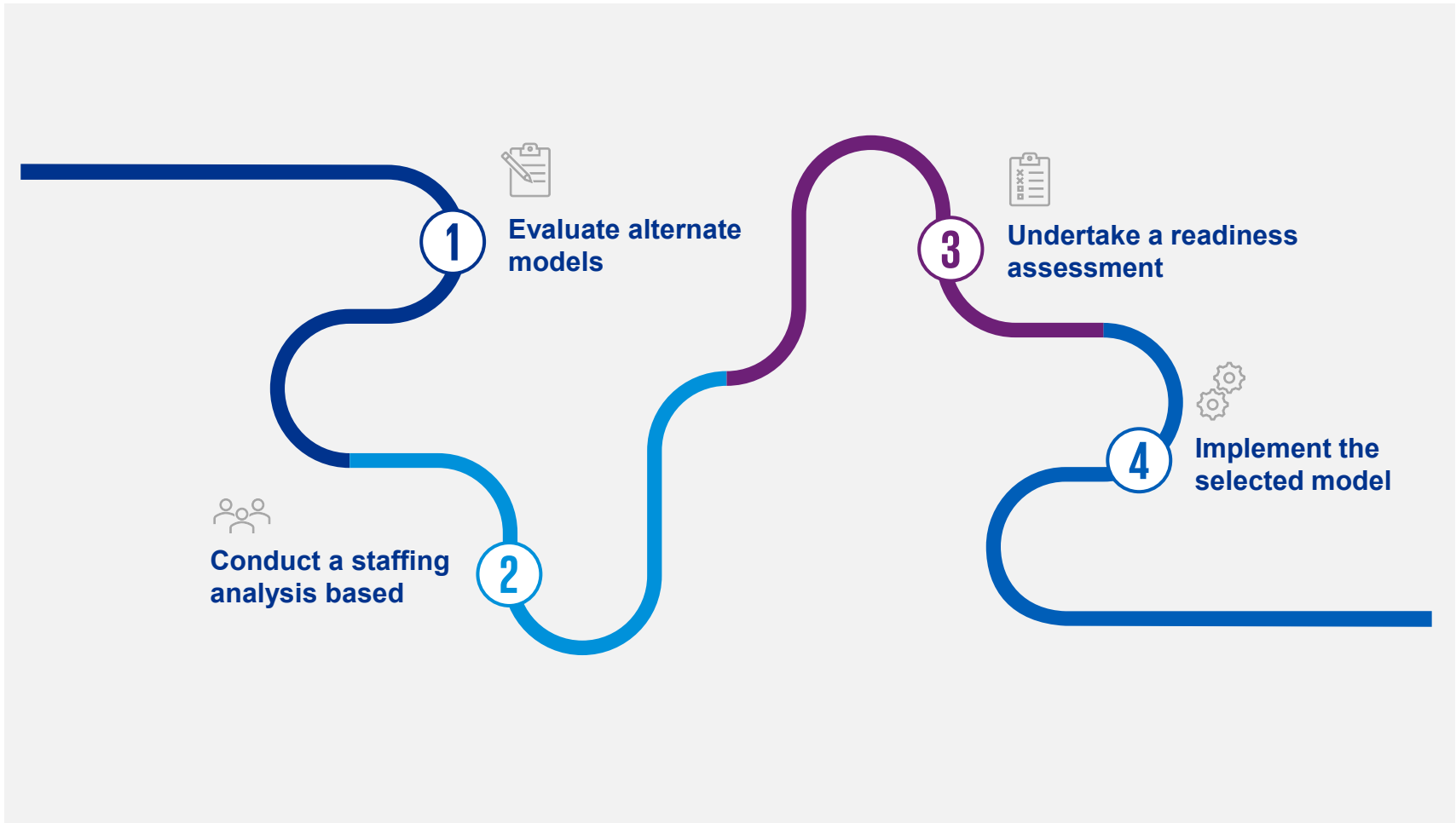


**Key Technological Processes and Standards to support electronic inspection processes**

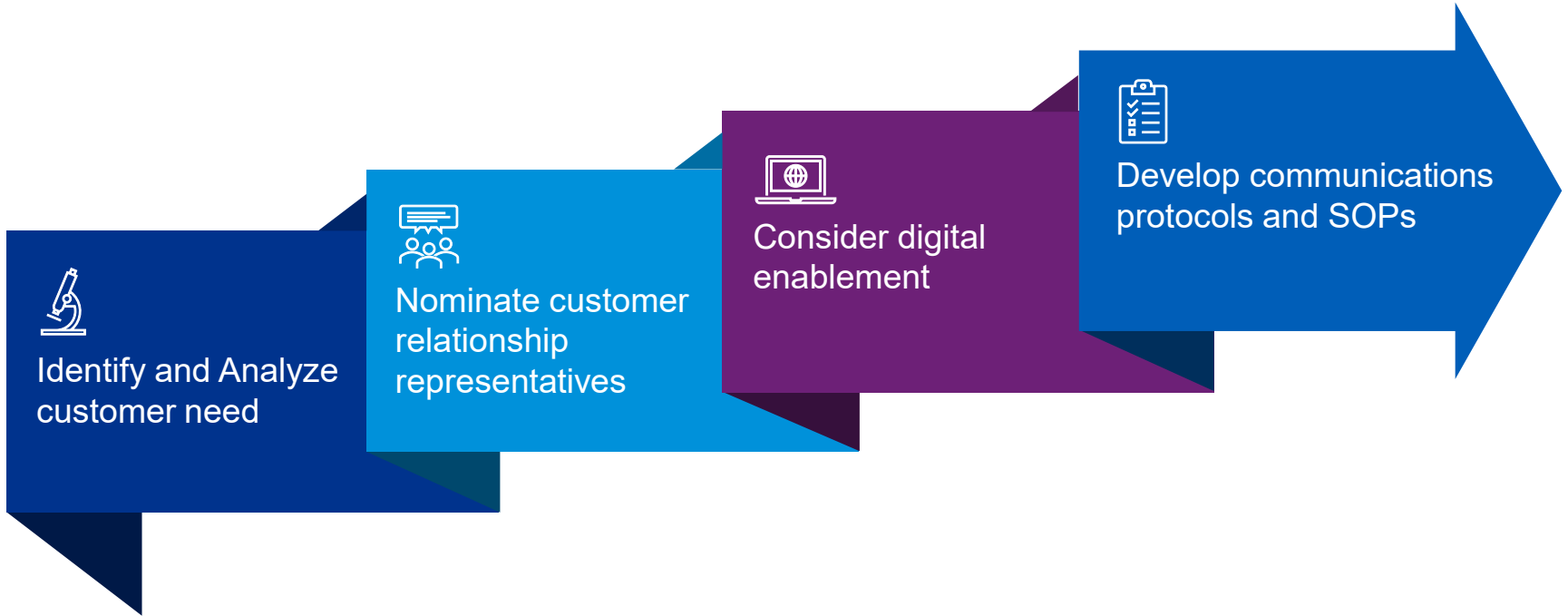
# Agricultural Commissioner Focus Areas



# Restructure Staff Rotation Program



# Enhance Community Engagement Strategy



# Enhance Front-Office and Operational Technology

## Front-Office Technology



- Adopting a customer portal
- Third-Party Processer
- Enterprise Resource Planning (ERP) system

## Operational Technology



- Increased automation
- Enhanced workflow tracking
- Reduced paper processing

# SBCAC KPMG Response and Implementation Plan

Board of Supervisors Presentation

February 2023



**AGRICULTURAL COMMISSIONER'S OFFICE**  
**WEIGHTS & MEASURES**

# Focus Areas Within Scope of KPMG Review

- Process Enablement
- Allocation of Resources
- Public Information
- Succession Planning
- Compliance Assurance Practices



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**WEIGHTS & MEASURES**



# Areas of Recommendation

- Operational IT
- Program Restructuring
- Process Efficiency
- AOP Utilization
- Community Engagement
- Compliance Monitoring



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**WEIGHTS & MEASURES**

# Operational IT

Recommendation	SBCAC Response	Implementation Timeframe
<b>1.1 - Assess opportunities to transition to technological solutions that align with Department and customer needs.</b>	<b>Agree</b>	<b>Spring 2024 – Fall 2024</b>



# Program Restructuring

Recommendation	SBCAC Response	Implementation Timeframe
<b>2.1 - Realign Agriculture/Weights and Measures (AGWM) program structure to better align with Department needs</b>	<b>Agree</b>	<b>Completed</b>



# Process Efficiency

Recommendation	SBCAC Response	Implementation Timeframe
<b>2.2 - Enhance processes in place to track staff productivity to help ensure a more consistent approach to evaluating staff performance and proactively identifying and resolving process inefficiencies.</b>	<b>Partially Agree</b>	<b>Spring 2024</b>



# AOP Utilization

Recommendation	SBCAC Response	Implementation Timeframe
<b>2.3 - Reevaluate the roles and responsibilities of AOP staff to consider opportunities to redirect staff time to more substantive activities to increase overall program efficiency and effectiveness.</b>	<b>Agree</b>	<b>Spring 2024 – Fall 2024</b>



# Community Engagement

Recommendation	SBCAC Response	Implementation Timeframe
<b>3.1 - Enhance strategy and approach to community engagement and public information to allow for greater alignment with community needs</b>	<b>Agree</b>	<b>Completed and ongoing</b>



# Compliance Monitoring

Recommendation	SBCAC Response	Implementation Timeframe
4.1 - Develop an enhanced quality control framework to allow for enhanced compliance monitoring processes across programs.	Agree	FY 2023 - 2024



# Thank you!

# Questions?

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# Questions