SANTA BARBARA COUNTY
BOARD AGENDA LETTER

Agenda Number:

Prepared on:	6/23/03
Department Name:	General Services
Department No.:	063
Agenda Date:	7/8/03
Placement:	Administrative
Estimate Time:	45 minutes on July 22, 2003
Continued Item:	NO
If Yes, date from:	

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

TO: Board of Supervisors

FROM: Ronald S. Cortez, Director
             General Services Department

STAFF   Jennifer Slayman, Project Manager
CONTACT: 568-2606

SUBJECT: Performance Measurement

Recommendation(s):

That the Board of Supervisors set July 22, 2003 as a hearing date for a department presentation on the Performance Measurement process used in General Services. **Estimated time of presentation is 45 minutes**.

Alignment with Board Strategic Plan:
The recommendations are primarily aligned with Goal No. 3. A Strong, Professionally Managed County Organization.

Executive Summary and Discussion:
A performance measurement program has been in place in most County departments since 1996 when the County Administrator introduced the program. The CAO meets with each department and reviews their performance measures every quarter. Annually, the CAO provides assistance to departments with the creation or modification of new measures As a result, several process improvements have been implemented to improve performance across a wide array of programs.

Over the last two years, the General Services department has developed an effective method of tying performance measures to cost center management. General Services tightly integrates performance measures with our department's strategic plan to ensure our goals our met. Performance measures are reviewed quarterly with the CAO and monthly at internal cost center management reviews. General Services developed a new online tool to help with cost center management called "GS Scorecard". The presentation will describe our performance measurement process and demonstrate our tool.

Mandates and Service Levels: NA

Fiscal and Facilities Impacts: NA

Special Instructions:

Concurrence: