



Monterey County

Board Order

168 West Alisal Street,
1st Floor
Salinas, CA 93901
831.755.5066

Upon motion of Supervisor Potter, seconded by Supervisor Armenta and carried by those members present, the Board of Supervisors hereby:

Received a presentation on Managing for Results (MFR) from the Assessor-County Clerk-Recorder.

PASSED AND ADOPTED on this 16th day of September 2014, by the following vote, to wit:

AYES: Supervisors Armenta, Salinas, Parker and Potter

NOES: None

ABSENT: Supervisor Calcagno

I, Gail T. Borkowski, Clerk of the Board of Supervisors of the County of Monterey, State of California, hereby certify that the foregoing is a true copy of an original order of said Board of Supervisors duly made and entered in the minutes thereof of Minute Book 77 for the meeting on September 16, 2014.

Dated: September 17, 2014
File Number: 14-970

Gail T. Borkowski, Clerk of the Board of Supervisors
County of Monterey, State of California

By Denise Hancock
Deputy

Performance Measures

Monterey County

Assessor

County Clerk

Recorder

September 16, 2014

Board of Supervisors



Assessor

- Locates all taxable property in the County
- Determines Proper Ownership
- Establishes value of all property
- Applies all legal exemptions
- Prepares annual assessment roll

County Clerk-Recorder

- Creates, maintains and has custody of official records including deeds, notices of default, liens, subdivision maps...
- Maintains a record of births, deaths and marriages.
- Issues Marriage licenses.
- Issues Fictitious Business Names.

Strategic Initiatives

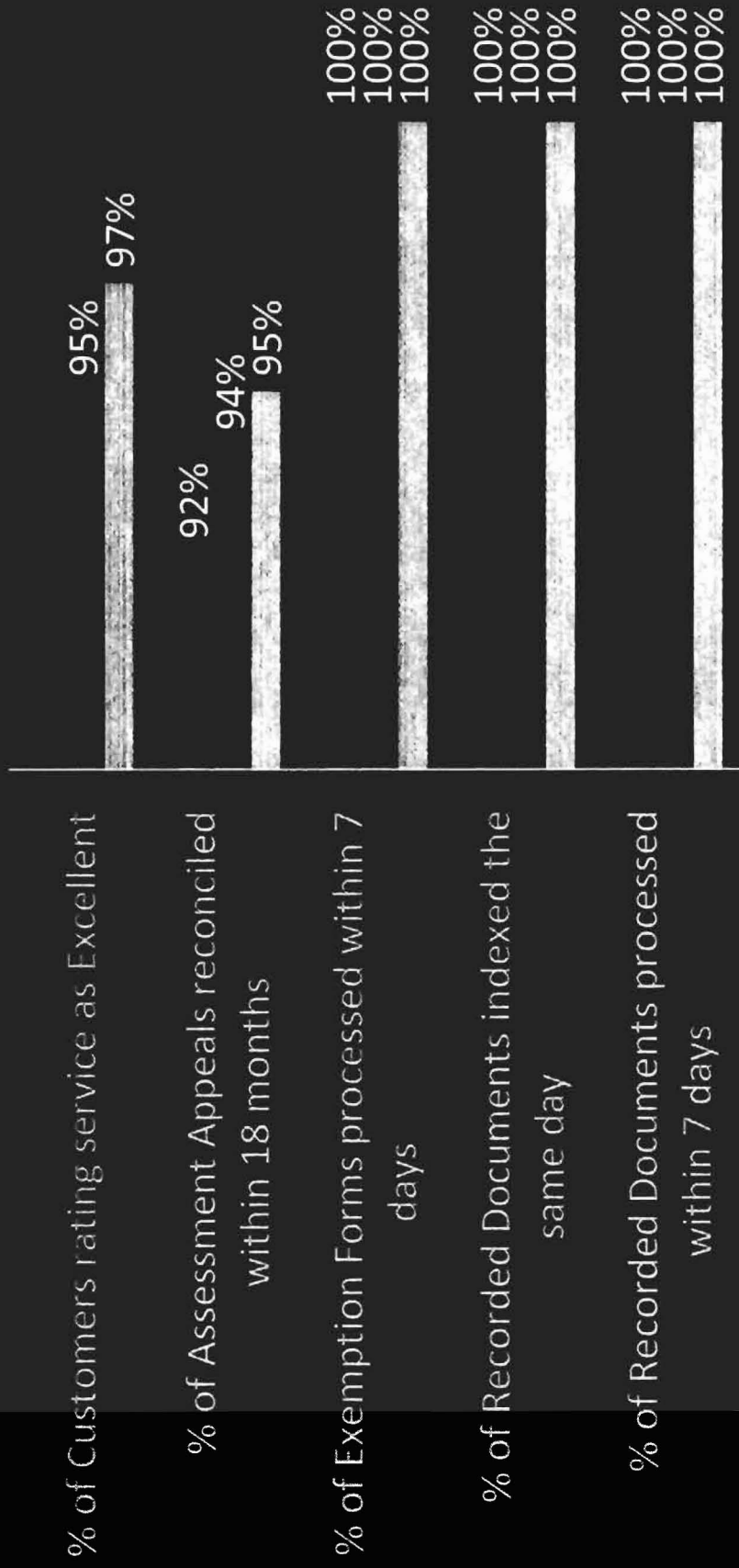
- Streamline Operations for greater accountability and efficiency of service delivery.
- Produce cost savings with an accurate and timely assessment roll.
- Provide quality customer service in a courteous and professional manner.

Effectiveness Measures

FY 2011-12

FY 2012-13

FY 2013-14



Output/Workload Measures

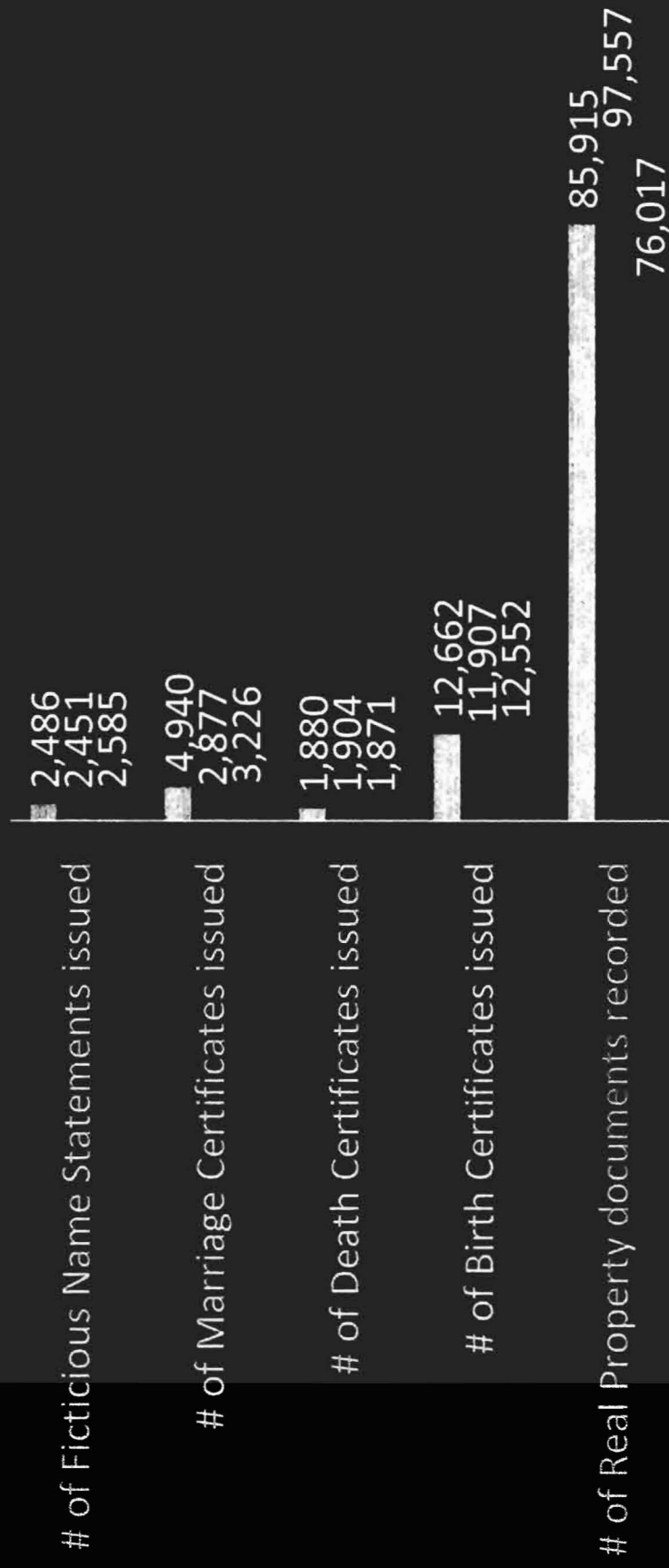
Assessor



Output/Workload Measures

County Clerk/Recorder

■ FY 2011-12 ■ FY 2012-13 ■ FY 2013-14



Customer Service Survey Comments

- “Marina helped me immensely – best customer service I have experienced in decades! Janel was also very helpful.”
- “Anahi was fantastic! Polite, Professional, and dedicated to customer service. A true Public Servant!!!”
- “Emma helped us so much. What a woman. She goes the extra mile.”
- “Anjelique guided us thru the whole process and made everything go smoothly. Great experience today!”
- “Griselda, Ana, and Becca exceeded my expectations and went the extra mile for me today. The quality, communication, and teamwork was AWESOME!”

Questions





Monterey County

168 West Alisal Street,
1st Floor
Salinas, CA 93901
831.755.5066

Board Report

Legistar File Number: 14-970

September 16, 2014

Introduced: 8/26/2014

Current Status: Agenda Ready

Version: 1

Matter Type: General Agenda Item

Receive a presentation on Managing for Results (MFR) from the Assessor-County Clerk-Recorder.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Receive a presentation on Managing for Results (MFR) from the Assessor-County Clerk-Recorder.

SUMMARY:

The Assessor-County Clerk-Recorder will make a presentation to the Board of Supervisors describing how the Department has utilized performance measures.

DISCUSSION:

The Assessor-County Clerk-Recorder's Office operates to provide three distinct services on behalf of the County and for the public customer: it calculates the values on all local real and business personal property for tax purposes, it provides for the recordation of and access to all local real property related documents, and it is responsible for the filing of and access to all local vital statistic related documents. The Department is committed to providing quality service in a professional manner. The Assessor-County Clerk-Recorder Office has been using performance measures as a tool for many years. The department uses performance measures to track the workloads/trends and we use customer service survey cards to measure what the department is doing well and what needs to be worked on.

We will continue to use performance data to measure efficiency and establish goals for future improvement in providing customer service to our constituents, other County departments and members of the general public.

OTHER AGENCY INVOLVEMENT:

The County Administrative Office, Intergovernmental & Legislative Affairs Division has oversight of the Countywide MFR Program.

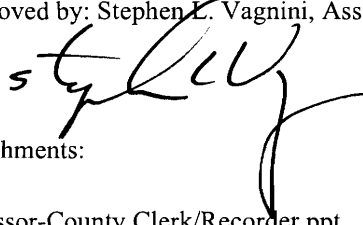
FINANCING:

Monterey County's MFR Program is funded by the County Administrative Office,

Intergovernmental & Legislative Affairs Division (1050-CAO004-8054).

Prepared by: Corina M. Morgan, Finance Manager, x5821

Approved by: Stephen L. Vagnini, Assessor-County Clerk-Recorder, x5803

A handwritten signature in black ink, appearing to read "Stephen L. Vagnini", is written over the word "Attachments:" and extends down over the filename.

Attachments:

Assessor-County Clerk/Recorder.ppt