



# County of Santa Cruz <sup>0313</sup>

## PLANNING DEPARTMENT

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ALVIN D. JAMES, DIRECTOR

September 19, 2000

**Agenda:** September 26, 2000

Board of Supervisors  
County of Santa Cruz  
701 Ocean Street  
Santa Cruz, California 95060

### **Deferral of various reports on departmental operations of the Planning Department**

Members of the Board:

At the conclusion of our Budget Hearing in June, your Board directed Planning to report back to your Board on a number of issues pertaining to departmental operations. These issues included:

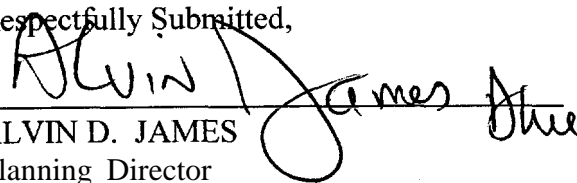
- establishing a system to better evaluate and improve customer service;
- a status report and recommendations concerning the Department's phone mail system
- in conjunction with the Public Works Department and Environmental Health Services, establishing a one stop processing system for small applications.

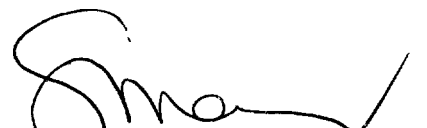
In addition, the Personnel Department was asked to address a number of issues concerning recruitment and compensation issues in the Planning Department. Elsewhere on this agenda, the Personnel Department has submitted a letter indicating additional time is needed prior to finalize their recommendations and the Personnel Department has recommended deferral of that item until October 17, 2000.

The Department is currently engaged in a comprehensive review of internal department operations. To this end, the issues mentioned above will be addressed in the context of a series of recommendations designed to improve overall departmental performance and customer service. In order to incorporate the final Personnel Department recommendations into recommendations submitted to your Board, it is recommended that these reports return to your Board on October 17, 2000, as part of a comprehensive report on the Planning Department's internal operations.

It is therefore RECOMMENDED that your Board, defer these reports until October 17, 2000.

Respectfully Submitted,

  
ALVIN D. JAMES  
Planning Director

  
SUSAN A. MAURIELLO  
County Administrative Officer

**44**