



COUNTY of MARIPOSA

P.O. Box 784, Mariposa, CA 95338 (209) 966-3222


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MARIPOSA COUNTY BOARD OF SUPERVISORS

MINUTE ORDER

TO: ERIC JAY TOLL, Planning Director
FROM: MARGIE WILLIAMS, Clerk of the Board 
SUBJECT: Resolution Authorizing the Planning Director to Execute a Contract with Zucker Systems of San Diego for an External Audit of Planning Department Systems and Process
Resolution 00-315

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA,

ADOPTED THIS Order on September 5, 2000

ACTION AND VOTE:

Eric Toll, Planning Director;
Resolution Authorizing the Planning Director to Execute a Contract with Zucker Systems of San Diego for an External Audit of Planning Department Systems and Process

BOARD ACTION: Discussion was held with Eric Toll relative to the request and the possibility of including the Building Department and Environmental Health. (M)Balmain, (S)Stewart, Res. 00-315 adopted approving a contract, subject to County Counsel's review and approval, and adding \$2,000 to cover the cost of including the Building Department and Environmental Health if those departments so desire to participate/Ayes: Balmain, Stewart, Parker, Pickard; Excused: Reilly.

cc: John Davis, Building Director
Dr. Charles B. Mosher, Health Officer
Ken Hawkins, Auditor
Jeff Green, County Counsel
Mary Hodson, CAO/Staff Analyst
File

DEPARTMENT: Planning

BY: Eric Jay Toll

PHONE: 966-5151

RECOMMENDED ACTION AND JUSTIFICATION: (Policy Item: Yes ___ No X)

APPROVE A RESOLUTION AUTHORIZING THE PLANNING DIRECTOR TO EXECUTE A CONTRACT WITH ZUCKER SYSTEMS FOR EXTERNAL MANAGEMENT AUDIT OF PLANNING DEPARTMENT SYSTEMS AND PROCESS.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

NEW ISSUE. External audit will provide direct enhancement in client services by Planning Department and will result in savings in time and taxpayer dollars. Use of external auditor will provide an opportunity for participants in focus groups to speak freely without "fear" of "perceived retribution."

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

COSTS: () Not Applicable \$ _____
A. Budgeted current FY \$ 6,000.00
B. Total anticipated costs \$ 6,000.00
C. Required additional funding \$ _____
D. Internal transfers \$ _____

SOURCE: () 4/5ths Vote Required
A. Unanticipated revenues \$ _____
B. Reserve for contingencies \$ _____
C. Source description: _____
Balance in Reserve for Contingencies,
if approved: \$ _____

SPECIAL INSTRUCTIONS:
List the attachments and number the pages
consecutively:

CLERK'S USE ONLY:
Res. No.: 00-315 Ord. No. _____
Vote - Ayes: _____ Noes: _____
Absent: _____ Abstained: _____
() Approved () Denied
 Minute Order Attached () No Action Necessary

ADMINISTRATIVE OFFICER'S RECOMMENDATION:
This item on agenda as:
____ Recommended
____ Not Recommended
____ For Policy Determination
____ Submitted with Comment
____ Returned for Further Action
Comment: Funding is in the Requested Budget.
A.O. Initials: EMW

The foregoing instrument is a correct copy of the original on file in this office.

Date:
ATTEST: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California

BY: _____
Deputy



COUNTY OF MARIPOSA PLANNING DEPARTMENT

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MARIPOSA, CALIFORNIA 95338-2039
209 . 966 . 5151 • FAX 209 . 742 . 5024

Eric Jay Toll, Director
etoll@sierratel.com

MEMORANDUM

Date: August 25, 2000

To: Board of Supervisors

From: Eric Jay Toll, Planning Director

Topic: Approve Board resolution authorizing Planning Director to execute a contract with Zucker Systems for External Audit of the Planning Department in the amount of \$6,000

Source of funds: General Plan Professional Services. Within approved budget

Purpose: Initiation of efforts to implement true permit streamlining and assess Planning Department systems for enhanced customer service.

Since arriving in Mariposa, I have been meeting with various groups in the community and listening to perceptions and experiences with the Planning Department. Everyone speaks highly of the team, but virtually everyone criticizes the system.

In discussing the systems with team members, it is apparent that many of the steps we take are in the process "because that's the way it's always been done." There is no record of an in depth look at how to better serve your constituents. I believe that the Planning Department must function in a fair, efficient, and predictable manner.

Paul Zucker is a nationally recognized planning leader in Planning Department management organization. He is the former planning director for Marin and San Diego counties, among other cities across the nation. The author of several books on the subject, Paul has a great rapport with citizen groups.

This external audit will provide the first comprehensive look at how the community believes it is being served by the Planning Department. It will also deliver a "clean sheet" view of our systems and processes.

The proposed program will involve focus groups in the community with Planning Department clients: builders/surveyors/economic development and citizens/community activists. Paul would conduct two separate focus groups on "neutral territory" to define service expectations from the Planning Department. Additionally, he would like to meet one-on-one with each Supervisor and Planning Commissioner to learn your expectations as well. Following his meetings, he will provide me with recommendations to better serve our four client groups: elected and appointed officials, County departments, project applicants, and interested citizens.

I have experience with utilizing Paul's services in the past. He is thorough and provides a lot of insight into how the process works internally and externally. Many of Paul's ideas save applicants time and taxpayer's money.

I respectfully ask for the Board's approval for this contract. A letter/contract is attached for the Chair's execution. The Board previously had authorized spending \$25,000 for Jones and Stokes to prepare the General Plan consulting Request for Proposal/Qualifications. This document was prepared in house, and so the \$25,000 was not expended. I would recommend that the \$6,000 for Zucker Systems come from this fund.

Respectfully submitted,



Eric Jay Toll, Planning Director



ZUCKER
SYSTEMS

August 18, 2000

Mr. Eric Toll
Planning Director
Mariposa County
PO Box 2039
Mariposa. CA 95338-2039

Dear Eric:

This is a proposal to conduct a review of your planning department with the aim of improving efficiency and effectiveness. Part of the study will focus on your development process. To complete this work I will spend three days in Mariposa and then write a brief report. Tasks to be completed during the three days will include:

- ✓ Two focus groups of customers, two to three hours each, nine people each group.
- ✓ One-on-one interviews with seven planning staff members.
- ✓ One-on-one interviews with members of the Board of Supervisors and Planning Commission.
- ✓ I would review background material sent in advance, such as budgets, process material, issue papers, etc.
- ✓ Review of various on-site documents, tour facilities and general observations.

As you know, Zucker Systems may be the only consulting firm in the country that specializes in analyzing planning, building and engineering functions. I was previously Planning Director for Marin and San Diego Counties. I've now consulted with over 150 cities, counties, non-profits, and private clients. We are currently conducting a study for Sonoma County. Other county studies have included Fresno, Solana, and Napa amongst others. I will personally undertake this work.

planning

environment

development

management

housing

PAUL C. ZUCKER

president

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My fee for the above is \$6,000 to include all staff and expenses.

As we discussed, I could undertake this work September 25, 26 and 27.

If the above meets with your approval, please sign and return a copy to me. I look forward to working with you.


Sincerely,



Paul C. Zucker

Approved:

Eric Toll
Mariposa County



Paul C. Zucker
Zucker Systems