



Agenda

INTERNAL OPERATIONS COMMITTEE

October 19, 2009

9:00 A.M.

651 Pine Street, Room 101, Martinez

Supervisor Gayle B. Uilkema, Chair

Supervisor Mary N. Piepho, Vice Chair

Agenda Items:

Items may be taken out of order based on the business of the day and preference of the Committee

1. Introductions
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes)
3. Correspondence:
 - a. Memo from Human Resources Director requesting extension of report back deadline on the referral on the personnel recruitment process
 - b. Memo from the Conservation & Development Director providing a status update on efforts to streamline processes among the County's municipal services departments
 - c. Memo from the General Services Director summarizing the County's experience with the Local Vendor Preference Ordinance program during the one-year period from July 1, 2008 through June 30, 2009
4. Report from the Animal Services Director on the County ordinance as it relates to the fostering of animals on private property, and summarizing October 7 meeting with animal rescue groups

☺ *The Internal Operations Committee will provide reasonable accommodations for persons with disabilities planning to attend Internal Operations Committee meetings. Contact the staff person listed below at least 72 hours before the meeting.*

📁 *Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Internal Operations Committee less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours.*

✉ *Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.*

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Catherine Kutsuris, Conservation & Development Director
Jason Crapo, County Building Official
Ryan Hernandez, Conservation & Development Dept
Julie Bueren, Public Works Director
Mike Lango, General Services Director
Terry Mann, Deputy General Services Director
Becky Eaton, General Services Fiscal Officer
Glenn Howell, Animal Services Director
Al Prince, Animal Services Admin Officer

Acronyms, Abbreviations, and other Terms (in alphabetical order):

Contra Costa County has a policy of making limited use of acronyms, abbreviations, and industry-specific language in its Board of Supervisors meetings and written materials. Following is a list of commonly used language that may appear in oral presentations and written materials associated with Board meetings:

AB	Assembly Bill	HCD	(State Dept of) Housing & Community Development
ABAG	Association of Bay Area Governments	HHS	Department of Health and Human Services
ACA	Assembly Constitutional Amendment	HIPAA	Health Insurance Portability and Accountability Act
ADA	Americans with Disabilities Act of 1990	HIV	Human Immunodeficiency Syndrome
AFSCME	American Federation of State County and Municipal Employees	HOV	High Occupancy Vehicle
AICP	American Institute of Certified Planners	HR	Human Resources
AIDS	Acquired Immunodeficiency Syndrome	HUD	United States Department of Housing and Urban Development
ALUC	Airport Land Use Commission	Inc.	Incorporated
AOD	Alcohol and Other Drugs	IOC	Internal Operations Committee
BAAQMD	Bay Area Air Quality Management District	ISO	Industrial Safety Ordinance
BART	Bay Area Rapid Transit District	JPA	Joint (exercise of) Powers Authority or Agreement
BCDC	Bay Conservation & Development Commission	Lamorinda	Lafayette-Moraga-Orinda Area
BGO	Better Government Ordinance	LAFCo	Local Agency Formation Commission
BOS	Board of Supervisors	LLC	Limited Liability Company
CALTRANS	California Department of Transportation	LLP	Limited Liability Partnership
CalWIN	California Works Information Network	Local 1	Public Employees Union Local 1
CalWORKS	California Work Opportunity and Responsibility to Kids	LVN	Licensed Vocational Nurse
CAER	Community Awareness Emergency Response	MAC	Municipal Advisory Council
CAO	County Administrative Officer or Office	MBE	Minority Business Enterprise
CCHP	Contra Costa Health Plan	M.D.	Medical Doctor
CCTA	Contra Costa Transportation Authority	M.F.T.	Marriage and Family Therapist
CDBG	Community Development Block Grant	MIS	Management Information System
CEQA	California Environmental Quality Act	MOE	Maintenance of Effort
CIO	Chief Information Officer	MOU	Memorandum of Understanding
COLA	Cost of living adjustment	MTC	Metropolitan Transportation Commission
ConFire	Contra Costa Consolidated Fire District	NACo	National Association of Counties
CPA	Certified Public Accountant	OB-GYN	Obstetrics and Gynecology
CPI	Consumer Price Index	O.D.	Doctor of Optometry
CSA	County Service Area	OES-EOC	Office of Emergency Services-Emergency Operations Center
CSAC	California State Association of Counties	OSHA	Occupational Safety and Health Administration
CTC	California Transportation Commission	Psy.D.	Doctor of Psychology
dba	doing business as	RDA	Redevelopment Agency
EBMUD	East Bay Municipal Utility District	RFI	Request For Information
EIR	Environmental Impact Report	RFP	Request For Proposal
EIS	Environmental Impact Statement	RFQ	Request For Qualifications
EMCC	Emergency Medical Care Committee	RN	Registered Nurse
EMS	Emergency Medical Services	SB	Senate Bill
EPSDT	State Early Periodic Screening, Diagnosis and treatment Program (Mental Health)	SBE	Small Business Enterprise
et al.	et ali (and others)	SWAT	Southwest Area Transportation Committee
FAA	Federal Aviation Administration	TRANSPAC	Transportation Partnership & Cooperation (Central)
FEMA	Federal Emergency Management Agency	TRANSPLAN	Transportation Planning Committee (East County)
F&HS	Family and Human Services Committee	TRE or TTE	Trustee
First 5	First Five Children and Families Commission (Proposition 10)	TWIC	Transportation, Water and Infrastructure Committee
FTE	Full Time Equivalent	VA	Department of Veterans Affairs
FY	Fiscal Year	vs.	versus (against)
GHAD	Geologic Hazard Abatement District	WAN	Wide Area Network
GIS	Geographic Information System	WBE	Women Business Enterprise
		WCCTAC	West Contra Costa Transportation Advisory Committee

2009 INTERNAL OPERATIONS COMMITTEE

**CORRESPONDENCE FROM THE HUMAN RESOURCES DIRECTOR
REGARDING REFERRAL ON STREAMLINING
THE PERSONNEL RECRUITMENT PROCESS**

On May 8 2007, the Board of Supervisors directed the Human Resources Director to report to the Internal Operations Committee on the County's personnel recruitment process. The referral was predicated on a recommendation from Supervisor Bonilla, who acknowledged a recurring issue raised by departments during discussions about their programs, workload, and budget. Several departments reported independently that operational symptoms such as high staff workloads, reduced work quality, reduced responsiveness, low staff morale, increased use and cost of overtime, and increased use of contract and temporary staff, relate, in part, to an inability to acquire permanent staff when needed.

In order to gain a better understanding of the time it takes to acquire needed staff resources, the Supervisor requested a report from the Human Resources Department on the County's recruitment process and personnel hiring options. The referral specified that this report should identify the individual steps in the process, the average length of time for each step, and who is responsible for performing each step. The report should additionally describe measures that have been implemented to streamline the recruitment process, including the use of automation. The Human Resources Director presented that report to the Committee on September 24, 2007. The Committee asked for an update once the Personnel Management Regulations Task Force began meeting.

This referral has been on hold during the transition to new Human Resources Director Ted Cwiek and then an active year of labor negotiations. Attached is a memo from Mr. Cwiek requesting a postponement of a status report until February 2010.

Contra
Costa
County



Human Resources Department

Administration Building
651 Pine Street
Martinez, CA 94553-1292

DATE: October 1, 2009
TO: Internal Operations Committee
FROM: Ted J. Cwiek, Director of Human Resources 
SUBJECT: IOC Referral on Personnel Recruitment Process

I am requesting a postponement of the follow-up presentation to the Internal Operations Committee on the Personnel Recruitment Process until February 2010.

The Human Resources Department has been involved in labor negotiations since the beginning of the year and settling new contracts with the employee organizations have taken priority. This activity continues.

Also, I am in the process of finalizing the recruitment to fill the position of Assistant Director of Human Resources. The personnel recruitment process will be a primary task of this position, and I would like the person appointed to be involved in the preparation and presentation to the IOC.

I can be reached at (925) 335-1766 if you have any questions.

Thank you.

TJC:dn

2009 INTERNAL OPERATIONS COMMITTEE

CORRESPONDENCE FROM THE CONSERVATION & DEVELOPMENT DIRECTOR PROVIDING UPDATE ON THE MUNICIPAL SERVICES REVIEW

On August 2, 2006, the Board of Supervisors requested the CAO to work with the County's municipal services departments to identify opportunities for service improvements and to report any findings to the Internal Operations Committee. The IOC received a status report from the CAO on December 18, 2006 and August 6, 2007, and December 3, 2007 reviewing efforts that are underway and recommending additional areas for review and better coordination.

The Conservation & Development and Public Works Departments provided another update to the IOC on August 11, 2008, reporting three areas that had been identified for improvement:

1. Responding to public inquiries and information requests
2. Improving public outreach and access to services
3. Increasing interdepartmental coordination

Today's memo provides an update on the Department's progress in making improvements in these areas.



CONTRA COSTA COUNTY
Department of Conservation & Development
Community Development Division
651 Pine Street, North Wing – 4th Floor
Martinez, CA 94553-1229
Telephone: 335-1206 Fax: 335-1222

TO: Internal Operations Committee
Supervisor Mary N. Piepho
Supervisor Gayle B. Uilkema

FROM: Catherine Kutsuris, Director 
By: Ryan Hernandez, Senior Planner

DATE: October 19, 2009

**SUBJECT: Accept the Report on the Review of Municipal Services in
Contra Costa County**

In August of 2006 the Board of Supervisors directed the County Administrator's Office (CAO) to coordinate with the Municipal Services Departments¹ to improve services to the public and look for ways of streamlining processes between Departments; and report back to the Internal Operations Committee.

The two departments have continued to meet to implement the recommendations approved by the Committee that fall into three broad categories:

- Responding to public inquiries and information requests;
- Improving public outreach and access to services; and
- Increasing interdepartmental coordination.

In each of the areas listed above small interdepartmental teams set specific goals and implemented action items. Staff from all levels of the two departments is involved in identifying areas for improvement and implementing change.

This last year has been spent refining the improvements identified in the August 2008 report. Below are a few highlights:

- **Planner by Appointment:** The public can now schedule meetings in Bethel Island, Brentwood, Crockett, Danville/Alamo, Discovery Bay, El

¹ Municipal Services Departments are comprised of the Public Works Department and the Department of Conservation and Development (Building Inspection and Community Development Divisions are part of the Dept. of Conservation and Development).

Cerrito, El Sobrante, Lafayette, Knightsen and Martinez. As the quote on the brochure states “*Same great service with no commute or waiting in line*”. By scheduling an appointment, property specific information is relayed, and a planner is prepared to discuss all pertinent information related to questions from the public. To date, there have been over 1000 successful meetings.

- **Condition of Approval Compliance Review:** DCD Planners are now able to access the Joint Billing System (JBS) at to investigate whether a project has been submitted to PW for condition of approval compliance. This is achieved by entering in a “date range” (e.g. January 1, 2009 to July 19, 2009) which will generate a list of projects to be referenced. This means that instead of processing a compliance review linearly we can process the compliance review concurrently. The final step in completing this process is to train the planners to periodically check this system to continue to achieve results with this system.

The Link: The Link is our community newsletter that is being distributed to all Municipal Advisory Councils and is also available on-line to the public. It has recently been updated to reflect staffing changes. The Link provides information on Illegal Dumping, Weatherization and Green Building among other practical pieces of information. The Link also provides a list of contacts that are assigned to each specific community with the names and direct numbers of staff from the Community Development Division, Building Inspection Division and the Public Works Department. This allows for a timely response from a knowledgeable staffer that is familiar with that particular community.

The Link may be viewed on our website at:

www.cccounty.us/TheLink

- **Community Outreach/MACs:** Geographic liaisons (community contacts) from both departments have started attending MAC meetings and introducing themselves, handing out cards and getting to know some of the MAC members. The primary objective to this outreach is to connect with the community by providing a face to the Municipal Services Departments and building a lasting relationship with each MAC.

The two Departments have continued to work on providing seamless service that focuses on improving communication and problem solving. Staff recommends that the Committee accept the information within the report and if applicable request follow-up correspondence to specific goals outlined in the attached matrix.

RESPONDING TO PUBLIC INQUIRIES AND INFORMATION REQUESTS

Constituents often do not know which Department to call when they have a specific question or concern. The organization of information on websites and in phone books could be improved to assist the public in finding answers to their questions.

GOALS	ACTIONS COMPLETED	ON GOING MAINTENANCE
<p>1. Review/revise phone books and other public information materials to ensure the contact information is listed by the services constituents are looking for. The Public Works Department's "Answer Book" is a good model for this information.</p>	<ul style="list-style-type: none"> • Reviewed list of FAQ's from the 3 departments to determine the services requested most frequently, and the new County directory includes the change and • Reviewed AT&T phone books, reached agreement on what services to list in a user friendly format, and sent to AT&T and the Yellow Pages – changes are now shown in phone books. 	<p><i>On going maintenance of updating staff and phone numbers.</i></p>
<p>2. Review/revise the County and Department websites to ensure information is listed by the services constituents are looking for and to improve content, style, and provide links to access additional information.</p>	<ul style="list-style-type: none"> • Reviewed content/features of various city and county websites; • Obtained funds for new website working with DOIT and CAO, drafted an RFP, and reviewed proposals; • Interviewed potential website consultants, made selection, and contract approved on 11/27/07 • Website consultant developed new County website and conducted training; and • New County website went live on 7/25/08 	<p><i>Continue to improve the new website as we receive feedback and suggestions.</i></p>
<p>3. Establish a "virtual" call center for the public to ensure they get the appropriate staff member in the event that they initially contacted a different department. This virtual call center would involve the following:</p> <ol style="list-style-type: none"> a. Develop standards and reference materials for how calls are handled among the three departments. b. Provide joint training among the three departments to receptionists and other department staff to reduce the amount of call routing and revolve constituent's questions and concerns quicker. c. Designate staff in each department to handle calls that staff do not know where to direct. 	<ul style="list-style-type: none"> • Researched what types of upgrades may be available to enhance our phone system and determined that supervised transfers would be the best way to ensure the caller is directed to the appropriate person; • Developed FAQ's for each department, including calls that come in where the receptionist doesn't know exactly where the call should be routed to, completed one Answer Book (Interdepartmental Communications Guide) for the two departments; • Developed Customer Service Standards for how calls are handled; • Met with the BOS Chiefs of Staffs' to obtain input on virtual call center team's objectives and will invite them to future meetings/trainings; • Developed a training plan for joint training, conducted training among the two departments receptionists and other key staff; and • Presented the training to Public Works and Department of Conservation and Development management staff. 	<p><i>The Customer Service Standards and Answer Book were distributed to all front line staff at PW and DCD.</i></p> <p><i>On going maintenance includes: 1) updating staff and phone numbers; 2) training for staff in specific areas (current planning, flood control, building inspection, etc.) to share information on what they do and their interactions with frontline staff and other departments.</i></p>

IMPROVING PUBLIC OUTREACH AND ACCESS TO SERVICES

In a large and diverse County such as Contra Costa, municipal services departments face a challenge in making services accessible to the public. While access has been improved in recent years through the use of new technologies such as the internet, there continues to be a need to expand access and outreach to the public.

GOALS	ACTIONS COMPLETED	ON GOING MAINTENANCE
<p>1. Complement the services currently provided at the Application and Permit Center (APC) in Martinez with appointment-based services offered at regional locations throughout the County. Municipal Services Departments started a pilot plan in January to offer appointments to residents in different areas of the County so they can receive plan check and planning assistance closer to their business or residence.</p>	<ul style="list-style-type: none"> • To date, we have conducted over 1,000 "Planner by Appointment" meetings. There are nine areas within the county (not including Martinez) that are available to the public that eliminate waiting and significantly shorten the drive time. The areas available to the public include: <ul style="list-style-type: none"> ➤ Bethel Island ➤ Brentwood ➤ Crockett ➤ Danville/Alamo ➤ Discovery Bay ➤ El Cerrito ➤ El Sobrante ➤ Lafayette ➤ Knightsen 	<p><i>All satellite meeting places have been established; this program has exceeded expectations and is an overwhelming success.</i></p>
<p>2. Provide the public with a lead contact for their geographic area. Departments will determine staff leads for specific areas, and ensure the public can access the contact information to the staff person.</p> <p>3. Develop a joint community outreach system where representatives from Public Works, Building Inspection, and Community Development can be available to attend community meetings and other media forums to inform the public on County services.</p>	<ul style="list-style-type: none"> • Finalized the list of communities with the assistance of the District Supervisor's staff; • Assigned staff members as contacts for the identified communities; • Prepared a joint newsletter "The Link" issued by the two departments modeled after Public Works newsletter; • Advertise geographical contacts directly to the MACs through scheduling time on their agenda; and • Update department brochures as applicable to incorporate geographical lead information. 	<p><i>Community Contacts contained within the newsletter ("The Link") has been posted on the County Website and is being updated as necessary.</i></p>

INCREASING INTERDEPARTMENTAL COORDINATION

In service areas that involve multiple departments, coordination is needed so that departments can establish an efficient and effective approach to providing service. This also promotes clear and consistent communication to the public among the departments involved.

GOALS	ACTIONS COMPLETED	ON GOING MAINTENANCE
<p>1. Establish notification protocol when a project begins the Condition of Approval Compliance phase.</p>	<ul style="list-style-type: none"> • The Joint Billing System, currently used by Public Work and the Department of Conservation and Development, has implemented a "New PW Projects" button that planners are using to verify whether or not projects have been submitted for Condition of Approval Compliance Review. This is achieved by providing a "date range" to be searched (e.g. 07/01/2009 to 08/01/2009). 	<p><i>Planners are now able to monitor their project's compliance with the Joint Billing System. Training is ongoing to ensure this tool is being used.</i></p>

<p>2. Improve coordination for road construction/grading between Public Works and the Building Inspection Division.</p>	<ul style="list-style-type: none"> • Discussion regarding how to better coordinate with the applicant before construction begins • Develop protocol on roles and responsibilities for road grading between PW and BI 	<p><i>This continues to be best handled by the inspectors (BI/PW) in the field by communicating early and providing joint oversight until the project has been completed and accepted.</i></p>
<p>3. Develop criteria to identify "code orange" projects like Delta Coves or King Drive.</p>	<ul style="list-style-type: none"> • Discussed with line supervisors and reached agreement that they would be the initial points of contact for the two departments and would reach out to senior management and others affected as "code orange" projects are identified. • Refine the protocols for the "code orange" process. 	<p><i>All planners have been trained to identify potentially sensitive projects early on in the process. Sensitive projects can include multiple departments and/or a Supervisor's office. The planners in Community Development Division continue to serve as a clearing house for all information related to a project application.</i></p>
<p>4. Develop review protocol for newly adopted drainage plan ordinance.</p>	<ul style="list-style-type: none"> • Continue to monitor and track the cumulative run-off of new impervious surfaces created with required building permits. • Coordinate procedures and guidelines for staff and applicants with a handout on drainage plan requirements (10/1/08). 	<p><i>On going coordination; Drainage handout available at the Application and Permit Center.</i></p> <p><i>After a project has been approved drainage problems/complaints are dealt with by reviewing approved plans for the project to identify unauthorized changes.</i></p>
<p>5. Determine review procedures for building permit requests on restricted development areas such as creek structure setbacks, scenic easements and grant deeds and development rights.</p>	<ul style="list-style-type: none"> • Worked with the Recorder's Office to reach agreement to make documents available to the Department of DCD both on-line and on CD's • Examine the scope of records once they are available on-line to determine if they will be helpful in responding to inquiries 	<ul style="list-style-type: none"> • <i>The Committee has conducted training sessions with both Community Development and Building Inspection staff on:</i> <ol style="list-style-type: none"> 1. <i>How to determine where encumbrances (and associated facilities) may be at risk from proposed development during the building permit review stage;</i> 2. <i>Scenarios of when to investigate the property title for a site on the nature, location of an encumbrance prior to clearing a building permit;</i> 3. <i>What action to take when a proposed improvement is located outside, but near, an encumbrance; and</i> 4. <i>What actions to take when a proposed improvement is located within the boundaries of an encumbrance.</i>
<p>6. Improve coordination on CEQA review of transportation impacts from development projects.</p>	<ul style="list-style-type: none"> • Developed procedures for staff to improve coordination between departments and improve the quality of advice to the project planner; developed interim procedures for staff to coordinate comments on development 	<p><i>Guidelines for preparing Transportation Demand Management Plans are being drafted and a meeting will be scheduled to review the guidelines.</i></p>

	<p>projects from outside agencies.</p> <ul style="list-style-type: none"> • Review guidelines for applicants and consultants to follow in submitting information on a project's transportation impacts. 	<p><i>In May of this year, Transportation Planning staff set up a Blog (Web LOG) to facilitate the review of environmental documents between Departments. The Blog is secure and requires a user name and password. Once signed up anyone can post notices or comments as well as upload documents. Through a subscription service users are notified when someone uploads a notice or comments on a posting. With this service, the distribution of environmental notices will be quicker and County departments can collaborate by developing comments concurrently rather than in a sequential manner.</i></p>
7. Determine process to automate calculation of Public Works development impact fees using GIS for building permits.	<ul style="list-style-type: none"> • Developed ideas to streamline the calculation of Drainage Area Fees and sought input from County Counsel 	<p><i>On going; the inclusion of Drainage Area Fees and Traffic Fees in the Building Permit Fee calculator in the new Acella program is planned to provide applicants with the most conservative estimates for drainage and traffic fees.</i></p>
8. Identify roles and responsibilities of code enforcement for drainage complaints between Building Inspection and Public Works.	<ul style="list-style-type: none"> • The Regional Water Quality Control Board held a hearing on 3/11/08 on their proposed Municipal Regional Permit which will have far reaching effects on code enforcement activities • Changes to code enforcement activities are on hold until the fall when the Municipal Regional Permit is expected to be adopted 	<p><i>On going; this task has been awaiting the pending approval of the Municipal Regional Permit (scheduled October 14, 2009). It should be noted that once the permit is approved it will be several months before we know the changes that may be applicable.</i></p>
9. Improve process of placing holds on building permits.	<ul style="list-style-type: none"> • Development of alternatives to ensure the enforcement of building permit holds placed by various County departments • Improve coordination to eliminate potential situations where one department (PW) has conditions of approval but may not be aware of a building permit application. 	<p><i>On going; we have discussed the need for Public Works to have notices on parcels in our Acella permitting system that carry forward once parcels are retired. After contacting the Assessor we determined that they have recently begun saving the polygons for retired parcels and can make them available to us. We intend to create a layer that contains these and use the proximity alert feature to notify our staff if a Public Works alert is present when we create a permit. The message will say "Contact Public Works". In addition, we will provide a quarterly report that will detail all retired parcels that have Public Works notices.</i></p>

2009 INTERNAL OPERATIONS COMMITTEE

**CORRESPONDENCE FROM THE GENERAL SERVICES DIRECTOR
SUMMARIZING THE COUNTY'S EXPERIENCE WITH THE
LOCAL VENDOR PREFERENCE ORDINANCE DURING THE 2008/09 FISCAL YEAR**

On September 13, 2005, the Internal Operations Committee proposed a new ordinance to enact a local bid preference program. Under the proposed ordinance, if the low bid is not a local vendor, any responsive local vendor who submitted a bid which was within five percent (5%) of the lowest responsive bid as determined by the purchasing agent shall have the option of submitting a new bid within 48 hours (not including weekends and holidays) of the County's delivery of notification. Such new bids must be in an amount less than or equal to the lowest responsive bid as determined by the purchasing agent. If the purchasing agent receives any new bids from the local vendors who have the option of submitting new bids within the 48-hour period, it shall award the contract to the local vendor submitting the lowest responsible bid. If no new bids are received, the contract shall be awarded to the original low bidder as announced by the purchasing agent.

The proposed ordinance defines a local vendor as any business which has its headquarters, distribution point, or locally-owned franchise located in or having a street address within the county for at least six months immediately prior to the issuance of the request for competitive bids, and holds a valid business license by a jurisdiction located in Contra Costa County.

Under the proposed ordinance, a vendor falsely certifying itself as local would be ineligible to conduct business with the County for a period not less than three months and not more than two years, as determined by the purchasing agent.

The IOC received status reports in July 2007 and October 2008, and requested another report in 2009. The attached memo from General Services Director Mike Lango provides an update covering the 2008/09 fiscal year.



CONTRA COSTA COUNTY

General Services Department

ADMINISTRATIVE SERVICES

Michael J. Lango
Director

Terry Mann
Deputy Director

Stephen Silveira
Administrative Services Officer

DATE: October 12, 2009

TO: Internal Operations Committee

Supervisor Gayle B. Uilkema, District 2, Chair
Supervisor Mary N. Piepho, District 3, Vice Chair

FROM: Mike Lango, Director of General Services

SUBJECT: ANNUAL REPORT ON THE LOCAL BID PREFERENCE PROGRAM

Recommendation

Accept the report on the County's experience with the local vendor preference program during the one-year period from July 1, 2008 through June 30, 2009.

Background

The Board of Supervisors adopted a local bid preference ordinance in 2005 to support small local businesses and stimulate the local economy at no additional cost to the County. Under the ordinance, if the low bid in a commodities purchase is not a local vendor, any responsive local vendor who submitted a bid that was within 5% percent of the lowest bid has the option of submitting a new bid.

Such new bids must be in an amount less than or equal to the lowest responsive bid. The ordinance defines a local vendor as any business that has its headquarters, distribution point, or locally-owned franchise located in or having a street address within the county for at least six months immediately prior to the issuance of the request for competitive bids, and holds a valid business license by a jurisdiction in Contra Costa County. The following table illustrates the local bid preference program experience over the past three years.

	2006	2007	2008
Transactions Meeting Criteria	74	101	38
Second Bids Awarded to Local Vendors	8 (11%)	15 (15%)	13 ¹ (34%)
Award Value	\$257,603	\$482,719	\$414,574

¹ Due to unavailable data, it is not known how many of the 13 bid awards resulted from second bids.

As noted in the table, the local bid preference continues to be successful in meeting the objectives of the local vendor program. For the 2008 reporting period, 34% of the competitive bids subject to the local bid preference were awarded to local vendors resulting in redirecting over \$400,000 into the local economy that would otherwise have been spent outside of Contra Costa County.

In addition, there has been an increase in the percentage amount of competitive bids awarded to local vendors in relation to the total transactions meeting the ordinance criteria every year since the program was instituted from 11% in 2006 to 34% in 2008.

The General Services Department will continue to manage and document the County's competitive bid opportunities to support local businesses and provide maximum benefits to the local economy.

c: David Twa, County Administrator
Lisa Driscoll, County Finance Director

2009 INTERNAL OPERATIONS COMMITTEE

**REPORT FROM THE ANIMAL SERVICES DIRECTOR ON
THE COUNTY ORDINANCE AS IT RELATES TO
THE FOSTERING OF ANIMALS ON PRIVATE PROPERTY,
AND SUMMARIZING THE OCTOBER 7 MEETING WITH ANIMAL RESCUE
GROUPS**

**CONTRA COSTA COUNTY
ANIMAL SERVICES DEPARTMENT
GLENN E. HOWELL, DIRECTOR**

**REPORT TO INTERNAL OPERATIONS COMMITTEE
Impact of Section 416-6.200 on Animal Rescue Organizations
October 19, 2009**

Approximately one year ago in a previous IO Committee meeting, the president of the animal group Friends of the Formerly Friendless expressed concern that the County's animal limit ordinance played a major role in the decision of the City of Martinez to force her to reduce the number of animals she maintained at her personal residence. The current ordinance allows for a maximum of 3 dogs and five cats.

Approximately 2 months ago I received a call from the president of the animal rescue organization CC4C, Community Concern for Cats. She recently received a visit from our County's zoning department, notifying her that she had more animals than what was allowed by County Ordinance. It should be noted that to date there has been no action taken. And there is indication from the County of a willingness to work with her. In my five years as Director of the Animal Services Department the incidents cited above are the only two regarding a rescue group that have been brought to my attention.

The ordinance section in question is Section 416-6.200, License Required. This section of the County Ordinance reads:

- (a) No more than three dogs and no more than five cats over six months of age may be kept, harbored, possessed or maintained for more than thirty days in a single dwelling or business without a multiple pet license in an area zoned for uses other than agriculture.*

- (b) No more than twenty dogs and no more than twenty cats over six months of age, and no dogs or cats for commercial purposes, may be kept, harbored, possessed or maintained in any single dwelling or business unit without a kennel license. Commercial purposes shall include but not be limited to: boarding, training, or wholesaling of animals; but, shall not be construed to mean the sale of individual animals to private owners.*

Animal Rescue organizations are the Shelter's major adoption partners. Animal Rescue organizations and their foster networks play a very important role in the Animal Shelter's efforts to save the lives of animals that come into our two shelter facilities. In calendar year 2008, over 2,000 animals were released to animal rescue organizations registered with Animal Services.

On Wednesday, October 7, 2009 I hosted a meeting of Contra Costa County Animal Rescue groups to obtain their input on County Ordinance 416-6.200. The goal of the meeting was to determine if the County's animal limit inhibited the efforts of animal

rescue organizations; determine if the two incidents cited above were isolated incidents or commonplace. And finally, if the ordinance is problematic for rescue, I wanted to obtain their input and recommendations for addressing it.

There are over 100 animal rescue organizations that are currently registered with Animal Services. I sent invitations to the meeting to rescue groups registered with CCASD. A questionnaire to solicit input on this subject was enclosed with each invitation for those individuals unable to attend the meeting. *(A copy of letter and questionnaire is attached.)*

There was general agreement from attendees on the importance of rescue and the desire to not be limited by arbitrary numbers. Only one attendee believed that the County's animal limit inhibited her ability to attract foster homes.

Other than representatives of the two organizations cited above, no one in attendance or in questionnaires returned, indicated that they or their fosters had been approached by a City or County agency about the number of animals being kept at their residence or that of a foster home in their organization.

A few themes came from attendees in the meeting:

- ◇ Fosters should not be limited to arbitrary numbers.
- ◇ Some fosters can responsibly handle more animals than others.
- ◇ Many rescue organizations have self-imposed limits on the number of animals kept at a foster home.
- ◇ Rescue organizations should monitor their foster homes and assure a good standard of care is maintained.
- ◇ There was agreement that some type of registration / permit system would be appropriate.

On the subject of how to handle complaints that may arise, the general consensus was:

- ◇ Self monitoring is preferred to government intervention.
- ◇ Allow parent organization first to resolve complaint/problem before government agency involved.
- ◇ Allow for mediation with complaining party before govt. agency involved.

One attendee raised a concern of groups self-monitoring. A response was:

- ◇ Create a group of foster representatives to inspect properties subject to complaint as opposed to or before government agency.

In summary, there is no indication that there is a systemic problem with the current ordinance causing serious problems to rescue organizations as a whole. Rescue organizations have been operating under the current ordinance for years successfully, even though not having an animal limit in an ordinance would certainly be preferable to rescue organizations. Most of the groups indicated that they police their own

organizations and will work with their foster caregivers to not let them get overloaded with animals. In the event of a problem or complaint, they would like to be able to intervene first in lieu of or before a government agency gets involved.

I offer three options for the IO Committee's consideration:

OPTION I

Given that there have been only two incidents in the last five years, leave the ordinance in tact and deal with any incidents on a case by case basis. It seems that animal rescue groups have been doing a good job of monitoring themselves, and government intervention at this point may not be necessary.

Financial Impact: None

OPTION II

Leave the ordinance as it is but reinstitute the Multiple Kennel License which allows for up to 20 dogs and 20 cats with a permit from Animal Services and Conservation and Development. Rescue/foster could fall under this current section even though it does establish a limit. It must be noted that this section of the ordinance has not been enforced in over 20 years. Additional staffing would be required for Animal Services to enforce this section. Resurrecting the Multiple Kennel License also involves the County's Conservation and Development Department. I have not discussed this and the workload implications with the Conservation and Development Department.

Financial Impact: Unknown

OPTION III

Draft a new section of the County Ordinance that specifically addresses Animal Rescue and would allow for an Animal Rescuer to maintain an unspecified number of adult animals over the limit allowed by current code. Key elements would have to address assuring that the rescue work does not create a public nuisance; that the care conform to standards of animal care and housing set forth by State law; and that the County maintains the ability to set some limits if necessary because of space, finance, effect on surrounding area, history, or any other criteria relevant to the Animal Rescuer's ability to provide proper and adequate care of the animals. Although potentially less costly than Option II, this option also has additional work/staffing implications for Animal Services. It also would require discussion with Conservation & Development Department to obtain their input and determine the work implications for that department.

Financial Impact: Unknown

September 16, 2009

Name
Add
City

Dear -----:

I'm writing to you to request your input on Section 416-6.200 of County Ordinance 80-97. Over the past year, I've had two separate rescue group individuals inform me that the number of cats being kept at their residence (in outdoor shelters) was called into question. Also, they believe that the number of animals allowed by County Ordinance 80-97 hinders their ability to foster.

I am hosting a meeting with Contra Costa County animal rescue organizations at the Martinez shelter on Wednesday, October 7, 2009, to receive input on this issue. To be respectful of everyone's time, the meeting will begin promptly at 6 p.m. and end at 7:30 p.m. If you have ideas and/or suggestions, you are welcome to attend.

Section 416-6.200, License Required. The County Ordinance reads as follows:

- (c) No more than three dogs and no more than five cats over six months of age may be kept, harbored, possessed or maintained for more than thirty days in a single dwelling or business without a multiple pet license in an area zoned for uses other than agriculture.*
- (d) No more than twenty dogs and no more than twenty cats over six months of age, and no dogs or cats for commercial purposes, may be kept, harbored, possessed or maintained in any single dwelling or business unit without a kennel license. Commercial purposes shall include but not be limited to: boarding, training, or wholesaling of animals; but, shall not be construed to mean the sale of individual animals to private owners.*

If you are unable to attend this meeting, I have enclosed a questionnaire and self-addressed envelope for your convenience to respond by U.S. mail.

Thank you in advance for your input. Thank you also for all you do to help save lives of animals in our community.

Sincerely,

Glenn Howell
Animal Services Director

Glenn E. Howell, Director
Animal Services Department

September 16, 2009

Your name:

Rescue Group:

Foster Animal Questionnaire

1. Has the number of foster animals you have kept at your residence been questioned in any way by a County agency in the past 24 months?

If yes, when _____ No _____

2. If yes, which County Department? (ex: zoning, building inspection)

3. Has the number of foster animals you have kept at your residence been questioned in any way by a City agency in the past 24 months?

If yes, when _____ No _____

4. If yes, which City? _____ Which City department?

5. If you answered yes to any of the questions above, please provide a brief explanation below:

- a. Was the complaint or issue about the number of animals? Yes _____ No _____

If yes, how many dogs _____ and/or cats _____

- b. Was the complaint or issue about structures on the property not meeting code?

Yes _____ No _____

- c. How was the situation resolved? -

6. Has the current County Ordinance hindered your ability to foster in any way?

Yes _____ No _____ If yes, please explain:

7. If you believe the current County animal limit hinders your ability to foster, what number of animals do you think should be allowed for foster purposes?

8. Do you think there should be a provision in the County Ordinance Code to address the number of animals kept for foster purposes by a rescue group? Yes _____ No _____

9. If yes, what should such a provision include?

Thank you for your time and effort to address this issue.