


COUNTY OF SAN MATEO

County Manager's Office

Date: September 18, 2001

TO: Honorable Board of Supervisors

FROM: Paul T. Scannell, Assistant County Manager 

SUBJECT: Year-End Performance Report and San Mateo County Cares! Survey Results

RECOMMEDATION

1. Accept the report on the performance of County departments as of the fiscal year ending June 30, 2001.
2. Accept the report on San Mateo County Cares! Survey Results for the period of January 1 through June 30, 2001.

Year-End Performance Report

Performance measurement in San Mateo County is a continuous and evolving process. This FY 2000-01 Year-End Report reflects the performance of County departments for the year ending June 30, 2001. As part of the effort to improve performance reporting, this report includes the following:

- **Highlighted measures grouped into the following areas:**
 - Public Safety
 - Public Health
 - Transportation and Housing
 - Self-Sufficiency
 - Environmental Services
 - Employee Diversity
 - Voter Registration
- **Graphs for highlighted measures** to show performance trends over time, as well as a comparison to the same quarter in the prior year. Current year targets are also included in order to show whether year-to-date performance is tracking towards adopted targets.
- **A brief analysis of trends** for each of the highlighted measures.

- **Two comprehensive reports on all performance measures including those developed as part of the Outcome-Based Management Pilot Process:** A performance measures database has been created to include all measures and related historical and quarterly data. This allows for better tracking and retention of performance information. Reports from the database, which show all measures with three years of historical data (where available), current year actual and adopted/target data and performance targets adopted as part of the FY 2002 Budget, have been included. It is important to note that a number of newer measures do not have historical data, or that baseline data is currently being collected prior to setting performance targets.

The performance information contained in this report is provided to assist the Board, County departments and other interested parties in making decisions to improve future program performance. As the County implements Outcome-Based Management to align program priorities with the Visioning commitments and goals, more outcome and service quality measures will be developed and monitored so that decisions can be made regarding the allocation of resources towards those services that contribute to achieving the goals identified during the Visioning process.

San Mateo County Cares! Survey Results

In July 1999, the Board of Supervisors implemented a customer feedback form and process that would secure regular and timely feedback from customers, use customer feedback to build on strengths and make identified improvements and demonstrate that the County cares about our customers and the services we provide. The process and survey form were developed by a subcommittee composed of representatives from County departments and staff from my office and Supervisor Hill's office.

For the January through June 2001 reporting period, a total of 3,748 survey responses were received. Of these, 3,504 provided a response for Overall Satisfaction which is highlighted in this report. Departments providing direct service to the public and to outside agencies were asked to participate. Surveys were made available by County departments in English and Spanish. Information Services, which provides automation, phone and radio services to other County departments, also submitted survey results this reporting period. Distribution methods and response rates varied from department to department depending on services provided and the way in which surveys were made available to customers.

Survey Questions

The survey asks customers to rate the following areas, as well as Overall Satisfaction, for services received:

- a. Response Time
- b. Courtesy of Staff
- c. Knowledge of staff assisting you
- d. Helpfulness of verbal and written information
- e. Staff availability

- f. Information about the process
- g. Appropriate follow-up

In addition, it asked customers to provide comments regarding unsatisfactory service, suggestions to improve services and employees who should be recognized. A complete set of survey results and customer comments are available for review in my office.

Overall Satisfaction Summary

Exhibit A summarizes the Overall Satisfaction rating for each participating department. An average of 93.7% of survey respondents rated overall satisfaction as good or excellent across all services. This represents an increase of 2.3 percentage points from the previous reporting period.

Departmental Review and Action Steps

The report provides graphs of overall satisfaction ratings by department, as well as a summary of each department's survey distribution and collection methods, internal review processes and action steps taken to address poor ratings and comments regarding unsatisfactory service.

These results will be actively used by department managers for purposes of improving County services to the public. Customer/client satisfaction ratings are also used to track service quality under the "How Well We Do It" category of performance measures developed as part of Outcome-Based Management.

cc: Department Heads

EXHIBIT A
"Cares" Survey Summary Report
Overall Satisfaction

Department	Period	Excellent	Good	Fair	Poor	Total
Administration & Fiscal						
<i>Assessor-County Clerk-Recorder</i>	Jan - June	49.2%	8.5%	27.1%	15.3%	59
<i>Controller's Office-Accounts Payable</i>	Jan - June	52.9%	35.3%	11.8%	0.0%	17
<i>Controller's Office-Administration</i>	Jan - June	50.0%	50.0%	0.0%	0.0%	4
<i>Controller's Office-Audit</i>	Jan - June	40.0%	60.0%	0.0%	0.0%	5
<i>Controller's Office-Controller Information Systems</i>	Jan - June	75.0%	25.0%	0.0%	0.0%	4
<i>Controller's Office-General Accounting</i>	Jan - June	50.0%	50.0%	0.0%	0.0%	12
<i>Controller's Office-Payroll</i>	Jan - June	95.2%	4.8%	0.0%	0.0%	21
<i>Controller's Office-Property Tax & Special Accounting</i>	Jan - June	36.8%	42.1%	15.8%	5.3%	19
<i>Employee and Public Services-Animal Licensing</i>	Jan - June	33.3%	66.7%	0.0%	0.0%	3
<i>Employee and Public Services-Revenue Services</i>	Jan - June	0.0%	0.0%	100.0%	0.0%	1
<i>Tax Collector-Treasurer-Tax Collector</i>	Jan - June	30.0%	70.0%	0.0%	0.0%	20
<i>Tax Collector-Treasurer-Treasurer</i>	Jan - June	50.0%	50.0%	0.0%	0.0%	2
<i>Information Services-Business Systems</i>	Jan - June	57.6%	27.3%	12.1%	3.0%	99
Criminal Justice						
<i>Coroner's Office</i>	Jan - June	70.5%	22.7%	6.8%	0.0%	44
<i>District Attorney - Family Support Division</i>	Jan - June	59.0%	33.3%	1.9%	5.7%	105
<i>Probation</i>	Jan - June	71.4%	25.7%	2.9%	0.0%	35
<i>Sheriff's Office-Detention Division</i>	Jan - June	50.0%	7.1%	7.1%	35.7%	28
<i>Sheriff's Office-Operations Division</i>	Jan - June	100.0%	0.0%	0.0%	0.0%	6
<i>Sheriff's Office-Support Services</i>	Jan - June	50.0%	0.0%	0.0%	50.0%	2
<i>Sheriff's Office-Unspecified section</i>	Jan - June	100.0%	0.0%	0.0%	0.0%	1
Environmental Services						
<i>Agriculture/Weights and Measures</i>	Jan - June	61.1%	27.8%	0.0%	11.1%	18
<i>Library</i>	Jan - June	78.5%	17.2%	3.2%	0.0%	93
<i>Parks and Recreation</i>	Jan - June	68.0%	30.0%	2.0%	0.0%	50
<i>Planning and Building Division-DRC</i>	Jan - June	68.3%	16.7%	5.0%	10.0%	60
Health Services Agency						
<i>Aging and Adult Services-IHSS/Public Authority</i>	Jan - June	62.5%	25.0%	0.0%	0.0%	8
<i>Aging and Adult Services-In Home Supportive Services (IHSS)</i>	Jan - June	89.7%	10.3%	0.0%	0.0%	39
<i>Health Services-AIDS Program</i>	Jan - June	74.9%	20.9%	3.8%	0.2%	426
<i>Health Services-Environmental Health</i>	Jan - June	30.6%	63.9%	2.8%	2.8%	108
<i>Health Services-Mental Health</i>	Jan - June	47.5%	40.9%	8.1%	1.3%	381
<i>Health Services-Prenatal to Three</i>	Jan - June	88.5%	7.7%	0.0%	3.8%	26
<i>Health Services-Public Health</i>	Jan - June	77.0%	21.9%	0.5%	0.6%	851
<i>Health Services 39th Avenue</i>	Jan - June	48.5%	41.7%	7.6%	2.3%	132

Department	Period	Excellent	Good	Fair	Poor	Total
Human Services Agency						
<i>Human Services Agency-90th Street Daly City</i>	Jan - June	60.0%	28.0%	4.0%	8.0%	25
<i>Human Services Agency-92nd Street Daly City</i>	Jan - June	70.3%	26.5%	1.4%	1.8%	279
<i>Human Services Agency -Bayshore Futures Family Resource Center</i>	Jan - June	76.8%	21.7%	1.4%	0.0%	69
<i>Human Services Agency-East Palo Alto</i>	Jan - June	50.0%	46.5%	2.3%	1.2%	86
<i>Human Services Agency-Harbor Boulevard</i>	Jan - June	100.0%	0.0%	0.0%	0.0%	9
<i>Human Services Agency-Housing Authority</i>	Jan - June	54.5%	36.4%	6.1%	3.0%	33
<i>Human Services Agency-Middlefield Road</i>	Jan - June	66.7%	21.4%	2.4%	7.1%	42
<i>Human Services Agency-OICW</i>	Jan - June	100.0%	0.0%	0.0%	0.0%	1
<i>Human Services Agency-San Carlos/VRS</i>	Jan - June	63.0%	18.5%	7.4%	7.4%	27
<i>Human Services Agency-South San Francisco</i>	Jan - June	53.8%	38.5%	0.0%	7.7%	13
<i>Human Services Agency-Unspecified section</i>	Jan - June	0.0%	100.0%	0.0%	0.0%	1
Public Works						
<i>Public Works-Airports</i>	Jan - June	68.0%	20.0%	4.0%	8.0%	25
<i>Public Works-Roads/Service Requests</i>	Jan - June	76.6%	17.0%	0.0%	6.4%	47
<i>Public Works-Sewer</i>	Jan - June	94.0%	6.0%	0.0%	0.0%	50
All Departments:		67.1%	26.6%	3.6%	2.2%	3,504