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MARIPOSA COUNTY BOARD OF SUPERVISORS

MINUTE ORDER

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TO: DOUG BALMAIN, District II Supervisor  
 FROM: MARGIE WILLIAMS, Clerk of the Board *MW*  
 SUBJECT: Public Service Policy; Res. 98-231

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THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA,

ADOPTED THIS Order on June 16, 1998

ACTION AND VOTE:

Doug Balmain, District II Supervisor;  
 Consider and Adopt the Mariposa County Public Service Policy, Direct that the Final Policy be Distributed to All Employees and Approve Expenditures from the County Administrative Officer's Budget to Provide Display Copies for All Public Counters  
**BOARD ACTION:** Vice-Chairman Pickard advised of Supervisor Reilly's request for the matter to be continued for her to be present for the discussion. Discussion was held relative to the draft policy. Lisa Edelheit, SEIU, advised that they are okay with having the item continued for the full Board to be present; and she provided input relative to concerns that employees raised, and suggested that consideration be given to making this a mission statement versus a policy. Following further discussion, (M)Parker, (S)Balmain, Res. 98-231 adopted approving the policy with a change to reflect that we work for the "public benefit" versus the "public good"/Ayes: Balmain, Parker, Pickard; Excused: Reilly; Noes: Stewart.

cc: All Departments  
File

**RECOMMENDED ACTION AND JUSTIFICATION:**

Consider and adopt the Mariposa County Public Service Policy, direct that the final policy be distributed to all employees and approve expenditures from the County Administrative Officer's budget to provide display copies for all public counters.

The Board discussed a draft Public Service Policy on March 24, 1998 and directed that the draft be distributed to all department heads and employee organizations for their input. No employee organization submitted written comments, but two responded verbally. Services Employees International Local 752 commented through their Field Representative. She expressed that some members of her organization had concerns about the overall idea of a policy. Those concerns were subsequently expressed in a letter from several workers at the Human Services Department. Sheriff's Management President Matt Scharper said the draft policy is consistent with his organization's existing efforts.

The Health Department reviewed the policy and had no proposed changes. County Counsel suggested some additional wording which is included in the draft revision. Chief Probation Officer Jim Moffett shared the policy with his staff and offered a caution regarding the unique nature of his office's work. Mr. Moffett also shared a copy of a customer service oriented employee newsletter from Stanislaus County. The Public Works Department incorporated the draft policy in discussions regarding their department's mission statement. They provided suggested wording changes and additional comments. Both Probation and Public Works noted that employee training is needed.

It is proposed that a framed copy of the adopted policy be placed in each county office to inform the public. There is appropriation available in the County Administrator's Office budget to purchase frames.

Funding for training has been included in the FY 1998-99 requested budget for the Personnel Department.

**LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:**

Adopting a Public Service Policy is not legally required.

<b>COSTS:</b> ( ) Not Applicable A. Budgeted Current FY \$ B. Total Anticipated Costs \$ C. Required Additional Funding \$ D. Internal Transfers \$		<b>SPECIAL INSTRUCTIONS:</b> List the attachments and number the pages consecutively: Revised Draft Policy
<b>SOURCE:</b> ( ) 4/5ths Vote Required \$ A. Unanticipated Revenues \$ B. Reserve for Contingencies \$ C. Source Description: _____ Balance in Reserve for Contingencies, if approved: _____		
<b>CLERKS USE ONLY:</b> Res. No. <u>98-231</u> Ord. No. _____ Vote - Ayes: <u>3</u> Noes: <u>Stewart</u> Absent: <u>Reilly</u> Abstained: _____ Approved ( ) Denied Minute Order Attached ( ) No Action Necessary 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		
<b>ADMINISTRATIVE OFFICER'S RECOMMENDATION:</b> This item on agenda as: <input checked="" type="checkbox"/> Recommended <input type="checkbox"/> Not Recommended <input type="checkbox"/> For Policy Determination <input type="checkbox"/> Submitted with Comment <input type="checkbox"/> Returned for Further Action Comment: _____ _____ CAO's Initials: <u>Jh</u>		

# COUNTY OF MARIPOSA

## Public Service Policy

All officials and employees of Mariposa County will strive to provide high quality, courteous, timely and cost-effective services to assist individuals and serve the broader public interest.

Excellent public service includes:

- Addressing all citizens seeking information, assistance and/or services with courtesy and respect;
- Being a patient listener;
- Assuring that public inquiries are guided to and addressed by the appropriate departments;
- Working together across department lines to resolve problems;
- Cooperating with citizens to develop workable alternatives to achieve common goals that are in the public interest;
- Being fair, consistent and honest in our dealings with citizens;
- Following the Golden Rule: Do unto others as you would have others do unto you.
- Always remembering that we work for the public benefit.