

MESA COUNTY 2010 REQUEST FOR RESULTS

Protect and Manage all Public Resources

THE RESULTS WE ARE SEEKING

“I want Mesa County to have well managed public resources.”

INDICATORS OF PROGRESS

Indicator
Public Sentiment: Community Survey <ul style="list-style-type: none"> • % of citizens satisfied with overall quality of service provided by Mesa County (4 to 5 on a scale of 1 to 5) 2007: 67% 2009: 64% (U.S.: 53%) • % of citizens satisfied with overall value received for County taxes and fees (4 to 5 on a scale of 1 to 5) 2007: 44% 2009: 48% (U.S.: 43%)
Employee Turnover <ul style="list-style-type: none"> • 2008: 12.5% • 2007: 15.9%
Bond Rating (Fitch and Standard & Poor's) <ul style="list-style-type: none"> • AA

FACTORS

Four factors were indicated as important for the Well Managed of Public Resources outcome area. These factors work together to create a culture where efficient customer service and safeguarding County assets are primary goals.

Factor 1: Accountable Workforce

Mesa County's workforce is one of our resources to serve and protect Mesa County citizens. Our workforce provides the services citizens need. Without an educated and trained work force, the County suffers in its ability to serve the citizens of Mesa County. The County needs to develop its employees and strive to have employees cross-trained so they can easily move between departments as needs change. Mesa County employees should also be motivated to provide excellent service to their customers, whether those customers are citizens, companies, or other County employees. Employees at Mesa County should also provide a professional delivery of services regardless of their individual job descriptions. This will require creating and maintaining a culture consisting of accountability, customer service, and effective communication.

Factor 2: Fiduciary Responsibility

Citizens want to see value for their tax dollars. They expect a positive return on the investment they make in County government. They expect government to manage and protect public funds in a frugal and responsible manner while delivering the services they need. Part of Mesa County's fiduciary responsibility is the protection of public funds by reducing the risk of fraud, theft, misuse, or other loss of funds or assets. In addition, fiduciary responsibility promotes the public's trust and credibility of Mesa County.

Factor 3: Safeguard Infrastructure

The County has continued to invest in significant infrastructure projects, from roads and bridges to information technology to buildings and parks. Citizens expect that the County will maintain these assets to achieve their full useful life. Citizens also expect that the County will protect their private information, while making all public information easily accessible to them. Well maintained resources and the public's ability to utilize County infrastructure is essential to providing the services that citizens need.

Factor 4: Efficient Processes

The definition of efficient is: *performing or functioning in the best possible manner with the least waste of time and effort; having and using requisite knowledge, skill, and industry; competent; capable.* With limited revenues, Mesa County needs to maintain and improve the efficiency of all of its processes. Citizens demand timely, thorough, respectful, responsible, and flexible service. They expect to encounter efficient stream-lined processes throughout the organization. It is important to identify opportunities to implement different processes in order to deliver services citizens expect. This can be achieved with programs such as: *Online not In Line* themes, employee idea incentives, and telecommuting. Promoting change and improvements sets the stage for creative problem solving.

PURCHASING STRATEGIES

We are seeking offers for programs that will contribute to Mesa County achieving the outcome of well managed public resources. The following are some of the strategies that Mesa County believes will result in achieving this outcome.

Purchasing Strategy 1:

We are seeking proposals that recruit, develop and maintain accountable Mesa County workforce.

Specifically proposals for/that:

- Provide training and or cross-training of Mesa County staff
- Promote positive motivation in Mesa County staff
- Promote professional delivery of services to citizens and other staff
- Recruit and maintain a well-qualified and accountable workforce

Purchasing Strategy 2:

We are seeking proposals that provide fiduciary responsibility for Mesa County.

Specifically proposals for/that:

- Provide a positive return on investment. This investment can be in money, assets, staff, etc.

- Manage public funds in a responsible manner
- Protect public funds by reducing risk of fraud or other loss
- Promote public trust and credibility with citizens through fair and equitable processes

Purchasing Strategy 3:

We are seeking proposals that safeguard infrastructure. Infrastructure is those resources necessary to perform services/functions. It is information, people, data, physical such as facilities, technology and other equipment.

Specifically proposals for/that:

- Protect physical assets such as buildings and equipment.
- Promote accessibility to County information and services
- Secure confidential information
- Provide reliable information

Purchasing Strategy 4:

We are seeking proposals that provide efficient processes.

Specifically proposals for/that:

- Provide innovative programs that improve efficiency such as: Online - Not In Line, telecommuting, employee incentive programs, etc.
- Promote streamlined operations that either save time for the citizen or employee or save money
- Promote change and innovation in the organization

Special consideration will be given to offers that provide or encourage the following values:

- Customer Service
- Community partnerships and collaboration
- Interdepartmental cooperation
- Evidence based programs or services
- Effective communication
- Prevention & maintenance
- Volunteerism

WELL MANAGED RESOURCES STRATEGY MAP

