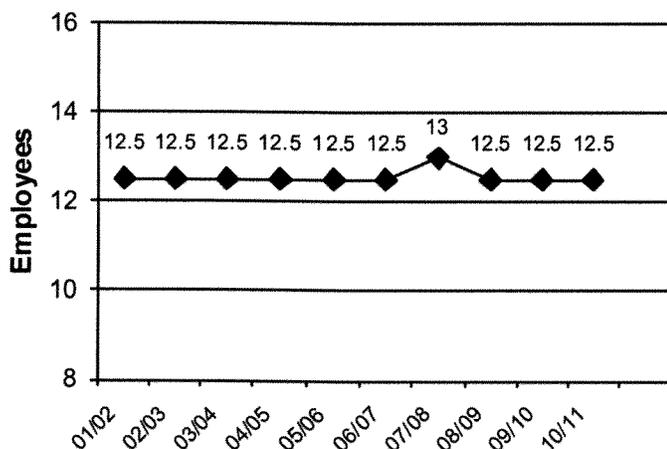


MISSION STATEMENT

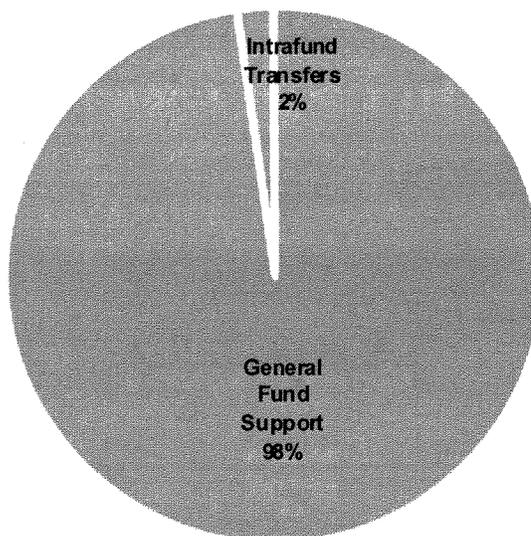
The San Luis Obispo County Board of Supervisors is the legislative arm of the County government, and is committed to the implementation of policies - and the provision of services- that enhance the economic, environmental and social quality of life in San Luis Obispo County.

Financial Summary	2008-09	2009-10	2010-11	2010-11	2010-11
	Actual	Actual	Requested	Recommended	Adopted
Interfund	\$ 2,944	\$ 2,009	\$ 0	\$ 0	\$ 0
**Total Revenue	\$ 2,944	\$ 2,009	\$ 0	\$ 0	\$ 0
Salary and Benefits	1,474,801	1,438,040	1,435,270	1,435,270	1,435,270
Services and Supplies	250,021	233,248	268,895	251,215	251,215
**Gross Expenditures	\$ 1,724,822	\$ 1,671,288	\$ 1,704,165	\$ 1,686,485	\$ 1,686,485
Less Intrafund Transfers	37,664	35,712	36,142	36,142	36,142
**Net Expenditures	\$ 1,687,158	\$ 1,635,576	\$ 1,668,023	\$ 1,650,343	\$ 1,650,343
General Fund Support (G.F.S.)	\$ 1,684,214	\$ 1,633,567	\$ 1,668,023	\$ 1,650,343	\$ 1,650,343

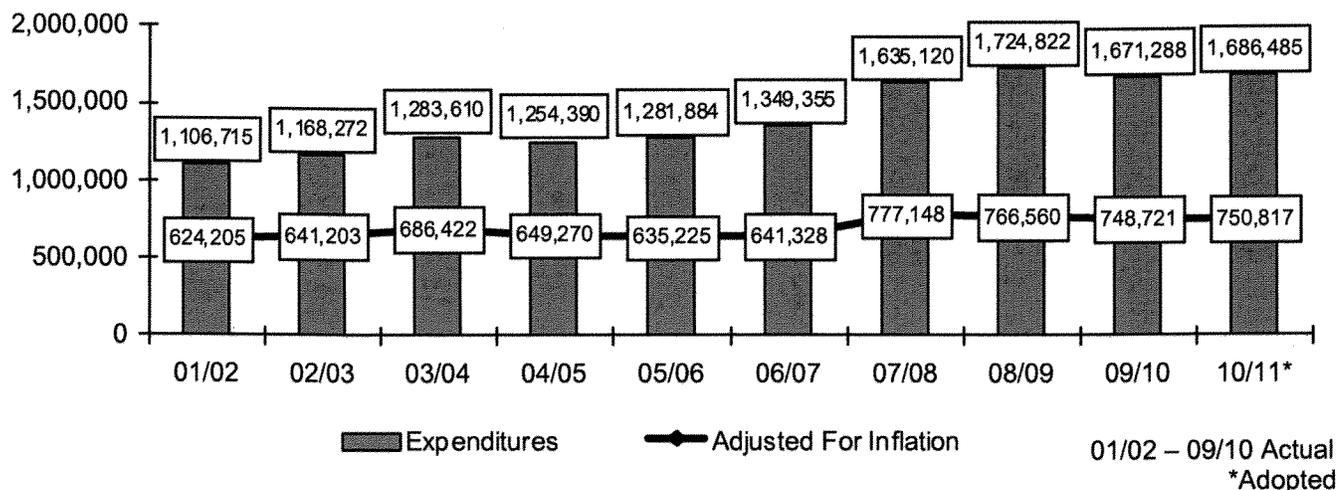
**Number of Employees
(Full Time Equivalent)**



Source of Funds



10 Year Expenditures Adjusted For Inflation



SERVICE PROGRAMS

Annual County Audits

This program complies with Government Code Section 25250, which states that it is the Board of Supervisors' duty to examine and audit the financial records of the County. In addition, this program satisfies the Federal Single Audit Act (Public law 98-502) relative to the auditing of federal monies received by the County.

Total Expenditures: \$110,000 Total Staffing (FTE): 0.00

Service to Public

The majority of the Board's activities center around services to the public which are provided in its capacity as the legislative body of the County. Members of the Board of Supervisors represent the people residing within their supervisorial district, while also working for the general welfare of the entire County.

Total Expenditures: \$1,576,485 Total Staffing (FTE): 12.50

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

The level of funding for this fund center is recommended to remain flat from FY 2009-10. This is primarily due to the contract for the the Countywide auditing firm that resides in this fund center and provides for a 5% increase each year as well as increased pension related costs. Reductions in other service and supply accounts have been made to absorb these costs with a minimal increase in General Fund support (\$4,800) to a total of \$1,650,343.

Included in the recommended budget is a proposal to end the County's membership in the Regional Council of Rural Counties (\$11,875), removing funding for the Commission on the Status of Women (\$1,000), and additional reductions in various service and supply accounts, including subscriptions and courier charges.

BOARD ADOPTED CHANGES

None

GOALS AND PERFORMANCE MEASURES

Department Goal: To enhance the public's trust in county government by measurably demonstrating that we provide efficient, high quality, results oriented services.						
Communitywide Result Link: A well-governed community.						
1. Performance Measure: Percentage of citizens that rate the overall quality of services the County provides as "good" to "excellent".						
05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
Triennial Survey	71%	Triennial Survey	Triennial Survey	Triennial Survey	Triennial Survey	70%
<p>What: Measures citizen satisfaction with County services using data from the ACTION for Healthy Communities telephone survey now conducted every three years. Concurrently, the County conducts a Citizen's Opinion Survey that builds on the data provided in the ACTION for Healthy Communities survey. Both surveys include specific questions designed to solicit information from the public relative to whether they received satisfactory service from County employees.</p> <p>Why: It is the County's desire to provide services to our residents that are in line with their expectations. Based on the data gathered from these two surveys County departments will develop and implement action plans designed to improve the quality of services delivered to the public and we will continue to measure our progress in meeting this goal over time.</p> <p>How are we doing? The 2006 ACTION telephone survey asked 502 randomly selected adults "Overall, how would you rate the services provided by San Luis Obispo County government?" 71% of the respondents rated the County as "good" (41%), "very good" (23%) or "excellent" (7%). This is a slight drop in comparison to the results of the 2003 survey (74%). In addition, the County conducted the Citizen's Opinion survey in the winter of 2007, to which 996 county residents responded. Those surveyed were asked to rate the overall quality of services provided by the County. The results showed that the majority of respondents (62%) rated the services provided by the County as "good" (57%) or "excellent." (5%). Of note is the fact that 4% fewer respondents rated County-provided services as "excellent" and 7% more respondents rated the quality of these services as "fair". An overview of the Citizen's Opinion survey results was presented to the Board in January 2008. The survey results posted on the County's web site: http://www.slocounty.ca.gov. The next ACTION telephone survey is planned for 2010/11.</p>						
2. Performance Measure: Percentage of citizens that indicate their overall impression of County employees (based on their most recent contact) is good or excellent.						
05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
Triennial Survey	Triennial Survey	75%	Triennial Survey	Triennial Survey	Triennial Survey	TBD
<p>What: The County initiated a Citizen's Opinion Survey that will be conducted every three years to build on the data provided in the ACTION for Healthy Communities survey. The survey tool includes specific questions designed to solicit information from the public relative to whether they received satisfactory service from County employees.</p> <p>Why: The information gained from this survey will be used to help us improve customer service to the public. Based on the data gathered from the Citizen's Opinion Survey, County departments will develop and implement action plans designed to improve the quality of services delivered to the public and we will continue to measure our progress in meeting this goal over time.</p> <p>How are we doing? The Citizen's Opinion Survey was most recently conducted in the Winter 2007. This survey asked respondents if they have had contact with County employees in the past 12 months, and if so, to rate their overall impression of that contact in terms of knowledge, responsiveness and courtesy of County staff. Fifty-seven percent of the respondents had contact in that past year, and of those, 75% rated their overall impression of their contacts with County employees as "good" or "excellent". The next Citizen's Opinion survey is targeted for 2011, however, it may be delayed due to budgetary constraints.</p>						