



COUNTY OF SONOMA
PERMIT AND RESOURCE MANAGEMENT DEPARTMENT

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Approved: [Signature]
Superior Court Judge

Date: 11/16/15

FILED
SUPERIOR COURT OF CALIFORNIA
COUNTY OF SONOMA
NOV 16 2015
BY [Signature]
Deputy Clerk

27 October 2015

Dear Presiding Superior Court Judge Gness and Foreman Pro Tem Mulford
Hall of Justice
600 Administration Drive, Room 107J
Santa Rosa, CA 95403

Thank you for the 2014-2015 Sonoma County Civil Grand Jury Report on the Permit and Resource Management Department. On behalf of our staff, thank you for taking the time to visit us, tour our office, and take the time to learn about our operations. We really appreciated all three visits and the follow up questions.

I apologize for your late receipt of this response. This rookie department head thought the response process occurred through the Chief Administrator's office.

Please find below our responses to the Grand Jury's recommendations.

FINDINGS

We agree with these findings:

1. PRMD is committed to creating a customer friendly service department and has made significant progress in achieving this goal.
2. The PRMD code violation complaint process is unable to provide customers with notification of the status or the resolution of their complaints.
3. Spanish speaking customers are not well served by PRMD's information services, most of which, including the code violation complaint forms, are provided only in English.

RECOMMENDATIONS

R1. PRMD design and implement a process to notify customers when their code violation complaints have been resolved or otherwise concluded.

Response: Recommendation R1 will be implemented by April 2016.

Once a Code Enforcement Officer validates a complaint and files a notice of violation, the Accela System will provide the means to track the complaint procedure to abatement or closure of the case.

R2. PRMD identify an employee to assist customers with their questions or concerns about the complaint process.

Response: Recommendation R2 has been implemented.

We already comply with this recommendation. The PRMD Ombudsman very ably assists customers with their questions, concerns, and complaints. In my two years on the job, I have really found value in our Ombudsman's service. In order to be more accessible to the public the Ombudsman's office was relocated to the customer service lobby and is open to the public. PRMD also has the Ombudsman's mission and contact information on our website and on the monitor screens viewed by customers while in our office.

R3. PRMD provide all relevant information concerning customer services in both English and Spanish.

Response: Recommendation R3 is implemented in part and the remainder is being completed.

We accept this recommendation. PRMD has hired Ms. Erica Veloz as a bilingual receptionist; our Spanish-speaking customers will be able to communicate effectively with the first person they encounter.

We are in the process of converting our handouts to Spanish for distribution in the Permit Center by the end of Fiscal Year 2015/2016.

Thank you again for taking the time to learn our PRMD's services and to recommend improvements. If you have any questions about our agency or this response, please contact me at Tennis.Wick@sonoma-county.org or 707-565-1925.

Sincerely,



Tennis Wick, AICP
Director

cc: Sonoma County Board of Supervisors
Veronica Ferguson, County Administrator
William Rousseau, County Clerk