

ACTION for Healthy Communities

Government Issues

| | |
|---------------------------------------|-----|
| Government Issues | 174 |
| H1 Rating of County Government..... | 175 |
| H2 Public Access & Info Methods | 176 |
| H3 Customer Service Index..... | 178 |

Government Issues

Perceptions of government effectiveness, responsiveness and access were considered using three research methods. One was the inclusion of an overall performance rating in the 2001 community telephone survey. A second was a survey conducted with the assistance of the League of Women Voters to monitor the use of communication and access methods by local government entities. The third was a "mystery shopper" process designed to test responsiveness of government to customer-service issues.

Both the access survey and the mystery shopper survey were conducted in both 1999 and 2001. Results show that, by and large, government is paying attention to these issues (possibly as a result of being monitored).

Overall, residents have a fairly high degree of confidence in county government, with more than one resident in three giving the county a "very good" or "excellent" rating. Slightly more than one in five residents rated the county "fair" or "poor." Respondents tended toward the middle of the response scale, with fewer than 10 percent opting for either "excellent" or "poor."

Public-access scores for incorporated cities ranged from 11 (Morro Bay) to 21 (San Luis Obispo) out of a possible 28 points. Most cities showed a slight increase over 1999.

School district scores ranged from 14 (Paso Robles) to an outstanding 27 (Lucia Mar). Lucia Mar and the County School Superintendent's office both noted substantial improvements from 1999.

Among city planning departments, scores ranged from 5 (Grover Beach) to 15 (Morro Bay). Five of the eight departments surveyed showed declines from 1999.

Community services districts fared somewhat worse in terms of public access, with scores ranging from 4 (Heritage Ranch CSD) to 16 (Oceano CSD). The greatest improvement from 1999 was seen in Los Osos CSD (from 11 to 15 methods used); the greatest decline was that of Cambria CSD (from 16 to 7). CSDs fared better on customer service issues, with scores ranging from 16 (Los Osos) to 23 (Nipomo) out of a possible 29 points.

City utilities showed strong across-the-board improvement in customer service, with all seven utilities improving substantially since 1999. Scores ranged from 17 (Pismo Beach) to 27 (Atascadero).

The County Elections Board also noted improvement and a strong overall customer-service score, garnering 27 out of 29 points.

H1 Rating of County Government



Telephone Survey Results

How would you rate SLO county in the following area:

County government, including major units such as the sheriff, social services, County planning & building, Elections office, health department, assessor, tax collector, roads, and the County board of Supervisors?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Excellent | 59 | 8.2 |
| Very Good | 190 | 26.3 |
| Good | 316 | 43.8 |
| Fair | 103 | 14.3 |
| Poor | 54 | 7.5 |
| Total | 722 | 100 |

Source: 2001 ACTION for Healthy Communities, Survey

H2 Public Access & Info Methods

Cities

| Cities | Total Score | Total Score |
|-----------------------------|--------------------|--------------------|
| | 1999 | 2001 |
| City of San Luis Obispo | 19 | 21 |
| County Board of Supervisors | 18 | 18 |
| City of Atascadero | 18 | 18 |
| City of Arroyo Grande | 16 | 17 |
| City of Grover Beach | 14 | 16 |
| City of Pismo Beach | 14 | 15 |
| City of Paso Robles | 13 | 14 |
| City of Morro Bay | 12 | 11 |

Community Services Districts

| Community Services Districts | Total Score | Total Score |
|---|--------------------|--------------------|
| | 1999 | 2001 |
| Oceano Community Services Dist. | 15 | 16 |
| Los Osos Community Services Dist. | 11 | 15 |
| Templeton Community Services Dist. | 10 | 11 |
| San Simeon Community Services Dist. | 8 | 8 |
| Cambria Community Services Dist. | 16 | 7 |
| Nipomo Community Services Dist. | 7 | 6 |
| Heritage Ranch Community Services Dist. | 6 | 4 |

School Districts

| School Districts | Total Score | Total Score |
|----------------------------------|--------------------|--------------------|
| | 1999 | 2001 |
| Lucia Mar School Dist. | 19 | 27 |
| County Superintendent of Schools | 16 | 20 |
| San Luis Coastal School Dist. | 20 | 18 |
| Paso Robles School Dist. | 14 | 14 |

Miscellaneous

| Miscellaneous | Total Score | Total Score |
|-----------------------------|--------------------|--------------------|
| | 1999 | 2001 |
| Council of Governments | 14 | 17 |
| Port San Luis Harbor Dist. | 14 | 14 |
| Air Pollution Control Dist. | 13 | 14 |
| Water Quality Control Board | 10 | 10 |

Note: 30 different access methods were inquired about (e.g., host website, mail agendas free of charge, Spanish information available, Braille information available). Maximum Score is 30.

Sources: Foundation for Community Design agency survey, 1999; ACTION for Healthy Communities agency survey, 2001.

H2 Public Access & Info Methods, continued

Planning Departments

| Planning Departments | Total Score 1999 | Total Score 2001 |
|--|-----------------------------|-----------------------------|
| Morro Bay Planning Dept. | 10 | 15 |
| City of San Luis Obispo Planning Dept. | 13 | 14 |
| Atascadero Community Dev. Dept. | 14 | 11 |
| County Planning Dept. | 12 | 10 |
| Pismo Beach Planning Dept. | 13 | 9 |
| Paso Robles Community Dev. Dept. | 7 | 9 |
| Arroyo Grande Planning Dept. | 10 | 7 |
| Grover Beach Community Dev. Dept. | 10 | 5 |

H3 Customer Service Index

City Utilities

| Agency | 1999 Average Score | 2001 Average Score |
|-----------------|---------------------------|---------------------------|
| Arroyo Grande | 6.3 | 22.0 |
| Atascadero | 17.0 | 27.0 |
| Grover Beach | 8.0 | 21.7 |
| Morro Bay | 16.0 | 22.7 |
| Paso Robles | 8.7 | 19.7 |
| Pismo Beach | 11.0 | 17.0 |
| San Luis Obispo | 10.3 | 22.0 |

Community Service Districts

| Agency | 1999 Average Score | 2001 Average Score |
|---------------|---------------------------|---------------------------|
| Los Osos | 10.3 | 15.3 |
| Cambria | 15.7 | 19.0 |
| Oceano | | 19.0 |
| Nipomo | | 22.7 |
| Templeton | | 18.3 |
| Avila | | 12.7 |

Note: Each agency was contacted at least three times on different days. Each was asked a single question frequently posed by constituents (e.g. How do I get my water turned on? How do I enroll my children in school?). Responses were evaluated on 20 criteria; maximum possible score is 29.

Sources: Foundation for Community Design agency survey, 1999; ACTION for Healthy Communities agency survey, 2001.

H3 Customer Service Index, continued

School Districts

| Agency | 1999 Average Score | 2001 Average Score |
|--------------------------|---------------------------|---------------------------|
| Paso Robles | 10.7 | 13.0 |
| Lucia Mar | 16.7 | 12.0 |
| San Luis Coastal Unified | | 10.0 |
| Templeton | | 14.7 |
| Atascadero | | 12.0 |

Elections

| Agency | 1999 Average Score | 2001 Average Score |
|------------------|---------------------------|---------------------------|
| County Elections | 15.7 | 26.0 |

Note: Each agency was contacted at least three times on different days. Each was asked a single question frequently posed by constituents (e.g. How do I get my water turned on? How do I enroll my children in school?). Responses were evaluated on 20 criteria; maximum possible score is 29.

Sources: Foundation for Community Design agency survey, 1999; ACTION for Healthy Communities agency survey, 2001.