

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: CHIEF EXECUTIVE OFFICE

BOARD AGENDA # B-7

Urgent _____ Routine X

AGENDA DATE January 30, 2001

CEO Concurs with Recommendation YES opt NO _____
(Information Attached)

4/5 Vote Required YES _____ NO X

SUBJECT: AUTHORIZATION TO IMPLEMENT A NEW PHONE SERVICE TO OUR CITIZENS FOR THE REPORTING OF ISSUES WITHING STANISLAUS COUNTY, ACCEPT THE UPDATE ON PHONE NUMBER (1-877-2-ASSIST) TO BE USED FOR THE REPORTING OF ISSUES WITHIN STANISLAUS COUNTY

STAFF RECOMMEN- DATIONS: AUTHORIZATION TO IMPLEMENT A NEW PHONE SERVICE TO OUR CITIZENS FOR THE REPORTING OF ISSUES WITHING STANISLAUS COUNTY, ACCEPT THE UPDATE ON PHONE NUMBER (1-877-2-ASSIST) TO BE USED FOR THE REPORTING OF ISSUES WITHIN STANISLAUS COUNTY

FISCAL IMPACT: There is minimal fiscal impact associated with this action. Existing staff will answer the phone during regular working hours, after hours an answering service will respond at an approximate cost of \$300 per month. Initial one time start up costs are estimated to be \$700. Funds are available within existing budgeted appropriations.

BOARD ACTION No. 2001-70

On motion of Supervisor Caruso....., Seconded by Supervisor Mayfield....., and approved by the following vote,
Ayes: Supervisors: Mayfield, Blom, Simon, Caruso, and Chair Paul.....
Noes: Supervisors: None.....
Excused or Absent: Supervisors: None.....
Abstaining: Supervisor: None.....

- 1) X Approved as recommended
- 2) _____ Denied
- 3) _____ Approved as amended

Motion:

Cristini Ferraro

File No.

AUTHORIZATION TO IMPLEMENT A NEW PHONE SERVICE

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DISCUSSION: Supervisor Paul and other Board members have recently requested that an easily remembered phone number be acquired for the public to anonymously call in concerns and complaints. Staff has been working with Telecommunications and our Public Information Officer to identify an available number that could be easily marketed and remembered. After requesting numerous numbers, we found one that was available and convenient for our citizens and the customers we serve. The toll free number of 1-877-2-ASSIST (1-877-227 -7478) has been reserved for this important public service. The number will be staffed on a 24 hour basis, with County staff responding during office hours and an answering service after hours.

In addition, we are working with the Department of Environmental Resources to determine if sharing this line for their Code Enforcement activities would be convenient for our customers. We will move forward with this collaboration if it is determined that one number will assist the public in reporting their concerns.

The line should be functional in the next few weeks. A public education effort will be developed through our Public Information Officer to “assist” the public in becoming familiar with the number.

**POLICY
ISSUE:** This new phone line meets the Board’s priority of delivering excellent community service and promoting efficient government operations.

**STAFFING
IMPACT:** There is no staffing impact associated with this recommendation.