

COOS COUNTY EMPLOYEE SURVEY

SUMMARY OF QUESTIONNAIRES

Following is a summary of questionnaires received from Coos County employees whom, with the sincerity of their responses, are dedicated to improving the quality of service. Suggestions are as follows:

I. SHORT TERM

1. INFORMATION TECHNOLOGY

- A. Computers and software need to be updated and integrated in Coos County offices. Manpower capability could be increased by updating computer systems in departments so they can “communicate” with each other. Some attachments sent by email to certain departments with antiquated systems cannot be opened. Departments and employees would become more efficient with faster, updated computer systems and laptops for employees in the field.
- B. Provide training for IT staff or hire additional staff for Coos County to provide these services and achieve these goals.
- C. Telephone systems need to be updated and employees trained to operate efficiently.
- D. Contact the state GIS Coordinator to check into an information system that could be shared with multiple departments.

2. COMMUNICATIONS

- A. Have a department head meeting to see where departments can help, support, cross-train each other. Share expertise and assets with other departments and have certain departments located closer together physically, such as the Road Department and Planning Department, or move the Planning Department closer to the Assessor’s Office and Surveyor’s office.
- B. Have a monthly or quarterly department head meeting with the Board of Commissioners present for communication purposes. Have department heads then meet with their staff weekly or bi-monthly so staff feels engaged in the county process. Improved communications would benefit employee morale.
- C. A shortage of mid-level supervisors hampers efficient operations.

3. PROCESS AND PROCEDURES

- A. The voucher/payment process is cumbersome, time consuming, and, in some cases, a duplication of efforts. For example, departments input information for accounts payable and payroll at the department level and this information is input again at the HR level.
- B. Combine functions and processes of Treasurer’s Office and Assessor’s Office, for example, (and possibly more departments) to have a shared data base with various departments rather than each department having a separate data base.
- C. Combine functions of various departments, such as grant writing. Have a specific person(s) responsible for all grant writing in Coos County.

II. LONG TERM

4. BUILDINGS AND EQUIPMENT

- A. Longer term planning is needed for the orderly maintenance and replacement of buildings, facilities, vehicles and equipment throughout Coos County.
- B. Summary of the questionnaires from the North Bend Annex building is that the entire building looks shabby and is a poor representation of what a county health/mental health department should look like. The heating/cooling systems do not work properly. The work spaces are old and present an unhealthy environment. Rooms need painted and floors need repaired. The building layout is inefficient for clinic activities. The front intake area is too far away from the “back” clinic. The drinking water is not good and the air flow is stagnant. One of the biggest obstacles is distractions that occur from having 4 to 5 people in one office space.

Recommendation would be to completely overhaul the North Bend Annex building or move out of the building into another facility. An additional recommendation would be to keep pace with all building and equipment maintenance and upgrades.