



# San Luis Obispo County

# 2013 ANNUAL REPORT

## A WELL-GOVERNED COMMUNITY

# Welcome to our 2013 Annual Report

The County of San Luis Obispo strives to provide high quality, results-oriented services that are responsive to community desires. This annual report features stories from a variety of county departments that demonstrate the many ways your local government is at work for you.

Click on any of the images below to view our featured stories:



*San Luis Obispo  
County is a safe,  
healthy, livable,  
prosperous, and  
well-governed  
community*



**THIS REPORT IS DEDICATED TO**  
**4TH DISTRICT SUPERVISOR PAUL TEIXEIRA 1956-2013**

# Message from the 2013 Acting Board Chair



Supervisor Bruce Gibson

## Welcome!

As we look back on 2013, the County has seen a year of challenge and opportunity, as well as growth and loss. It seems that change has been the only constant and movement forward has required continual adaptation. Through the many challenges we've faced, we have worked hard to live up to the goal of this year's theme, by providing our residents with a "well-governed" community.

The entire County family – including our partners and friends -- were shocked and saddened by the sudden passing of 4th District Supervisor Paul Teixeira in late June. Paul's humanity, energy and good humor connected him to countless county residents, both within his district and outside it. His passion for service and his faith in community were inspiring to those of us who knew and worked with him.

In early October, our Board was pleased to welcome our new colleague, Supervisor Caren Ray. Appointed by Governor Jerry Brown, Caren joins the Board after many years' service as a high-school economics and history teacher. She has jumped in with energy on important issues of land use and public safety.

We can look back at major progress on several important projects. Work on the solar electric arrays in California Valley is nearing completion. New libraries are set to open in both Cambria and Atascadero. The Willow Road interchange is complete in Nipomo. Miles of pipe have been installed for the Los Osos Wastewater Project.

Important new initiatives continue to emerge: We are well into major efforts on implementing public safety "realignment". This groundbreaking change in our state's criminal justice system makes the County responsible for many more low-level offenders formerly held in state prisons, and gives us the opportunity to start innovative programs of treatment and education to reduce the chances that they will re-offend.

Water continues to be a major issue for the Board and staff. An extremely poor rain year has focused special attention on the long-term decline of the Paso Robles Groundwater Basin. Working with many diverse interests, we have made progress in understanding the problem, evaluating engineering options and discussing the governing structure that will implement the necessary solutions.

In 2013, the County took on a number of significant challenges and we can be proud of our many accomplishments. I appreciate the dedicated efforts of our staff and the ongoing engagement of our partners in the business community, non-profit sector, and the public. We look forward to serving San Luis Obispo County residents in the coming years.

Sincerely,  
Bruce Gibson



[Read more](#) about your County Board of Supervisors.



Click [here](#) to view the photo dedication to past 4th District Supervisor, Paul Teixeira.

# About San Luis Obispo County

## Overview



San Luis Obispo County was established by an act of the Legislature on February 18, 1850 as one of the original 27 counties of the State of California. 2010 estimates from the California Department of Finance place the County's population at 273,231, making it the 24th largest County in the State. The County is made up of seven cities as well as many unincorporated communities. The County seat is the City of San Luis Obispo.

Because of its distance from major metropolitan areas, the County has been able to retain its small-town and rural character. Despite this, the area also offers many of the same amenities that are found in more populated areas. The County is home to major educational institutions including California Polytechnic State University and

Cuesta Community College—both of which draw students from all over the world and provide a wide array of educational and cultural opportunities. The varied geography and rich history of the area provide numerous opportunities for recreation. The internationally known Hearst Castle in San Simeon attracts over one million visitors each year and the historic Mission San Luis Obispo Tolosa, founded in 1772, is another popular attraction. Many locally sponsored events including the Mozart Festival, Old-Fashioned Fourth of July, Renaissance Faire, Mid-State Fair, San Luis Obispo Expo, Central Coast Wine Festival, San Luis Obispo County Symphony, Colony Days, Pioneer Days, Strawberry Festival, Central Coast Wine Classic, Clam Festival, Harbor Festival, Paso Robles Wine Festival, Farmers' Market, and various Christmas events also draw visitors to the County each year. Major U.S. highways, regional airports, railroad stations and the Port of San Luis all make the area accessible by land, air and water.

## Communities in San Luis Obispo County

The geographic region of San Luis Obispo County is made up of seven incorporated cities (see links below) and many unincorporated communities including Avila Beach, Cambria, Cayucos, Creston, Nipomo, Los Osos, Oceano, San Miguel, Santa Margarita, and Templeton. The cities of San Luis Obispo County are governed and provided services by their respective city governments. Unincorporated communities are governed and provided services by the County and local Community Service Districts and Special Districts. Please [click here](#) for a complete list of links to local cities, agencies and districts.

### Incorporated Cities in San Luis Obispo County

Click on image or link below to view City or Chamber website.



Arroyo Grande

[City Website](#)  
[Chamber Website](#)



Atascadero

[City Website](#)  
[Chamber Website](#)



Grover Beach

[City Website](#)  
[Chamber Website](#)



Morro Bay

[City Website](#)  
[Chamber Website](#)



Paso Robles

[City Website](#)  
[Chamber Website](#)



Pismo Beach

[City Website](#)  
[Chamber Website](#)



San Luis Obispo

[City Website](#)  
[Chamber Website](#)

### Population



[Click here](#) for information related to population, age, race/ethnic distribution and educational attainment of County residents.

### Income & Housing



[Click here](#) for information related to the median household income and median home price by city for San Luis Obispo County.

### Employment &

### Industry



[Click here](#) for information related to employment and industry within the county.

## OUR MISSION

THE COUNTY'S ELECTED REPRESENTATIVES AND EMPLOYEES ARE COMMITTED TO SERVE THE COMMUNITY WITH PRIDE TO ENHANCE THE ECONOMIC, ENVIRONMENTAL AND SOCIAL QUALITY OF LIFE IN SAN LUIS OBISPO COUNTY.

## Communitywide Results

### A Safe Community



The County will strive to create a community where all people – adults and children alike – have a sense of security and well being, crime is controlled, fire and rescue response is timely and roads are safe.

### A Healthy Community



The County will strive to ensure all people in our community enjoy healthy, successful and productive lives, and have access to the basic necessities.

### A Livable Community



The County will strive to keep our community a good place to live by carefully managing growth, protecting our natural resources, promoting life long learning, and creating an environment that encourages respect for all people.

### A Prosperous Community



The County will strive to keep our economy strong and viable and assure that all share in this economic prosperity.

### A Well-Governed Community



The County will provide high quality "results oriented" services that are responsive to community desires.

## Organizational Values

We believe in and are committed to demonstrating:

### Integrity

- We consistently demonstrate and adhere to the moral and ethical principles of impartiality, honesty, and respect.
- We uphold the principles of fairness, honesty, and respect.

### Collaboration

- We celebrate teamwork by working cooperatively to ensure the achievement of our common goals.
- We collaborate within and across departments for the good of the customer and community.

### Professionalism

- We perform our duties in a manner which bestows credibility upon ourselves and our County.

### Accountability

- We assume responsibility for our actions and follow through on our commitments. We practice good stewardship of our resources and we adhere to the accepted principles of fiscal responsibility.
- We follow through on our commitments. We hold ourselves and others accountable for results. We use the resources entrusted to us wisely. We effectively balance the needs of the community with available resources while advocating for the best value and best service.

### Responsiveness

- We provide timely, accurate and complete information to each other and those we serve.
- We solicit feedback from customers on improving programs and services as part of a continuous improvement process.

# Board of Supervisors

## District 1



Supervisor Frank Mecham  
[Website](#)  
[Email](#)  
[District 1 Map](#)  
Ph: 805.781.4491

## District 2



Supervisor Bruce Gibson  
[Website](#)  
[Email](#)  
[District 2 Map](#)  
Ph: 805.781.4338

## District 3



Supervisor Adam Hill  
[Website](#)  
[Email](#)  
[District 3 Map](#)  
Ph: 805.781.4336

## District 4



Supervisor Caren Ray  
[Website](#)  
[Email](#)  
[District 4 Map](#)  
Ph: 805.781.4337

## District 5



Supervisor Debbie Arnold  
[Website](#)  
[Email](#)  
[District 5 Map](#)  
Ph: 805.781.4339



To schedule an appointment with a Supervisor, please contact the Board Secretary at 805.781.4335 or [boardofsups@co.slo.ca.us](mailto:boardofsups@co.slo.ca.us)

## Board of Supervisor Meetings

Board of Supervisor Meetings are held every Tuesday at 9:00 am in the Board Chambers located at 1055 Monterey Street in San Luis Obispo.

[View upcoming meeting agendas](#)



In Memory of Supervisor Paul Teixeira

Click [here](#) to view the photo dedication to past 4th District Supervisor, Paul Teixeira.

# In Memory of Supervisor Paul Teixeira

The 2013 Annual Report is dedicated to the memory of our beloved District 4 Supervisor Paul Teixeira who passed away suddenly on June 27, 2013. Paul was a long time resident of San Luis Obispo County and an active member of the South County Rotary, numerous advisory councils and charitable organizations. Paul was elected to the Board of Supervisors in 2010 and appointed as Board Chair in 2013.

Paul pledged to provide the community of the Fourth District with fair, honest, and transparent leadership. Paul was instrumental in the progress made towards resolving the flooding issues in Oceano, the completion of the Willow Road Interchange and the Nipomo Parks Master Plan.



1956-2013



*County Employees  
Participate in Heart  
Walk Dedicated to  
Paul Teixeira*

# Message from the County Administrator



Dan Buckshi, CAO

I'm pleased to present the County of San Luis Obispo's 2013 Annual Report. This year's report reaffirms our commitment to telling the story of the many contributions made by County Departments to our community every day. The theme for this year's report is "A Well Governed Community," which is one of five [community-wide results](#) adopted by the Board of Supervisors.

The report has a different look this year, which represents a shift in approach. The report now includes more video and slideshow content, which helps to better present both the human aspect of what we do and the facts and figures that demonstrate our success.

The past five years have been difficult from an economic perspective and the past year was no exception. FY 2013-14 is year six of the County's seven year financial plan—or as it's more commonly known: "The Seven Year Pain Plan." While conditions are improving, we are not out of the woods yet.

The County's workforce has been reduced by 10% and many County employees have been asked to do the same or more with fewer people and tighter budgets. The effort of every employee is deeply appreciated and I'm proud of our continued focus on providing a high level of service to the public through difficult times.

In addition to the continuing fiscal challenges facing the County, 2013 saw work on a number of important projects and issues. I'm pleased to report that we've made

substantial progress on all of them.

**2011 Public Safety Realignment.** Pursuant to AB 109, the County has continued to evaluate and reform our criminal justice system in order to reduce recidivism and drive down costs.

**Federal Healthcare reform and Phase 2 realignment.** While the challenges with the Federal healthcare reform website have been well covered in the news, our County has been well prepared. We opened a new call center to manage enrollment and we are working to implement the expansion of MediCal, which is a key component of the Affordable Care Act.

**Construction of two large, utility scale solar projects.** One of the solar projects being built on the Carrizo Plain was completed—ahead of schedule—and the other is on track for completion in 2014.

**Countywide Economic Strategy.** The Economic Strategy continues to move forward. Retention of growing, local businesses is a key component of the County's strategy. In 2013 the County was successful in retaining high-tech businesses that had considered leaving the area in order to expand.

**Continued implementation of the Los Osos Sewer.** Progress continues to be made on the Los Osos sewer. The laying of the underground pipes for the collection system is approximately 70% complete. Construction of the wastewater treatment facility is scheduled to begin in 2014.

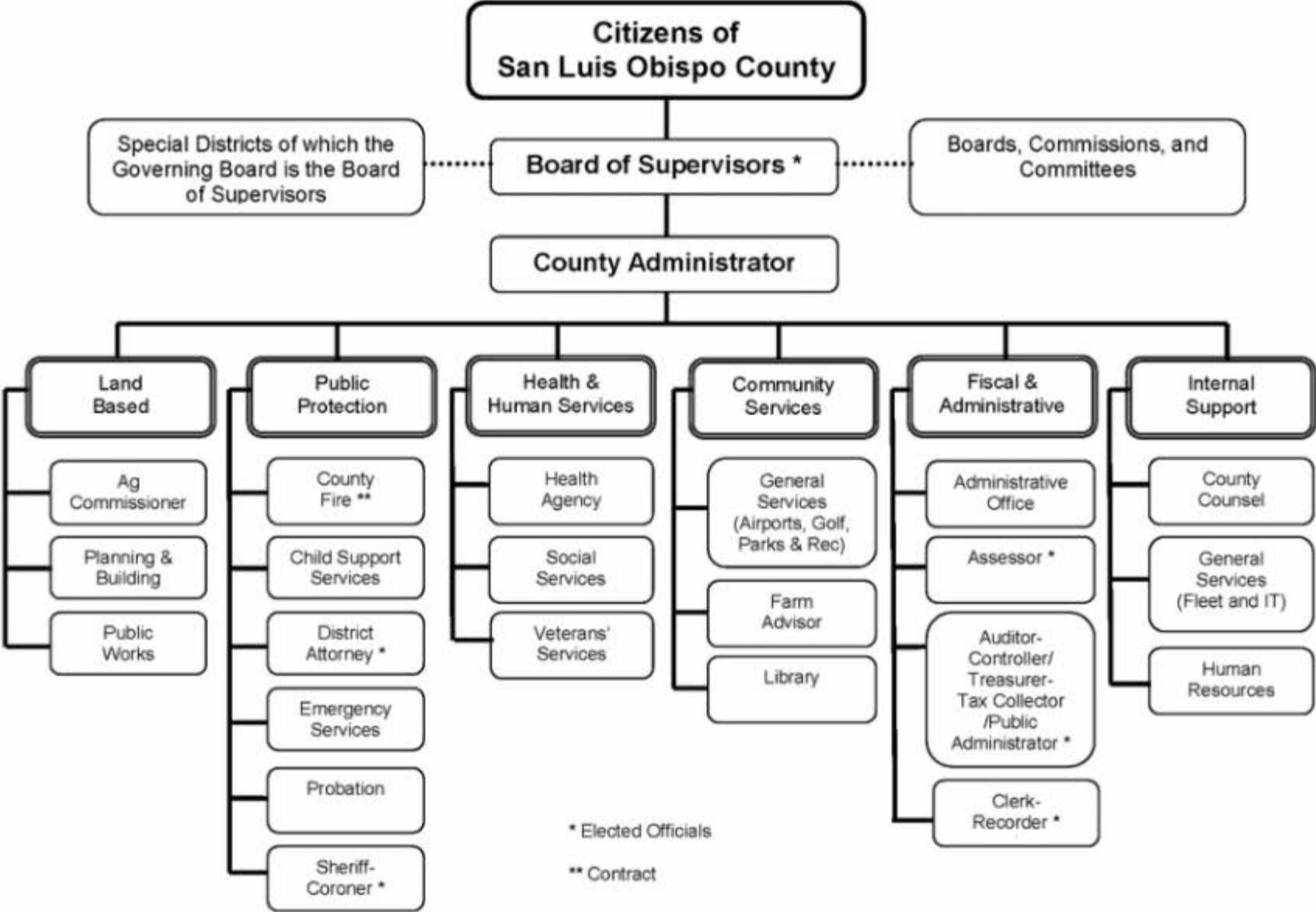
**Paso Robles groundwater management.** The amount of water in the aquifer has declined as demands for its use have grown over the years. In response, the Board of Supervisors approved a two year ordinance that requires most additional water use to be offset with an equal amount of water savings. Meanwhile the community has been discussing how best to organize itself to manage supply and demand in the long run. Many of the options include forming a water district.

Other significant efforts in the past year include construction of two new libraries in Cambria and Atascadero and consolidation of the Auditor-Controller and Treasurer-Tax-Collector offices at a savings of \$300,000 annually. But these are just the highlights; the full list of contributions to the community by County Departments are too numerous to list.

In closing, I want to thank County employees for the important work they accomplished in 2013 and the service they provide to the community. They have much to be proud of, and I look forward to all we can accomplish together in the coming year.

Sincerely,  
Dan Buckshi  
County Administrative Officer

# County of San Luis Obispo Organizational Chart

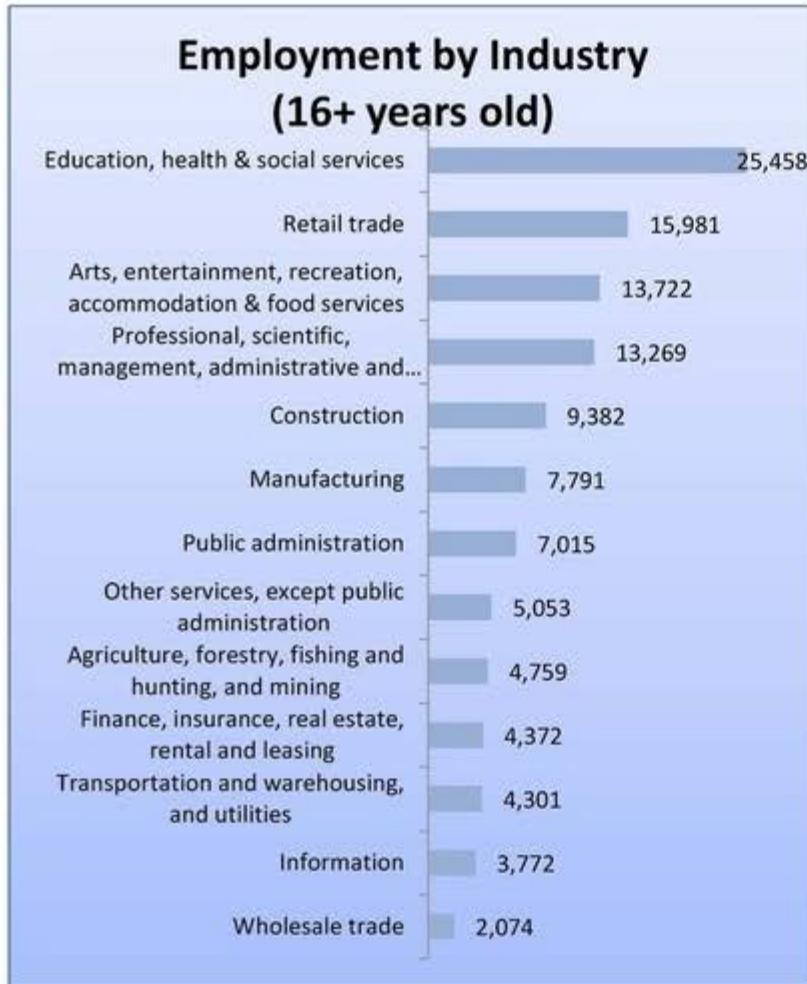


# Employment & Industry

Home to California Polytechnic University, Cuesta College, Atascadero State Hospital and the California Men's Colony, government institutions are the largest employers in the County. At right is a listing of the top 20 public and private employers in the County.[1] The chart below details how many County residents over the age of 16 were employed in various industries as of 2010.[2]

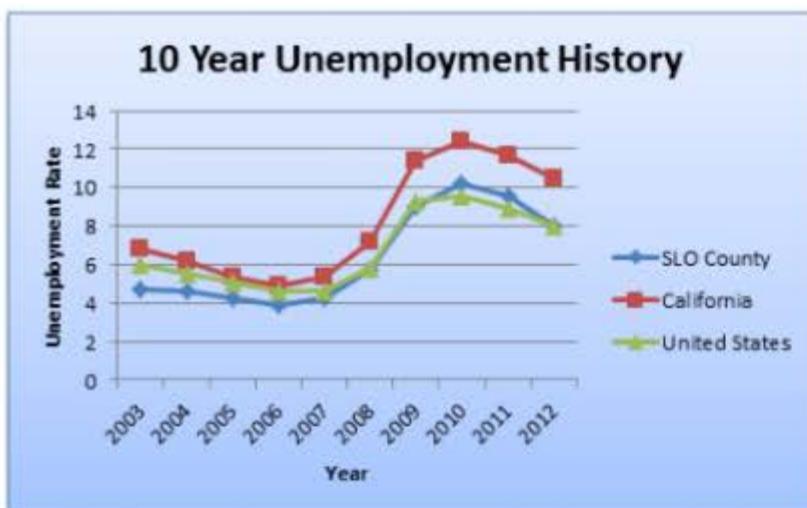
## Top 20 Employers in San Luis Obispo County

- County of San Luis Obispo
- California Polytechnic University
- Atascadero State Hospital
- California Men's Colony
- Pacific Gas & Electric
- Tenet Healthcare
- Lucia Mar Unified School District
- Paso Robles Public Schools
- Cal Poly Corporation
- San Luis Coastal Unified School District
- Cuesta College
- Atascadero Unified School District
- Community Action Partnership of SLO
- California Department of Transportation
- California State Parks
- SLO County Office of Education
- Rabobank
- Mind Body
- City of San Luis Obispo
- Community Health Centers



## Unemployment History

The graph compares the County's unemployment rates over the past 10 years to the unemployment rates seen in California and the United States. The County has historically experienced lower unemployment rates than those felt at the State and national level. The County's rate surpassed the national rate in 2010. Despite this, the County's unemployment rate is still much lower than statewide unemployment rates.[3]



[1] San Luis Obispo Chamber of Commerce 2012 Community Economic Profile

[2] US Census Bureau 2010 American Community Survey

[3] Bureau of Labor Statistics

# Income & Housing

Median Household Income		
	2010	2000
San Luis Obispo County	\$53,978	\$42,428
California	\$57,708	\$47,493
United States	\$50,046	\$41,994

As of 2010, an estimated 7.8 percent of families in the County lived below the poverty level—an increase from the 6.8 percent of families living below the poverty level in 2000.[1]

[1] US Census Bureau 2010 American Community Survey and 2000 US Census  
[2] San Luis Obispo Chamber of Commerce 2012 Community Economic Profile

Median Home Price by City	
City	Price
Arroyo Grande	\$460,595
Atascadero	\$308,487
Grover Beach	\$335,810
Morro Bay	\$349,500
Paso Robles	\$284,184
Pismo Beach	\$520,000
San Luis Obispo	\$532,819

As of 2012, the median single-family home price in the County was \$360,000.[2]

# Population

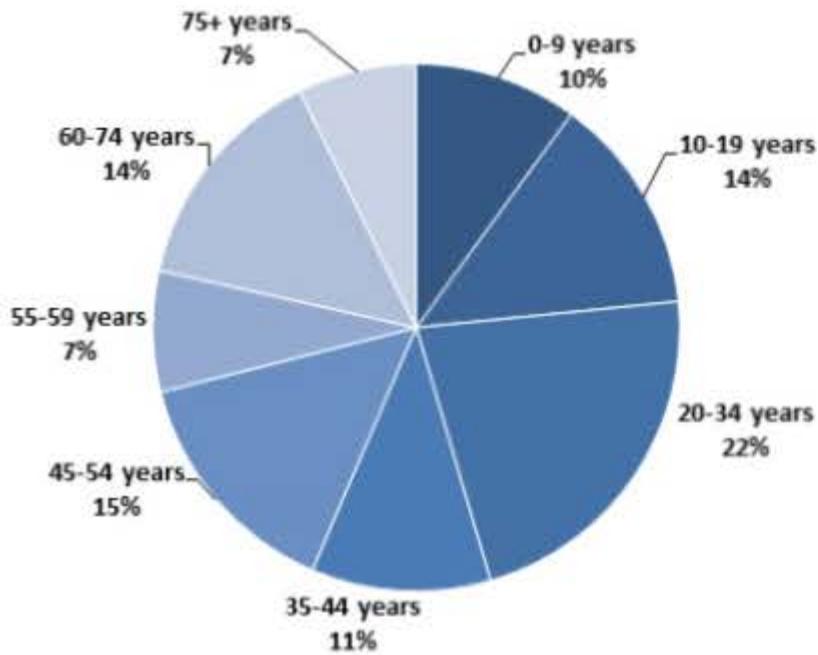
As of January 1, 2010, San Luis Obispo County was home to an estimated 273,231 residents, a nearly 11 percent increase over population estimates in the year 2000. A little over half of the County's residents live within the city limits of the seven cities with the remaining 44 percent living in various unincorporated communities and areas. The largest city is San Luis Obispo with 44,948 residents. The smallest is Pismo Beach with 8,704 residents.[1]

## Population by City

City	Population
Arroyo Grande	17,145
Atascadero	28,560
Grover Beach	13,276
Morro Bay	10,608
Paso Robles	30,072
Pismo Beach	8,704
San Luis Obispo	44,948
Unincorporated	119,918
<b>Total</b>	<b>273,231</b>

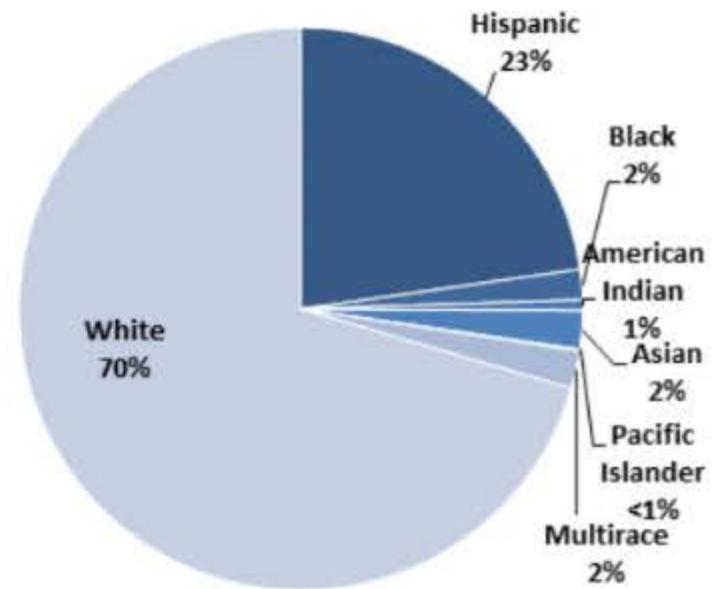
## Age Distribution

The median age of San Luis Obispo County residents was estimated at 39.4 years in 2010. This compares with 35.2 years in California and 37.2 years for the United States.[2]



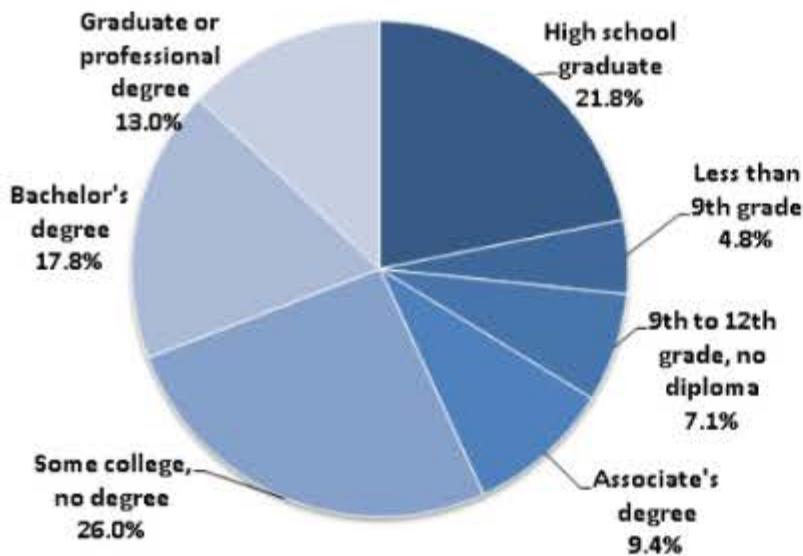
## Race/Ethnic Distribution

In 2010, an estimated 10.5 percent of the County's population was born in a foreign country compared with 27.2 percent for California and 12.9 percent for the United States.[3]



## Educational Attainment

As of 2010, an estimated 88 percent of County residents over the age of 25 had graduated from high school and 30.8 percent had a bachelor's degree or higher. These percentages are higher than both California where an estimated 80.7 percent of people have at least graduated from high school and 30.1 percent have a bachelor's degree or higher, and the United States where 85.5 percent have at least graduated from high school and 28.1 percent have a bachelor's degree or higher.[4]



[1] CA Department of Finance

[2] US Census Bureau 2010 American Community Survey

[3] US Census Bureau 2010 American Community Survey

[4] US Census Bureau 2010 American Community Survey

# LAND BASED

The Land Based functional area is comprised of **Agricultural Commissioner/Sealer**, **Planning and Building**, **Community Development** and **Public Works** Departments. The following depicts the overall budget for this area, staffing numbers, and provides featured stories for these departments.

## Budget



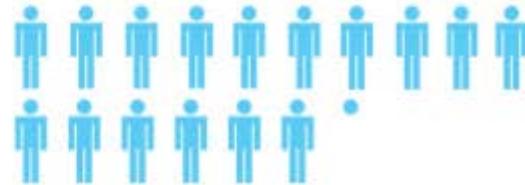
**11% or  
\$54,111,159**

- Fiscal Year 2013-14 total budgeted expenditures for Land Based functional area: **\$54.1 million**
- Percentage of total County budget: **11%**

## Staffing



=20 FTE



- Fiscal Year 2013-14 total budgeted FTE for Land Based functional area: **320.25 FTE**
- Percentage of total County budgeted FTE: **13.1%**

# How do we rate?

## Agricultural Commissioner/Sealer

98%

of SLO County pesticide users are in compliance with State regulations.

of retail price scanners in the county were found to be accurate in the 2012-2013 period

## Planning & Building

almost

800,000

acres of private ag lands countywide are protected from development through the Williamson Act.



99%

of building inspections are completed the day after they are requested.

## Public Works

91%

of County Public Works projects are completed within budget



The County maintains almost

1,100

miles of paved roads and over

240

miles of unpaved roads

# Featured Stories

## Building Bridges for Better Communities



**367** BRIDGES IN SLO COUNTY  
OF WHICH **190** ARE MAINTAINED BY THE  
COUNTY PUBLIC WORKS DEPARTMENT

## Did you know?

*The County Public Works Department routinely inspects County bridges.*



*Maintenance crews also conduct DAILY drive-by and windshield reviews of County bridges. These diligent inspection efforts help to make our County's bridges some of the safest in the State.*



Willow Road Interchange in Nipomo



**Willow Road Interchange**

**Saves 5000**

**daily trips through Teft Street in Nipomo since implementation in 2012.**

## Agriculture: A Major Contributor in the Local Economy

In 2012, the gross value of agricultural production in San Luis Obispo County reached a record level of \$861 million, an 18% increase over the prior year.

Unique and varied growing conditions allow for significant diversity in the types of crops produced in San Luis Obispo County, with more than 110 different agricultural commodities being sold both locally and abroad.

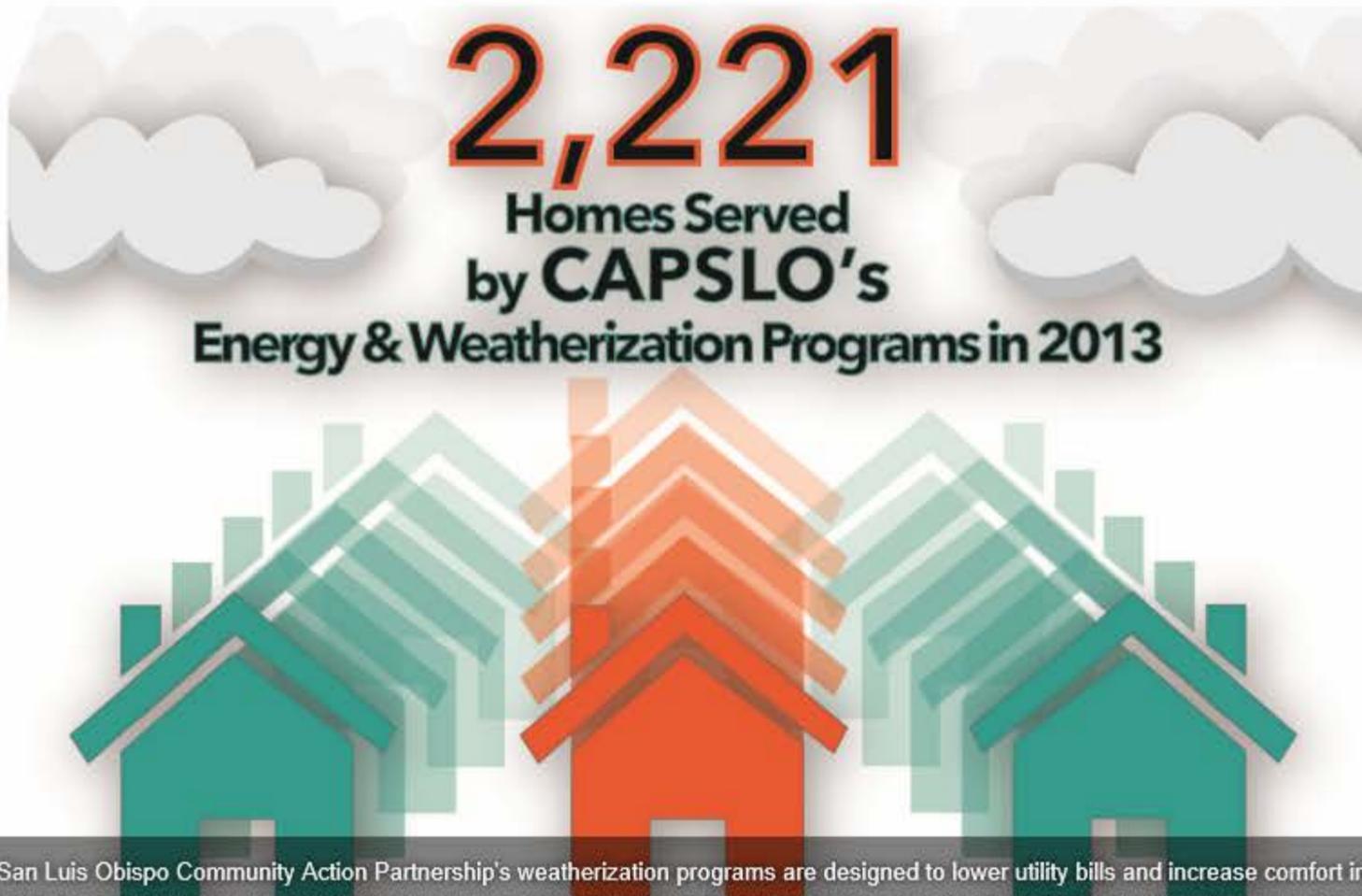
The diversity of production, combined with numerous marketing channels, accounts for a significant portion of the county's economy.

### *Did you know?*

*The Agricultural sector **contributes more than \$1.87 billion** to the county's economy and*

***1 in 10 jobs in the county is agricultural--more than 20,000 in all.***

## Power Up with SLO County's Energy Programs



CAPSLO San Luis Obispo Community Action Partnership's weatherization programs are designed to lower utility bills and increase comfort in the home. All work is provided at no cost to income eligible homeowners and renters through programs offered by Southern California Gas Company, Pacific Gas and Electric Company, and other federally funded programs.

- 1
- 2
- 3
- 4
- 5

## On the Cutting Edge of Development and Growth Strategies

The County Planning and Building Departments Illustrative Design Model gives overview of compact development projects and neighborhoods with a variety of housing types. This video shows design principles which can be used compatibly with local neighborhoods and consistent with the County's strategic growth policies.



## Awards



The Association of Environmental Professionals presented a Merit Award to:  
**Department of Planning & Building for their EnergyWise Plan**

California County Planning Director's Association presented the Distinguished a County Planning Agency Employee Award to: **John Busselle & Bob Rudio**

The Central Coast American Public Works Association Chapter presented the 2012 Transportation Project of the Year Award to:  
**Public Works Department for their Willow Road Interchange**

# PUBLIC PROTECTION

The Public Protection functional area is comprised of **Animal Services**, **Child Support Services**, **County Fire**, **District Attorney**, **Emergency Services**, **Grand Jury**, **Probation**, **Public Defender**, **Sheriff-Coroner**, and **Waste Management** Departments. The following depicts the overall budget for this area, staffing numbers, and provides featured stories for these departments.

## Budget

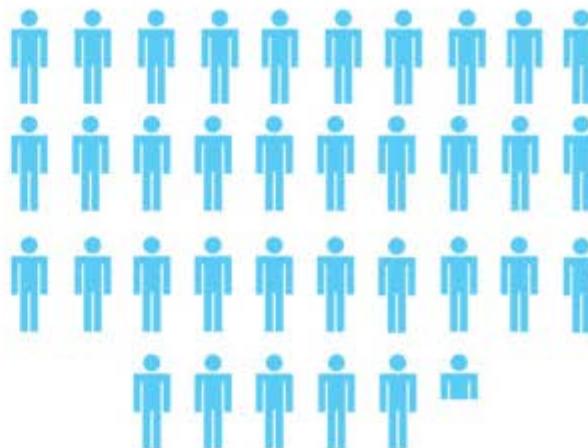


- Fiscal Year 2013-14 total budgeted expenditures for Public Protection functional area: **\$132.8 million**
- Percentage of total County budget: **26%**

## Staffing



=20 FTE



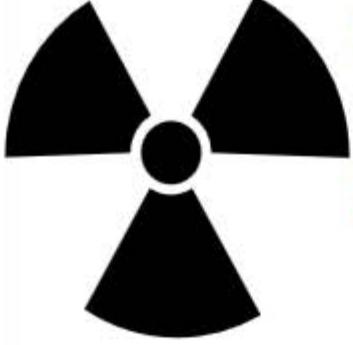
- Fiscal Year 2013-14 total budgeted FTE for Public Protection functional area: **707.75 FTE**
- Percentage of total County budgeted FTE: **28.9%**

# How do we rate?

 **SINCE 2006**  
**22,607**  
DOGS & CATS ADOPTED  
THROUGH ANIMAL SERVICES

 **County Fire**  
In the 2012-2013 period  
there were  
**0** Deaths  
from fire in the  
area served by  
County Fire.

**Child Support Services**    
*more than*  
**\$3.00** of child support is  
collected for every dollar  
spent by the County  
on collection.

 **In the 2012-2013 period**  
**Emergency Services** *received*  
**100% Compliance**  
ratings on its nuclear  
powerplant emergency  
exercises.

**District Attorney**  **SLO County's  
Crime Rate is**  
*Lower Than*  
**74%** of California  
counties of  
comparable size.  
(population of 100,000+)



# Featured Stories

## A New Kind of Probation: Stepping Up Enforcement and Supervision

Probation is stepping up enforcement by increasing visibility in the community with marked cars and supervision of the realigned Post Release Community Supervision Program.

### *Did you know?*

*Probation supervises over 900 felons across the County that would otherwise go to State prison - a savings of more than \$38 million annually.*



## Sheriff's Office: K9 Unit Takes a Bite Out of Crime

Over the past couple of years the Sheriff's Office expanded its K9 unit from one to six dogs. Some dogs are proficient at detecting narcotics. Other dogs are cross-trained for that purpose, as well as apprehending suspects and tracking.

This allows more K-9 units to be out on the streets protecting the community. Last year, this resulted in almost 1,200 K9 calls for service, 276 arrests, and the confiscation of 763 grams of cocaine, 3,223 grams of methamphetamine and 143 grams of heroin. Now that's taking a bite out of crime!



## AB109 Public Safety Realignment: Voices of Re-Entry

On April 4, 2011 Governor Brown signed Assembly Bill 109 (AB109) into law. This bill, which went into effect October 1, 2011 made fundamental changes to California's correctional system, transferring responsibility for incarcerating or supervising certain offenders from the State to the counties.

In response to AB109, the County of San Luis Obispo formed a Community Corrections Partnership. Together, County Departments, community agencies and local non-profits developed a holistic approach to reduce recidivism and provide quality treatment options to low-level offenders.

This video demonstrates the success that has resulted from this multidisciplinary approach and our County's collaborative efforts.



### *Did you know?*

*In the 2012-2013 period, **only 2.2%** of felony probationers returned to prison.*

# Awards



Mothers Against Drunk Driving & the California Office of Traffic Safety presented the Outstanding Prosecutor Award to:  
**Deputy District Attorney Lee Cunningham**

Pacific Southwest Region of the Anti-Defamation League awarded the prestigious Helene & Joseph Sherwood Prize for Combating Hate to:  
**Assistant Chief Investigator, Mark Vallely, and Deputy District Attorney, Dave Pomeroy**

The California Hazardous Materials Investigators Association presented a commendation to:  
**Deputy District Attorney, Steven D. Von Dohlen for his significant contribution to environmental training and enforcement and his dedication to service.**

# HEALTH & HUMAN SERVICES

The Health & Human Services functional area is comprised of **Health Agency**, **Social Services**, and **Veterans Services** Departments. The following depicts the overall budget for this area, staffing numbers, and provides featured stories for these departments.

## Budget



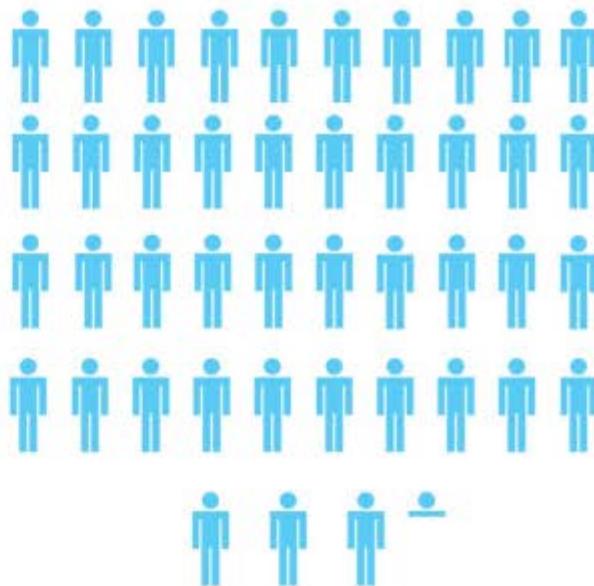
**36% or  
\$183,861,458**

- Fiscal Year 2013-14 total budgeted expenditures for Health & Human Services functional area: **\$183.8 million**
- Percentage of total County budget: **36%**

## Staffing



=20 FTE



- Fiscal Year 2013-14 total budgeted FTE for Health & Human Services functional area: **864.00 FTE**
- Percentage of total County budgeted FTE: **35.3%**

# How do we rate?

## Health Agency >>

**100%**

of clients who completed treatment through the County report that they have stopped or reduced their use of drugs and/or alcohol.

Only

**8%**

of clients discharged from the County Psychiatric Health Facility are readmitted within 30 days.

Only

**1%**

of first time DUI offenders who complete their program with the County re-offend within the following year.

**82%**

of county residents get regular moderate exercise each week



**2013** **1,265**  
**2012** **1,176** Total people trained in Hands-Only CPR

## Social Services

*approximately*



**Two-Thirds**

of children placed in out-of-home care are placed with all of their siblings

SLO County ranks

**Nº 1**

in work participation rate of CalWORKS recipients among similar size counties.



# Featured Stories

*Did you know?*

Over **5,000** adults and children are seen per month through the WIC Dental Days Program.

## Women, Infants and Children (WIC) Dental Day in Paso Robles Wins State Award for Innovation & Results



## Public Health Lab: A Network for Health and Safety

In 2009, as part of the national Laboratory Response Network (LRN), the San Luis Obispo Public Health Laboratory launched a secure automated method of reporting test results of bioterrorism agents and influenza virus to the Center of Disease Control and Prevention.

The County's LRN lab covers San Luis Obispo, Santa Barbara and Ventura counties, and is only the third in the U.S. after New York City and Houston to initiate this electronic reporting.



*Did you know?*

The County Public Health Lab is **one of three in the nation** to report bioterrorism agents to the Centers of Disease Control and Prevention.

## Calling on Covered California

In response to the Affordable Care Act (ACA) mandate, the County Department of Social Services (DSS) hired six full-time employees to staff a call center to assist those applying for the ACA's medical insurance benefits.

The County's call center receives calls transferred from the State's main call center. Despite a slow start attributable to glitches in the State's system, DSS began taking calls and processing applications on October 1, 2013. As of November 30, DSS had exceeded the projected number of applications, having taken over 1,800.

DSS continues to participate in outreach efforts to encourage eligible individuals to apply for health insurance. We also are conducting "in-reach" efforts--looking to individuals and families who already receive a public assistance benefit including, such as Cal Fresh benefits, to determine if they may be eligible for the new medical insurance benefits. DSS also works with the County Health Agency and with community partners to strengthen the provider network, assist individuals in signing up for ACA and improve the overall health of our community.

*For the month of October alone, San Luis Obispo County staff found 376 individuals eligible for private insurance under California's Health Exchange--a number greater than 54 other counties, including Alameda, Contra Costa, San Diego and even Los Angeles. Only Stanislaus, Fresno and San Joaquin Counties had determined eligibility for more individuals.*

## Partnership with the Courts Yields a Second Chance for Local Vets.

In June 2013, the San Luis Obispo County Veterans Services Office launched the County's first Veterans Treatment Court. These courts are designed to address the growing number of veterans entering the criminal justice system as a result of traumatic experiences they endured while in the military, making it difficult for these veterans to cope in civilian life.

The courts assist veterans who have entered the criminal justice system receive treatment and rehabilitation from the U.S. Department of Veterans Affairs if the criminal activity is attributed to conditions like Post-Traumatic Stress Disorder, Traumatic Brain Injury, Sexual Trauma and other triggers related to military service.

The program is also designed to assist local agencies by having the Veterans Affairs provide staff in courts, provide treatment and use trained volunteer mentors in supporting veterans for the duration of their program. All of these efforts work together to rehabilitate the veteran, reduce recidivism and reduce costs.



*Veterans Treatment Court is made possible by the collaboration of Superior Court, the Sheriff's Office, Probation, Mental Health, the District Attorney's Office, the Public Defender's Office, Veterans Services, and many volunteer veteran mentors who provide support to those going through the Vet's Court program.*

# Awards



California State Association of Counties (CSAC) Merit Award presented to:  
**Public Health Department for the Women, Infants and Children (WIC) Dental Days**

(See featured story above for more information)

# COMMUNITY SERVICES

The Community Services functional area is comprised of **Airports**, **Farm Advisor**, **Fish & Game**, **Golf Courses**, **Library**, **Parks**, and **Wildlife & Grazing** Departments. The following depicts the overall budget for this area, staffing numbers, and provides featured stories for these departments.

## Budget



**3% or  
\$16,800,632**

- Fiscal Year 2013-14 total budgeted expenditures for Community Services functional area: **\$16.8 million**
- Percentage of total County budget: **3%**

## Staffing



=20 FTE



- Fiscal Year 2013-14 total budgeted FTE for Community Services functional area: **144.50 FTE**
- Percentage of total County budgeted FTE: **5.9%**

# How do we rate?



## Farm Advisor

of participants report they gained useful knowledge from a County Farm Advisor program.



## Libraries

**97%** of patrons report they are satisfied with County Library services.

## Golf Courses

**91%**

of respondents are satisfied with their experience at the County's three Golf Courses.



**123,000**

rounds of golf were played on County Golf Courses this past year.

## Parks

**100%**

of all safety hazards in County Parks are abated within one work day



Residents contributed over

**74,000 Hours** of volunteer work to County Parks last year.

# Featured Stories

## UC Cal Fresh Inspires Healthy Food for Local Families



# 1,281

FAMILIES EDUCATED  
THROUGH THE CALFRESH  
PROGRAM IN 2013

Collaborating with the San Luis Obispo County Food Bank Coalition, UC CalFresh educates families on how to cook with foods they receive through the Food Banks' Healthy Food for Local Families Program, which enables families to receive food and nutrition education at their child's school site. In 2013, at selected Healthy Food for Local Families program sites, UC CalFresh provided culturally sensitive food demonstrations to communicate health food choices and to encourage participants to increase their fruit and vegetable consumption, as well as reduce large portion sizes.

*In addition to providing programming at selected Healthy Food for Local Families sites, UC CalFresh invited participants to enroll in a 4-class nutrition education series.*

*This educational series, **Plan, Shop, Save, Cook**, was offered by UC CalFresh in collaboration with the Food Bank Coalition of San Luis Obispo County and Dignity Health. Through this series, participants learned about healthy food preparation, nutrition, and how to grocery shop on a budget.*

*Six months after the final class, **78%** of responding participants reported that they had **increased their consumption of fresh fruit and vegetables.***

## New Parks Reservation System Yields Greater Service, Efficiency & Opportunity



In September 2013, San Luis Obispo County Parks launched its long awaited online reservations system. County Parks' customers can now search for campsites 24 hours a day, 365 days a year thanks, to a new online consumer-friendly reservations system.

Before this new online service was implemented, customers making camping plans had to phone in to make their reservations or they could take their chance on finding a campsite on a first-come, first-served basis.

In the new system, customers can select which park they want to visit, view maps and photos of each campsite and day use areas, enter arrival and departure dates, and find details about specific sites and what amenities are available. The new technology gives customers the ability to pick their preferred site up to one year in advance and make a secure online payment.

## SLO County Libraries Build for Community

### *Did you know?*

*The Cambria Friends of the Library group raised nearly \$1.4 million and the Atascadero Friends of the Library raised \$2.1 million for construction.*

**Partnership  
Counts!**



## Get On-Board with New Airport Parking Kiosks

In March 2013, the San Luis Obispo County Regional Airport installed wireless, solar powered parking kiosks to improve efficiency and customer service. Customers can now pay by credit card at one of the many parking kiosks located in both the short term and long term parking areas.

This video describes the efficiencies realized by the kiosk installation project and how flyers can easily and quickly get on board with this latest innovation in airport service.



# Awards



California Avocado Society's 2013 Oliver Atkins Award of Excellence presented to:  
**Mary Bianchi, Farm Advisor**

# FISCAL & ADMINISTRATIVE

The Fiscal & Administrative functional area is comprised of **Administrative Office, Assessor, Auditor-Controller-Treasurer-Tax Collector-Public Administrator, Board of Supervisors, and Clerk-Recorder** Departments. The following depicts the overall budget for this area, staffing numbers, and provides featured stories for these departments.

## Budget



5% or  
\$24,115,196

- Fiscal Year 2013-14 total budgeted expenditures for Fiscal & Administrative functional area: **\$24.1 million**
- Percentage of total County budget: **5%**

## Staffing



=20 FTE



- Fiscal Year 2013-14 total budgeted FTE for Fiscal & Administrative functional area: **198.25 FTE**
- Percentage of total County budget FTE: **8.1%**

# How do we rate?

The County Treasury is rated

**AAA/V1** by Fitch Ratings  
Representing the **Highest Credit Quality**

County contingencies

& reserves are: **20%** of the County's General Fund Operating Budget

Only

**3%** of annual County **Debt**



is backed by General Fund

**Industry Standard: = 5%**

**Assessor**

Owners appeal only



**2.7 out of every 1,000**

**Property Tax Assessments**

in SLO County

the lowest rate among comparable counties

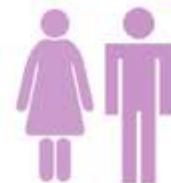
**Clerk-Recorder**

**99%**

of documents received by the Clerk/Recorder are processed within two days.



**80%** of County Voters



turned out for the November, 2012 elections, compared to 74% statewide.

# Featured Stories



## County Auditor-Controller-Treasurer-Tax Collector Implements Whistleblower Hotline

The Whistleblower Hotline is a best practice tool used in anti-fraud programs that will strengthen our stewardship of taxpayer resources. The hotline provides all County employees and citizens the opportunity to contribute to the accountability, transparency, and responsibility of the County by reporting financial fraud, waste, and abuse. Reports may be made anonymously by calling toll free 855-326-9623.

### *Did you know?*

*In 2013, the Auditor-Controller and Treasurer-Tax Collector consolidated offices resulting in \$400,000 in savings annually.*



*"This process and the procedures in place at both the polling place and the ballot counting in the election office, give the level of confidence necessary for the Clerk-Recorder to certify the election results as accurate."*

## County Departments Consolidate

On July 9, 2013 the Board of Supervisor approved an ordinance to consolidate the elected offices of Auditor-Controller and Treasurer-Tax Collector-Public Administrator. The ordinance took effect on August 9, 2013. The current Auditor-Controller, James P. Erb, assumed the additional titles of Treasurer, Tax Collector, and Public Administrator. The Auditor-Controller identified significant cost savings that could be realized, while maintaining appropriate checks and balances through systems and organizational structure. Further efficiencies will be realized over time as the office integrates support functions and processes. The combined office remains committed to providing quality service to the taxpayers of San Luis Obispo County.

## Recount of Grover Beach Ballot Measure Confirms Accuracy of Election Process and Results

During the November 6, 2012 Presidential General Election, the City of Grover Beach placed a measure on the ballot, Measure I, to become a Charter City. At the completion of the Canvass of the Vote, the measure lost by 4 votes: 2,241 "No" votes to 2,237 "Yes." In addition, of the 3,007 Grover Beach residents who cast vote by mail ballot, 314 were reported as a blank or no vote on the measure. As a result of this close final tally, a proponent for the measure requested a manual recount of the Vote-By-Mail ballots that were cast during the election.

To complete this task, the Clerk-Recorder convened two tally boards consisting of four persons each. The boards reviewed each batch of 200 ballots and removed the ballots containing Measure I. Once the Measure I ballots were identified, the number of ballots was compared to a report indicating the number of Measure I votes cast by machine in that batch. The tally process consisted of one person reading the vote, another person observing that the vote was read correctly and two people independently marking a tally sheet tracking the number of Yes, No or Blank votes.

During the recount process, numerous individuals representing both proponents and opponents of the measure were present to observe the recount process conducted by the two counting boards. The process took approximately 12 hours to complete and the completed manual tally showed the margin of loss remained four votes.

During the recount the observers also reviewed provisional ballots that were rejected and ballots that were duplicated to ensure these processes were completed accurately. At the conclusion of the tally and review, the proponents were satisfied with the accuracy of the count, and subsequently decided not to pursue a full recount.

The Election Canvass is a 28 day process that is completed after every Election. It follows prescribed procedures to ensure that the final results are a true and accurate representation of the outcome of the election. This process and the procedures in place at both the polling place and the ballot counting in the election office, give the level of confidence necessary for the Clerk-Recorder to certify the election results as accurate.

This was the first recount in the almost 20-year tenure of the current Clerk-Recorder. The manual tally of these ballots and the additional review that was requested subjected the processes to the scrutiny of partisan observers and demonstrated that the election processes, ballot counting and the final results reported were indeed accurate and correct.

## County Departments Team Up for Tour



Play ▶



As one of the most anticipated professional cycling races on the international calendar, the Amgen Tour of California draws the world's top cyclists to the Golden State to compete in front of millions of fans, as well as an international television audience. In 2013, for the first time in its eight years, the race route ran from south to north, visiting 12 host cities including a Stage 5 finish in Avila Beach.

Bringing Amgen to San Luis Obispo County was no small feat. The County Administrative Office took the lead in uniting community agencies, businesses, local non-profits, and the community of Avila Beach to coordinate race logistics, recruit and coordinate volunteers, notify the community of road closures, and provide for the safety of spectators. By working together, the San Luis Obispo County planning team and the Avila Beach community overcame the challenges of coordinating such a large event and became a model for race success.



County organizers raised  
**\$6,500 in race sponsorships**



**and gave**

**\$2,000 to the Avila Beach Civic Association**

# Awards



General Finance Officers Association (GFOA) awarded the  
Distinguished Budget Presentation Award to the:  
**Administrative Office**

# SUPPORT TO DEPARTMENTS

The Support to Departments functional area is comprised of **County Counsel**, **Human Resources**, and **General Services Agency (Information Technology, Fleet, and General Services)** departments. The following depicts the overall budget for this area, staffing numbers, and provides featured stories for these departments.

## Budget



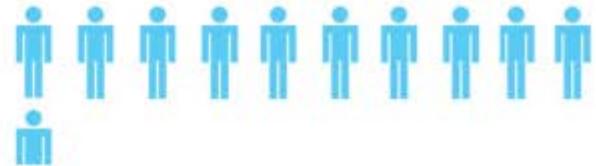
**5% or  
\$26,938,804**

- Fiscal Year 2013-14 total budgeted expenditures for Support to County Departments: **\$26.9 million**
- Percentage of total County budget: **5%**

## Staffing



=20 FTE



- Fiscal Year 2013-14 total budgeted FTE for Support to County Departments: **213.50 FTE**
- Percentage of total County budgeted FTE: **8.7%**

# How do we rate?

## Fleet Services

It costs County Fleet Services

**31% less**

to perform brake services  
than private vendors



a savings of  
**\$300**  
per vehicle serviced

## General Services

Spends



**\$3.88**  
per square foot

to maintain County  
owned facilities

## Human Resources

**85%**

of personnel grievances/appeals  
are resolved without requiring a  
Civil Service Commission hearing.



County losses per claim  
for workers' compensation are

**\* Less than half the  
statewide average**  
(\$5,260 vs. \$11,902)



**3.9 of every 100**

County employees reported  
being sick or injured  
almost half the rate  
among local agencies  
nationwide.



## Information Technology

The County **Exceeds the Industry Standard**  
for emergency services radios providing

**99.9999%**  
availability



or less  
than

**32 seconds**  
of outage each year

# Awards



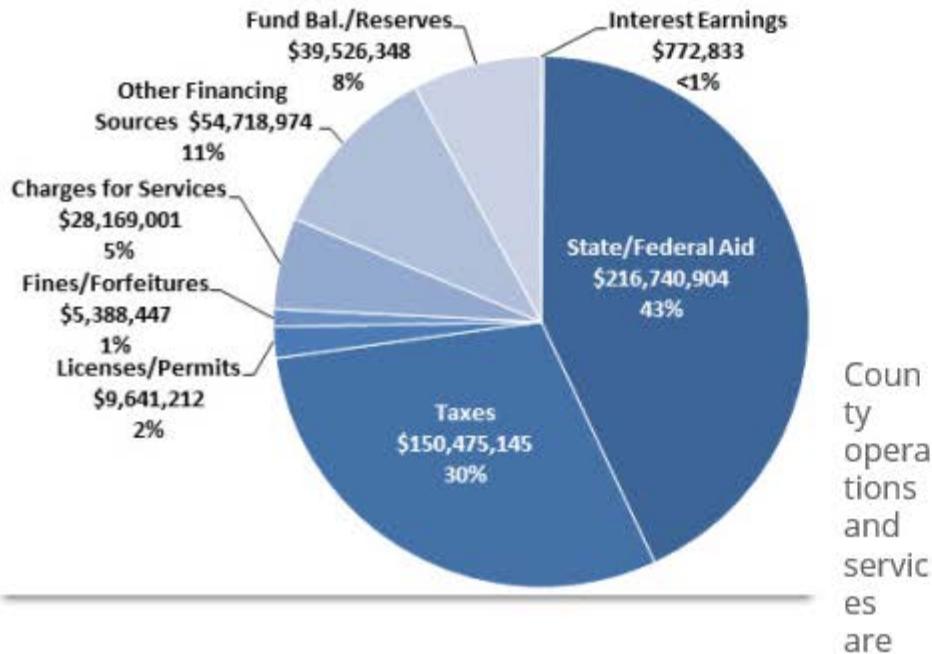
California Parks & Recreation Society awarded the General Services agency the:  
**2013 Agency Showcase Award for their new Slogan and Logo "Think Outside"**

California Parks & Recreation Society awarded the Champion of the Community Award to:  
**Paula O'Farrell for construction and continued maintenance of the Heilmann and Vineyard Dog Parks**

# Revenue

## Total Financing by Source

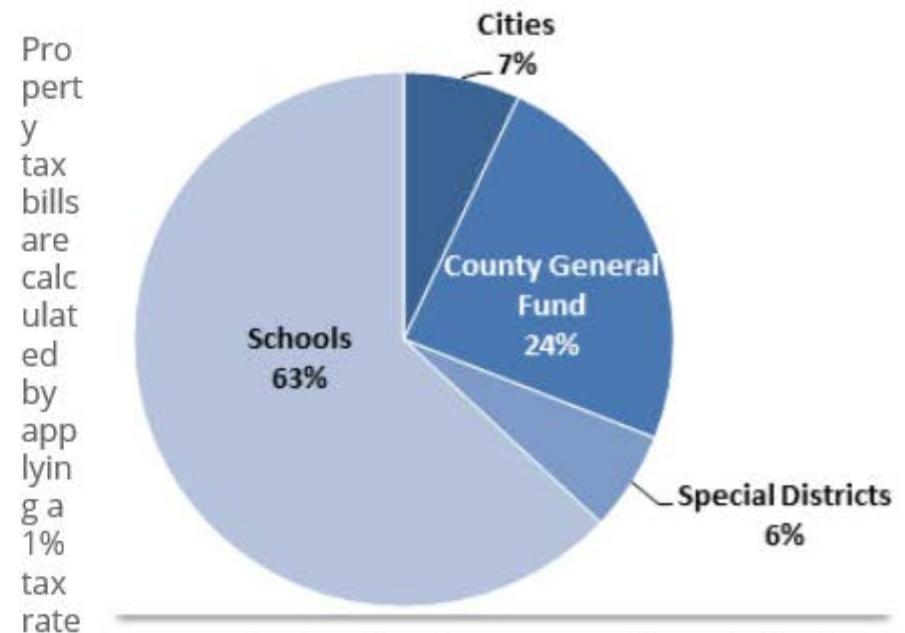
**Total Financing by Source  
FY 2013-14 Final Budget  
Total: \$505.4 million**



funded by a variety of different revenue sources. The chart above displays the percentage of total revenues contributed by each revenue category. Additional information related to various revenue sources can be found in the [FY 2013-14 Final Budget](#).

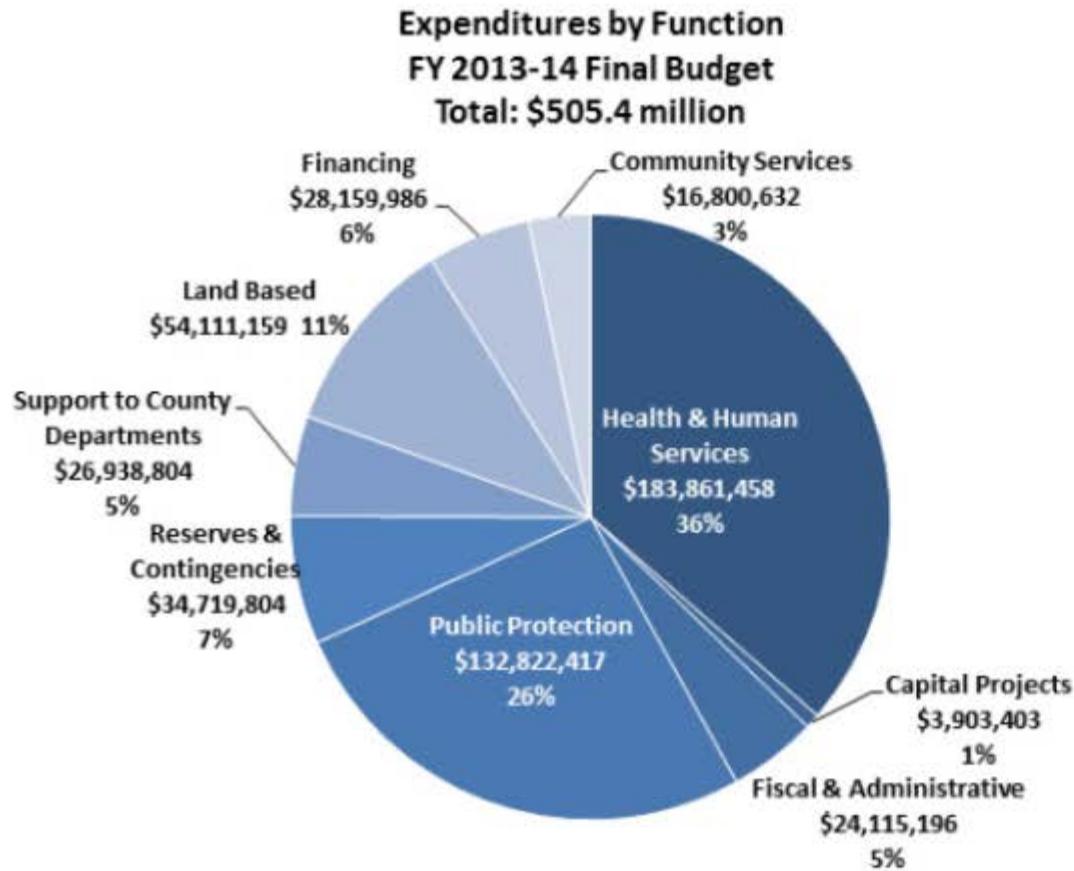
## Property Tax Distribution

**Property Tax Distribution  
by Government Agency**



to the assessed value of real property and certain business personal property owned by tenants. The property taxes collected by the County are a funding source for local governments and school districts within the County. The chart above shows the percentage of property tax revenues that are typically distributed to various government agencies.

# Expenditures



## Credit Rating

Every year, the County's Combined Treasury Pool Investment is rated by credit rating agencies based on its creditworthiness. Fitch Ratings, a nationally recognized statistical rating organization, has consistently rated the County at its highest level since Fiscal Year 1994-1995. The County's credit rating is "AAA/V1". The "AAA" rating reflects the credit quality and diversification of the underlying assets in the County's portfolio and appropriate management and operational capabilities. The "V1" rating reflects low market risk and a strong capacity to return stable principal value to participants in an adverse interest rate environment.

## Debt Obligations

Maintaining low debt levels is important to ensuring the long-term financial stability of the County. State Law sets the County's legal debt limit at 1.25% of the County's total assessed valuation. However, the County has established much stricter debt guidelines for itself. The County's target is to keep the annual debt service paid for by the General Fund to 5% or less of the General Fund operating budget. Ratios under 5% are considered favorable by bond rating agencies. This target is tracked each year through the Administrative Office's performance measures. In Fiscal Year 2012-13, the County's ratio was 3.3%. This ratio is projected to remain constant, as no new debt is currently planned.



# San Luis Obispo County

# 2013 ANNUAL REPORT

## A WELL-GOVERNED COMMUNITY