

Recap of the Citizens Advisory Committee Meeting March 23, 2018

The March 23, 2018 Hillsborough County Citizens Advisory Committee (CAC) meeting was called to order by Vice Chair Tu Mai at 8:30 a.m.

Members Present: Vice Chair Tu Mai, Marlin Anderson, Barbara Aderhold, Adam Elend, Joseph Caetano, Eric Seidel, Eric Johnson, and Joseph Odda.

Members Absent: Chair Kay Doughty, Wendell Duggins, Linda Porter, and Joseph Pullara.

County Staff Present: County Administrator Mike Merrill, County Deputy Administrator Greg Horwedel, Chief Human Services Administrator Carl Harness, Chief Communications Officer Liana Lopez, Chief Financial Administrator Bonnie Wise, Chief Information and Innovation Officer Ramin Kouzehkanani, Chief Development and Infrastructure Services Administrator Lucia Garsys, Operations and Legislative Affairs Officer Brandon Wagner, Assistant County Administrator Ron Barton, Aging Services Director Tracy Gogichaishvili and Social Services Director Audrey Ziegler.

The Pledge of Allegiance was given and members introduced themselves. The CAC purpose was read.

Public Comment: None.

Review of Meeting Recap: The January 26, 2018 CAC meeting recap was reviewed and unanimously approved.

Discussion of 2018 & 2019 Strategic Initiatives: County Administrator Mike Merrill opened with a general overview of the 2018 & 2019 Strategic Initiatives, providing a review of his discussion at the January 2018 CAC meeting and providing more detail on the presentations that Executive Team members were to present. Mr. Merrill expressed a strong interest in the CAC members being involved in the process of the five strategic initiatives, which are:

- Public Private Partnerships
- Citizen Self-Sufficiency
- Customer Service and Satisfaction
- Transforming Service Delivery Model
- Fiscal Sustainability

First, Deputy County Administrator Greg Horwedel spoke to public private partnerships (P3s). He noted examples, including the County court complex. He noted the next steps were to interview and select a consultant, and to evaluate services and delivery. He plans on having a deliverable ready by July 2018 for the BOCC's review. Ms. Aderhold asked about current criteria in P3 selection, and Mr. Horwedel spoke to a statutory process.

Next, Chief Human Services Administrator Carl Harness spoke to citizen self-sufficiency. He gave an overview of the services provided by the departments in his sector, as well as the number of clients served. He discussed partnership opportunities and one-stop-shop health and social service

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facilities opportunities. He spoke to a standard level of care throughout the County and work with the Children's Board engaging nonprofits. He also spoke to funding opportunities. Mr. Anderson asked about measurables with nonprofits.

Chief Communications Officer Liana Lopez spoke to customer service and satisfaction. The initiative is looking to improve customer satisfaction through studying the current processes and looking for areas for improvement. She spoke to County call centers and the analysis of current services and potential areas for change. She spoke to surveying customers, and making sure they are asking the right questions. Finally, she will be looking to develop a real time community prosperity dashboard.

Chief Financial Administrator Bonnie Wise and Chief Information and Innovation Officer Ramin Kouzehkanani spoke to transforming the service delivery model. Ms. Wise spoke to evaluating "why" the County does the things it does to determine where change is possible. She discussed the need for sustainable long term changes. Mr. Kouzehkanani provided examples, such as a citizen portal for self-service. Ms. Wise spoke to reviewing potential duplications in services. They also provided examples including risk management and cost structures surrounding parks.

Chief Development and Infrastructure Services Administrator Lucia Garsys spoke to fiscal sustainability. She discussed a development model that is not sustainability and examples of well planned developments. She discussed taxable value per acre, guiding principles, and that the County has purposes beyond just the fiscal bottom line. She spoke to mobility development and economic prosperity. Finally, she spoke to job growth and the role of other agencies in the County. Ms. Aderhold spoke to affordable housing, zoning and comprehensive planning, and the County website.

Mr. Merrill spoke further to budgetary constraints in the coming years and choices that the County will make.

Following the presentations, the CAC members selected their strategic initiative areas. The CAC and staff discussed logistics of the meetings, including fulfilling Sunshine law requirements.

Other Business: None.

The CAC adjourned at 11am.