



Butte County
LAND OF NATURAL WEALTH AND BEAUTY

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Butte County
Superior Court
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Sharol Strickland Clerk
By *K. Mortensen* Deputy

DATE: August 19, 2008

TO: The Honorable Judge James Reilley
Presiding Judge, Butte County Superior Court

FROM: Linda Barnes
Treasurer-Tax Collector *LB*

SUBJECT: Response to 2008 Butte County Grand Jury Final Report

The following are responses to the current Grand Jury Report:

Findings

1. The Treasurer-Tax Collector's Office is efficient and well run.

The Treasurer-Tax Collector is pleased to agree with the finding.

2. Morale was reported to be high by staff in all departments.

The Treasurer-Tax Collector agrees with the finding.

3. Staff members reported respecting management and, in turn, they too were respected.

The Treasurer-Tax Collector agrees with the finding.

4. Office space is limited and could become a stressful issue. It also compromises confidentiality.

The Treasurer-Tax Collector agrees with the finding.

5. The department has some one screen computers per desk for employees and lacks a counting/counterfeit machine for desk top work.

The Treasurer-Tax Collector partially agrees with the findings. Most workstations within the department function well with one computer monitor per desk. The Treasury has an additional counting/counterfeit machine on order for use at the front counter. A counterfeit detecting device was on order at the time of the inquiry and was installed for use in the Tax Division prior to the April receipt of property tax payments. An additional counterfeit detecting device was ordered for the Central Collections Division and has been in use for approximately seven months.

6. There is no conference room for staff or conference meetings.

The Treasurer-Tax Collector agrees with the finding.

Recommendations

1. There are no recommendations regarding management and staff.
2. Administration and Board of Supervisors should seek resolution to space issues.

The recommendation is appropriate but requires further analysis. The Treasurer-Tax Collector's Office worked with General Services to arrange an assessment of work space issues. The walk thorough was delayed as a result of the recent fires but was rescheduled and took place on Friday, July 25.

Additional needs identified by the management team of the office include:

- Increased confidentiality and security for depositors/payers in lobby area.
- Larger lobby area needed. Present area is approximately 12'X18' and serves tax payers, delinquent debtors and Treasury banking customers, often at the same time. It frequently becomes congested and creates something of a security risk for large cash depositors.
- Two more workstations are needed in the Tax Division for extra help personnel. The department is currently using tables located in the staff break area as makeshift workstations.
- One more workstation in Central Collections.
- Client Consultation area for exchange of confidential information for Central Collections' clients as well as clients of other divisions.
- Conference room for meetings, interviews, performance reviews, confidential exchanges with staff members, etc.
- Creation of additional (walled in) office space to accommodate the Assistant Treasurer-Tax Collector –Treasury Division position.

3. The staff is in need of a conference room.

The recommendation was addressed during the assessment of the premises detailed above; however, implementation will be dependent upon available space and resources.

4. The department would benefit from "two screened" computers for employees.

The recommendation was reviewed by the Treasurer-Tax Collector's management team. It was determined that two desks in the Tax Division might benefit from dual monitors, but others are functioning successfully with one monitor at this time. One of the two desks in question has had dual monitors installed on a trial basis since mid-July. An assessment of the merits of dual monitors will occur 3-6 months after implementation.

5. Acquire portable counting/counterfeit identification machine.

The recommendation was partially implemented when a portable counterfeit detecting device was installed at the front counter in the Tax Division to verify cash payments from taxpayers. A second device was installed in Central Collections for payment verification purposes. The Treasury Division utilizes a counting/ counterfeit detecting machine located on a work surface toward the back of the office and, based on the recommendation, plans to purchase another for use at the Treasury front counter.

6. Consider confidentiality for customers in designing future office expansion.

This recommendation was implemented during the consultation with General Services on the space needs of the office. The assessment included the need for private consultation areas for clients of Central Collections and/or clients of other departments requiring a confidential location for conversation, as well as the benefits of increased lobby space.