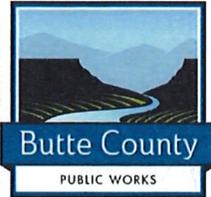


AUG 11 2020



**Department of Public Works**

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August 11, 2020

Honorable Michael R. Deems  
Judge of the Superior Court  
c/o Court Administration  
Superior Court of California, County of Butte  
One Court Street, Oroville, CA 95965



**RE: Response to the 2019-2020 Butte County Grand Jury Report**

Dear Judge Deems:

In accordance with Penal Code Sections 933 and 933.05, the Butte County Director of Public Works submits the following response to the findings and recommendations of the Grand Jury's Final Report for FY 2019-2020 pertaining to the Department of Public Works.

On behalf of the Department of Public Works, I express my sincere appreciation to the grand jurors for their professionalism and commitment of many hours of efforts to better understand the intricacies of the County roadway maintenance system.

**Public Works Findings:**

F1. Public Works operates on a BOS countywide mandate of a 10% reduction in work force, which hampers its ability to complete jobs in a timely manner.

**Response: Response: The respondent disagrees with this finding. There has been no countywide mandate of a 10% reduction in the workforce.**

F2. BOS' county employee compensation policies are fiscally conservative to the point of discouraging potential qualified applicants.

**Response: The respondent partially agrees with this finding. The County always seeks to attract qualified applicants. There are many factors that individuals consider in applying for jobs, such as nature of the work, quality of life, work life balance, job environment, as well as compensation.**

F3. All Butte County roads should have a current PCI rating to provide a complete picture of necessary road maintenance or repair.

**Response: The respondent agrees with this finding, and the Department has a two year plan for completion of the roadway PCI surveys.**

F4. The BCC Link is difficult to locate on the Butte County website.

**Response: The respondent disagrees with this finding. The "report road maintenance issues" link is available directly from the "How Do I..." section from the main Butte County homepage.**

F5. Public Works needs a BCC (Butte County Connect) tutorial for its employees and the public.

**Response: The respondent agrees with this finding. A training tutorial will be prepared by March 31, 2021 for use by employees and members of the public.**

F6. BCC is not being utilized to its maximum potential because complaint logs are not consistently updated upon completion of the jobs.

**Response: The respondent agrees with this finding. Additional staff training will be provided for all staff members that have the potential to be assigned projects in BCC.**

F7. Public Works staff would benefit from training on the BCC program from the perspective of a public user.

**Response: The respondent agrees with this finding. This will be incorporated into the training tutorial (see F5 above).**

F8. BCC is not utilized to its maximum potential because the priority feature is often bypassed by the nine staff members using the program and priority levels are not consistently assigned.

**Response: The respondent agrees with this finding. This will be addressed in the training tutorial (see F5 above).**

F9. The BCC software requires continuing customization.

**Response: The respondent partially agrees with this finding. The continuing customization is related to programing for internal programs to better communicate with each other.**

**Public Works Recommendations:**

R2. Public Works define and develop a policy for consistent use of the BCC priority level feature for all Public Works staff who have access to enter or change the priority data by January 3, 2021.

**Response: The recommendation has not yet been implemented, but will be implemented by January 3, 2021.**

R3. Public Works ISAP place a link to BCC in a prominent place on Butte County's homepage by October 31, 2020.

**Response: The recommendation will not implemented because it is not warranted. The link to BCC is already accessible from the County's Home page under the "How do I..." section.**

R4. Public Works ISAP add a feature to BCC that allows employees to view complaints from the general public's perspective by October 31, 2020.

**Response: The recommendation will not be implemented because it is not warranted. The recommended feature already exists.**

R5. Public Works create a BCC tutorial and introduce it to Public Works employees through training and to the public through Public Service Announcements by March 31, 2021.

**Response: The recommendation has not yet been implemented, but will be implemented by March 31, 2021.**

R6: Public Works management work with ISAP to simplify BCC to maximize its use for Public Works employees by March 31, 2021.

**Response: The recommendation will not be implemented because it is not reasonable. Customization of the BCC program can only be done by original programmers and would be a complicated and costly effort.**

R7: Public Works hire or train a full-time employee to develop and implement a training program for its employees by September 21, 2021.

**Response: The recommendation will not be implemented because it is not warranted. The training can be done with existing staff.**

Sincerely,



Dennis Schmidt  
Director of Public Works

Cc: Board of Supervisors  
Shari McCracken, Chief Administrative Officer