

The CAO Weekly Report

The week of August 10, 2015



Monterey County Administrative Office

Lew C. Bauman, CAO

In this edition:

- RMA adds online services
- National Night Out a success for county agencies
- Are you ready to give?



RMA Adds Online Complaint Options

MONTEREY COUNTY
RESOURCE MANAGEMENT AGENCY BUILDING SERVICES DEPARTMENT

PLEASE RETURN COMPLETED FORM TO: SALES/OFFICE, 405 W. ALPINE ST., 1ST FLOOR, SALINAS, CA 95071, (831) 755-2622 Fax (831) 755-8118

BUILDING / GRADING / ZONING COMPLAINT FORM
CAREFUL: REGISTER INFORMATION TO PROTECT COMPLAINT

ASSESSOR'S PARCEL # OF COMPLAINT: _____ DISTRICT: _____

*ADDRESS OF COMPLAINT: _____

PROPERTY OWNER'S NAME: _____

PROPERTY OWNER'S ADDRESS: _____

DETAILS OF COMPLAINT (USE ADDITIONAL SHEETS OF PAPER IF NEEDED)

STAFF NOTES:

PREVIOUS CASES:

Type of Issue: TRUE FALSE COMPLAINT TAKEN BY: _____ PAGE # _____

REFERRED TO: ENVIRONMENTAL HEALTH PUBLIC WORKS SHERIFF WASTE RESOURCES AGENCY OTHER AGENCY: _____

CHANNEL REQUESTED: _____ DATE REFERRED: _____ REFERRED BY: _____

There are two new addition to the Resource Management Agency's (RMA) online services.

In response to requests to have more services available online as well as to offer an easier, more convenient complaint submittal process, RMA has added two convenient ways to submit code compliance complaints online.

The first new option introduces a new complaint form, which allows the public to submit a complaint directly to a code compliance email account. This is much simpler than the previous process which requires the person making the complaint to complete a form, save it, and then attach it via email to any county address. The new system is much more convenient, is a more efficient way of tracking complaints and ensures the code compliance team receives the complaint.

The new complaint form is available on the RMA Building Services website at http://www.co.monterey.ca.us/building/code/compliance_process.htm

The second option introduces the ability to submit complaints using the Accela Citizen Access portal also known as ACA.

This portal already provides public access to search for property information, schedule a building inspection and submit a public records request. Now the process allows the public to submit a complaint directly into the Code Compliance database and the person submitting the complaint receives a confirmation and a case number that the systems automatically assigns.

In order to utilize this service the public must register for an account, which is free. Instructions on how to register in ACA and how to submit a complaint utilizing ACA are available on the RMA Building Services website at: http://www.co.monterey.ca.us/building/code/compliance_process.htm.

What is the typical type of complaint? Most often, its people complaining about unpermitted construction or use on a property.

Since the options launched late last month, the department has received about half a dozen e-complaints. People are still able to submit complaints in person, at the counter, over the phone, and via email.



National Night Out brings Agencies, Communities Together

The Sheriff and Probation Offices participated in this year's National Night Out event August 4th and say there was a good turnout.

National Night Out is an annual event aimed at building positive relationships between public safety and residents. There were county-sponsored events in Carmel and Castroville that had folks stopping by to see displays and meet members of the agencies and their special teams.

While everyone seemed to have a good time, kids appeared to have more fun than their parents. There were rides on a search and rescue horse, the chance to try on special equipment and they could even learn to operate the Bomb Squad's robot.

Check out the photos from the event at Marathon Flats in Carmel:

Images from National Night Out in Carmel



Sheriff's K9 Kilo makes lots of new friends and holds his tennis ball during the community event.



Sheriff's Dive Team member Sergeant Sally Pritchett helps a young future diver try on team equipment.



Volunteer Jim Huggins give youngsters a spin on one of the Sheriff's Search and Rescue Mounted Unit horses.



Sheriff's Bomb Squad member shows youngster how to operate the ultimate toy: the squad's remote bomb robot aptly named Boomer.



Are You Ready to Give?

The annual employee giving campaign officially gets underway Monday August 17th. Be part of the fun and support organizations that do so much good in our community.

Everything you need to know about the giving campaign: what organizations are involved, how to donate and what fun activities departments are organizing for this effort can be found on the [Employee Giving Campaign 2015 website](#).

Don't forget the first Employee Giving Picnic is Sunday, August 23rd from 11:00 a.m. to 3 p.m. There is still time to buy tickets and sign up for fun activities at 'Rock the Park.' You can purchase tickets from your department coordinator. If you aren't sure who that is, check the giving webpage for a list.

Do you have a great photo of your department supporting the campaign? Send it to the CAO Weekly Report, carrollm@co.monterey.ca.us and share it with the rest of our county family.

Here is a great photo sent from departments located in the County Government Center. Staff from the Assessor-Recorder's Office, the Treasurer-Tax Collector's Office and Risk Management are showing their support for the campaign with specially-made bumper sticker-style signs. You'll see these signs in breakrooms, cubicles and offices.



**GENEROSITY
BEGINS WITH YOU**

EMPLOYEE GIVING CAMPAIGN
STARTS MONDAY, AUGUST 17TH

