

Press Release

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From: Kootenai County Board of County Commissioners

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Subject: Department staff reductions and reorganizations

The Kootenai County Board of County Commissioners has recently implemented staff reductions, department reorganizations and efficiency improvements in the following departments.

The administrative staff of the Board of County Commissioners has been reduced by one person. Duties have been redistributed to the remaining three staff members along with an effort to streamline their workloads.

The Building and Planning Department is undergoing a major reorganization. In an effort to respond to changing building industry needs and continued focus on providing cost effective government, the department has reorganized its structure and reduced staff by seven (7) positions creating a cost savings of \$286,000.00 per year. As part of the reorganization the department will also be taking on a new name, "Kootenai County Department of Community Development."

Although the reorganization will result in a substantial overall staffing reduction from 2010 levels, the Department of Community Development will be striving to maintain and improve customer service, including the establishment of new Levels of Service Standards. In an effort to implement new goals and standards, the reorganization/realignment will result in converting four (4) existing positions into the following new titles, Deputy Building Official, Planning Manager, Code Enforcement Deputy and an Executive Admin position; some of which will be advertised for hire shortly.

In addition to offering customers the ability to submit "on-line" Building Permit applications, the Department is excited to announce the addition of credit card and debit card payment options. Once implemented in the next few weeks, the new payment system will provide more customer options and can be conveniently used both on-line and at the Department. Accepting credit/debit card payments

will make it possible for customers to conduct more of their business from their home or office, reducing the number of required trips to the Department and making it easier for customers to obtain a permit.

As always, the Department of Community Development is committed to exceptional, professional and cost effective customer service. In order to assist and maintain ongoing excellent customer service, the Department of Community Development will be continuing with the "How Are we Doing" blue card customer service campaign.

Another department that has undergone a staff reduction is the Juvenile Detention Department. The department has eliminated two full-time positions primarily due to decreased demand on their services.

The cumulative fiscal impact of the ten positions being eliminated in the Commissioner's Office, the Department of Community Development and the Juvenile Detention Department equates to a savings of approximately \$415,000.00 per year.

Commissioner Todd Tondee Quote: *"Ultimately, our county departments are here to help people by providing cost effective, professional customer services. The Board is very supportive of the efforts of these departments. We set out a tough goal of doing more with less, and the departments have again stepped up to meet the challenge." -- Todd Tondee, Chairman, Board of County Commissioners"*

Director Scott Clark Quote: *"We are very excited about the change; we have an exceptional staff and look forward to what should be a busy and challenging year ahead. We see ourselves as partners with our customers; helping landowners comply with the requirements, but at the same time never losing sight of the fact that we are also helping them realize their dreams.--Scott Clark, Community Development Director"*