

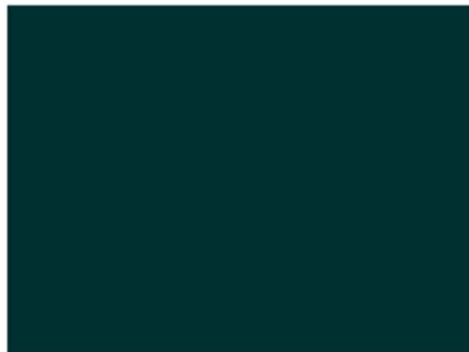
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County Administrator's Office



2012 Business Plan



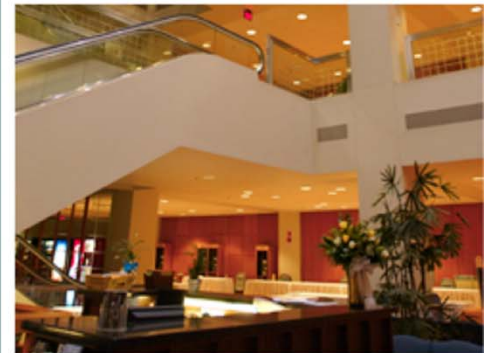
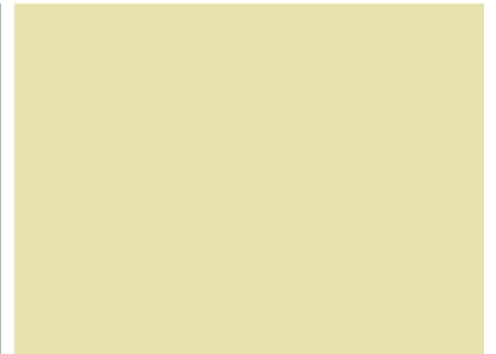
**September
2011**

Leadership Priorities

- Providing superior services in the most efficient manner
- Building on Engage Gwinnett recommendations for continuous improvement
- Activating the 2030 Unified Plan as our Long-Range Strategic Plan
- Department Business Plans align current resources and priorities with the Strategic Plan
- This year's plans once again focus on strengthening core services

Leadership Priorities

- Ensure effective and efficient execution of the wide array of critical services that residents depend upon
- Each department develops an operational plan that is integrated with the vision of the Board through the 2030 Unified Plan
- The 2012 focus is on ensuring every expenditure is based on a justifiable business need that supports the delivery of the most critical core services



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County Administrator's Office Staff

	<u>FTE</u>
County Administration (plus one part-time support position)	6
Board of Commissioners (Elected)	5
Board of Commissioners (Support)	4
County Clerk	1
Performance Analysis Division	5
Communications Division	13

County Clerk

The position of County Clerk is required by law and provides critical services.

According to the *Code of Ordinances*, the County Clerk serves as the custodian of the official seal of Gwinnett County and all records and official documents of the county which are not assigned to the custody of some other official or employee.

The County Administrator has appointed a Deputy County Clerk that, in addition to other responsibilities, works in support of the County Clerk and all duties therein.



County Clerk

Objective – modernization, accuracy,
and implementation of a robust review
process

- Finalize the Recodification Project



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County Clerk

- Attended 35 Board of Commissioners meetings
- Prepared agendas and minutes for 35 Board meetings
- Processed 746+ agenda items
- Signed and certified approximately 400 contracts
- Submitted 24 updates to Municipal Code



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County Clerk

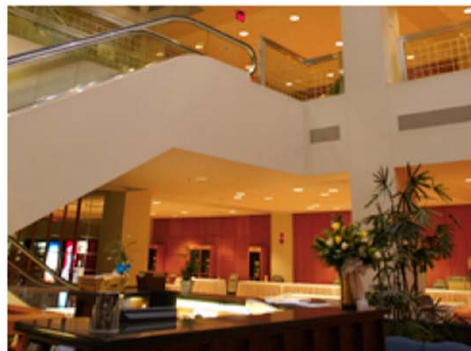
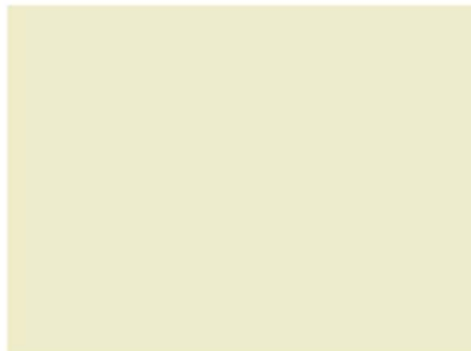
- Compiled over 755 County ordinances and amendments per Section 2-119(d) of the Gwinnett County Code of Ordinances
- Maintained and updated records for 39 Boards & Authorities per Section 2-117(a)(5) of the Gwinnett County Code of Ordinances
- Responded to 143 Open Records Requests
- Conducted 75 ordinance and FileNet training sessions



Performance Analysis Division

Mission Statement

Supports a culture of continuous improvement and effective governance by providing independent audit services and performance management systems and knowledge





Performance Analysis Division

Performed **47** operational, compliance, and financial audits resulting in the identification of **109** opportunities for operational improvements and bolstering internal controls.

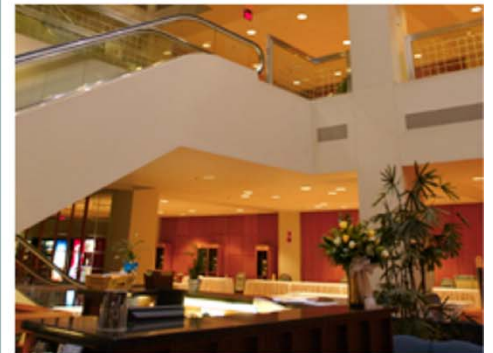
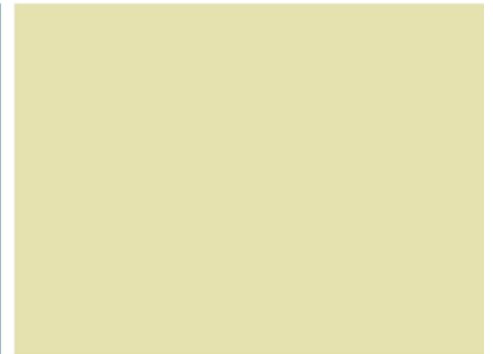


Developed, deployed, and supported **70+** Balanced Scorecards for multiple departments, divisions, and sections which provides increased performance, visibility, accountability, and transparency.

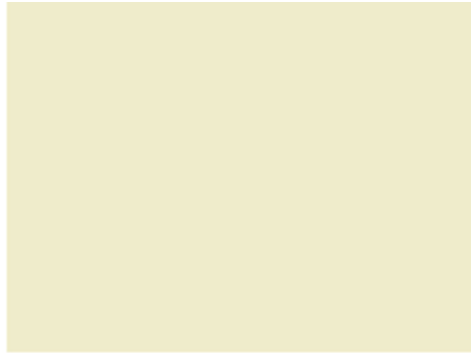
Performance Analysis Division

Building on the Enterprise Dashboard, which currently includes **27** operational metrics that are reported monthly across **13** departments.

Leading the activation of a Lean Program by overseeing the training of **40** employees in Lean concepts, monitoring **dozens** of new Lean projects, and the successful addition of **5** Lean Certified associates.



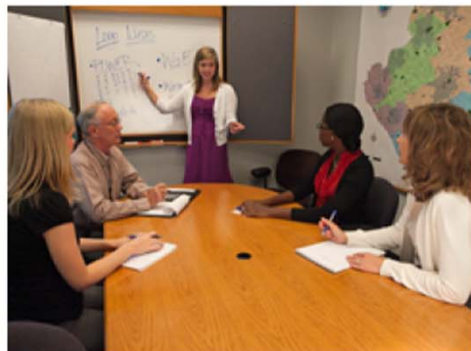
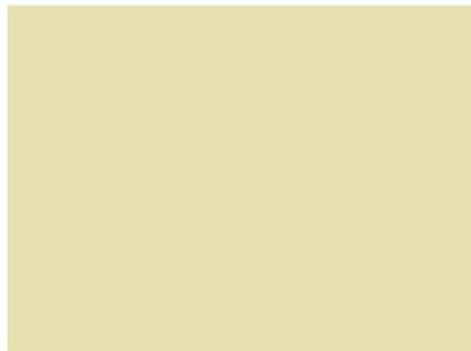
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Communications Division

Mission Statement

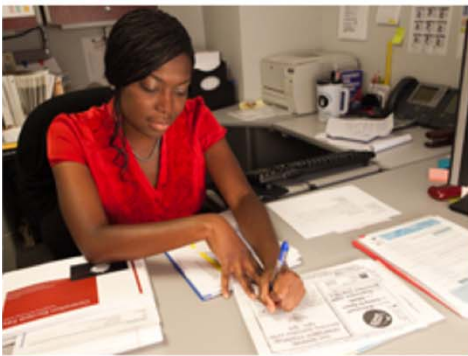
Develops and disseminates information about Gwinnett County government programs, services, and initiatives to its various constituents.





Communications Division – Public Relations

- Distributed 134 news releases
- Answered approximately 1,000 media inquiries
- Distributed weekly e-newsletters to more than 14,000 County residents and business leaders keeping them informed of County news and events



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Communications Division – Public Relations

- Updated and disseminated information on the Engage Gwinnett Facebook page
- Developed and implemented countywide branding
- Implemented communications liaison system to provide extensive public relations support to departments



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Communications Division – Media Services

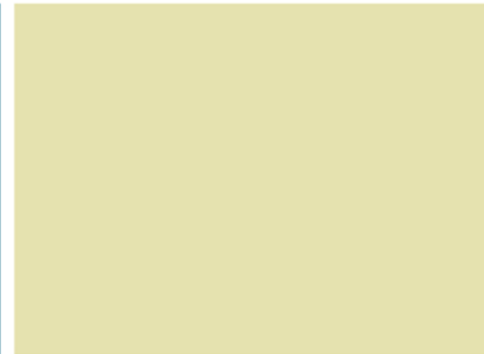
- Produced 240 videos
- Aired approximately 208 hours of programming on TVgwinnett, which includes Board and Authority meetings, news programming, public interest shows, and public service announcement pieces
- Provided technical support for County audio-visual systems



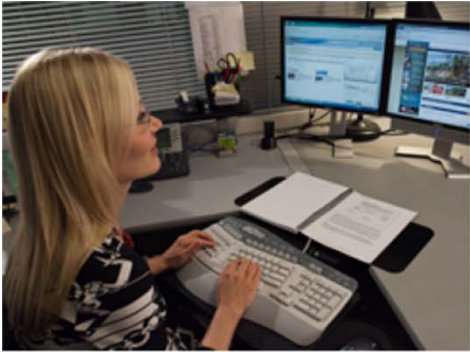
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Communications Division – Internet

- Worked with Information Technology Services and departmental liaisons to ensure consistency, navigability, and up-to-date content
- Managed Internet content to include approximately 5,600 departmental changes
- Oversaw website re-design
- Conducted department training for Web publishers

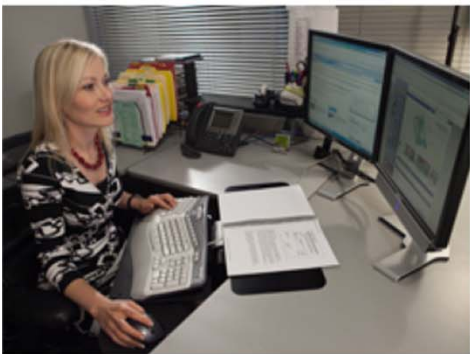


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Communications Division – Intranet

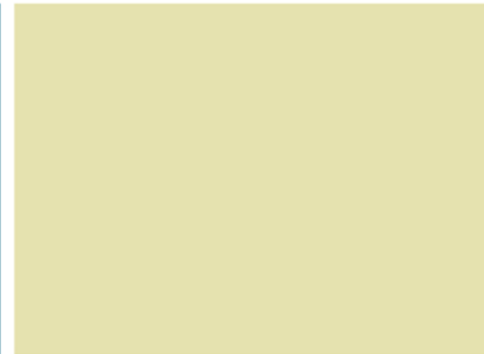
- Managed intranet/GC Workplace content to include approximately 700 departmental content changes as well as site redesign and new application branding
- Conducted department training for Web publishers
- Worked with Information Technology Services and departmental liaisons to ensure consistency, navigability, and up-to-date content



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Communications Division – Print Services

- Processed approximately 800+ print jobs
- Assisted in the development of specifications for bid process
- Worked as liaison to vendors to ensure quality workmanship, on-time delivery, and payment processing





Questions?

