

2

**AGENDA ITEM
ST. JOHNS COUNTY BOARD OF COUNTY COMMISSIONERS**

Deadline for Submission - Wednesday 9 a.m. – Thirteen Days Prior to BCC Meeting

11/21/2023

BCC MEETING DATE

TO: Joy Andrews, County Administrator

DATE: November 9, 2023

FROM: Joy Andrews, County Administrator

PHONE: 904 209-0350

SUBJECT OR TITLE: Charting Performance: A Framework for Open Governance and Efficiency

AGENDA TYPE: Business Item

BACKGROUND INFORMATION:

County Administrator Joy Andrews will introduce a framework aimed at enhancing open governance and operational efficiency within the County. A newly developed organizational chart, highlighted changes, and their intended purposes will be provided.

1. IS FUNDING REQUIRED? No

2. IF YES, INDICATE IF BUDGETED. No

IF FUNDING IS REQUIRED, MANDATORY OMB REVIEW IS REQUIRED:

INDICATE FUNDING SOURCE:

SUGGESTED MOTION/RECOMMENDATION/ACTION:

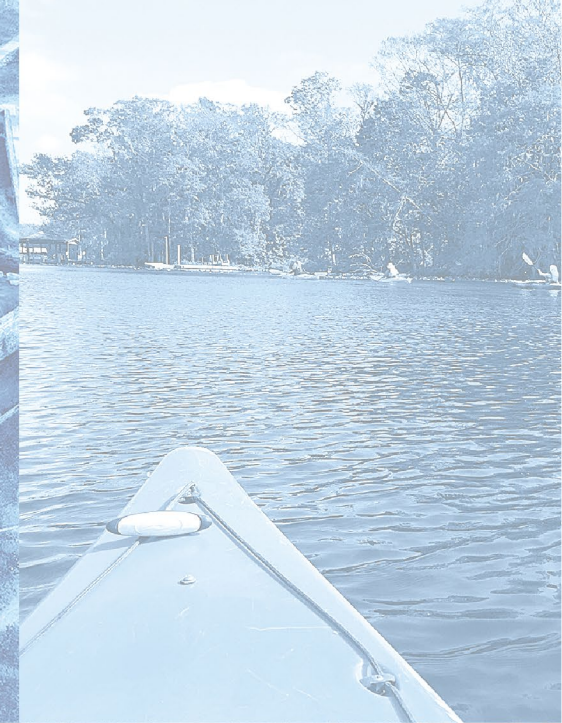
Presentation Item.

For Administration Use Only:

Legal: AC 11/14/2023

OMB: AC 11/14/2023

Admin: AC 11/14/2023



Charting Performance: A Framework for Open Governance and Efficiency

November 21, 2023

Joy Andrews, County Administrator



PRESENTATION AGENDA

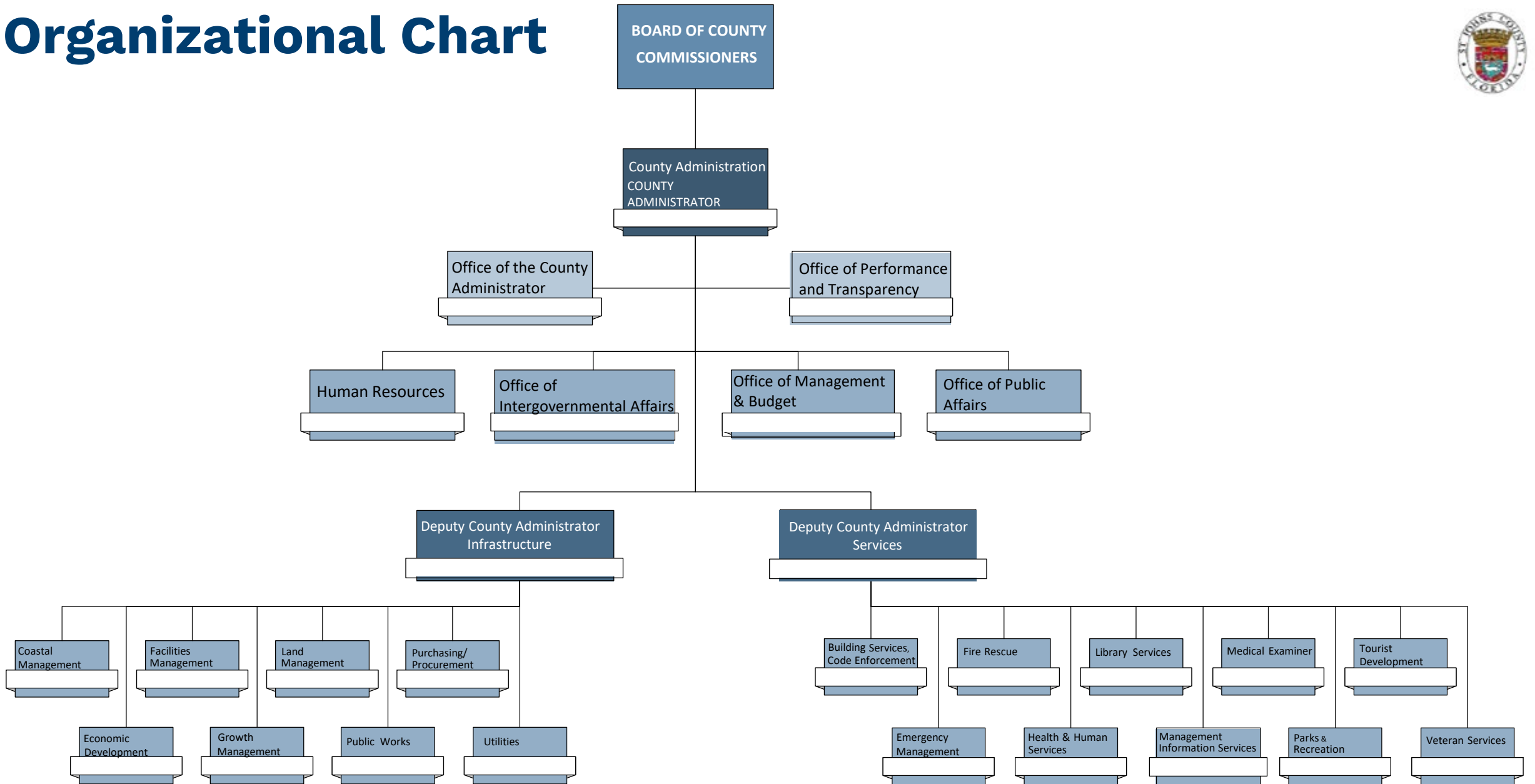
Organizational Chart

Functional Teams

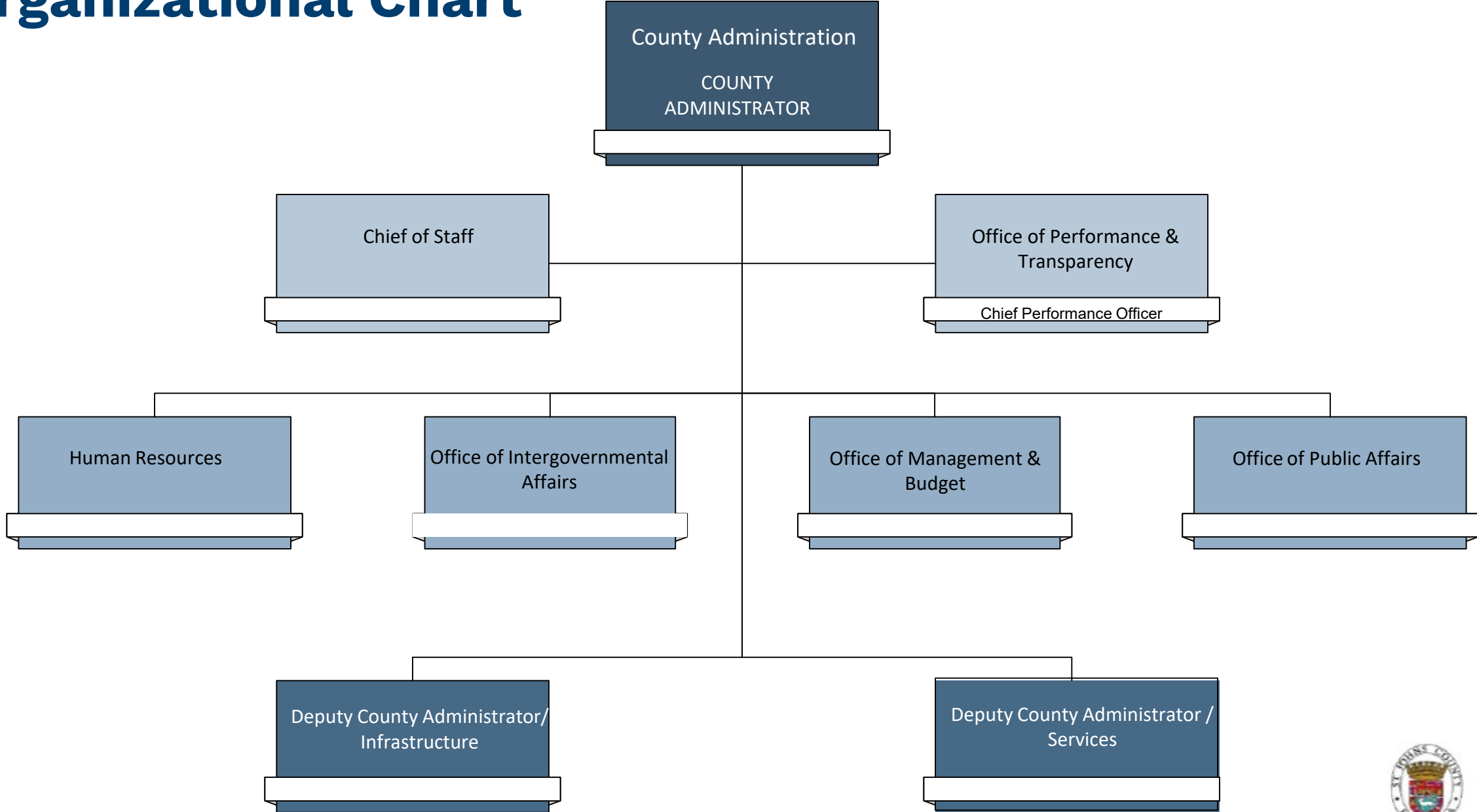
Highlighted Changes

Director Confirmation

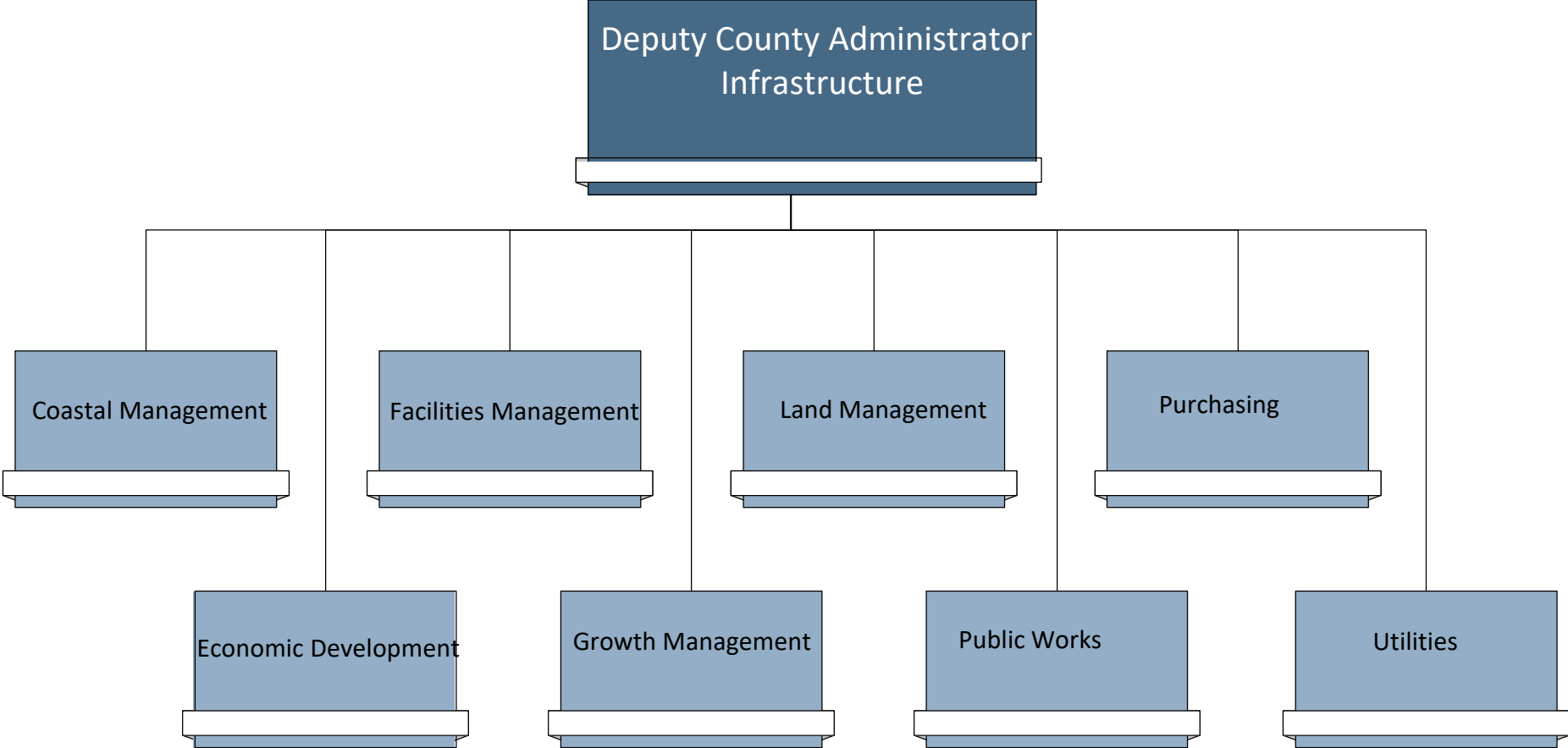
Organizational Chart



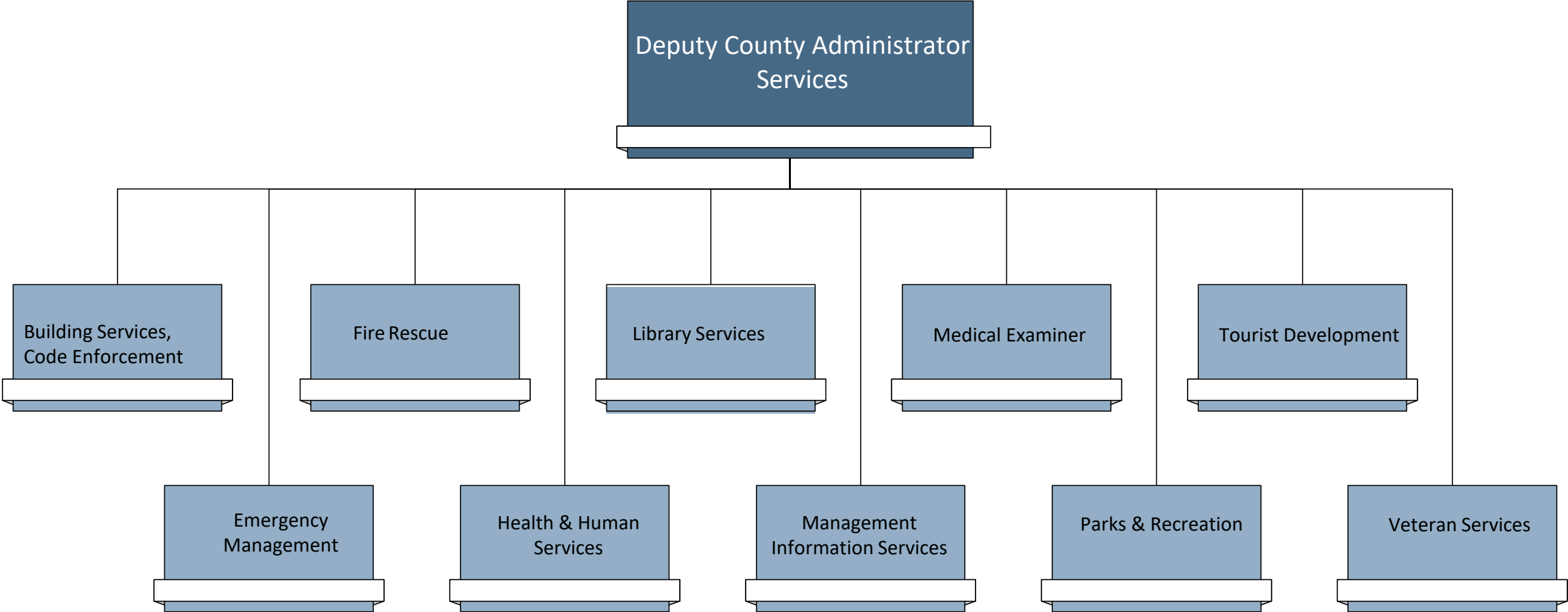
Organizational Chart



Organizational Chart



Organizational Chart



Functional Teams to Redefine Standards

Infrastructure Delivery Team | Services Delivery Team

- Collaboratively expedite capital projects and services delivery
- Break down departmental silos and harness collective strengths
- Leverage diverse expertise to innovate and streamline project execution
- Integrate creative solutions
- Sustained improvement of our infrastructure and public service landscape

Highlighted Changes

Office Of Performance and Transparency

□ Performance Measurement and Analysis

- Develop and implement performance measurement frameworks and key performance indicators (KPIs) for various county departments and services.
- Assess performance data to identify areas for improvement and opportunities to enhance efficiency and effectiveness.
- Produce comprehensive performance reports for internal stakeholders, the public, and elected officials.

Office Of Performance and Transparency

□ Technology Integration

- Stay abreast of emerging technologies that could enhance performance measurement, transparency, and overall efficiency.
- Explore opportunities for the integration of technology solutions to improve data analytics and reporting capabilities.
- Enterprise Resource Planning (ERP) Implementation and Management
- Collaborate with departments to ensure seamless integration of ERP functionalities into their daily operations.

Office Of Performance and Transparency

□ Transparency Initiatives

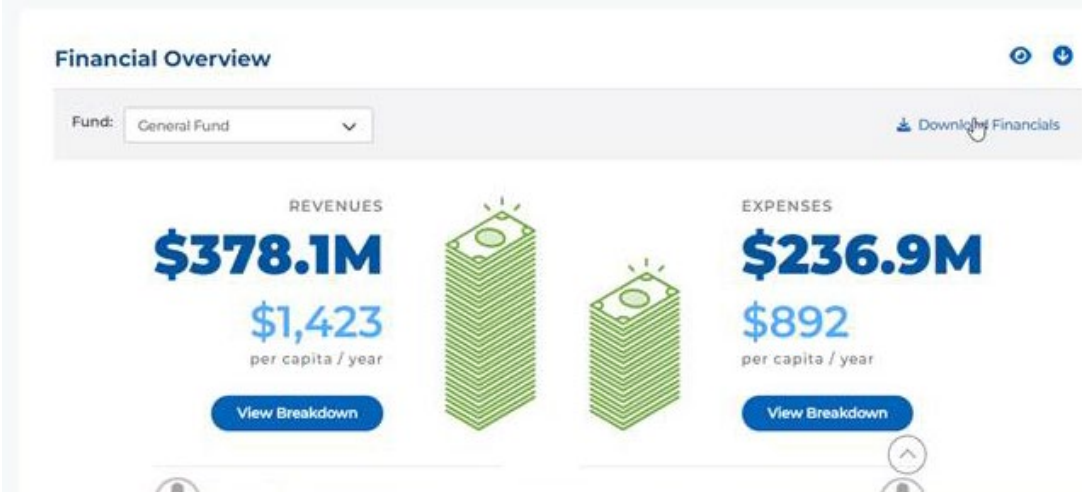
- Develop and implement strategies to enhance transparency in county operations and decision-making processes.
- Establish and maintain an accessible and user-friendly online portal for public access to performance data.
- Coordinate with departments to ensure timely and accurate information is available to the public.

Office Of Performance and Transparency

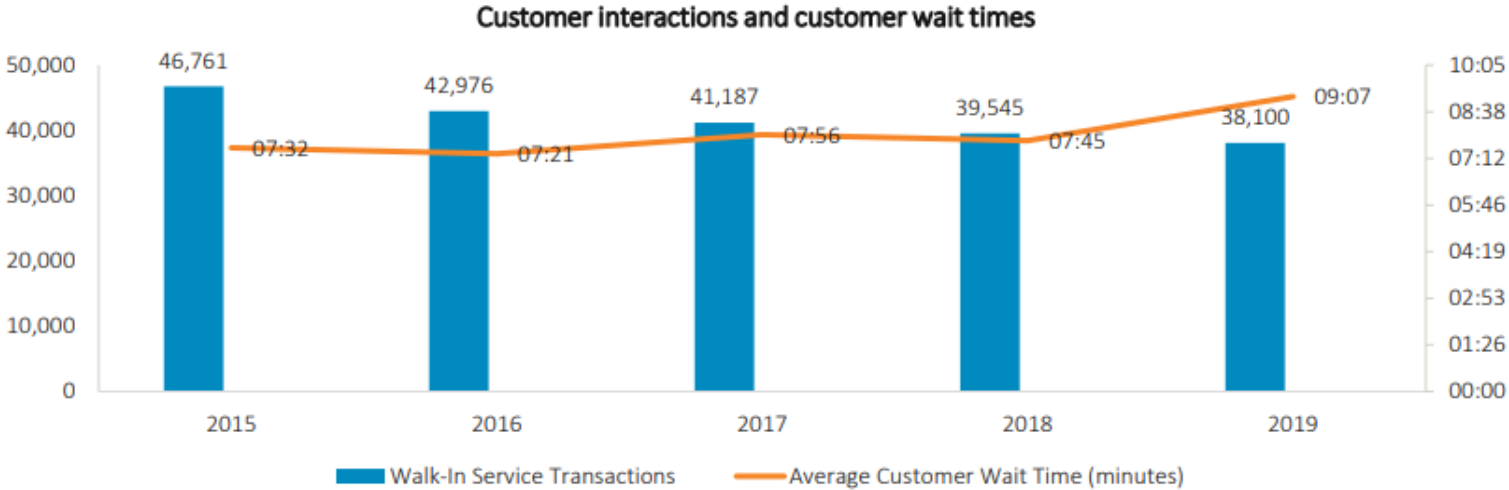
☐ Compliance and Accountability

- Monitor departmental compliance with established performance metrics, policies, and procedures.
- Foster a culture of accountability and transparency throughout the organization.

Measurable Performance



Performance measures



Definition – Customer interactions:

- Measures the volume of walk-in customers visiting the customer service center. Our customers include contractors, developers, homeowners and business owners, and this measurement provides insight of how are customers currently access our services, while also providing a gauge for future interactions made possible with advanced technologies.

Definition – Customer wait times:

- Measures the actual times customers are waiting for different services while visiting the service center. This metric guides us in ensuring that service center staffing levels are appropriate as well as informing us of services that may be necessary that are not currently part of the service center operations.



Enterprise Resource Planning (ERP) Solution



Office Of Intergovernmental Affairs

- Develop and execute strategies to secure appropriations, competitive funding, and partnerships for capital improvement projects prioritized by the St. Johns County Board of County Commissioners.
- Advocate for and against public policies that may affect St. Johns County.
- Cultivate new and strengthen existing relationships within the Florida Legislature, the Executive Office of the Governor, State and Federal agencies, the United States Congress, state constitutional officers, regional governmental organizations, local governments, and other stakeholders.
- Conduct analyses of proposed policies and legislation to assess their potential impact on the local government.

Confirmation of Department Director

Motion to confirm Neal Shinkre as the Director of the Utility Department.

- Neal Shinkre is a Licensed Professional Engineer in Florida and Georgia and has over 30 years of experience in the civil and environmental fields, both in the public and private sectors.
- Neal joined the St. Johns County Utility in 2001, as a Utility Engineering Manager and served 12 years in that position. Neal was promoted to Public Works Director in 2013 and served 8 years in that position. In 2021, he moved to the Utility Department as the Assistant Director of Operations.
- Over his career, Neal has been in senior management positions managing Utilities and Public Works including Solid Waste, Road & Bridge, Coastal Management, Fleet, and Construction Services, and has managed infrastructure projects over half a billion dollars. He has been instrumental in several Utility acquisitions for the County, several bond issues, initiated the County's first Integrated Water Resource Plan, and negotiated the County's current 20-year consumptive use permit.
- He holds a Bachelor of Science in Civil Engineering, a Master of Science in Civil Engineering from Tennessee Technological University, and a Master in Business Administration from the University of North Florida.

