

Transparency and Public Accountability Performance Measures

Neelima Palacherla
LAFCO of Santa Clara County

April 9, 2015

Public Accountability and Transparency

- Governance
- Financials
- Operations
- Administration / Management
- Public access and outreach
- Compliance with legal requirements
- Compliance with best practices and policies
- Customer satisfaction

Performance Measures

- Conflict of Interest Code [GC §87300]
- FPPC Form 700 Filing by officers and employees [GC §87200]
- Ethics training requirement [GC §53235]
- Compensation disclosure [GC §53065.5]
- Requirements for awarding contracts
- Conduct annual audits / or modified audit cycle [GC §26909]
- Compliance with Public Records Act requests
- Compliance with Brown Act
- Adopted expense reimbursement policy? [GC §53232.2(b)]
- File budget with County Controller [GC §53901]
- File Financial Transactions Report with State Controller [GC §53891]

Performance Measures

- Website with up to date information
- Meeting notices / minutes
- Bylaws / policies
- Notification of Board vacancies
- Public engagement
- Uncontested elections
- Process for filling Board positions
- Difficulty in filling Board positions
- Adopt budget, capital improvement plan, long range plan, rate schedule, reserve policies, process for addressing complaints, as appropriate

Tool kit

- List of special districts
- Principal Act information for each type of district / Special Act
- Current boundary maps and SOI information
- Previous service reviews / other reports
- Public information / agency website
- Interviews with staff / board members

Santa Clara LAFCO's Service Review Program

One Priority Goal:

- Provide greater oversight of local agencies in order to improve public accountability and transparency

Strategies:

- Conduct service reviews
- Promote compliance with legal requirements and best practices
- Increase public awareness of local agencies

Key Aspects of Service Review Program

- Be proactive, raise awareness of issues and build key relationships
- Conduct in-depth, focused reviews to identify opportunities for improvements
- Provide agency-specific recommendations for changes
- Encourage local agencies to make the recommended reforms

Sample Model for Encouraging Implementation of Service review Recommendations



Measuring Success of LAFCO's Service Review Program

OR

LAFCO's effectiveness in accomplishing its goal of improving transparency and public accountability of local agencies

- Recommendations implemented?
- Agencies / public acknowledge the benefit of changes?