

City of Garden Grove Committees



GARDEN GROVE

February 1997

committee chart

THE CITY OF GARDEN GROVE COMMITTEE SYSTEM

This manual has been designed to help employees understand the various committees operating within the City organization, as well as their mission, goals, and meeting frequency.

In general, committees are established to advise and provide recommendations to the City Manager on a variety of policy issues, and to provide a forum for communication, coordination, team building, and employee involvement and empowerment. Having committees review projects and recommendations also helps manage our scarce resources, by helping to identify and communicate organizational and community priorities. The Committee System helps build consensus on projects or issues, and to ensure that staff presents a "united front" in making recommendations to the City Council.

The advantage of the Committee System is improved communication, cooperation and understanding about issues and projects by all affected departments. This in turn leads to enhanced commitment to projects or programs before they are actually implemented.

The Committee System also provides opportunities for employees to learn about other departments, and to interact with co-workers at all levels of the organization. It should be noted that committees are expected to function on a peer level—everyone is considered "equal" during committee meetings, regardless of what level of the organization, or which department is being represented.

CENTRAL MANAGEMENT

Meets: Wednesdays at 9:00 a.m. The meeting of the first Wednesday of the month serves as a "Think Tank," and is open to Central Management members only. Other Central Management meetings are geared towards "presentations" and are open to Division Managers and interested staff.

Representation: The City Manager, Deputy City Manager, and Department Directors.

Mission:

1. To provide leadership and management direction;
2. To provide a forum for discussion and implementation of goals and policies;
3. To assist in developing a long-term vision and mission for the City, based upon input from the community, and the ideas of City management and employees;
4. To assist the City Manager in making decisions related to recommendations brought to Central Management;
5. To identify and discuss existing and/or potential issues in the organization and the community; and
6. To develop knowledge and mutual understanding of the City's various departments, and provide support to Department Directors and other managers in successfully accomplishing City, department, and individual goals.

STANDING COMMITTEES OF CENTRAL MANAGEMENT

The City has four standing committees operating under the "umbrella" of Central Management. They are:

- Customer Service Coaches
- Committee on Operation and Organizational Policies (COOP)
- Economic Development and Improvement Committee (EDIC)
- Neighborhood Improvement Committee (NIC)

These policy committees have been established to provide "information transfer" on important issues; to provide a forum for reviewing reports, actions, and projects to ensure thoughtful analysis and interdepartmental coordination; to develop recommendations and direction; and to evaluate community and "political" impacts of particular activities.

Membership on COOP, EDIC and NIC consists of Division Managers, representatives of Central Management, and other appointed members. Central Management determines the composition of members and makes appointments in July and January of each year.

Membership on the Customer Services Coaches Committee represents all levels of the organization, with Directors appointing their department representatives. Representatives rotate annually.

CUSTOMER SERVICE COACHES

Meets: The second Wednesday of each month.

Representation: Two Central Management representatives, one serving as "Head Coach" and at least one employee from each department..

Mission: To serve as role models and motivators, with the goal of improving internal and external customer service by identifying issues, making recommendations, and coordinating activities that foster positive change.

Goals:

1. To make recommendations for improving internal and external customer services.
2. To surface organizational issues which impact the delivery of quality customer service.
3. To initiate and coordinate activities which promote quality customer service and the Seven Habits of Highly Effective People.
4. To support and facilitate Customer Service Coaches' subcommittee activities and initiatives.
5. To act as an information link between the Customer Services Coaches' Committee and City departments.

STANDING COMMITTEES OF THE CUSTOMER SERVICE COACHES

Note: The Coaches may establish "ad hoc" committees to study specific issues for a limited period of time. Representation on these committees primarily consists of Coaches from various departments, although additional employees (not serving on the Coaches committee) may be added as needed.

Training

Meets: Monthly

Mission: To identify, encourage, and facilitate training opportunities for City employees.

Goals:

1. To facilitate the offering of Cultural Diversity training.
2. To annually update an organizational training plan.
3. To increase awareness and use of the Customer Service Resource Library.
4. To identify ways to encourage employees to "Sharpen the Saw."

Organizational Development

Meets: Monthly

Mission: To build trust among all City employees by encouraging employee involvement, as we examine issues dealing with employee morale and City policies and procedures, and to make recommendations for a positive change.

Goals:

1. To support "interest-based" negotiations training.
2. To work with various departments on morale issues that will enhance employee support for the City.

Communications

Meets: Monthly

Mission: To provide the City family and Garden Grove residents with information and perspective relative to the City's customer service commitment, customer service issues, and successes.

Goals:

1. To develop and distribute a newsletter for Garden Grove employees regarding customer service.
2. To organize the Communications Committee membership into an information gathering and publishing team.
3. To develop a format for electronic communications to Garden Grove residents, focusing on the City's customer service commitment.

COMMITTEE ON OPERATION AND ORGANIZATIONAL POLICIES (COOP)

Meets: The second and fourth Thursday of each month.

Representation: Deputy City Manager, four Department Directors, and four mid-managers as appointed by Central Management.

Mission: To enhance the effectiveness of and communication within the City organization.

Goals:

1. To review and make recommendations regarding the potential impacts of significant organizational change.
2. To identify and discuss potential organization impacts of significant community issues, and develop recommendations for addressing them.
3. To ensure that policies and organizational efforts are aligned with the City's Mission and Values Statements and vision for the future.
4. To foster interdepartmental communication, cooperation and understanding, with respect to organizational goals and objectives.
5. To serve as a resource for COOP standing committees.

STANDING COMMITTEES OF COOP

Note: Most of the Standing Committees of COOP function independently, reporting to COOP only as needed. In addition to these standing committees, COOP may establish "ad hoc" committees to study specific issues for a limited period of time.

Claims Board

Coordinated by: Controller

Meets: Quarterly

Representation: City Attorney, Controller, City Manager or designee, Risk Manager

Mission: To expedite the claims administration process by deciding smaller claims (\$15,000 or less) against the City. Also to review larger claims and make recommendations to the City Council.

Safety

Coordinated by: Personnel

Meets: Monthly

Representation: Mix of management and non-management employees, representing all departments.

Mission: To promote a safe and healthy (injury and illness free) work place.

Goals:

1. Review and investigate all reports of injury and/or illness.
2. Inspect and make recommendations to correct hazardous conditions at work sites.
3. Provide safety training.
4. Periodically review and update the Injury and Illness Prevention Program.

Office Automation

Coordinated by: Controller

Meets: Monthly

Representation: At least one representative from every City department.

Mission: To develop and implement organizational standards for the computing environment (local area network, wide area network, and Internet).

Goals:

1. Review all software applications and hardware implementations for use.
2. Facilitate/coordinate all activities related to computer needs within departments.

Facilities and Operations

Coordinated by: Community Services

Meets: Monthly

Representation: Parks and Facilities Manager, Engineering Services Manager, Leisure Services Manager, Community Services Director.

Mission: To coordinate park development.

Goals:

1. Review, coordinate, and plan park-related development projects, involving all departments.

Public Information

Coordinated by: City Manager

Meets: Quarterly

Representation: Office of Administrative Services and Community Relations staff, one representative from each department.

Mission: To facilitate a coordinated public information program, to provide a forum for surfacing information which should be disseminated to the public, and to provide guidance to departments on media and other public information efforts.

Goals:

1. Review public promotions for the previous quarter.
2. Identify possible promotions for the upcoming quarter.

3. Share information about department efforts that should be publicized.
4. Gather information about publicity and promotions needs.

Rideshare

Coordinated by: Personnel

Meets: Monthly

Representation: Mix of management and non-management employees, representing all departments.

Mission: To introduce City employees to the commute choices available to them, and to promote participation through positive marketing and incentives, while adhering to the mandates of the South Coast Air Quality Management District (SCAQMD), state and federal guidelines.

Goals:

1. Review and advise on the administration of the Rideshare Program.
2. Review and make recommendations for revisions to the Rideshare Program.
3. Keep current on all legislation and requirements related to Rideshare.
4. Promote participation in the Program.

SEMS Task Force

Coordinated by: Fire

Meets: As needed

Representation: Emergency Services Coordinator/Training Officer (Fire Department), at least one representative from each department.

Mission: To provide training and coordination related to emergency preparedness and disaster response, under standardized Emergency Management System (SEMS) guidelines.

Goals:

1. Coordinate basic SEMS training for all employees.
2. Assess needs and coordinate subsequent SEMS training, based upon individual department emergency response activities.

3. Coordinate establishment and maintenance of the Emergency Operations Center (EOC).

Administrative Regulations

Coordinated by: City Manager

Meets: Bi-weekly, January through March or April.

Representation: Mid-Managers from all departments except Police and Fire (primarily because few AR's pertain to those departments' operations or areas of responsibility).

Mission: To review and make recommendations for Administrative Regulations, "policies which affect most employees most of the time."

Goals:

1. Conduct an annual review of Administrative Regulations.
2. Continue to identify "red" and "blue" policies.

Special Events

Coordinated by: City Manager

Meets: Monthly, or as needed.

Representation: Membership determined by employee interest and skills. The Committee expands as needed for additional special events. Current representation includes staff from the City's Manager Office-Administrative Services Division, Community Services, Personnel, and Public Works.

Mission: To plan and execute City Council Special Events.

Goals:

1. To plan and implement the following annual events: Miss Garden Grove Reception, Employees' State of the City, Mayor's Prayer Breakfast, Garden Grove Pride, and other events as needed.

Festivals

Coordinated by: City Manager and Community Services

Meets: As needed.

Representation: Community Services Director, Manager of the Office of Administrative Services and Community Relations, and staff from the

following departments: Controller, Community Development, Fire, Police, Public Works, and Community Services. Members tend to be those individuals responsible for coordinating a specific aspect of a community festival.

Mission: To coordinate City resources needed for the three major Community Festivals held in the City; e.g., the Strawberry Festival, the Korean Festival, and the TET Festival.

Goals:

1. To provide interdepartmental coordination and cooperation in providing support for the three Community Festivals.
2. To identify and address issues common to all community festivals.

ECONOMIC DEVELOPMENT AND IMPROVEMENT COMMITTEE (EDIC)

Meets: The first and third Thursday of the month.

Representation: Three Department Directors, one of whom serves as Coordinator, the Planning Division Manager, a Police Department representative, and four mid-managers as appointed by Central Management.

Mission: To assure quality public/private development, in balance with established goals, and to maximize the benefits to the community.

Goals:

1. To assume a leadership role in establishing, promoting, and supporting a vision for development, which will improve the economy, aesthetics, and quality of life in Garden Grove.
2. To analyze proposed developments, and proposed development-related policies, goals, and ordinances, for consistency with the City's Community Economic Development Strategy (CEDS) and Community Improvement Goals and Strategies (CIGS).
3. To provide policy direction and support for all EDIC subcommittees.
4. To communicate information regarding development activities to Central Management.

STANDING COMMITTEES OF EDIC

Note: EDIC may establish "ad hoc" committees to study specific issues for a limited period of time.

ZAP (Zoning—Attorney—Police)

Coordinated by: Community Development

Meets: Weekly

Representation: Staff from Community Development--Planning, Community Development—Code Enforcement, Fire, Controller, and Police. The City Attorney attends only as needed.

Mission: To conduct interdepartmental reviews of uses that have the potential to significantly impact the public health, safety, and welfare, and to insure that such uses are or will be operating in compliance with appropriate zoning regulations and approved permits.

Goals:

1. To improve interdepartmental communication and coordination on uses that may impact the public health, safety, and welfare.
2. To facilitate and expedite interdepartmental responses on uses requiring conditional use permits (CUPs).
3. To identify uses operating in noncompliance with conditions of approval, and to schedule office and/or revocation hearings as necessary.

Planning Coordinating Committee (PCC)

Coordinated by: Community Development

Meets: Weekly

Representation: Staff from Community Development--Planning, Community Development—Code Enforcement, Community Development, Economic Development, Public Works—Engineering, Public Works—Water, Police, and Fire.

Mission: To provide interdepartmental technical and environmental review of proposed projects, through multi-faceted input, communication, and problems solving, in order to improve customer service and streamline the development process.

Goals:

1. To provide a forum for developers to discuss their proposals with representatives of all development-related departments, and to identify and resolve relevant issues early in the design/development process.
2. To foster interdepartmental communication and understanding, particularly with respect to development goals, objectives, and codes.
3. To make environmental determinations regarding proposed development projects.
4. To expedite and streamline the development process.

Telecommunications Committee

Coordinated by: City Manager

Meets: As needed

Representation: Current representation includes staff from the City Manager's Office – Office of Administrative Services and Community Relations, Public Works, and Community Development

Mission: To develop a comprehensive telecommunications policy for the City of Garden Grove to ensure the orderly development of telecommunications facilities while protecting the interests of Garden Grove's residents.

Goals:

1. Develop and implement a facility siting policy that utilizes public facilities and the CUP process for private facilities in order to minimize the aesthetic impact of wireless telecommunications facilities.
2. Develop and implement a right-of-way usage policy that complies with applicable state and federal access laws, while protecting the public's investment in streets, sidewalks and other public improvements by ensuring that the commercial users of the right-of-way pay the full cost for their impact on such improvements.
3. Conclude negotiations on the refranchising of the cable television system in the city to ensure continued public benefit from that franchise.
4. Develop and implement a policy regarding franchising of video providers who do not have a direct physical presence in Garden Grove, but who provide services within the city.

5. Develop and implement a policy regarding the installation of oversized satellite earth-station antennas or dishes, consistent with federal law.
6. Review and monitor the cable television franchise and other telecommunications agreements to ensure compliance.
7. Monitor state and federal legislation and regulations and coordinate appropriate City council responses.

NEIGHBORHOOD IMPROVEMENT COMMITTEE (NIC)

Meets: The first and third Tuesday of each month.

Representation: Community Development Director, Police Chief, Community Services Director, East and West Division Police Lieutenants, and staff from Public Works—Engineering, Public Services—Streets, Community Development—Neighborhood Improvement, Community Development—Building Services, and Community Services.

Mission: To identify issues, and to develop and implement innovative strategies, using a multi-department problem-solving approach; to improve quality of life in the City's neighborhoods for the betterment of the community of Garden Grove.

Goals:

1. To develop and make recommendations regarding Focus Neighborhoods and applicable neighborhood improvement strategies.
2. To serve as a resource for Community Policing Neighborhood Improvement Teams (NITS).

STANDING COMMITTEES OF NIC

Standing Committees of NIC are organized around individual "Focus Neighborhoods." In addition, NIC may establish "ad hoc" committees to study specific issues for a limited period of time.

Currently, committees are active in the following neighborhoods:

- Buena Clinton
- Flower/Shelly/Kensington
- Stuart Drive
- Yucca/Sage