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December 14, 2022

8a | Commission
Discussion

TO: Local Agency Formation Commission
of Orange County

FROM: Executive Officer
Policy Analyst II

SUBJECT: OC LAFCO Post-Municipal Service Review Survey

BACKGROUND

The Commission identified four key goals for OC LAFCO's 2022-2025 Strategic Plan. One of the goals includes improving the municipal service review (MSR) process for future MSRs. In part to effectively implementing this goal, staff was directed to develop a survey that would inform the Commission of the agencies' experiences and feedback involving the MSR process to assist the Commission in enhancing, as warranted, or maintaining any of the components of the process.

In November, the MSR survey was sent to agencies that have undergone the OC LAFCO MSR process during the fourth cycle review. To date, MSRs have been conducted for the Municipal Water District of Orange County, Orange County Cemetery District, Orange County Parks (CSA 13, 22, and 26), and the Orange County Sanitation District. The survey polled the agencies on the following:

1. Was your agency notified by OC LAFCO in advance of the MSR process commencing?
2. Did OC LAFCO provide regular or sufficient communication throughout the MSR process?
3. How many hours were required of your agency's staff during the MSR process (i.e., meetings, other communication with OC LAFCO, and other activities deemed relative)?
4. Overall, how would you rate the MSR process?
5. Please provide general comments here on the MSR process. Comments provided are intended to assist OC LAFCO in improving or sustaining components of the MSR process (optional).

The following is a summary of the responses provided by the four agencies:

<i>MSR Survey Responses Summary</i>			
Agency	Agency Responses	MSR Completed	Future MSR Date
Municipal Water District of Orange County	<ul style="list-style-type: none"> • Notified in advance. • Sufficient communication provided. • 20-30 hours of staff time required. • Very collaborative process. • We appreciated OC LAFCO's willingness to work collaboratively with us. Our prior MSR had not gone quite as smoothly, so we made a few requests of OC LAFCO staff early in the process this most recent time, and they were more than accommodating. We very much appreciated the time OC LAFCO staff gave us answering questions, etc. We also appreciated that the staff took the time to ask us to clarify questions instead of making their own assumptions. Lastly, giving an agency the option to review the draft MSR in the event there were accidental errors - was helpful to both parties. 	Sept 2020	2025
Orange County Sanitation District	<ul style="list-style-type: none"> • Notified in advance. • Sufficient communication provided. • More than 30 hours of staff time required. Mostly collaborative process. • There was a lot of back and forth between the EO and Commission staff. Most questions we had were answered; let me check with the EO. This slowed the process down significantly. Recommend the EO train staff further, so they are confident to make decisions. If this is not an option, then another option would be for the EO to be more involved with the process in order to mitigate the back-and-forth delays. 	Sept 2020	2025
Orange County Cemetery District	<ul style="list-style-type: none"> • Notified in advance. • Sufficient communication provided. • Less than 20 hours of staff time required. • Very collaborative process. • Gavin did an excellent job of taking provided data and putting it into the MSR so that the readers had a complete understanding of the District. 	Oct 2022	2027

<i>MSR Survey Responses Summary</i>			
Agency	Agency Responses	MSR Completed	Future MSR Date
Orange County Parks (CSA 13, 22 and 26)	<ul style="list-style-type: none"> Notified in advance. Sufficient communication provided. 20-30 hours of staff time required. Very collaborative process. OC Parks appreciates the continued collaboration between LAFCO and our department and the positive relationship between our teams. 	Aug 2022	2027

Next Steps


Staff completed the development of the post-MSR survey in accordance with the timeline of 2022 established within the Commission's three-year strategic plan. Overall, the survey is a great tool for the Commissioners to receive feedback from the cities and special districts involving one of the agency's mandates. The responses will be used to enhance, where applicable, and continue areas of the MSR process. As agencies complete the MSR process, they will be asked to complete the survey and the responses will be shared with the Commission in future updates.

RECOMMENDED ACTIONS

Staff recommends the Commission:

1. Discuss the MSR survey and responses, as warranted.
2. Receive and file OC LAFCO Post-Municipal Service Review Survey.

Respectfully Submitted,


CAROLYN EMERY


GAVIN CENTENO