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MEETING DATE: November 12, 2025**TO:** Local Agency Formation Commission
of Orange County**FROM:** Executive Officer
Policy Analyst I**SUBJECT:** OC LAFCO Post-Municipal Service Review Survey**BACKGROUND**

In April 2025, the Commission approved its three-year 2025-2028 Work Plan, including four goals with identified objectives. One of the goals included in the Work Plan is improving the Municipal Service Review (MSR) process for future MSRs, a goal previously identified as part of the 2022-2025 Work Plan. To help implement this goal, staff was directed to distribute a post-MSR survey to gather feedback from agencies following the completion of their MSR, with the intent of informing the Commission of the agencies' experiences. This feedback is intended to assist the Commission in enhancing or maintaining components of the MSR process, as warranted.

Throughout 2025, the post-MSR survey was distributed to agencies following the completion of their MSRs as part of the ongoing fourth cycle review. To date, these include the Orange County Water District, the Orange County Mosquito and Vector Control District, and the agencies included in the Central MSR Region (the Cities of Anaheim, Irvine, Orange, Santa Ana, Tustin, and Villa Park, and East Orange County Water District, Irvine Ranch Water District, Serrano Water District, and Silverado-Modjeska Recreation and Parks 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)?
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 chart below provides a summary of the responses provided by the agencies:

<i>Post MSR Survey Responses Summary</i>			
Agency	Agency Responses	MSR Completed	Future MSR Date
Orange County Water District	- Notified in advance. - Sufficient communication provided. - Less than 20 hours of staff time required. - Very collaborative process. - The process went very well. There was a lot of coordination and no surprises.	March 2025	2030
Orange County Mosquito and Vector Control District	- Notified in advance. - Sufficient communication provided. 20-30 hours of staff time required. - Mostly collaborative process. "While the process was very collaborative, the change in staffing did delay the MSR. The current staff that I was working with were amazing in getting it back on track and caught up on the District's services."	July 2025	2030
Central MSR Region	- Notified in advance. - Sufficient communication provided. - Less than 30 hours of staff time required. - Very/Mostly collaborative process. "If I recall, LAFCO sent their initial MSR questionnaire to the City Manager's Office. It then took some time for the MSR to trickle down to staff in the Community Development Department, after which there was a last-minute effort to get other departments' feedback. LAFCO may find it helpful to send notice of the MSR to the City Manager and all of the Department Directors, AND specifically identify the sections of the MSR questionnaire that are applicable to each department. In Tustin's case, after the MSR landed on the Community Development's desk, we only answered questions/topics relevant to our Department. We assumed that Public Works	September 2025	2030

	was covering infrastructure questions; Finance was covering fiscal questions, etc.” • “Well done.”		
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Next Steps

Staff completed the distribution of the post-MSR survey in accordance with the timeline established within the Commission's 2025-2028 strategic plan. Overall, the survey continues to serve as a valuable tool for the Commission to receive feedback from cities and special districts regarding one of the agency's core mandates. The responses will be used to enhance, where applicable, and sustain effective elements of the MSR process. As agencies complete the MSR process, they will continue to be asked to complete the survey, and the responses will be shared with the Commission in future updates.

RECOMMENDED ACTION

This is a receive and file report and requires no action by the Commission.

Respectfully Submitted,



LUIS TAPIA



AIMEE DIAZ