



Agenda Submittal

Agenda #: 19 **Status:** Consent Calendar
Type: Policy **Department:** Human Resources
File #: 18-881 **Contact:** Marc Fox, 784-2552
Agenda date: 12/11/2018 **Final action:** 12/11/2018
Title: Adopt a new County administrative policy to implement the Personal Mail Policy

Governing body: Board of Supervisors
District: All
Attachments: 1. A - Policy, 2. Minute Order

Date	Ver.	Action By	Action	Result
12/11/2018	1	Board of Supervisors	Adopted	

Published Notice Required? Yes ☐ No ☒
Public Hearing Required? Yes ☐ No ☒

DEPARTMENTAL RECOMMENDATION:

The Director of Human Resources recommends that the Board of Supervisors adopt a new County administrative policy to implement the Personal Mail Policy.

SUMMARY:

The Department of General Services has developed the Personal Mail Policy which will better control the mail and parcels that are received and sent through the County's internal mail system. This policy will ensure proper and efficient use of County resources in performing the mail delivery services. The policy only allows mail or parcels related to County business to be sent or received through the County's internal mail system.

The adoption of the proposed policy is part of the County's commitment to provide efficient and timely services to the County and its departments.

FINANCIAL IMPACT:

Proper use of County resources ensures that unrelated costs are not passed on to the County departments each year.

DISCUSSION:

At a December 2017 mail services workshop put on by the Department of General Services ("Department"), a power-point slide stated to attendees that personal mail use is a privilege and should only be used in limited circumstances. The presentation conveyed that the mass mailings are not appropriate and that all outgoing mail should have adequate pre-paid postage. The Department suggested that employees should consider alternatives to using the County's mail system for personal mail and parcels. The County does not currently have a county-wide policy prohibiting the use of the internal mail system for personal purposes. However, there is such a directive within the Department of Health and Social Services.

The Auditor-Controller's Office conducted a review of personal mail use in January 2018. The review included interviews with Central Services staff and documentation provided by the Department. During the review, the Auditor-Controller's Office found that personal use of the internal mail system occurred at the County Administrative Center ("CAC"). For example, in July 2017, the Mail Service staff calculated that 148 personal parcels were either picked up or delivered to 42 CAC occupants. In January 2018, the Auditor-Controller's Office observed multiple incoming and outgoing personal parcels from departments in the CAC.

The personal mail and parcels delivered to and sent from employees' work locations create inefficiencies of County resources and staff. The efficiencies are particularly acute during the holiday season. As a result of the demands created by personal mail and parcels, the Department developed the Personal Mail Policy. The Personal Mail Policy prohibits personal mail and parcels from being sent or received through the internal mail system or a department's front counter.

ALTERNATIVES:

The Board of Supervisors may choose not to adopt the policy; however, staff does not recommend this alternative, as the proposed Personal Mail Policy will allow the Department of General Services to provide efficient and timely mail service to the County and its departments.

OTHER AGENCY INVOLVEMENT:

Human Resources provided notice of the Personal Mail Policy to all bargaining unit representatives. The Department of Human Resources and the Department of General Services met with representatives from Service Employees International Union (SEIU) Local 1021; no other union requested to meet.

The Department of General Services, the County Counsel's Office and the Department of Human Resources have reviewed the proposed Personal Mail Policy and concur on the provisions of the program.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION