



MEMORANDUM

Date: September 5, 2013

To: The Honorable Chairman and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to be "C.H. Huckelberry", is written over the printed name of the County Administrator.

Re: **New Website Constituent Feedback and Comment**

Attached please find a memorandum from our Chief Information Officer to County departments and agencies regarding added functionality of the new County website.

Each department will have a comment and feedback feature located on their webpage. I have asked that I also receive a copy of every comment and feedback sent to each department. This added website functionality should allow the County to improve constituent services.

The following departments and programs are currently live on the new website:

- Bonds
- Clerk of the Board
- Communications
- Community and Economic Development
- Community Development and Neighborhood Conservation
- Community Services, Employment and Training
- County Administration
- Economic Development and Tourism
- Elections
- Emergency Management and Homeland Security
- Facilities Management
- Finance and Risk Management
- Fleet Services
- Health
- Human Resources
- Information Technology
- Medical Examiner's Office
- Natural Resources, Parks and Recreation
- Pima Animal Care Center
- Public Fiduciary
- Stadium District
- The Loop

The Honorable Chairman and Members, Pima County Board of Supervisors
Re: **New Website Constituent Feedback and Comment**
September 5, 2013
Page 2

All remaining County departments and agencies will be fully transitioned to the new website within the next six months.

CHH/mjk

Attachment

c: Lionel Bittner, Chief Information Officer



MEMORANDUM

INFORMATION TECHNOLOGY DEPARTMENT

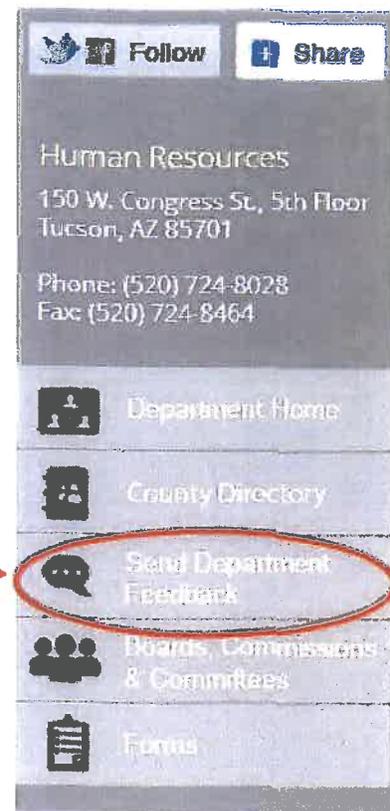
Date: August 30, 2013

To: Department Directors

From: L. H. Bittner 
Chief Information Officer

Re: Constituent Feedback to a Department via the New Website's Department Homepages

As you all are aware, Pima County is currently transitioning all County Administration Departments to the new Pima County Website. The goal is to complete this transition by February 2014. Each Department Home page has a "Department Contact" Information Bar for use by Pima County constituents. This Information Bar has a section for constituents to send your Department various feedback, issues, etc., by clicking on this section (**circled in red in the Information Bar**). When submitted by the constituent, this feedback form is emailed to a select group of employees on a Department's email distribution list for review and follow-up. The County Administrator has requested that both he and his Chief Administrative Assistant be added to his Department's Feedback Email Distribution list. For those Departments currently live on the new Website and those to be transitioned over the next 6 months, we are requesting that minimally you have the Department Director's Executive Administrative Assistant on this feedback form email distribution list. Please provide me your Executive Administrative Assistant's name to be added to this distribution list by September 9, 2013. In addition, if you also wish to have your email on this distribution list, please let me know by September 9th. If you have any questions, feel free to contact me at 724-7580.



LHB/mk

- c: C. H. Huckelberry, County Administrator
M. Willett, Chief Deputy County Administrator
H. Atha, Deputy County Administrator for Community and Economic Development
J. Bernal, Deputy County Administrator for Public Works
J. Leshner, Deputy County Administrator for Medical and Health Services