



CAO's Corner

By Susan S. Muranishi
County Administrator

The spirit of innovation is sweeping across the entire Alameda County organization as we build on many creative initiatives to become more efficient and improve customer service.

An article in this edition of **Connections** outlines one of the latest initiatives – the **Government Innovation Labs** collaboration with technology giant Google. Some 70 County employees participated in the Google project this summer, exploring ideas for how local government can reshape itself to better meet the public's 21st Century needs.

In September, we hosted a series of town hall meetings for County employees, where we apprised colleagues of the many fronts on which we are challenging ourselves to be more innovative in performing our daily business. The town halls coincided with the launch of **Innovate AC**, our latest effort to expand innovation to all areas of County operations. This initiative focuses on an internal County website that is soliciting ideas from Alameda County employees to make operations more efficient and improve customer service. We are looking to involve our entire County team in the many County initiatives now underway that explore the common theme of innovation. These include the **Google Innovation Lab, community and employee hackathons, a task force of millennial employees** and a highly successful **Executive Development Program**.

Through **Innovate AC**, we are taking important new steps in bolstering a culture of innovation in Alameda County. The involvement and support of all County departments is essential to our success.

Google Labs Project Boosts County's Continued Commitment to Innovation

In May, Alameda County became the first county to participate in Google's newly launched Government Innovation Labs initiative, which aims to bring the same audacious "moonshot" thinking to government that Google employs in its never-ending search for new innovations – driverless cars, high-altitude WIFI balloons and other concepts often deemed unfathomable. Seventy Alameda County managers and front-line employees took part in the project, coming together at regular intervals throughout the summer to collectively brainstorm ways that local government services can be reshaped to be exponentially



more effective and user-friendly. Google representatives worked closely with the County to identify areas where innovation might reap big rewards in boosting the efficiency of County operations, maximize the impact of limited public resources or achieve greater customer satisfaction. Employee teams were formed to address local

Continued on Page 2

Summer Interns Gain Valuable Experience



Alameda County connected with local young people again this summer through internship programs that provided valuable work experience to youth and new perspectives on the services we provide. Pictured above are local students who participated in the County's **Youth Leadership Academy Internship Program**. A total of 21 graduates of the County's annual Youth Leadership Academy took part in the internships with 10 different County agencies. The **Information Technology Department** hosted nine interns who worked with mentors and took on important projects such as building and testing apps, and supporting servers, desktops and networks. Also this summer, 75 local high school students took part in the **District Attorney's 4th Annual Justice Academy**, which included educational seminars and paid internships at local agencies and nonprofits.

Google Labs Project Promotes Innovation

Continued from Page 1

priorities: Education and Jobs; Safe Communities; Service Improvement (through better information sharing between County departments); Hunger/Health/Housing; and Emergency Preparedness. Participants worked closely in sessions with “mentors” from Google who stoked the teams’ creative fires while looking for ways any new concepts might leverage technology or County partnerships with other community resources. Ideas emerging from the Google sessions included: a video series highlighting local career and educational resources and their power to transform lives for the better; “one-stop-shops” for customers seeking County permits or service contracts; and a website streamlining the process for engaging with human service providers. Susan S. Muranishi, Alameda County Administrator, welcomes and encourages all County employees to offer ideas for improving local services. As she told the Google Lab team members in June, “You are our ambassadors and we will be looking to you to help us create a culture of innovation in Alameda County.”

Nominations Being Accepted for Women’s Hall of Fame

Nominations are now being accepted for the Alameda County Women’s Hall of Fame, which each year honors extraordinary local women and celebrates their contributions to the community. The latest group of honorees will be celebrated at the **23rd Annual Alameda County Women’s Hall of Fame** luncheon and awards ceremony in Oakland in March 2016. Nominations are being accepted for



outstanding women in 12 categories: Business and Professions; Community

Service; Culture and Art; Education; Environment; Health; Justice; Non-Traditional Careers; Science, Technology, Engineering; Sports and Athletics; Philanthropy and Youth.

The deadline to submit nominations is December 11, 2015.

Since its inception in 1993, over 200 women have been inducted into the Women’s Hall of Fame. The program raises funds to provide youth scholarships and helps support local non-profit community partners serving women, youth and families. Last year, the WHOF supported four local community partners and awarded \$2000 scholarships to two high school seniors to assist with their college expenses – Farmaan Judge of Fremont and Jenny Fang of San Leandro.

Go to <http://www.acgov.org/cao/halloffame/> to submit a nomination or call (510) 272-6984.

Secured Delinquent Property Taxes Can Now Be Paid Online

The Alameda County Treasurer-Tax Collector’s Office is now offering an online payment option for Secured Delinquent Property Taxes. Credit cards and ACH payments are now accepted through the website:

<http://acgov.org/propertytax/online.htm>.

A convenience fee will be charged for each online payment transaction. Online payments are allowed for FULL PAYMENT ONLY on:

- Installment Plan Accounts
- Escape Plan Accounts
- Secured Delinquent Accounts
- Utility Bills

Call the Treasurer-Tax Collector’s Office at (510) 272-6800 for more information.

Six Honored with Arts Leadership Awards

Six local residents were honored in September as the 2015 winners of the Alameda County Arts Leadership Awards for their achievements and contributions to the County’s arts community. This year’s winners were:

Judy Lam of Fremont, founder and director of Virtuoso International Flute Ensemble in Fremont.

Paul Ruma of Union City, founder and director of Mighty4 Arts Foundation.

Susan Dunn of Alameda, a community leader who supports arts and cultural activities in Alameda.

Bernice R. Bates of Oakland, director of the East Oakland Senior Center Performing Arts Choir.

Chris Johnson of Oakland, founder of Question Bridge: Black Males.

Sarah Crowell of Oakland, artistic director for Destiny Arts Center.

The six award winners were honored by the Board of Supervisors at the Board’s weekly meeting on September 29 in Oakland.

Check out **WE ARE AC!**, which now features videos about 14 Alameda County programs that received 2015 Achievement Awards from the National Association of Counties (NACo).



<http://www.acgov.org/about/weareac/>

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**National Award for
Anti-Trafficking Outreach**

Alameda County and its District Attorney's Office were selected to receive the **2015 Savvy Silver Circle Award** for the community outreach component of the DA's Human Exploitation And Trafficking (HEAT Watch) program. HEAT Watch raises public awareness about the issue of human trafficking. The accolade was awarded by the City-County Communications and Marketing Association (3CMA) at its annual conference in Atlanta. HEAT Watch outreach efforts, which included an effective billboard and social media campaign, won in the category for Most Innovative. The Savvy Awards recognize outstanding local government achievements in communications, public-sector marketing and citizen-government relationships. Judges said the campaign was an "exemplary, memorable approach to a difficult subject" with "admirable results leveraging free media."

**EBEDA Commended for 25 Years
of Supporting Local Business**

October marks the 25th Anniversary of the East Bay Economic Development Alliance (EBEDA), a unique public-private economic development program that provides policy and guidance around economic and workforce development issues in Alameda and Contra Costa counties. The Alameda County Board of Supervisors celebrated the milestone at its October 6 meeting in Oakland, where supervisors commended EBEDA for its "commitment and dedication to connecting economic growth and innovation with the quality of life in the East Bay region." Darien Louie, EBEDA's Executive Director, cited a "continuity of leadership" within EBEDA as key to the Alliance's success. Louie singled out the leadership of Supervisor Keith Carson, longtime Chair of the EBEDA Board. To learn more about EBEDA, go to <http://www.eastbayeda.org/>

County Links

Alameda County Government <http://www.acgov.org/government/>
Alameda County Board of Supervisors <http://www.acgov.org/board/>
Lookup/pay Property Taxes <http://www.acgov.org/propertytax/index.htm>
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Alameda County forms <http://www.acgov.org/government/formscenter.htm>
Alameda County Superior Court <http://www.alameda.courts.ca.gov/>

For a calendar of Alameda County events, visit the County website at: [acgov.org/government/calendar.htm](http://www.acgov.org/government/calendar.htm)
Also check the websites of the members of the Board of Supervisors (listed under Board contacts on the left side of this page).