

Tell me about your position with the county. What do your duties entail? Whom do you report to?

What's works well in your department? Are there any areas for improvement?

How are the short and long-term goals for your department established?

Are you empowered to meet these goals? What would make them easier to attain?

Do you think the goals accurately reflect resident's needs?

How do you address feedback and/or complaints from residents? Do you find that most issues can be resolved or are there barriers in place?

In regards to the county government as a whole, how would you describe its responsiveness to residents' needs and concerns?

In the interest of the county government's powers (i.e. what it can and cannot do) and organizational structure, what changes could be made to improve service delivery?

Is there anything else you wish to add?

Is there anyone in your department that you can recommend I talk to?

Would you like your responses to be anonymous? Any identifiers (duties, responsibilities, etc..) can be omitted from my notes if you wish.

Follow-up questions (as appropriate)

What direction do you receive from the County Commissioners and how does it align with your department's mission? Do you feel they help foster better responsiveness and innovation in the county government?

What steps are being taken to ensure that the County's goals are aligned with the priorities of residents, particularly those in underserved or marginalized communities?