

Integrity & Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Listening

Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

Interpersonal Savvy

Relates well to all kinds of people, up, down and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

Compassion

Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.

Priority Setting

Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

I ask that all staff be cognizant of the organizational core competencies outlined above. They reflect the professional values I demand and Clerk-Recorder staff must embody these principles in their behavior at the workplace. Excellence in government is grounded in action; what you actually do and how you do it, rather than what you say you believe. By understanding and adhering to these values, our department will continuously improve the experience each one of our customers will have when we provide services to them. "

Many personnel and process changes were made as we made a commitment to strive for excellence in our elections. No wonder the Grand Jury was concerned that those types of changes within the Elections Department and Clerk Recorders Office would increase the risk of a poor elections performance. I am pleased to report that our changes coupled with our commitment to excellence has been greatly beneficial for us and for our valued constituents.

For purposes of clarity, my responses are divided into the following sections: Preparations for the election; The conduct and effectiveness of training sessions; Polling places; "Hands-on" support provided by the FED Assistance System and Conduct of the election itself.

To finish, I would like to attach a letter I received from one of our inspectors. I have redacted the name and address. I would like to thank the Grand Jury for their work in conducting an

inquiry into the conduct of the November 2008 Presidential Election.

Respectfully,

Gregory J. Diaz
Nevada County Clerk-Recorder

May 26, 2009

Gregory Diaz
Registrar of Voters
Nevada County
950 Maidu Avenue
Nevada City, CA 95959-9910

Dear Mr. Diaz,

I have worked every election since 2000 except for the Presidential Primary in 2008 when I was injured. Since you have taken over as Registrar of Voters each successive election has been better organized and more efficient than the preceding one. The team you have put together has really streamlined the procedure greatly improving a long and sometimes tedious day. I would like to commend Beth for her continuously updating the instruction material and creating easy references for the poll workers, as well as her patience and good nature toward us at all times. I have noticed more people voting electronically each election, and Sandy did an outstanding job of training us on the equipment so we were eager to explain how simple it is to use to the voters.

Although we were all very tired at the close of the polls on May 19th, we were not frustrated or frazzled in the closing procedures because of our FED Rob had the foresight to review the procedure for the electronic closing with the three inspectors located in the Alta Sierra Country Club in the late afternoon. When 8:00 p.m. arrived the review had the correct procedures fresh in our minds and we were able to proceed quickly and correctly.

I view working the Polls as a civic duty, but past experiences had made me less than eager to continue. You have changed my attitude one hundred percent. Thanks to you and your wonderful staff for all the improvements.