

**SANTA FE COUNTY
BOARD OF COUNTY COMMISSIONERS**

RESOLUTION NO. 2026 - 052

Introduced by: Commissioner Camilla Bustamante

A RESOLUTION ESTABLISHING THE SANTA FE COUNTY QUALITY ASSURANCE/CONTINUOUS QUALITY IMPROVEMENT PROCESS, CLARIFYING THE ROLE OF CUSTOMER SERVICE TASK FORCE, ADDRESSING TRANSPARENCY AND EFFECTIVE DELIVERY OF COUNTY SERVICES; REPEALING AND REPLACING RESOLUTION NOS. 2024-001 & 2025-067

WHEREAS, the Santa Fe County Board of County Commissioners (Board) is committed to ensuring that County government provides responsive, transparent, and effective services to the residents of Santa Fe County; and

WHEREAS, the Board recognizes the importance of strong customer service, clear communication, and efficient processes in maintaining public trust and confidence in County government; and

WHEREAS, Resolution No. 2024-001 established initial customer service expectations, and Resolution No. 2025-067 provided additional direction related to service delivery; and

WHEREAS, the Board desires to establish a comprehensive Quality Assurance and Continuous Quality Improvement Program to promote internal and external consistent service standards, support innovation and internal collaboration and public service delivery, improve operational effectiveness, and create a culture of customer service across County departments.

NOW, THEREFORE, BE IT RESOLVED that the Santa Fe County Board of County Commissioners:

1. Establishes a Countywide Quality Assurance and Continuous Quality Improvement Program to promote high-quality public service, operational effectiveness, and accountability across County administrative departments.
2. Approves the Quality Assurance and Continuous Quality Improvement Program framework attached as Exhibit A, which provides guidance for implementation across County departments.
3. Authorizes the County Manager, or the County Manager's designee, to implement the program and to take all reasonable administrative actions necessary to carry out and integrate the program within County operations, including the development and modification of policies, procedures, and performance measures consistent with this Resolution.

BE IT FURTHER RESOLVED, that Resolution No. 2024-001 and Resolution No. 2025-067, and any resolutions inconsistent herewith, are hereby repealed and replaced.

PASSED, APPROVED, AND ADOPTED ON THIS 28th DAY OF APRIL, 2026.

SFC CLERK RECORDED 05/01/2026

SANTA FE COUNTY
BOARD OF COUNTY COMMISSIONERS

By: [Signature]
Justin S. Greene, Chair

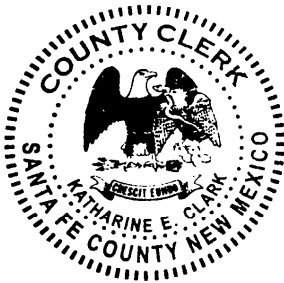
ATTEST:

[Signature]
Katharine E. Clark
Santa Fe County Clerk

Date: 05/01/2026

Approved as to form:

[Signature]
Walker Boyd
Santa Fe County Attorney



COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

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[Hereby Certify That This Instrument Was Filed for
Record On The 1ST Day Of May, 2026 at 03:19:45 PM
and Was Duly Recorded as Instrument # 2082687
of The Records Of Santa Fe County

Deputy [Signature] _____
Witness My Hand And Seal Of Office
Katharine E. Clark
County Clerk, Santa Fe, NM

SEC CLERK RECORDED 05/01/2026

Exhibit A

**Santa Fe County Quality Assurance and
Continuous Quality Improvement Program Framework**

I. PURPOSE

The purpose of the Quality Assurance Program is to:

- Promote a culture of service excellence in County government
- Improve responsiveness to residents and stakeholders
- Encourage efficient and effective delivery of County services
- Support continuous evaluation and improvement of County operations
- Enhance transparency and public trust in County government

II. CUSTOMER SERVICE STANDARDS

County administrative departments will establish a three-year Customer Service Enhancement Plan and are encouraged to adopt service practices that promote:

- Respectful and professional interactions with residents and visitors
- Timely responses to public inquiries and service requests
- Clear and accurate communication regarding County services, timelines, and procedures
- Accessible government services for all members of the community

III. CONTINUOUS QUALITY IMPROVEMENT

County administrative departments shall participate in a process of continuous quality improvement, which may include:

- Periodic evaluation of service delivery processes
- Identification of opportunities to improve efficiency and responsiveness
- Implementation of operational improvements where appropriate
- Monitoring of performance indicators relevant to County services

IV. PERFORMANCE MEASUREMENT

The County Manager may encourage County departments to develop appropriate performance measures related to the services they provide. Such measures may include:

- Response times for public inquiries
- Processing timelines for permits, applications, or service requests
- Operational efficiency indicators
- Community feedback and service satisfaction indicators

V. PUBLIC FEEDBACK AND ENGAGEMENT

Santa Fe County shall continue to encourage public participation and feedback regarding County services through available mechanisms, which may include:

- Online communication tools
- Public meetings and hearings
- Community engagement efforts

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Exhibit A

- Surveys or other feedback opportunities

Resident input will help inform service improvements and strengthen community engagement.

VI. REPORTING TO THE BOARD

The County Manager may provide biannual updates to the Board of County Commissioners regarding:

- Implementation of the Quality Assurance Program
- Improvements in County service delivery
- Opportunities for further operational improvements

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