



Los Angeles County
Registrar-Recorder/County Clerk

State of the Department Staff Presentation

Meeting demands through innovation and efficiency.

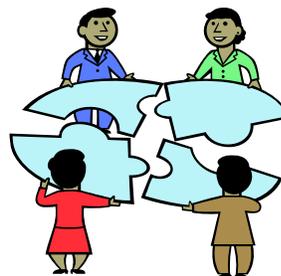
February 2010



Los Angeles County
Registrar-Recorder/County Clerk

State of the Department

- 2009 Awards & Recognition
- Departmental Highlights
- New Mission Statement & Goals
- Fiscal Climate
- Meeting Demands





Los Angeles County
Registrar-Recorder/County Clerk

Awards & Recognition

Meeting demands through innovation and efficiency.



Los Angeles County
Registrar-Recorder/County Clerk

2009 Awards & Recognition

We are an award-winning Department!

- California State Association of Counties
- National Association of Counties
- Los Angeles County Quality & Productivity Board





Los Angeles County
Registrar-Recorder/County Clerk

2009 Awards & Recognition

Our Best Practices are recognized nationally!

- National Association of County Recorders, Clerks & Election Officials
- The Election Center



Los Angeles County
Registrar-Recorder/County Clerk

2009 Awards & Recognition

Making a Difference in our Community!

- City of Norwalk
- March of Dimes
- Toastmasters International
- American Red Cross
- RR/CC Social Committee





Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

Meeting demands through innovation and efficiency.



Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

Public Records

Vital Record Copies	2006	2007	2008	2009
Births	814,291	919,862	808,015	718,953
Deaths	58,874	57,605	53,495	51,034
Marriages	150,792	163,431	165,665	176,426
Total Vital Record Copies	1,023,957	1,140,898	1,027,175	946,413
Vital Record Certificates Filed				
Births	153,065	144,601	165,692	123,848
Deaths	68,222	53,727	64,599	51,829
Marriages	55,363	56,493	59,169	51,320
Total Vital Record Certificates Filed	276,650	254,821	289,460	226,997



Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

Marriage Licenses

Marriage Licenses Issued	2006	2007	2008	2009
Public	39,187	39,520	43,567	38,1247
Notaries	19,916	19,479	18,590	15,958

11,000 civil marriage ceremonies performed at Registrar-Recorder/County Clerk facilities annually.

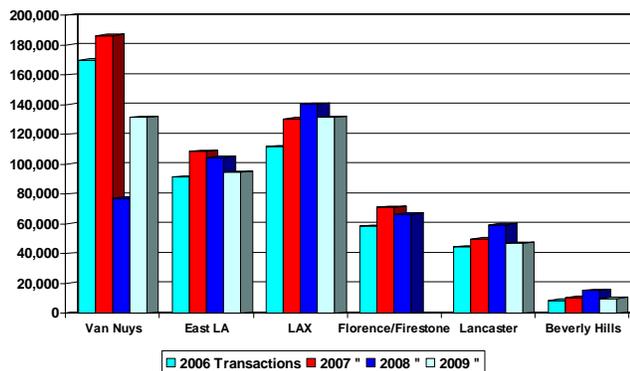


Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

District Offices

District Office Workload Volume



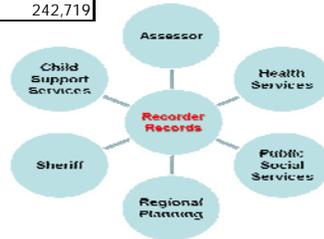


Departmental Highlights

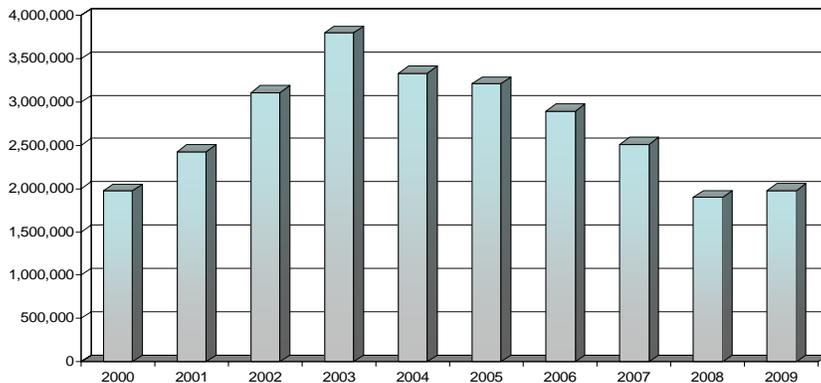
Document Recording

	2006	2007	2008	2009
Documents Recorded	2,895,067	2,512,333	1,898,408	1,978,247
Pages Processed	14,169,273	10,863,134	6,736,239	8,594,258
Business Filings*	205,973	209,164	192,179	176,243
Real Property Copies				
Documents	70,105	60,398	77,716	72,619
Pages	150,523	234,705	224,080	242,719

* Business Filings included in documents/pages recorded



Total Documents Recorded 2000 - 2009



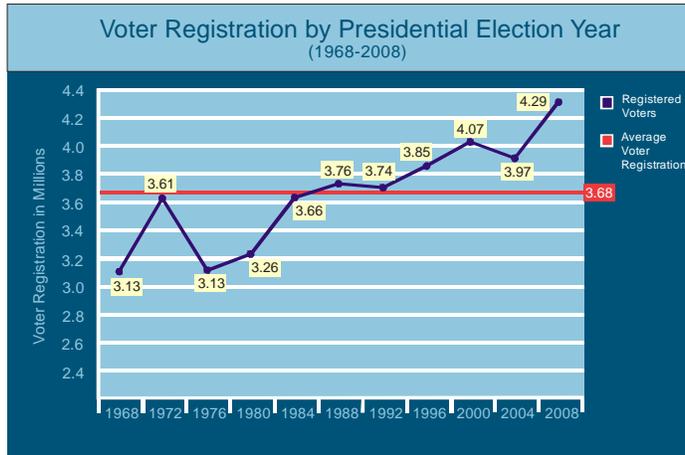
Count: 1,975,000 2,426,000 3,112,000 3,799,000 3,333,000 3,214,000 2,895,000 2,512,000 1,898,408 1,978,247
% Chg: +22.9% +28.3% +22.1% -12.2% -3.6% -9.9% -13.2% -13% 4%



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Registrar-Recorder/County Clerk

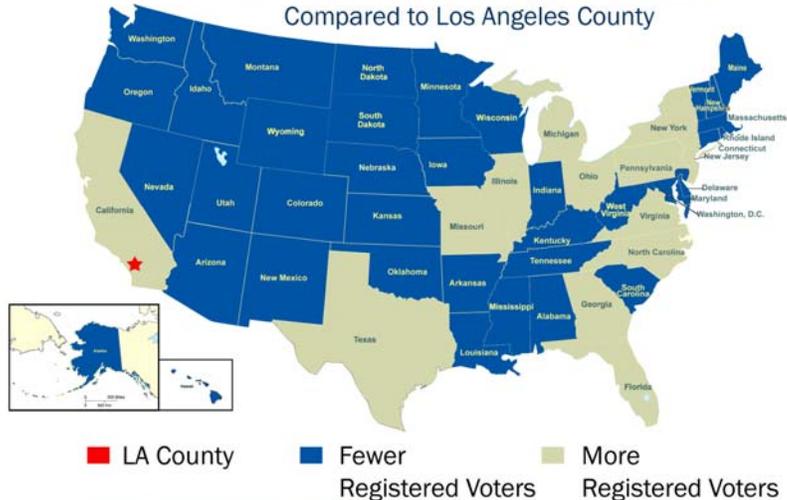
Departmental Highlights

Voter Registration



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Registrar-Recorder/County Clerk

U.S. States With Fewer Registered Voters Compared to Los Angeles County

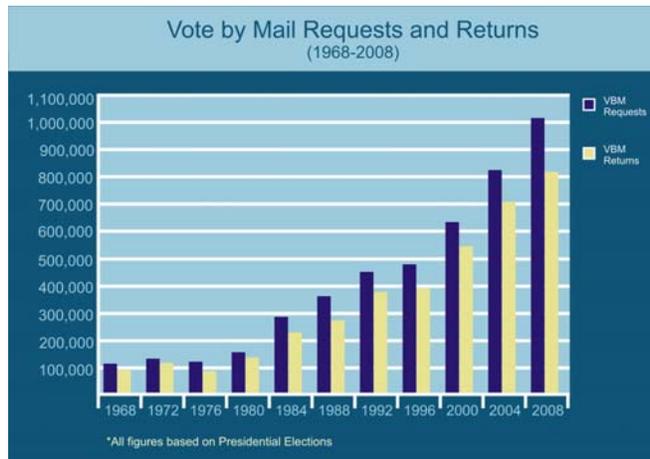




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Departmental Highlights

Vote by Mail



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Departmental Highlights

Voting Systems Assessment Project





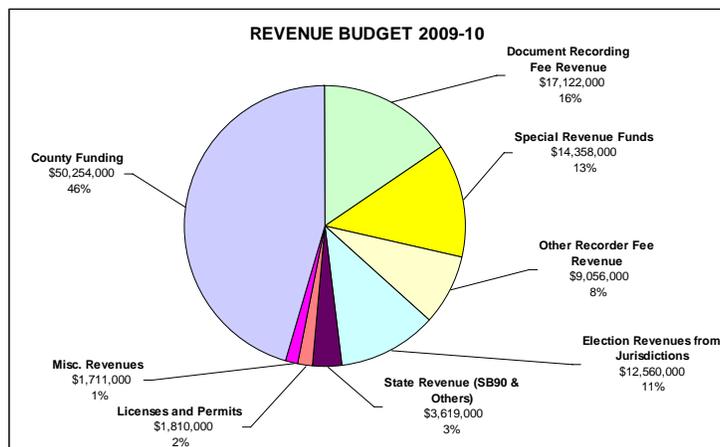
Fiscal Climate

Meeting demands through innovation and efficiency.



Fiscal Climate

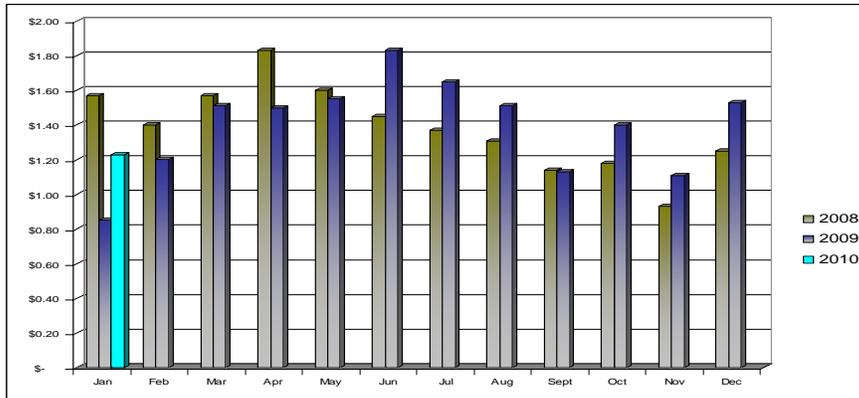
How are we funded?





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Registrar-Recorder/County Clerk

Document Recording Revenue (Dollars in Millions)
Monthly Comparison (Jan 2008-2010)

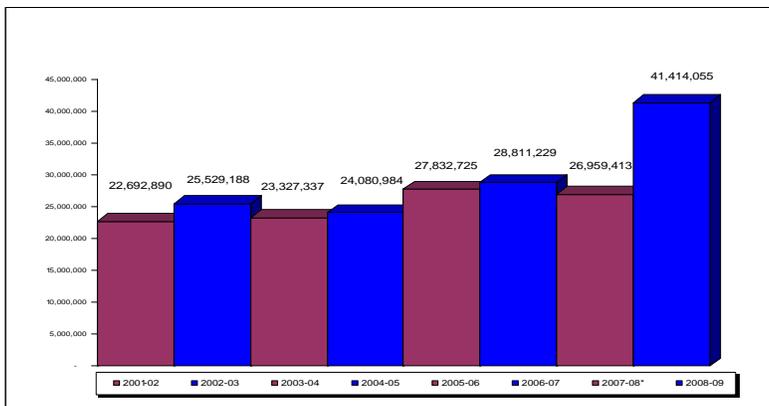


2008:	\$1.57	\$1.40	\$1.57	\$1.83	\$1.60	\$1.45	\$1.37	\$1.31	\$1.14	\$1.18	\$0.93	\$1.25
2009:	.85	1.20	1.51	1.50	1.55	1.83	1.65	1.51	1.13	1.40	1.11	1.53
2010:	1.23											



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General and Primary Election Cost History
FY 2001-02 through 2008-09



General Election Years

Primary Election Years

*Represents actual costs for the June 2008 Statewide Primary



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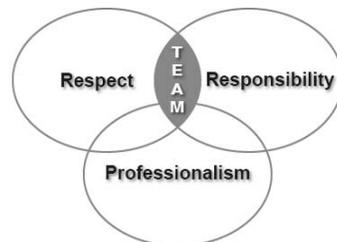
Fiscal Climate

Meeting the Financial Challenge

- Automation and innovation
- FY 2008-09 curtailments
- FY 2009-10 curtailments
- Proposed 2010-11 budget reductions
- Maximizing efficiencies
- Focus on a unified purpose and set of goals



Los Angeles County
Registrar-Recorder/County Clerk



Mission & Goals

Meeting demands through innovation and efficiency.



Los Angeles County
Registrar-Recorder/County Clerk

New Mission Statement

- What is a Mission Statement?
- Why is it important?
- How do you fit into the Mission?
- How do we know if we are achieving our Mission?



Los Angeles County
Registrar-Recorder/County Clerk

Mission Statement

Serving Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner.





Los Angeles County
Registrar-Recorder/County Clerk

Mission Statement

Serving Los Angeles County by providing **essential** records management and election services in a fair, accessible and transparent manner.

*What do we mean by **essential** ?*



Los Angeles County
Registrar-Recorder/County Clerk

Mission Statement

Serving Los Angeles County by providing essential records management and election services in a **fair, accessible** and **transparent** manner.

*What do we mean by **fair** ?*
*What do we mean by **accessible** ?*
*What do we mean by **transparent** ?*



Los Angeles County
Registrar-Recorder/County Clerk

Departmental Goals

Key Goal Areas

- Customer Service
- Election Services & Records Management
- Fiscal Responsibility
- Staff Development



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Registrar-Recorder/County Clerk

Goal Area 1

Customer Service

Promote transparency, accuracy and accessibility of information through quality customer service and the effective use of information technology.

What elements of your job relate to
Customer Service ?



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Goal Area 2

Election Services & Records Management

Develop and maximize leading edge and innovative solutions that foster accountable and transparent election services and public records.

What about your job enhances **Election Services** and/or **Records Management** ?



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Goal Area 3

Fiscal Responsibility

Enhance organizational effectiveness and achieve efficiencies by streamlining and improving business processes.

In what ways do you help ensure **Fiscal Responsibility** ?



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Goal Area 4

Staff Development

Develop succession planning programs and training opportunities that promote a qualified and diverse workforce.

Are you learning and sharing information that contributes to sustainability of services and **development of others** ?



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Moving Forward

Meeting demands through innovation and efficiency.



Los Angeles County
Registrar-Recorder/County Clerk

Meeting demands through innovation and efficiency...

Focus, Vision, Determination
Building relationships/partnerships
Strengths-based management
Working smarter; not just harder
Automation & Innovation



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Questions ?

Meeting demands through innovation and efficiency.



Los Angeles County
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**Serving Los Angeles County by providing
essential records management and
election services in a fair, accessible and
transparent manner.**

