



STRATEGIC PLAN

Fiscal Years: 2010-2015



TABLE OF CONTENTS

Letter from the Department Head	4
Introduction	5
Who We Are	7
Major Accomplishments	10
Mission, Vision and Values	11
Goals and Objectives	12
Appendices	
Appendix A: Linkage – RR/CC to County Goals	20
Appendix B: State of the Department Address February, 2010	21
Appendix C: Semi-Annual Reporting Document Template	39

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



Letter from the Department Head

Dear Reader,

I am pleased to present the Registrar-Recorder/County Clerk's 2010-2015 Strategic Plan. The Plan builds on the progress we have made over the last five years and presents a mission, vision and focus for the future.

Our Department is first and foremost dedicated to public service. Our customers deserve the best we can give and it is our mission to serve Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner.

Although we have introduced many improvements to the Department in the past few years we have much more to accomplish. We must design and implement cost-effective programs that include the latest technological developments so that customers can receive services quickly and accurately.

We must also bring our voting systems into the 21st century, but we need to do so deliberately and collectively. That is why I support an open and transparent process for selecting systems that meet or exceed the needs of the voting public and that build trust and confidence in our electoral process. Our discussion has already begun and I am excited to further the dialogue.

I would like to thank everyone who contributed to the development of the Strategic Plan. I am eager to work together with our team as we improve our services and implement exciting new programs that will benefit our greatest asset – our customers.

Thank you

A handwritten signature in black ink that reads "Dean C. Logan". The signature is written in a cursive, flowing style.

DEAN C. LOGAN
Registrar-Recorder/County Clerk
Los Angeles County

Introduction

The Planning Process

The Registrar-Recorder/County Clerk Strategic Plan is designed to give the reader a clear and simple understanding of the priority items the Department seeks to fulfill over the next five years.

The planning methodology was designed and implemented internally and began in January, 2010. The underlying concept behind the planning process was that information should be derived from teams of supervisors and managers who possess hands-on knowledge of daily activities. Division Managers were asked to form teams of individuals from their Bureaus to discuss issues of importance to them individually and collectively as a working unit.

Teams met at least four times over the course of two months and each produced a list of items specific to their scope of responsibility. Some groups also submitted items that they considered applicable to the Department as a whole.

Discussion items were collected and presented to the Strategic Planning Review Committee consisting of the Department's Chief Deputy, the five Assistant Registrar-Recorder County Clerks (ARRs), and the Executive Assistant. Their task was to develop the items into goals, objectives, and implementation timelines.

The Committee met frequently over three months and developed four "goal areas" each representing Department-wide themes. The areas cover all aspects of Departmental operations and include: Customer Service; Elections Services and Records Management; Fiscal Responsibility, and Staff Development. It is important to note that our objectives are designed in part to correspond with and support Los Angeles County's Strategic Plan. A list of our goals and their links to the County Strategic Plan is included in Appendix A.

Each goal includes a set of objectives that represent the Department's major programmatic focal points. These are the concrete items that we seek to accomplish in order to achieve the overall plan. Milestones are listed under each objective and represent steps that must be accomplished in order to reach each objective. All milestones include dates that are suggested timelines for completion. Once all milestones have been reached, the objective will be completed. Once all objectives have been completed the Goal Area will be reviewed to identify new or emerging needs.

Impacting Factors

Internal and external factors influence the design and implementation of any Strategic Plan and goals and objectives need to mitigate or neutralize pressures that would otherwise render the Plan obsolete. The Planning Committee identified the following

impacting factors and challenges in the development of the goals and objectives which are included in this Plan.

The Economic Environment

The current fiscal crisis is indicative of the outside pressure that impacts our Department's goals and programs. Reduced revenue from our vital record and property document recording operations coupled with county budget curtailments and increasing election administration costs requires that we develop mitigating strategies to maintain excellent customer service.

Public Perception of Customer Services

Public perception of our Department is influenced in part by the access we provide. If people can't get through to access vital information and receive services in a timely manner, our mission is in jeopardy. We need to be able to measure public perception and enhance the common-sense operations that we know effect our public image.

Regulatory Instability

The regulatory environment that effects the implementation of our goals and objectives has to be carefully monitored to assure proper project development and implementation. We need to be actively informed of and involved in the legislative process surrounding our Department's responsibilities.

Frequency of Elections

During 2008-09 our Department administered over 21 elections, including an historical presidential primary and general election that broke many Los Angeles County election records. The logistical challenge we face is how to develop and implement a new voting and tally system while we continue to meet the demands of our administrative requirements.

Succession Planning and Staffing

Maintaining sufficient staffing levels is critical to the implementation of our goals and objectives. We need to meet the challenge posed by vacancies through effective job training, succession planning, recruitment, and hiring practices.

The Plan begins with a brief history of the Department and gives a description of each Bureau. It then presents some highlights of our accomplishments over the last five years and introduces our new mission statement, vision and values.

The Plan concludes with a presentation of the goals and objectives we will pursue over the next five years.

STRATEGIC PLAN

Who We Are

Prior to 1968, the County's Registrar of Voters, the Recorder, and County Clerk were three separate and distinct entities. In an effort to consolidate county services and produce a more efficient government, the County Board of Supervisors merged the Registrar of Voters and Recorder into a single County department. In 1991, the County Clerk functions previously under the jurisdiction of the Superior Court were absorbed by the Registrar-Recorder. As an institution, the Registrar-Recorder/County Clerk (RR/CC) proudly serves Los Angeles County's residents, federal, state and local governments, and many other stakeholders.

The RR/CC serves, either directly or indirectly, all residents of Los Angeles County. For example, we record and issue all Los Angeles County birth, death and marriage records; we record property documents, maintain files of assumed business names, register voters and administer elections for the nearly 5 million citizens eligible to vote. Any county resident who needs a vital record, who wants to get married, or who votes in any election is a customer of the Department.

No other county entity can lay claim to the sheer number of documents we record, file and issue. For example, in fiscal year 2008-2009 our Recorder/County Clerk Bureau filed 1,566,000 birth records and issued over 700,000 certified copies. In the same year we issued almost 50,000 marriage licenses and conducted 10,000 civil marriage ceremonies. The RR/CC is the fourth largest repository of documents in the nation, behind only the Pentagon, the Library of Congress, and the Social Security Administration.

In order to perform the disparate functions of the Department, the RR/CC is organized into divisions and sections based on the services we provide. Each unit plays a critical role in the Department functions and is discussed below.

EXECUTIVE OFFICE

The Executive Office consists of the Department Head and Chief Deputy, the Executive Liaison Officer, the Executive Assistant, Media Information Services, and Executive support staff. The Executive Office sets policy for the Department, conceptualizes and produces reports and directives, acts as liaison between state, local and federal government entities, handles all media-related functions, and fulfills public requests for information and documentation.

RECORDER/COUNTY CLERK OFFICE BUREAU

The Recorder and County Clerk operations are the revenue generators for the Department. The Recorder collects fees for recording real property and other legal documents while the County Clerk issues and collects fees for certified copies of birth, death and marriage records, marriage license applications, marriage ceremonies and assumed business name filings. Each revenue-based function in the Bureau is mandated by state law and all fee items must be approved by the County Board of Supervisors. In addition to recording and issuing documents, the Bureau also scans and creates digital images of documents.

ELECTION PREPARATION & ELECTION SERVICES BUREAUS

The Department administers elections held in Los Angeles County and is responsible for collecting, tallying and certifying ballots cast in all countywide elections. Before an election, the units responsible for election preparation register voters, prepare and print sample ballots sent to every registered voter, prepare and certify candidate nomination documents, process Vote by Mail requests, and verify signatures on candidate petitions and ballot measures. After Election Day, the elections personnel check the validity of Vote by Mail and provisional ballots, sort ballots for tally operations, and conduct the official canvass of election results.

Election Services staff recruits pollworkers and polling places, develops training materials, trains polling place personnel, and prepares, maintains and distributes all polling place equipment and supplies. They also prepare election information in the seven federally-mandated languages and review and analyze federal, state and local legislative initiatives. The Campaign Finance unit maintains public records of elected official and candidate finance disclosure documents.

ADMINISTRATION BUREAU

The Administration and Finance area prepares the annual budget and monitors both revenue and expenditures on a daily basis. It also monitors procurement activities; receives and posts nearly \$200 million in annual revenue; oversees the Department's human resources functions, and maintains the physical facilities, grounds and equipment both at Norwalk headquarters and at the Elections Operations Center. Bureau personnel also act as advisors to the Department Head when constructing the annual budget or following Chief Executive Office guidelines for budget, human resources and administrative issues.

TECHNICAL SERVICES BUREAU

The Technical Services area oversees and implements all technical and information systems-related projects in the Department. Responsibilities include ensuring system security and overseeing internet connectivity issues. Other major functional areas include: maintenance of the voter registration database and systems used in ballot layout, candidate filing, campaign finance, election results reporting, and GIS mapping. Additionally, Technical Services designs, implements and supports database and reporting programs in the Administration and Recorder/County Clerk Bureaus.

MAJOR ACCOMPLISHMENTS

The Department has implemented many new programs in the last five years signifying that management and staff continuously seek ways to improve operations. Some of these accomplishments include the following:

- ▶ Purchased and implemented new federally-compliant voting system components;
- ▶ Programmed, tested and implemented a Property Document Recording system;
- ▶ Implemented Vote by Mail system enhancements that allow for electronic scanning of Vote by Mail ballot applications to significantly increase productivity and improve customer service;
- ▶ Implemented a web-based marriage license application system that allows customers to complete their applications on-line from any location or from on-site workstations reducing license issuance times;
- ▶ Implemented the new Enterprise Recording Archive (ERA) property document recording system designed, developed and programmed by departmental staff to automate manual processes and streamline property document examination and cashiering procedures;
- ▶ Aligned *Performance Counts!* measures with annual budget reporting consistent with the County's mission to improve departmental operations and provide excellent customer service;
- ▶ Implemented the Electronic Recording Delivery System which provides meaningful improved public services and operational processing through the elimination of paper documents;
- ▶ Implemented online pollworker training and AskEd Help Desk election support systems;
- ▶ Integrated a new telephone system that sustains and improves Departmental service information provided to the public;
- ▶ Re-engineered Department's vital records database to a LAN-based system that makes birth, death and marriage requests virtually paperless;
- ▶ Upgraded public counters with a new system that accepts credit and debit card payments for vital records documents;
- ▶ Purchased, fitted and accomplished full migration to new elections operations facility with increased square footage, enhanced security and new inventory systems.

The Department's Mission, Vision and Values

Our Mission

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

Our Vision

The Registrar-Recorder/County Clerk provides two major functions in Los Angeles County – it offers many vital services to its customers and it acts as an employer for nearly a thousand full-time employees. The RR/CC seeks to fulfill its mission by offering friendly service and efficient products while it provides its employees with a safe and prosperous work environment.

Our Values

- Fairness:** We will treat each and every customer in a respectful and friendly manner and we will offer them the best service possible.
- Transparency:** We offer access to information about our processes and actively pursue community and stakeholder involvement in our key decisions.
- Accessibility:** We strive to be available to the public and to meet their inquiries with accurate and courteous responses.

The Department's Goals and Objectives

GOAL AREA A: Customer Service

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

Objective 1 – Enhance the vital record management system to allow online application submission for certified copies of birth, death and marriage records.

- **Milestone A** : By June 30, 2011, seek legislation to allow verification of identity by reference to California DMV records.
- **Milestone B** : By June 30, 2012, develop internet capabilities for processing requests for certified copies of vital documents.
- **Milestone C** : By June 30, 2013, complete interface with California DMV for program implementation.

Objective 2 – Upgrade the web site infrastructure to provide more accessible, timely information and interactive content for public use.

- **Milestone A** : By August 15, 2010, implement content management software.
- **Milestone B** : By September 15, 2010, launch newly designed web site.

Objective 3 – Implement a new Interactive Voice Recognition (IVR) telephone system to provide enhanced public service.

- **Milestone A** : By January 31, 2011, complete requirement specifications defining the available audio message options.
- **Milestone B** : By April 15, 2011, complete installation of hardware/software components.
- **Milestone C** : By August 31, 2011, complete training and system implementation.

Objective 4 – Streamline workflow processes to affect improved customer service.

- **Milestone A** : By July 15, 2010, complete Recorder study of public counter services.
- **Milestone B** : By October 31, 2010, establish a work group to determine the feasibility of implementing applicable study findings.
- **Milestone C** : By February 15, 2012, commence study of mail workflow processes.

GOAL AREA B: Election Services and Records Management

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

Objective 1 – Replace the current mainframe Fictitious Business Filing system with an enhanced searchable database for easy access.

- **Milestone A:** By January 30, 2011, complete coding and program testing.
- **Milestone B:** By February 28, 2011, complete final refinement of user screens.
- **Milestone C:** By April 30, 2011, complete full system integration testing and final programming changes.
- **Milestone D:** By June 30, 2011, complete full implementation and user training.

Objective 2 – Determine feasibility of conducting internet voting for employee retirement association (LACERA) elections.

- **Milestone A:** By June 30, 2011, publish completed research report with recommendations.

Objective 3 – Develop a comprehensive election management system that enhances accountability, accessibility and efficiency in the administration of elections.

- **Milestone A:** By June 30, 2011 replace existing candidate filing system with a fully automated system.
- **Milestone B:** By June 30, 2011, replace current mainframe system with flexible formatting capabilities for the preparation of sample ballot and vote recorder page layouts.
- **Milestone C:** By June 30, 2012, implement ballot accountability system for tracking ballots and ballot materials.
- **Milestone D:** By August 31, 2012, develop campaign finance disclosure system application to provide the ability to scan, digitize and index forms.

Objective 4– Utilizing a transparent planning and selection process, replace the existing voting and tally systems with new technology for the administration of elections.

- **Milestone A:** By July 15, 2010, complete Voting System Assessment Project (VSAP) plan.
- **Milestone B:** By February 15, 2012, finalize and submit integrated voting and tally system procurement/development plan for approval.
- **Milestone C:** By June 30, 2015, implement new voting and tally system.

Objective 5 – Enhance the existing voter registration and election management system modules in the Data Information Management System (DIMS) to interface with VoteCal, the statewide database.

- **Milestone A:** By August 31, 2010, complete software specifications to develop interfaces.
- **Milestone B:** By March 31, 2011, participate in VoteCal state database pilot program.
- **Milestone C:** By June 30, 2012, implement interfaces to statewide VoteCal system.

Objective 6 – Replace the Department core Geographic Information System (GIS) to maintain compatibility with external systems and software.

- **Milestone A:** By December 15, 2011, complete system specifications for the precinct and redistricting GIS systems.
- **Milestone B:** By June 30, 2013, complete software development.
- **Milestone C:** By December 31, 2013, implement new system.

Objective 7 – Implement full page Optical Character Recognition (OCR) capabilities for automated data capture and document redaction.

- **Milestone A:** By September 30, 2010, develop the capability to OCR and redact confidential voter and vitals document information.
- **Milestone B:** By June 30, 2015, complete redaction of confidential property document information back to 1977.

Objective 8 – Convert microfilm to digital images for all voter registration and property documents to enhance access and record keeping.

- **Milestone A:** By June 30, 2011, convert microfilm digital images for property documents dated from 1991 back through 1977.
- **Milestone B:** By June 30, 2012, convert voter registration cards from microfilm to digital images.

Objective 9 – Complete pollworker training review project and implement changes to streamline and produce efficiencies.

- **Milestone A:** By September 15, 2010, review all survey data to assess impacts of election-related programs and changes.
- **Milestone B:** By March 15, 2012, implement changes based on program assessments.
- **Milestone C:** By December 30, 2012, review survey process to ensure alignment with VSAP process and make adjustments to future survey instruments as necessary.

Objective 10 – Fully utilize Election Calendar Task Management System to streamline election-related assignments.

- **Milestone A:** By August 30, 2010, convene an Election Calendar Review and Implementation committee to discuss current use, future utilization and project review.
- By December 15, 2010, complete comprehensive review report and present to Department Head for discussion and edits.
- **Milestone B:** By December 15, 2010, complete comprehensive review report and present to Department Head for discussion and edits.

GOAL AREA C: Fiscal Responsibility

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

Objective 1 – Develop and implement Department Reorganization Plan that streamlines operations and results in cost savings.

- **Milestone A:** By July 15, 2010, complete initial implementation of Department-wide reorganization plan.
- **Milestone B:** By June 15, 2011, accomplish full implementation of reorganization.

Objective 2 – Replace election estimating and billing system to provide improved automation and efficiencies and enhanced customer service.

- **Milestone A:** By November 30, 2010, replace “Job Cost System” to improve data capture.
- **Milestone B:** By January 31, 2011, complete feasibility assessment to determine best strategy for system replacement.
- **Milestone C:** By March 30, 2012, complete system specifications and requirements for system development
- **Milestone D:** By June 30, 2012, develop, test and implement new system.

Objective 3 – Implement the eCAPS Inventory and Procurement modules designed to support the requisition process and management of consumable inventories through a web-based centralized purchasing and accounting system.

- **Milestone A:** By July 15, 2010, implement the e-Caps Inventory and procurement modules.
- **Milestone B:** By July 15, 2010, implement the e-Caps Cost Allocation module.
- **Milestone C:** By November 30, 2010, convert existing commodity codes to countywide codes.
- **Milestone D:** By December 31, 2010, develop internal control plans and conduct user trainings.

Objective 4 – Enhance the services and supply requisition process by establishing a Departmental Supply Coordinator steering committee.

- **Milestone A:** By June 30, 2011, define and designate to represent sections and divisions.
- **Milestone B:** By June 30 2011, coordinate bi-monthly steering committee members to disseminate and exchange information.
- **Milestone C:** By June 30 2011, develop Developmental Supply Coordinator training manual.
- **Milestone D:** By June 30 2011, hold pre-election meetings with Coordinators from the Elections Bureau and the Executive Office.

Objective 5 – Design, prepare, implement and test a Departmental Emergency Response Plan.

- **Milestone A:** By December 31, 2011, complete the design, preparation and implementation of a comprehensive integrated emergency management Departmental plan comprised of both the Business Evacuation Plan (BEP) and the Business Continuity Plan (BCP).
- **Milestone B:** By May 31, 2012, complete testing of system, drills, staffing deployment and management.

Objective 6 –Expand participation in the various human resource Countywide e-Caps modules to automate manual process and promote improved accountability and efficiencies.

- **Milestone A:** By December 31, 2010, implement the her Talent Management Program to automate and streamline hiring and recruitment processes.
- **Milestone B:** By December 31, 2010 implement a Department-wide roll out of the eHR Time Collection module.

Objective 7 – Establish and conduct annual cash handling, payroll and non-cash audits and reviews.

- **Milestone A:** By September 30, 2010, and every fiscal year thereafter, conduct one internal cash handling and one payroll audit and prepare findings.
- **Milestone B:** By March 31, 2011, and every fiscal year thereafter, conduct a second internal cash handling and a second payroll audit and prepare findings.
- **Milestone C :** By June 30, 2011, and every fiscal year thereafter, conduct two non-cash handling internal audits annually and prepare findings.

GOAL AREA D: Staff Development

Develop employee recognition programs and professional training opportunities that promote a qualified and diverse workforce.

Objective 1– Institute an annual employee awards program that recognizes outstanding efforts in each Departmental area.

- **Milestone A:** By March 31, 2011, select review committee.
- **Milestone B:** By June 30, 2011, define award areas and selection criteria.
- **Milestone C:** By September 15, 2011, implement program and accept submissions.
- **Milestone D:** By December 15, 2011, conduct first awards program.

Objective 2– Develop an “Employee of the Month Program” that recognizes outstanding employee efforts Department-wide.

- **Milestone A:** By November 15, 2010, create program scope and criteria.
- **Milestone B:** By February 15, 2011, identify committee member evaluators.
- **Milestone C:** By March 15, 2011 implement program.

Objective 3– Foster partnerships between Department, universities, and other institutions to provide staff with opportunities for continuing education and professional development.

- **Milestone A:** By October 31, 2010, complete participation survey of educational institutions.
- **Milestone B:** By December 31, 2010, implement program and offer class schedule and other information to employees wishing to participate in degree programs.

Objective 4– Create a managerial training academy consisting of training modules focused on departmental strategies.

- **Milestone A:** By December 31, 2011, assess key learning objectives and determine program components.
- **Milestone B:** By June 30, 2012, develop curriculum for each key learning objective.
- **Milestone C:** By June 30, 2013, complete the initial training academy and prepare evaluation of the program’s effectiveness.

Appendices



- Appendix A -

LINKAGE - RR/CC Goals to LA County Goals

RR/CC

LA County

1. Goal Area A: Customer Service

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

2. Goal Area B: Election Services and Records Management

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

3. Goal Area C: Fiscal Responsibility

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

4. Goal Area D: Staff Development

Develop employee recognition programs and professional training opportunities that promote a qualified and diverse workforce.

1. Fiscal Sustainability.

Promote sound, prudent and transparent short-and long-range fiscal policies and practices that help ensure maintenance of critical, high priority County public services despite cyclical economic conditions.

2. Service Excellence and Organization Effectiveness.

Streamline and improve administrative operations and processes (e.g., human resources/classification/compensation, contracting, procurement, and capital projects/space management) to increase effectiveness, enhance customer service, and support responsive County operations. Employ performance measures to help develop targets.

3. Workforce Excellence

Implement human capital management best practices (e.g., succession planning, professional development, employee surveys) to enhance the recruitment, development and retention and well-being of county employees.

- Appendix B -

 Los Angeles County
Registrar-Recorder/County Clerk

State of the Department Staff Presentation

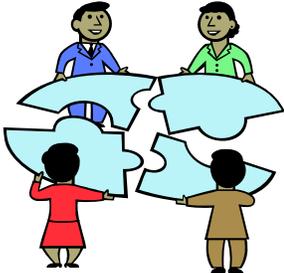
Meeting demands through innovation and efficiency.

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.

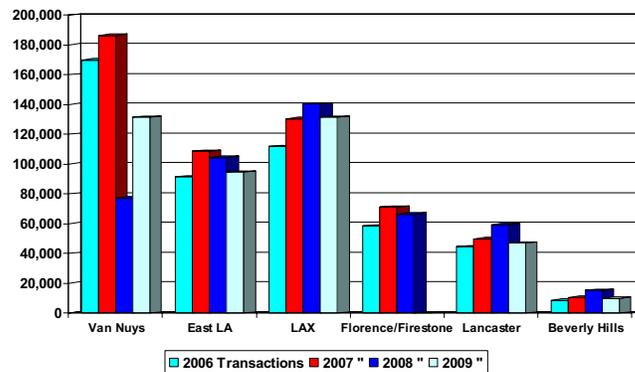


Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

District Offices

District Office Workload Volume





Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

Document Recording

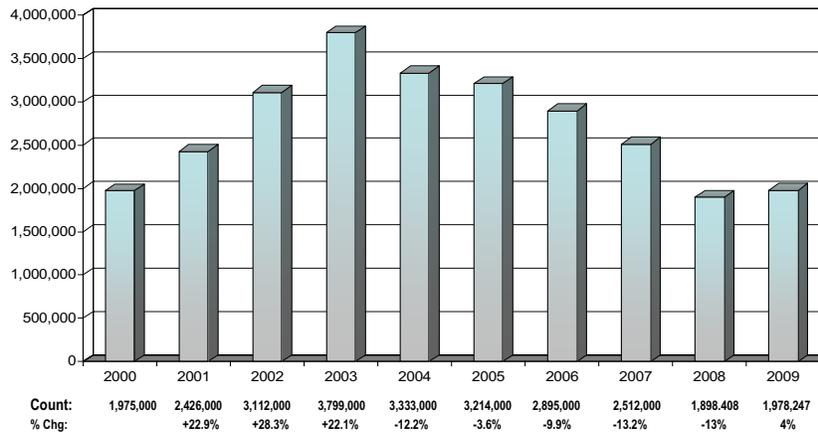
	2006	2007	2008	2009
Documents Recorded	2,895,067	2,512,333	1,898,408	1,978,247
Pages Processed	14,169,273	10,863,134	6,736,239	8,594,258
Business Filings*	205,973	209,164	192,179	176,243
Real Property Copies				
Documents	70,105	60,398	77,716	72,619
Pages	150,523	234,705	224,080	242,719

* Business Filings included in documents/pages recorded



Los Angeles County
Registrar-Recorder/County Clerk

Total Documents Recorded 2000 - 2009

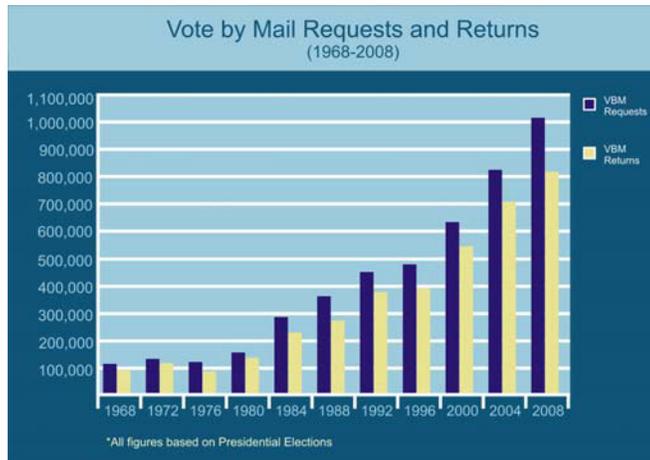




Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

Vote by Mail



Los Angeles County
Registrar-Recorder/County Clerk

Departmental Highlights

Voting Systems Assessment Project





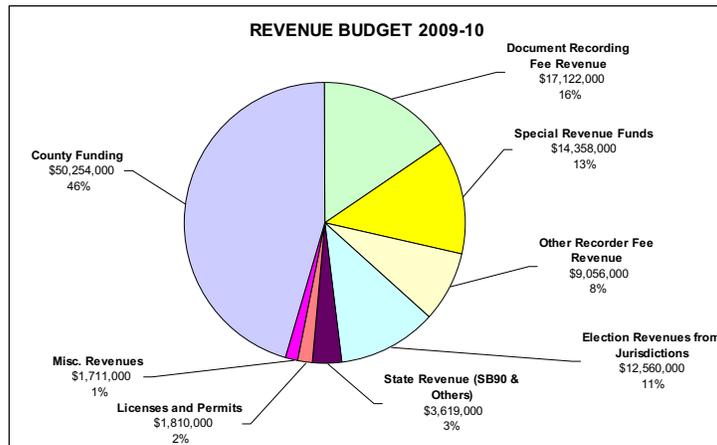
Fiscal Climate

Meeting demands through innovation and efficiency.



Fiscal Climate

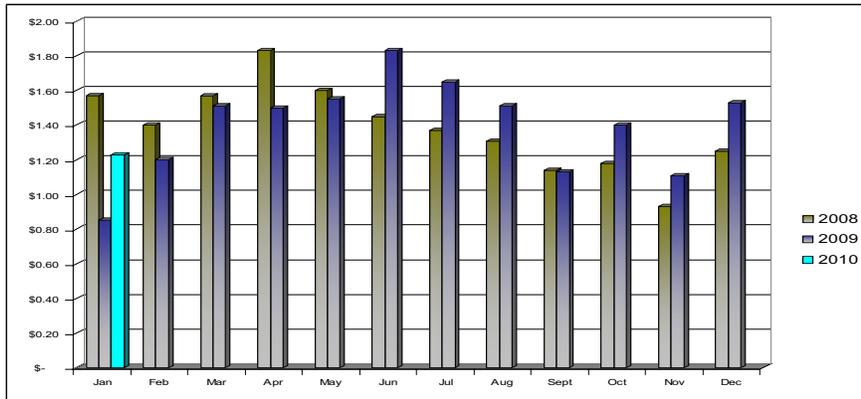
How are we funded?





Los Angeles County
Registrar-Recorder/County Clerk

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

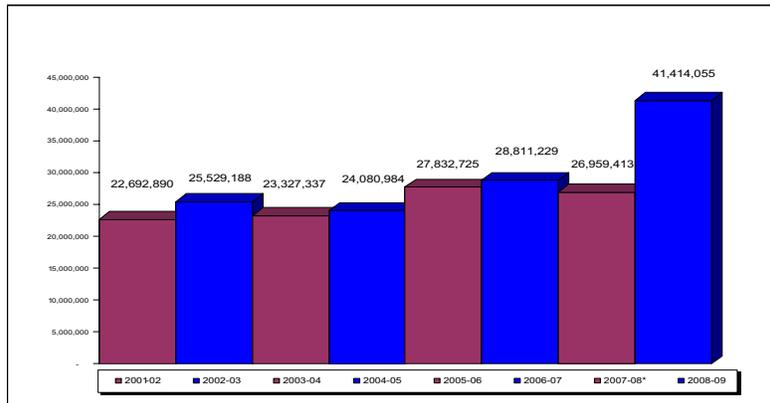


2008:	\$1.57	\$1.40	\$1.57	\$1.83	\$1.60	\$1.45	\$1.37	\$1.31	\$1.14	\$1.18	\$0.93	\$1.25
2009:	.85	1.20	1.51	1.50	1.55	1.83	1.65	1.51	1.13	1.40	1.11	1.53
2010:	1.23											



Los Angeles County
Registrar-Recorder/County Clerk

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



General Election Years

Primary Election Years

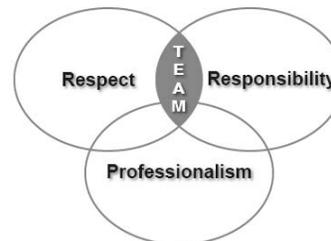
*Represents actual costs for the June 2008 Statewide Primary



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



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** ?*



Departmental Goals

Key Goal Areas

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



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.



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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.



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

