

STATE *of the* DEPARTMENT

.....
Game Changer:
Taking It To The Next Level
.....



MAY 10-11, 2011



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

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Mission Statement

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

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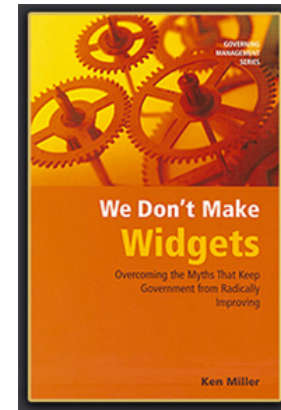
Key Stats

- ★ Recordings: **7,034** daily
- ★ Birth Records: **1,897** daily
- ★ Death Records: **218** daily
- ★ Marriage Records: **453** daily
- ★ **5** elections conducted in 2010
- ★ **3,488,953** ballots counted
- ★ **4,419,699** registered voters

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**What does it mean to
be a “game changer”?**

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“We thought in terms of millions of customers and thousands of stores instead of one customer, one partner, and one cup of coffee at a time.”

*Howard Schultz, ceo – Starbucks
Onward 2011*

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Customer Service Goal

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

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Departmental Re-organization Efforts

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Staff Development Goal

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

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Staff Development Focus

- ★ Quality Assurance Unit
 - Six Sigma & Lean Consumption principles
- ★ Centralized Services
 - Community Outreach
 - Legislative & Governmental Affairs
 - Media & Communications
- ★ Consolidated Operations
 - Ballot Layout and Production
 - Election Information, Coordination and Planning
- ★ Employee Development Opportunities
 - CalSun Public Administration Program

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Budget & the Economy

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Fiscal Responsibility Goal

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

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2011-12 CEO Recommended Budget

Through the leadership of the Board of Supervisors and our partnership with County labor unions over the last three years, Los Angeles County has achieved:

- ★ No layoffs
- ★ No furloughs
- ★ Labor agreements
- ★ Reduction in vacant & temporary positions
 - *RR/CC reduced by 341 positions since 2008-09*
 - *Countywide: 2,735 positions*

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Department Efficiency Achievements

- ★ Departmental mail services \$200,000 annual savings
- ★ Blackberry and cell phone reductions \$42,000 annual savings
- ★ Elimination of unused FAX machines/lines \$42,000 annual savings
- ★ Automatic shut-off for lights \$67,000 annual savings
- ★ Desktop and computer peripheral shut off \$200 per year, per work station
- ★ Contract cost reductions \$400,000 over two years

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New Efficiency Initiatives

- ★ Reduction in desktop printers
- ★ Electronic Sample Ballot subscriptions
- ★ Vehicle rental reductions – *est. \$18,000 savings*
- ★ Truck year security efficiencies – *est. 50% reduction*

Over the past two years, the County has instituted efficiency measures that have resulted in savings of \$145 million through FY 2010-11 and is projected to achieve savings of over \$200 million by the end of FY 2011-12.

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Preparing for 21st Century Services

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**Election Services & Records
Management Goal**

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

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Technology Innovation & Automation

- ★ Enterprise Recording Archive (ERA)
- ★ L.A. Vitals
- ★ SECURE electronic recording
- ★ Voting Systems Assessment Project (VSAP)
- ★ Business filings and domestic partnerships
- ★ Website enhancements and social media

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Legislative Initiatives

- ★ Voter registration modernization
 - Online voter registration
- ★ Implementing the top-two primary system
- ★ Streamlining campaign finance filing requirements
- ★ Fictitious business name registrations – fraud deterrence
 - Consumer protection

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Q & A

*Team Huddle, Picking the
Plays*

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**Who gets the
game ball?**

Celebrating the team!

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