



DEAN C. LOGAN
Registrar-Recorder/County Clerk

October 31, 2011

TO: Supervisor Michael Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

William T Fujioka, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk
Dean C. Logan

SUBJECT: **DEPARTMENTAL STRATEGIC PLAN UPDATE**

I am pleased to inform your Board of the progress and accomplishments made in regards to our Departmental Strategic Plan. As you may know, the plan was developed internally among staff in the Department in 2010. It outlines goals, objectives, and milestones that are aligned with the countywide goals of service excellence and organizational effectiveness, fiscal sustainability, and workforce excellence.

There are four goal areas highlighted within the Departmental Strategic Plan, which are: Customer Service; Election Services and Records Management; Fiscal Responsibility; and Staff Development. These goals aim to fulfill our mission of serving Los Angeles County by providing essential records management and election services in a fair, accessible, and transparent manner.

The following is a brief summary of the milestones achieved during the past fiscal year:

- Implemented a re-organization of operations to align with the Department's mission statement and goals;
- Enhanced the Fictitious Business Name (FBN) filing system with a searchable database;
- Implemented a Lean Six Sigma efficiency program that is enhancing operations by making them more accurate, efficient, and productive;

- Began a partnership with California State University, Northridge to bring an education program on-site where employees can earn their Masters in Public Administration degree;
- Implemented a new Interactive Voice Recognition (IVR) telephone system to provide enhanced public service.
- Implemented Optical Character Recognition technology to redact social security numbers on property documents;
- Expedited the lien filing process by allowing other government agencies to electronically transmit, file, and receive lien filings and lien release documents;
- Established and conducted internal, annual cash handling, payroll, and non-cash audits and reviews.

The following is a summary of milestones that we expect to accomplish within this fiscal year:

- Explore the possibility of issuing vital records online and converting a variety of records to digital medium
- Streamline several workflow processes such as; Business Filings and Registration; Online Voter Registration; and Upfront Scanning in applicable areas
- Increase efficiency in pollworker services and provide accessible information to pollworkers through innovative uses of technology
- Move forward with the Voting Systems Assessment Project as detailed in the project's incremental plan
- Enhance the Pollworker Inspector Survey
- Increase accessibility by developing a Polling Place Accessibility Plan and modifying the website to provide accessible election related content
- Expedite the document recording process for customers by implementing e-Recording
- Determine a strategy to replace the election billing system

- Build upon the Department Emergency Plan with a goal of enabling off-site functionality for seven days
- Implement an annual employee awards program
- Create a training academy consisting of training modules focused on departmental strategies
- Develop a work measurement program that provides useful statistics for the improvement of operations

The Strategic Plan may be viewed online in its entirety at www.lavote.net. As milestones are achieved, our Department will revise the Plan to reflect our successes and outline new milestones in their place. It is my intention to follow the roadmap we have set for ourselves and keep your Board informed of progress along the way.