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
Mission Statement

Serving Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner.
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
What does it mean to be a “game changer”?
“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
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
Staff Development Goal

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

Enhance organizational effectiveness and achieve efficiencies by streamlining and improving business processes.
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
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
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
Election Services & Records Management Goal

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