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Registrar-Recorder/County Clerk

PRESS RELEASE



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LOS ANGELES COUNTY RECEIVES NATIONAL RECOGNITION FOR BEST PRACTICES

Los Angeles County's new *Business Filing and Registration Kiosk* application and *Recorder Mail Processing* operation received national recognition from the National Association of County Recorders, Election Officials and Clerks (NACRC) at its Annual Conference on July 16 in Portland, Oregon. Registrar-Recorder/County Clerk (RR/CC) Dean Logan received notice of the "2011 Best Practices Awards" for Los Angeles County's submissions last week.

The "Best Practices Award" is a special recognition to NACRC members in honor of their unique achievements and Best Practices in their respective fields. Counties submitting applications for consideration must demonstrate that their submission effectively deals with the ever-changing demands and challenges to modernize records and that meet new standards through innovative and cost-efficient solutions.

"We are committed to providing public services in the most effective way possible, including automating for efficiencies or conducting analysis and pilot tests for improving customer service or reducing costs. Initiatives such as these enable us to meet the growing and complex needs of our customers," said Logan. "The *Business Filing and Registration Kiosk* application and *Recorder Mail Processing* operation are great examples of our commitment."

Following is a brief summary of each of this year's award winning submissions:

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BUSINESS FILING AND REGISTRATION KIOSK

The RR/CC Business Filing & Registration Section receives and processes approximately 175,000 Fictitious Business Name Statements per year. The new *Business Filing and Registration (BF&R) Kiosk*, successfully implemented in April 2011, was developed to automate and streamline processes surrounding filings of Fictitious Business Name (FBN) statements. Before the *BF&R Kiosk* module was developed, a manual batch process of filing an FBN Statement was in place, requiring extensive processing time to file, input, index, and cashier to properly track pertinent information. Additionally, there were limitations on incorporating and expanding to a higher level of automation.

Project implementation developed in phases. Phase one: RR/CC IT team developed system specifications, wrote the code, developed and proofed user screens with Recorder Bureau staff, resolved issues and produced user manuals. Phase two: Recorder and IT staff installed additional servers, new work stations, public kiosks, and computers to replace old cashiering stations. Further system reviews were conducted along with an extensive training program with testing procedures.

Highlights of the New “BF&R Kiosk”

- **Major Technology Upgrade**
 - Tightly integrating the new system with existing framework of the existing property documents and vital records systems which share common revenue subsystems and security which would also ensure accurate financial data integration;
 - Developed and maintained within the Department;
 - Low cost development as a result of utilizing in-house resources; total hardware cost for the solution was approximately \$15,000; and
 - Ongoing maintenance and enhancements savings as proprietary system.

- **Functionalities and Efficiencies**
 - Customer use of the Kiosk/web application request modules that provide customers the ability to electronically fill out and submit their applications eliminating this function from the RR/CC indexing operators;

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- FBN document immediately received by customer, reducing wait time from two or more weeks;
- Electronic routing of requests allowing for efficient use of staff time;
- Timely track and identify expiration dates of businesses that are no longer operating;
- Ensuring that the RR/CC could meet legal filing requirements;
- Detailed tracking of all requests; and
- Storage of customer data and signatures.

RECORDER MAIL PROCESSING

The RR/CC recorder mail services operation, responsible for mailing recorded documents, was formerly handled through Los Angeles County's Internal Services Department and outsourced to an independent contractor for metering and mailing for the last twenty-five years. The mail services operation was redirected within the RR/CC's Mail Services Unit eliminating the need for outsourcing service, increasing efficiency and improving customer service, and reducing costs by using internal staff for mail processing and implementing alternate mail preparation standards.

This project entailed conducting an analysis to determine the feasibility of processing recorder mail through the RR/CC Mailroom Services Unit. Additionally, it required developing timelines and reports, preparing costs and savings estimates that were used to provide recommendations to improve mailing methods. The project also required the development of new procedures and spreadsheets for tracking monthly savings. Several pilot tests were performed to identify delivery timeframes for both Internal Services Department and RR/CC Mailroom Services Unit.

Highlights of Recorder Mail Processing

- **Technology Required**

- No investment in new technology; existing technology utilized;

- **Functionalities and Efficiencies**

- Same day mail processing reducing former processing timeframe of four to five days;
- Improve mail delivery by one business day;

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- Lower cost processing and delivery of mail as a result of utilizing in-house staff resources resulting in up to \$200,000 in annual cost savings;
- Increase efficiency and customer service;
- Eliminate costly administrative charges;
- Maximize the use of existing equipment and human resources to enhance mail processing; and
- No additional program costs;

For more information about Los Angeles County's *Business Filing and Registration Kiosk* application and *Recorder Mail Processing* operation awards submissions, view them online at www.lavote.net and select the "Publications" tab or select the links below to directly view or download the *Filing and Registration Kiosk* application and *Recorder Mail Processing* operation awards submissions:

http://www.lavote.net/VOTER/PDFS/PUB/2011_NACRC_Best_Practice_Recorder_Mail_Processing.pdf

http://www.lavote.net/VOTER/PDFS/PUB/2011_NACRC_Best_Practice_BUSINESS_FILING_REGISTRATION_KIOSK.pdf

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ABOUT THE REGISTRAR-RECORDER/COUNTY CLERK

The mission of the Registrar-Recorder/County Clerk is to serve Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner.

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