

March 9, 2018
(Adjourned)
Regular Meeting
Item # 7a

Clerk - Recorder

PowerPoint Presentation

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the page, framing the central white area where the text is placed.

MONO COUNTY CLERK-RECORDER'S OFFICE

Clerk of the Board of Supervisors

Clerk-Recorder

Registrar of Voters

Divisions within Clerk-Recorder's Office

1. Clerk of the Board of Supervisors
2. Clerk-Recorder
3. Registrar of Voters

Clerk of Board of Supervisors

- County Clerk is *ex-officio* Clerk of the Board of Supervisors (Government Code Section 25100 and 26801).
- Clerk of the Board serves as support for Board of Supervisors and various other boards within the county.
- For boards, functions include: general assistance to Board members, managing/preparing agendas and packets, attending meetings, preparing minutes, processing paperwork, website updates, and budget preparation.

Clerk-Recorder

- Recording/maintaining property documents.
- Processing/maintaining/providing vital records.
- FPPC Form 700 filing officer.
- Processing/maintaining Fictitious Business Name (FBN) applications.
- Processing variety of notices (i.e. CEQA Notices).
- Maintaining rosters of County Public Agencies.
- Maintaining all County Contracts.
- Serve as Clerk of the Board of Supervisors.
- Perform marriages.
- Website updates; budget preparation.

Registrar of Voters

- Conduct all elections held in Mono County, including statewide Primary, General and special elections, as well as local elections for Mono County, Town of Mammoth Lakes, Special Districts, and School Districts.
- This is a mandated function.
- Updating of Voter Registration database and website; budget preparation.

Accomplishments not included in our FY 2017-2018 Goals

- Update on SB 2/ Affordable Housing Act Fee.
- Implementation of VitalChek.
- Governor's Proposed 18-19 Budget.
- Elections: Mock Election, KnowInk Poll Books, Campaign Filing Dates, What's on the ballot?

Review of 2017-2018 Department Goals

Within each of our budget divisions, we've been asked to address:

- What progress have we made on our goals for this fiscal year?
- Why is achieving goals important to County residents?
- How do we measure success?
- Looking forward to next fiscal year, what opportunities do we see to further Mono County's Strategic Priorities?

Clerk of the Board of Supervisors Goals and Progress

GOAL: Template changes in Novus

- Progress: first completed several months ago
- Why important: efficient meetings and transparency for public.
- How success measured: meetings running more smoothly, fewer complaints.
- Useful goal, remains a work in progress.

Clerk of the Board of Supervisors Goals and Progress (Cont'd)

GOAL: Work towards using true “Action Based” minutes

- Progress: Implemented several months ago.
- Why important: shorter minutes mean less for the public to read through.
- How success measured: “Approval of minutes” section in agenda is more streamlined.
- Useful goal; has freed up Board members and staff time in reviewing and correcting minutes.

Clerk of the Board of Supervisors Goals and Progress (Cont'd)

GOAL: Conduct workshop for Board members outlining agenda process.

- Progress: Implemented several months ago.
- Why important: Creating the best agenda possible means better efficiency and transparency to our residents.
- How success measured: Fewer delays in the agenda creation process.
- Useful, ongoing goal; always be striving to improve upon this.

Clerk-Recorder Goals and Progress

GOAL: Finalize and go live with E-Recording

- Progress: Implemented in September 2017.
- Why important: Eliminates need for paper recording, more efficient way to record.
- How success measured: Increased revenues from E-recording allowable \$1 fee, shorter wait times for the customer, less mail/paper recordings and more positive feedback from customers.
- Extremely useful goal; we are seeing E-recordings increase monthly.

Clerk-Recorder Goals and Progress (Cont'd)

GOAL: Use Modernization funds to contract for records preservation and digitizing of documents

- Progress: Contract is currently in process. Kofile, our vendor, will be coming to office shortly to pick up designated books (approximately 69) for preserving/digitizing.
- Why important: Better researching experience and minimizes damage to historical books.
- How success measured: Less damage to historical books, customer satisfaction and efficiency in research, and a finished product that will last forever.
- Ongoing and useful goal; Clerk-Recorder's responsibility to preserve these records

Clerk-Recorder

Goals and Progress (Cont'd)

GOAL: Pursue the option of having recorded and scanned real property documents available online to the public for a fee.

- Progress: Has not been addressed this fiscal year.
- Why important: Would be convenient for the public and could generate a small amount of revenue to the county.
- How success measured: Decrease in staff time spent researching and providing this information manually, increase services to customers, revenue.
- Still a worthwhile goal; this will require working with IT to produce a program that allows customers to acquire real property documents online.

Registrar of Voters Goals and Progress

GOAL: Improve overall election preparation/management

- Progress: Ongoing. Candidate's Guide has been updated, continue to make changes to our elections plan/checklist/website. We have reached out to other counties during this process and have utilized the expertise of County Counsel as needed.
- Why important: Our voters deserve transparency, security, and problem-free elections, and to foster trust.
- How success measured: the certification of a successful, error-free election to the state in addition to positive feedback from vendors, poll workers, voters, and general public.
- Very useful goal; we plan to continue improving the entire elections process.

Registrar of Voters

Goals and Progress (Cont'd)

GOAL: Conduct extensive voter outreach/education including better communications between the County/Town

- Progress: We are keeping the Town Council and the Board of Supervisors updated on our outreach. We spoke at the Mammoth Voices Candidate's night in November and are planning additional opportunities to provide information to voters as well as increased media coverage. We continue to poll other counties' elections departments and include County Counsel on all legal issues.
- Why important: Reinstates voter trust and confidence in the election process.
- How success measured: Successful elections in addition to voter feedback about the overall election process.
- Extremely useful goal; ongoing and crucial to the success of future elections.

Registrar of Voters

Goals and Progress (cont'd)

GOAL: Increase proficiency in the use and understanding of new election equipment, EIMS (our Election Management Software) and VoteCal (new System of Record for SOS).

- Progress: In progress. Took part in Mock Election with State in January. Extensive training on new equipment this month. In turn, we will train additional staff/poll workers.
- Why important: As we continue to learn and understand all the various systems related to conducting elections, we can then teach our poll workers and provide voters with a better voting experience.
- How success measured: The confidence level of elections team, the trust of the voters, and successful elections.
- Extremely useful goal that will be ongoing.

Looking Ahead

Strategic Priorities, Objectives and Tactics for 2018-2019

- ▶ Important to note that most of the services we provide are mandated and therefore require a lot of staff time to complete.
- ▶ This doesn't leave us a lot of room for extensive projects outside that realm.
- ▶ There are, however, several priorities we wish to focus on in the next fiscal year that will not only enhance our mandated services but also make the office run more efficiently.
- ▶ The highest priority for the upcoming year is continuing to improve the election process, which is also mandated in our office.

Clerk of the Board of Supervisors Looking Ahead

- ▶ During the Strategic Priority workshop it seemed the Board was interested in helping set the priorities for the Board of Supervisor's budget which is in the Clerk-Recorder's control.
- ▶ Asking for feedback today from Board members as to how we can accomplish this and the steps you'd like to take.
- ▶ We can bring back a future agenda item to discuss this thoroughly based on direction give today.

Clerk-Recorder

Looking Ahead to 2018-2019

- ▶ Strategic Priority: 4. Improve County Operations
 - ▶ 4b - Leverage technology to improve operational efficiency and increase customer service and transparency.
 - ▶ 4b.1 - Continue using Modernization Funds to contract for records preservation and digitizing of documents.
 - ▶ Measured by an overall decrease in damaged Property/other books, increase in customer service measured by their researching experience in the office. Maintaining the historical value of said books are a responsibility of the Clerk-Recorder and therefore should continue on year to year as necessary.

Clerk-Recorder

Looking Ahead to 2018-2019 (Cont'd)

- ▶ Strategic Priority: 4. Improve County Operations
 - ▶ 4b - Leverage technology to improve operational efficiency and increase customer service and transparency.
 - ▶ 4b.2 - Continue using and gaining experience in previously implemented programs: E-Recording, collection of SB 2 fee, and VitalChek, all of which required updating our current technology and training.
 - ▶ Measured by reports that will show us how often these new services get utilized during the year. Not as tangible but equally important will be the customer feedback we receive regarding these services.

Registrar of Voters

Looking Ahead to 2018-2019

- ▶ Strategic Priority: 4. Improve County Operations
 - ▶ 4b - Leverage technology to improve operational efficiency and increase customer service and transparency.
 - ▶ 4b.1 - Continue improving election practices and voter experience. (Mandated service.)
 - ▶ Measured by error-free elections evidenced by successful, timely certifications to state, potential Post-Election surveys to voters for both the June and November elections, and positive feedback from both voters and poll workers.