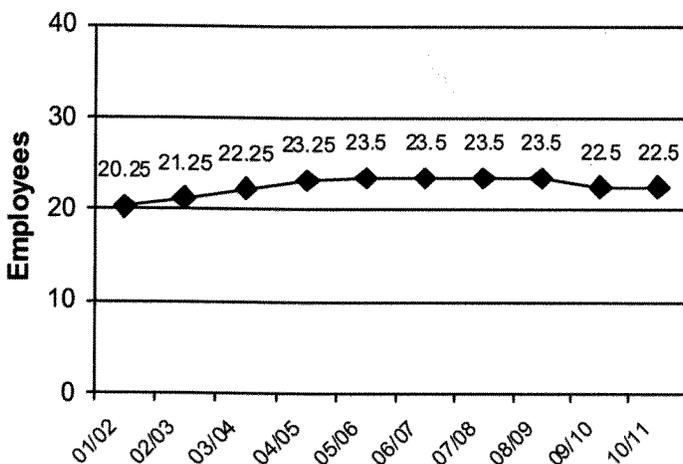


MISSION STATEMENT

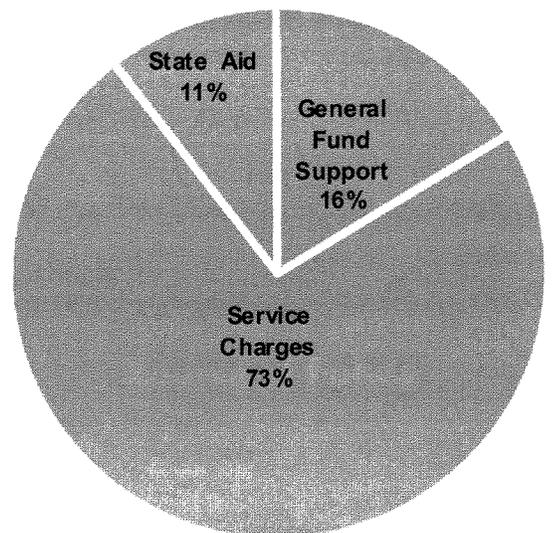
The County Clerk-Recorder's Office is dedicated to providing thorough and timely information with courtesy and respect for our customers.

<u>Financial Summary</u>	2008-09 <u>Actual</u>	2009-10 <u>Actual</u>	2010-11 <u>Requested</u>	2010-11 <u>Recommended</u>	2010-11 <u>Adopted</u>
Intergovernmental Revenue	\$ 596,868	\$ 277,524	\$ 327,659	\$ 327,659	\$ 327,659
Charges for Current Services	2,326,654	2,299,709	2,245,818	2,245,818	2,245,818
Other Revenues	3,406	2,765	0	0	0
Interfund	2,222	1,350	0	0	0
**Total Revenue	\$ 2,929,150	\$ 2,581,348	\$ 2,573,477	\$ 2,573,477	\$ 2,573,477
Salary and Benefits	1,950,614	1,933,517	2,026,143	2,026,143	2,026,143
Services and Supplies	1,129,561	1,490,537	1,046,325	1,046,325	1,046,325
Fixed Assets	218,166	25,013	7,000	7,000	7,000
**Gross Expenditures	\$ 3,298,341	\$ 3,449,067	\$ 3,079,468	\$ 3,079,468	\$ 3,079,468
Less Intrafund Transfers	0	18,000	0	0	0
**Net Expenditures	\$ 3,298,341	\$ 3,431,067	\$ 3,079,468	\$ 3,079,468	\$ 3,079,468
General Fund Support (G.F.S.)	\$ 369,191	\$ 849,719	\$ 505,991	\$ 505,991	\$ 505,991

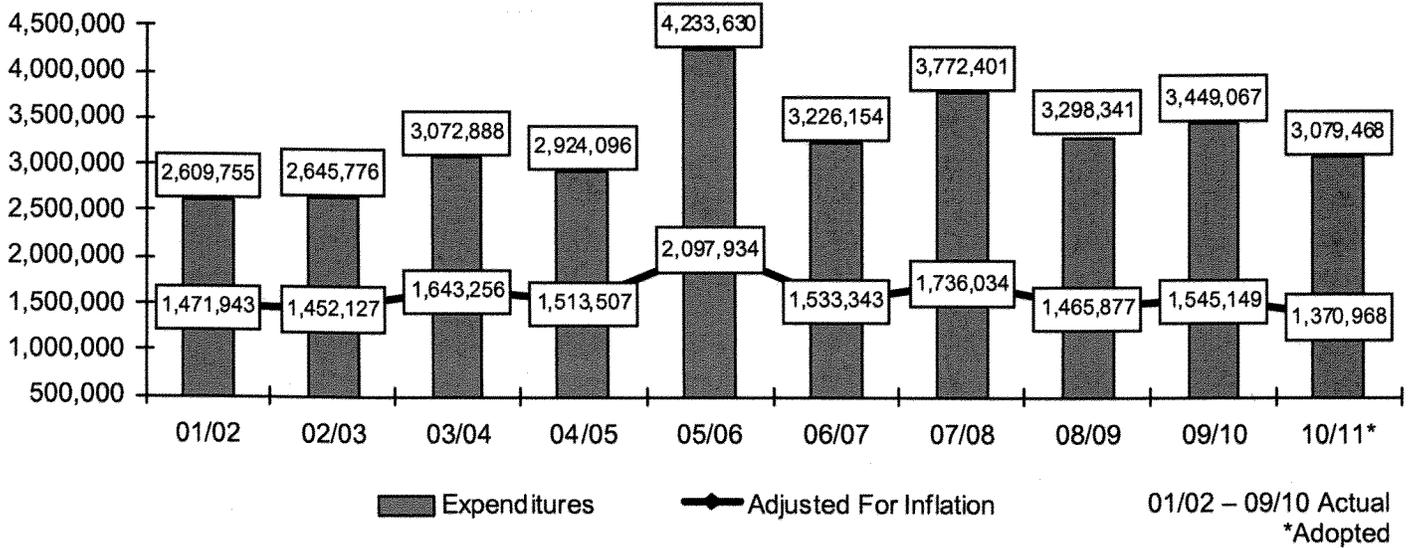
**Number of Employees
(Full Time Equivalent)**



Source of Funds



10 Year Expenditures Adjusted For Inflation



SERVICE PROGRAMS

Administration

Perform Clerk-Recorder mandated duties including: Provide professional, knowledgeable staff for all meetings of the Board of Supervisors, and other mandated boards, to produce accurate and timely meeting minutes, preserve and maintain files and records. Provide enthusiastic, professional volunteers and staff to perform civil marriage ceremonies. Provide exemplary service to our customers in issuing marriage licenses, filing notary and other bonds, filing fictitious business name statements and processing of passport applications. Maintain the integrity of the Official Records with well-trained staff to examine, record and index property related documents and vital records; provide professional, knowledgeable staff to assist the public in searching title and family histories. Encourage and maintain the voter registrations of all electors residing within the County.

Total Expenditures: \$1,704,665 Total Staffing (FTE): 16.35

Elections

Ensure the integrity of the election process in the management and conduct of all elections; provide professional, knowledgeable staff to assist candidates, customers and voters in the office and at the polls on Election Day.

Total Expenditures: \$863,988 Total Staffing (FTE): 3.05

Recorder's Restricted Revenues (Special Projects)

Collect and utilize restricted funds to pursue the modernization of delivery systems for official and vital records.

Total Expenditures: \$510,815 Total Staffing (FTE): 3.10

DEPARTMENT COMMENTS

Although the County Clerk-Recorder conducted the Vector Control assessment proceeding in July and the Special Referendum Election on behalf of the City of El Paso de Robles in November, the brief respite from elections allowed staff to focus on other areas of the department. Several new programs were implemented to streamline Recordings and Clerk filings and the aging AS400 server which operates the department's cashing and all non-elections functions was replaced.

FY 2009-10 Key Accomplishments

Customer Service:

1. Improve Voting Process – An accessibility grant provided funding for efforts to make polling places more accessible to voters with disabilities. The department is surveying polling places and conducting regular meetings with the Voter Accessibility Advisory Committee.
2. Developed a polling place look-up on the web for voters to locate their assigned polling place, view the parking and accessibility features and receive directions via Google Maps.

Internal Business Improvements:

1. Counting Election Day Ballots at Central Location – During the May, 2009 election, ballots were counted on election night the old-fashioned way: in the office. This eliminated the need for the preparation, testing, and transport of almost 80 aging precinct counting machines to the polls, provided tighter control over the ballot counting and reduced time to complete tasks following Election Day. Ballots for the June 2010 primary will be counted in the same way.
2. Implemented automated indexing to assist in completion of the official record index by eliminating the manual indexing of over 40% of the documents. This will allow the index to be completed daily, even with a reduced staff and increased recordings.

Finance:

1. Ongoing goal to control the costs associated with conduct of elections. Competitive bids on pertinent election services resulted in significant savings for polling place deliveries and sample ballot printing.

Learning and Growth:

1. Cross trained additional employees on various activities, including clerking and processing Board meetings and associated documents, pollworker training, mapping functions with GIS technology, and accounting procedures.

Major Goals for FY 2010-11

Customer Service:

1. Improve Voting Process – Permanent Vote-by-Mail voters will now receive the voter information pamphlet in their vote-by-mail packets to ensure they receive this information along with their ballot.

Internal Business Improvements:

1. Staff members have completed a Certified Tech (CT) program to perform maintenance on the Automark ballot-marking machines. Annual maintenance costs were \$31,000 for the vendor to perform limited preventative maintenance, but the CT program will save the department approximately \$18,000 a year while allowing unlimited service to the machines.
2. Expansion of use of GIS to perform elections duties associated with maintenance of precinct boundary lines in preparation for 2011 redistricting efforts.

Finance:

1. Continue to explore tools to further automate the vote-by-mail ballot process and reduce costs, including high speed ballot counters and the ability to print ballots on demand. If procured, these purchases will be offset with state and federal funds.
2. Reduce postage costs by combining the sample ballot pamphlet in the vote-by-mail packets for permanent vote-by-mail (VBM) voters by requiring only one mailing to Permanent VBM voters.

Learning and Growth:

1. In house training sessions to ensure all staff possesses the basic level of knowledge to assist 80% of our customers on first contact.
2. Continue cross training to expand staffing flexibility for the various meetings we are tasked with clerking and preparation of the numerous administrative records.

KEY CHALLENGES

1. Conduct of Elections - The unscheduled, unbudgeted elections in recent years continue to present a challenge to the small staff of the County Clerk-Recorder as staff must be diverted to the election from other critical processes and programs. The department is awaiting the decision on the confirmation of Senator Abel Maldonado as Lieutenant Governor. If he is confirmed, a countywide special primary and general election would be conducted to fill his vacated 15th State Senate seat. Depending on the timing of the confirmation, the office may be required to conduct the Special Primary election in April and the Special General election would be consolidated with the scheduled June election. The other option is to conduct the Special Primary consolidated with the June election and the Special General election would be held in August. It is unknown at this time if the County will be reimbursed for the cost of any special election.

2. Unknown Future of Election Systems - The lengthy process of election system certification has long delayed attempts to improve and streamline the manual processes involved in elections. The company which provides the voting system used in San Luis Obispo County was purchased by ES&S, a competitor, in late 2009 and possible anti-trust violations are being investigated at both the state and federal level. Rumors persist that ES&S is attempting to sell the voting system hardware and software and as such they have not yet submitted the new federally certified hardware and software for state certification. Although the choices are limited, San Luis Obispo will be investigating other certified voting systems. If a system that meets the needs of the county is found, state and federal funds are available for its purchase.

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

It is recommended that the Status Quo FY 2010-11 County Clerk-Recorder budget submitted by the department be accepted as the recommended budget. The recommended budget is 29% (\$212,216) below the adopted FY 2009-10 budget of \$718,207. Revenue in the Elections Division fluctuates with the election cycle as additional revenue is realized from jurisdictions that consolidate their elections with general elections and from general elections which are held in even-numbered years. During the odd-numbered years, election revenue declines and the department requires additional General Fund support. Due to the cyclical nature of election revenues, an adjustment is made each year in an effort to even out the years; the adjusted recommended amount for FY 2010-11 is \$542,207. Based on the adjusted amount, the recommended budget (\$505,991) is 6.7% below last year, which exceeds the 5% reduction requested.

Overall expenditures for FY 2010-11 are increasing by 1% (\$31,390) from adopted FY 2009-10 levels. Salary and benefit accounts are increasing by 2% (\$47,420) primarily due to prevailing wage increases. Overall revenues for FY 2010-11 are increasing by 10% (\$243,606) from adopted FY 2009-10. The majority of the increase is due to general election revenue, SB90 reimbursement from the State for previous year elections, and recording fee increase in volume and price for recording. The recording fee increase is due mainly to the Governor signing SB676 (WOLK) into law on October 12, 2009 which allowed the Clerk to recover actual cost for three recording fees, estimated to provide an additional \$402,000 in revenue for FY 2010-11 offsetting reductions in other revenue areas.

BOARD ADOPTED CHANGES

None

GOALS AND PERFORMANCE MEASURES

Department Goal: Create, process, maintain, and/or update records and documents (i.e., Board of Supervisor minutes and records, real property and vital records, voter registration, etc.) in a timely and accurate manner to ensure compliance with local, state, and federal laws.

Communitywide Result Link: A well-governed community.

1. Performance Measure: Percentage of documents received by mail which are examined and recorded, or returned, within 2 business days.

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
95%	99.1%	98.1%	93%	100%	98%	100%

What: Processing time for official records (e.g. deeds, reconveyances) received in the mail.

Why: To provide prompt customer service to the public, County departments, State, and Federal agencies. To comply with law that requires recordation of certain documents within 2 days of receipt.

How are we doing? Though recording volumes have decreased since the early part of the decade (FY 2001-2004), a gradual increase is now being seen in recording volumes. In FY 2009-10, the Clerk-Recorder saw a 2% increase in recording volumes from last fiscal year. While this is not a significant increase, it indicates that the downward trend is slowing. In FY 2009-10, we did not reach our goal of 100% for all documents due to the effect of staffing reductions along with the conduct of 2 regularly scheduled elections, as well as the Senate District 15 Special Primary Election which required reassigning staff away from everyday duties. Additional training for all staff will assist in reaching the goal of 100% in future years, even with an increase in recording volumes.

Department Goal: Provide easy access to all public records and documents to enhance customer service.

Communitywide Result Link: A well-governed community.

2. Performance Measure: Percentage of requests for vital and official records per month conducted online via the web.

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
3.25%	4.0%	4.4%	4.7%	5.0%	5.3%	5.0%

What: Clerk-Recorder services available for a fee online.

Why: To enhance customer service and public access to records and to make more efficient use of staff time.

How are we doing? Records copy requests via the web require less staff time and are primarily placed by customers that are unable to contact the office during regular hours. Purchase of birth and death copies has been restricted in the State since 2003 and in 2010 the restriction was expanded to include copies of marriage licenses. Legislation was passed in 2004 allowing customers to fax a notarized statement for purchase of these records, which has contributed to the increase in the number of these requests. The vendor utilized for the web orders continues to make improvements to their service which is expected to result in increased numbers of customers utilizing web based record request services. 5% of requests is equal to 64 requests for vital and official records per month via the web.

3. Performance Measure: Percentage of Internet survey respondents who found information they were searching for without a follow up phone call or trip to office.

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
73%	80%	82%	81%	85%	84%	85%

What: Responses to website survey.

Why: To enhance customer service and provide information for continuous improvement of our Internet service delivery.

How are we doing? The Clerk-Recorder's website was revised as part of the countywide E-Government initiative in May 2006. The increase in the number of customers who can find the information they are looking for without a follow-up phone call is indicative of the new topic centric focus of the County's web presence. We continue to explore adding new information to the website and in 2006 added live web streaming of the Board of Supervisors meetings which resulted in an additional 3,000 hits per quarter. In 2010 we enhanced our polling place look-up feature on the web by providing mapping instructions and photographs of polling places highlighting their accessibility features for voters to identify and fully utilize their assigned polling place on Election Day. While we have increased the information available on our website, legislative restrictions to the access of vital records indices and images of official record information affects our ability to provide a complete array of information through the Internet which means that customers searching for this information will always need to follow up with contact to our office. We will continue to use our survey to identify areas where the website needs improvement or additional information can be made available.

Department Goal: Ensure the integrity of the San Luis Obispo County election process and encourage the participation of all eligible voters in a cost-effective manner.

Communitywide Result Link: A well-governed community.

4. Performance Measure: Cost per vote-by-mail ballot.

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
\$2.45	\$2.39	\$2.07	\$1.97* \$2.08**	\$2.50	\$1.78* \$2.00** \$1.53***	\$2.25

What: Cost to issue each vote-by-mail ballot.

Why: Vote-by-mail ballots have traditionally been very labor intensive to administer and process. Currently approximately 51% of San Luis Obispo County voters vote by mail ballot. Efforts to automate and streamline the process will increase efficiency and keep costs down.

How are we doing? The deployment of technology has had a profound effect on this labor intensive process. When San Luis Obispo County began implementing technology and introduced efficiencies, costs have been reduced from \$4.11 per voter in 1998 to the current \$2.00 or less per voter. The expansion of permanent vote-by-mail status has further assisted in reducing this cost as these voters do not need to apply for a ballot, reducing the staff time to process the request by about 1/3. The FY 2007-08 and FY 2008-09 actual results reflect the deployment of additional technology that has assisted in keeping vote-by-mail ballot costs stable, such as signature capturing, automatic signature verification, and two new envelope openers. Vote-by-mail ballot costs were significantly lower for the June 22nd Special Election because of the passage of special legislation that allowed us to streamline the manual tally of vote by mail ballots in the Senate District 15 Special Elections. This saved approximately 48 hours of labor costs. As existing automation is fully utilized, the process of issuing and verifying vote-by-mail ballots has become streamlined and remarkably efficient. As emerging technology is developed and becomes available, the Clerk-Recorder will utilize available grants to further stabilize cost fluctuations and reduce costs as much as possible.

Some of our comparable counties were able to provide the following information as a comparison. Costs are from prior year as current costs are not available.

Placer County \$5.41 per ballot
 Santa Barbara County \$3.88 per ballot
 Napa County \$2.85 per ballot

FY 2008-09 Results: * November 2008 General Presidential Election ** May 2009 Special Statewide Election
 FY 2009-10 Results: * November 2009 Uniform District Election ** June 8, 2010 Primary Election
 *** June 22, 2010 Special Senate District 15 Primary Election

5. Performance Measure: Average cost per registered voter in the County.

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
\$3.70	\$3.03	\$3.56	\$4.08* \$2.40**	\$3.70	\$3.78* \$3.83** \$1.98***	\$3.45

What: Cost per registered voter of conducting a countywide election.

Why: Conduct elections in the most cost effective manner possible.

How are we doing? Even with the increased number of voter registrations and high voter turnout, the department continues to maintain its commitment to providing the best election experience in the most cost effective manner. The costs for the June 2010 Primary Election are higher than the June 22nd Special Election due to higher voter turn-out for the regularly scheduled Primary, as well as several cost saving measures that were implemented for the Special Election. Due to increased consolidation of polling places and declaring additional vote by mail precincts during the Special Election, as well as reducing workers at the polls from 5 to 4, \$50,000 was saved on poll worker salary alone during the June 22nd election. The increased consolidation of polls also reduced poll delivery costs and polling place rental charges. Staff time was reduced because of the manual tally rule change mentioned in the above measure, the shorter ballots and lower turnout in the Special Election.

Some of our comparable counties were able to provide the following information as a comparison. These comparisons are from prior years as current figures are not available.

Placer County \$4.99 per registered voter
 Santa Barbara County \$11.00 per registered voter (includes indirect costs)
 Napa County \$2.67 per registered voter

FY 2008-09 Results: * November 2008 General Presidential Election ** May 2009 Special Statewide Election
 FY 2009-10 Results: * November 2009 Uniform District Election ** June 8, 2010 Primary Election
 *** June 22, 2010 Special Senate District 15 Primary Election

6. Performance Measure: Voter Participation Rate.

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
55% *	63.08%	63.5% *	83.1% *	45%	40.27% *	63%
43% **		43.4% **	39.4% **		47.12% **	
					37.87% ***	

What: The San Luis Obispo County voter turnout for statewide elections.

Why: It is a measure of whether people participate in their government and have a stake in their future.

How are we doing? There are many factors which affect voter turnout. The turnout is always highest in a Presidential General Election and lowest in a Gubernatorial Primary Election. In addition, voter file maintenance is critical to ensure that election files contain no voters that are inactive, thereby giving a more accurate picture of the voter turnout. This office is committed to encouraging voter participation and educates the public on deadlines for voter registration and the process to obtain a vote-by-mail ballot for each election. Our commitment to mail voter information pamphlets/vote by mail applications at the earliest possible date, and the posting of information and polling place lookup on the internet, assist our voters in being informed. These efforts are reflected in San Luis Obispo's voter turnout for the June 2010 Statewide Primary being 14% higher than the statewide average of 33% and the turnout for the special election was almost 6% higher than the district turnout of 31.78%. For FY 2010-11, the target of 63% voter turnout should be attainable because the interest in a General Election is always higher than a Primary Election, along with cities, school districts and special districts all consolidating with the November 2010 General Election which generates even more interest.

FY 2005-06 Results: * November 2005 Special Statewide Election

FY 2007-08 Results: * February Presidential Primary Election

FY 2008-09 Results: * November 2008 General Presidential Election

FY 2009-10 Results: * November 2009 Uniform District Election /City of Paso Election

*** June 22, 2010 Special SD 15 Primary Election

** June 2006 Direct Primary Election

** June 2008 Direct Primary Election

** May 2009 Special Statewide Election

** June 2010 Direct Primary Election