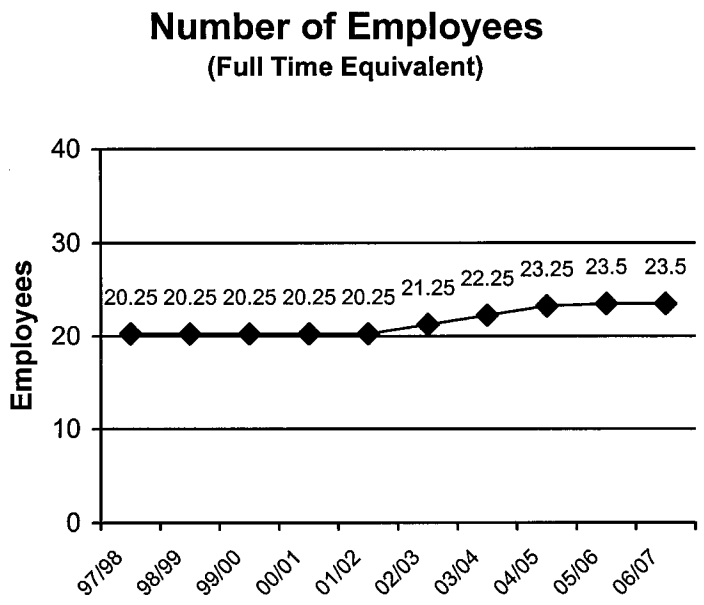
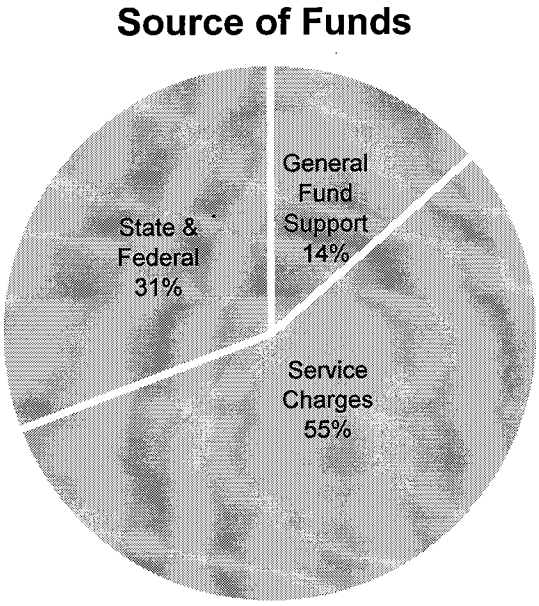
MISSION STATEMENT

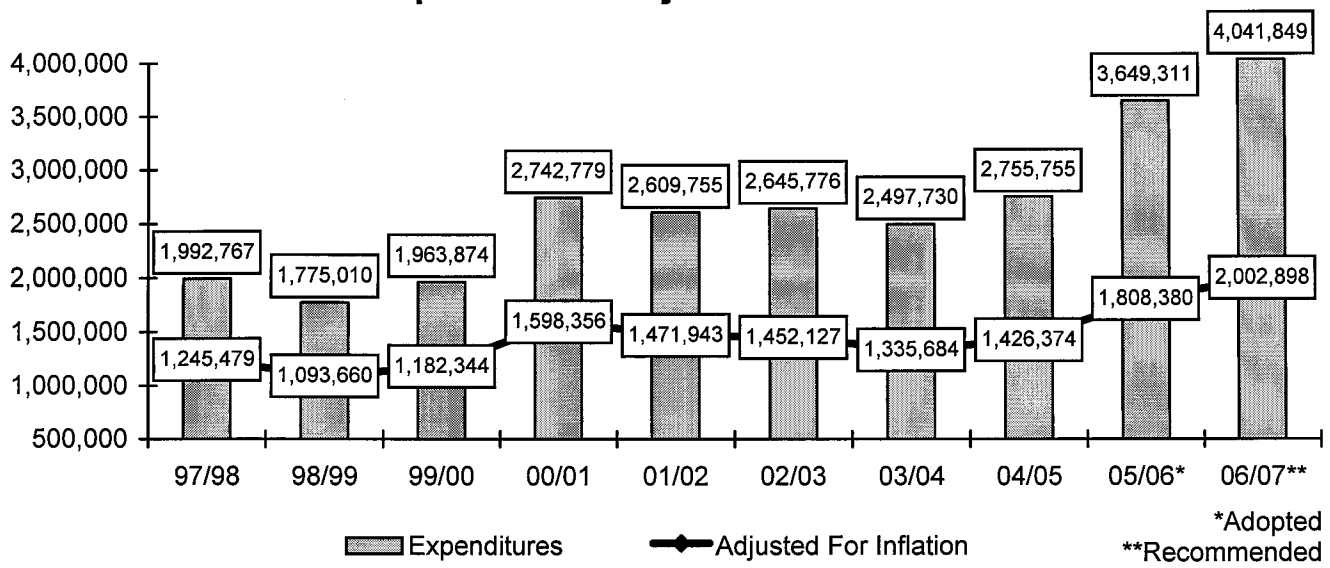
The County Clerk-Recorder's Office is dedicated to providing thorough and timely information with courtesy and respect for our customers.

Financial Summary	2004-05 Actual	2005-06 Actual	2006-07 Requested	2006-07 Recommended	2006-07 Adopted
Revenues	$ 2,778,862	$ 3,376,507	$ 2,386,164	$ 3,491,292	$ 3,491,292
Salary and Benefits	1,713,234	1,807,556	1,738,521	1,738,521	1,738,521
Services and Supplies	1,183,002	1,971,847	1,251,579	1,511,864	1,511,864
Fixed Assets	27,860	454,227	23,610	791,464	791,464
**Gross Expenditures	$ 2,924,096	$ 4,233,630	$ 3,013,710	$ 4,041,849	$ 4,041,849
Less Intrafund Transfers	302	15,442	0	0	0
**Net Expenditures	$ 2,923,794	$ 4,218,188	$ 3,013,710	$ 4,041,849	$ 4,041,849
General Fund Support (G.F.S.)	$ 144,932	$ 841,681	$ 627,546	$ 550,557	$ 550,557





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: $1,430,627 Total Staffing (FTE) 13.25

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: $1,924,090 Total Staffing (FTE): 6

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 $687,132 Total Staffing (FTE): 4.25

DEPARTMENT COMMENTS

2005/06 brought significant challenges to the County Clerk-Recorder's Office, highlighted by the unscheduled November 2005 Special Election and the mandates required by the Help America Vote Act. The department implemented a department wide reorganization to better provide service to our customers and ensure that sufficient, trained staff is available during periods of high demand in specific areas, i.e. elections and increases in recording volumes.

Current Year Accomplishments

a. Customer Service:
   1. Completed project to digitize all official records (recorded documents) and provided copies of the records to County Departments, including Planning and Building, Assessor and Public Works. Enhanced access to these records by providing access to customers in our north county office, and other county staff in their own departments.
   2. Improve Voting Process - June, 2006 implementation of voting machines which will allow disabled voters in San Luis Obispo to vote privately and independently for the first time.

b. Internal Business Improvements
   1. Implemented a new Voter Registration system, which streamlined and automated the processing of voter registrations and absentee ballots meeting part of the mandates required by the Help America Vote Act.

c. Finance:
   1. Streamlined voter registration procedures and outsourcing of the stuffing and mailing of the permanent absentee ballots providing a 17% reduction in the cost of absentee ballots over the past five years even with price increases for postage, paper and printing.

d. Learning and Growth:
   1. Developed a cross training program to ensure that all staff posses the basic level of knowledge to assist 80% of our customers on first contact.
   2. Targeted specific Employee University courses based on employee goals and identified areas for improvement.

FOCUS FOR 2006/07

a. Customer Service
   1. Continue the digitization of vital records to provide access to customers in our north county office as well as streamline process for providing copies to customers.
   2. Completion of countywide accessible survey of all polling places and the implementation of necessary mitigations to ensure access to all voters.

b. Internal Business Improvements
   1. Replace Fictitious Business Name and Notary registration computer systems to provide seamless integration with cash handling system. Introduce a kiosk system to shorten processing time for couples obtaining a marriage license.

c. Finance
   1. Phase II of the voting system implementation will provide tools to further automate the absentee ballot process and reduce costs, including high speed ballot counters and the ability to print ballots on demand. Federal and State funding will cover over 96% of the cost.

d. Learning and Growth
   1. Participation in the High Performance Management program is scheduled for early 2007.

KEY CHALLENGES

1. Implementation of the new voting system is a significant and important undertaking that requires a substantial amount of time and training. Implementation of phase II of the voting system replacement will be delayed until after the November 2006 election to ensure staff and poll workers have sufficient time to learn the new system and processes prior to a countywide election.
2. Special elections. Recent unscheduled 2003 and 2005 elections were expensive and utilized staff time and effort which cannot be reimbursed or recouped. The department is in the process of hiring and training additional temporary employees to ensure sufficient trained staff to meet future election staffing needs.
3. The department will be participating in the implementation of the countywide website, integrated document management and high performance management. These projects will require a significant amount of staff time and could result in reallocation of duties to ensure timely completion of our mandated services. We will continue to cross train staff so that there will be sufficient staff trained to meet our customers needs while these projects are implemented.

RECOMMENDED BUDGET AUGMENTATION REQUESTS AND RELATED RESULTS

Unit /Amount	Description	Results
Gross: $43,258 General Fund Support: $0	One FTE Assistant Clerk-Recorder I funded with Clerk-Recorder restricted revenue.	1. Reduce the time to process all voter registration information to assure processing is completed within 5 days of receipt. 2. Reduce the time to complete verification of official records to within one day of recording. 3. Reduce the time for mailing of recorded documents to within three days of recordation.

Unit /Amount	Description	Results
Gross: $125,413 General Fund Support: $0	Addition of software for Recorder's cashiering/imaging/and indexing system and maintenance of Fictitious Business Name Statements, Notary Fillings and Issuance of Marriage Licenses. funded with Clerk-Recorder restricted revenue.	1. Reduce processing of marriage licenses by 10 to 15 minutes per customer. 2. Automate processing of renewal notices to business owners whose fictitious business name statements are expiring. 3. Expanding access to Fictitious Business Name Statements and Notary oaths by making them available on north county office Clerk-Recorder computers.
Gross: $1,039,204 General Fund Support: $34,856	Phase II of the Voting System Replacement to comply with the Help America Vote Act. The project involves replacement of voting machines, ballot counters and other equipment and technology used in the conduct of elections. Revenue for this project is from state and federal grant and reimbursement funds dedicated for voting system modernization.	1. Compliance with state and federal laws including the California Voter Modernization Bond Act and the Federal Help America Vote Act. 2. Reduce time to count 60,000 absentee ballots from 125 staff hours to a total of 6 hours. 3. Reduce expense for second printing of ballots in each statewide or national election by $5,000 election. 4. Complete replacement of the County's voting systems with a new integrated system that offers enhanced speed, security and efficiency.

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

The recommended General Fund Support for the Clerk-Recorder budget is decreasing by 33%, a reduction of $279,375, from the FY 05-06 budget. The recommended overall expense in this budget is increased by $392,538, or 10% greater than the expense budgeted for FY 05-06. The recommended revenue is also increased by 23% and is $671,913 higher than budgeted revenues for FY 05-06.

The recommended salary and benefit increase totals $90,104. Prevailing wage and step increases are the primary reason for the increase. Recommended changes in staffing include the elimination of one existing and filled limited term Departmental Automation Specialist (DAS) position. The DAS position is being eliminated at the request of the Clerk-Recorder since the need for additional automation support has declined due to the completion of several automation projects. The recommended budget includes the addition of one Clerk Recorder Assistant who will help handle increased workload related to document recordings, elections and other office functions. Although the total staffing numbers remain the same, there is a savings of approximately $40,000 in salary and benefit expense due to the difference in the cost of the DAS and Clerk-Recorder positions. Clerk-Recorder restricted revenues offset the expense for the Clerk Recorder Assistant.

The recommended services and supplies level is $334,857 less than FY 05-06. All of this reduction can be attributed to the new method for calculating overhead charges and the elimination of one time expenses contained in the FY 05-06 budget. New expenses recommended in this category include $471,141 for computer software, software maintenance, professional services and maintenance contracts. These new expenses are tied to the Clerk-Recorder's ongoing efforts to automate processes related to the handling and recording of documents including modules for the new Clerk-Recorder cashiering system identified in the table above. Clerk-Recorder restricted revenues offset the cashiering system and its future maintenance expense. About $271,000 of the new expense is for Phase II of the project to modernize the county's voting equipment in order to comply with the Help America Vote Act. This includes professional services to assist with the development of software and training necessary to implement the new system.

Phase II of the voting system modernization project is included in the recommended budget. The total project cost is $1,039,204. As mentioned above, $271,000 of the expense is in the service and supply accounts. $767,854 of the expense is in fixed assets. Fixed assets include $139,424 for two high-speed ballot counters and

110 optical scanners with total expense of $628,430. State and federal funding for voting system modernization offsets $1,004,348 of the expense and the County General Fund will cover $34,856. The project to modernize the county's voting system is expected to be completed and operational for elections in 2007. The total expense includes a contract to maintain the system for the next four years. At the end of four years, the department expense for maintenance will be a County responsibility with an estimated cost of about $45,000/year.

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.

01/02 Actual Results	02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05/06 Projected Results	05-06 Actual Results	06-07 Target
77%	43%*	77%	80%	100%	95%	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? Recording volumes are stabilizing and decreasing slightly after three years of double digit increases over the 2000/01 levels. This translates into staff being able to record all required documents within the 2 day time period and get closer to achieving the 100% target for all documents. While we are meeting the legal mandate of recording certain documents within 2 days of receipt, staff shortages and the unscheduled special statewide election conducted in November, 2005 impacted our ability to reach the 100% goal for all documents received in the mail. We continue to explore efficiencies in this area to ensure we can meet the goal for future years

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.

01/02 Actual Results	02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05/06 Projected Results	05-06 Actual Results	06-07 Target
4%	3.6%	1.4%	3.16%	3%	3.25%	5%

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? We met our goal. 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 legislation was passed in 2004 allowing customers to fax a notarized statement for purchase of these records. Since this change our web orders have exceeded 02/03 levels. The vendor we utilize 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 represent 260 requests.

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.

01/02 Actual Results	02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05/06 Projected Results	05-06 Actual Results	06-07 Target
50%	62%	65%	67%	80%	73%	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? Although we did not make our target, the Clerk-Recorder's website was upgraded in March 2002 and now includes the Official Records and Fictitious Business name indices as well as extensive information about elections, including live election night returns and the precinct by precinct totals for each election. However, legislated 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. We will continue to use our survey to identify areas where the website needs improvement. The County Clerk-Recorder revised the website to the county "topic centric" format in May, 2006. It is still too early to tell how this change has affected our customers' ability to find information. The actual results are reported from prior to the change in format.

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 absentee ballot.

01/02 Actual Results	02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05/06 Projected Results	05-06 Actual Results	06-07 Target
$3.09	$2.23	$2.40	$2.26	$2.50	$2.45	$2.55

What: Cost to issue each absentee ballot.

Why: Absentee ballots are very labor intensive. Currently approximately 45% of San Luis Obispo County voters vote by absentee ballot. Efforts to streamline the process will increase efficiency and keep costs down.

How are we doing? We met our target. The deployment of technology has had a profound effect on this labor intensive process and San Luis Obispo County has used technology as well as introduced efficiencies that have helped reduce the cost from $4.11 per voter in 1998 to the current $2.45 per voter. The expansion of permanent absentee 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 ballot by about 1/3. The projected results and target for 06/07 reflect the increase in postage and printing costs.
Some of our comparable counties were able to provide the following information as a comparison

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

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

01/02 Actual Results	02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05/06 Projected Results	05-06 Actual Results	06-07 Target
$3.10	$3.32	$3.75	$3.54	$3.75	$3.70	$3.80

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

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

How are we doing? We met our target. Even with the increased number of voter registrations and high voter turnout, the department was able to maintain its commitment to providing the best election experience in the most cost effective manner. The projected results for 05-06 and the 06-07 target reflect the increase in costs such as printing and postage.
Some of our comparable counties were able to provide the following information as a comparison

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

6. Performance Measure: Voter Participation Rate

01/02 Actual Results	02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05/06 Projected Results	05-06 Actual Results	06-07 Target
43%	60%	64%	80.2%	65%	55% 43%	70%

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? Actual voter turn out was lower than our target. There are many factors which affect voter turnout. The turnout is always higher in a Presidential General election as evidenced by the fluctuations presented above. This office is committed to encouraging voter participation and educates the public on deadlines for voter registration and the process to obtain an absentee ballot for each election. Our commitment to mail voter information pamphlets/absentee ballot applications at the earliest possible date and the posting of information and polling place lookup on the Internet assist our votes in being informed. These efforts are recognized in San Luis Obispo's voter turnout again being higher than the statewide average of 76% for the November 2004 general election. The special statewide election turnout for the County was 55% compared to 50% for the statewide average and the 43 % for the primary election in 2006 exceeded the 34% statewide average.