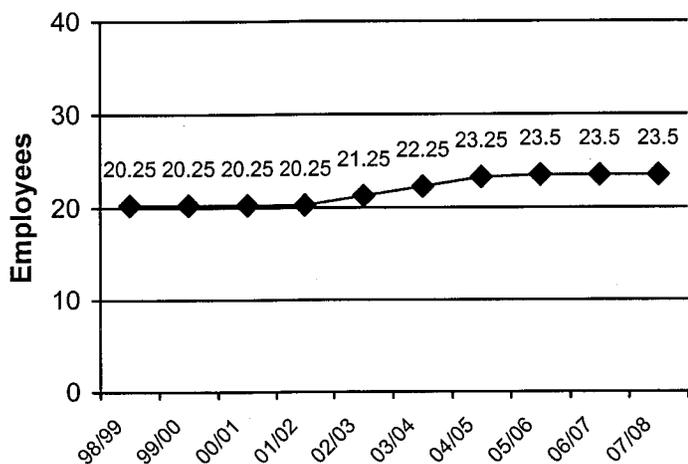


MISSION STATEMENT

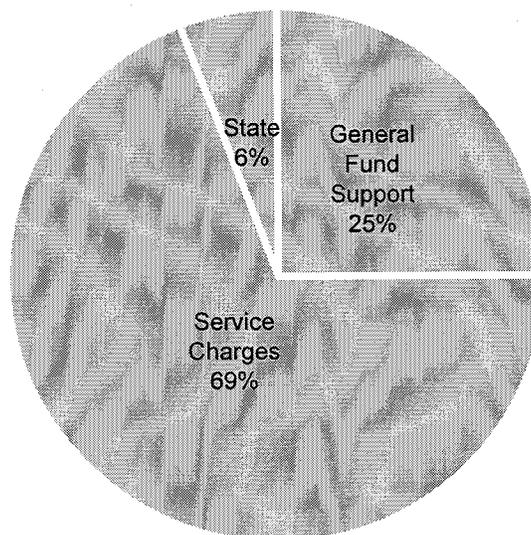
The County Clerk-Recorder's Office is dedicated to providing thorough and timely information with courtesy and respect for our customers.

<u>Financial Summary</u>	<u>2006-07 Budget</u>	<u>2006-07 Projected</u>	<u>2007-08 Requested</u>	<u>2007-08 Recommended</u>	<u>Change From 2006-07</u>
Revenues	\$ 3,491,292	\$ 4,542,161	\$ 2,122,112	\$ 2,130,454	\$ (1,360,838)
Salary and Benefits	1,738,521	1,881,444	1,818,719	1,857,669	119,148
Services and Supplies	1,511,864	1,995,964	998,588	968,272	(543,592)
Fixed Assets	791,464	1,000,180	10,000	10,000	(781,464)
**Gross Expenditures	\$ 4,041,849	\$ 4,877,588	\$ 2,827,307	\$ 2,835,941	\$ (1,205,908)
 General Fund Support (G.F.S.)	 \$ 550,557	 \$ 335,427	 \$ 705,195	 \$ 705,487	 \$ 154,930

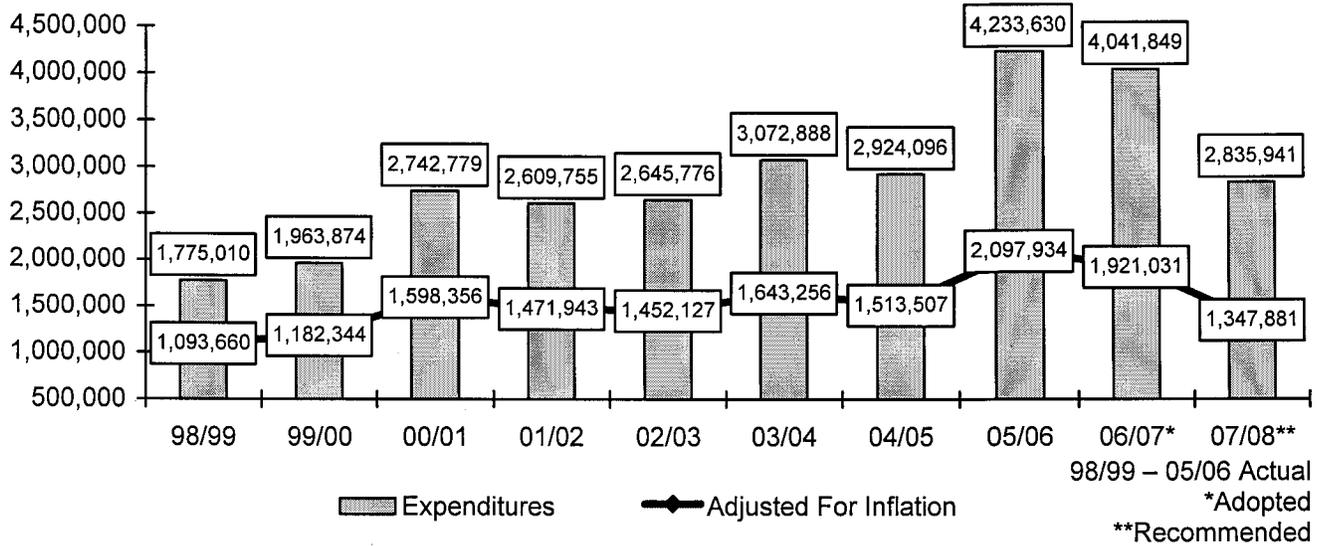
Number of Employees
(Full Time Equivalent)



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: \$1,493,976 Total Staffing (FTE): 16.0

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: \$675,899 Total Staffing (FTE): 2.25

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: 666,066 Total Staffing (FTE): 5.25

DEPARTMENT COMMENTS

The 2006/07 fiscal year has thus far been dominated by the conduct of the November Consolidated General Election. The general election is one of the most complicated to conduct due to the number of cities, school and special districts involved and a record number of local ballot measures (19) added significantly to this challenge. The second half of the year will be focused on completion of projects and positioning the department to meet the challenges of 2007/08 and another round of elections.

Current Year Accomplishments

a. Customer Service:

1. Enhancement of website offerings- Conversion to topic centric website as part of the countywide effort and implementation of technology to post agenda, minutes, staff reports and live web streaming of Board of Supervisors meetings.

2. Improve Voting Process- Conducted more outreach to the disabled community to encourage use of the accessible voting machines and instituted measures to mitigate accessibility issues on Election Day, including curbside drop-off for absentee ballots at the main office.
- b. Internal Business Improvements
 1. Implementation of technology to reduce manual processes involved in Fictitious Business statement filings and issuance of marriage license.
 2. Conversion of paper vital records to images for faster, easier access to staff and public in both offices.
 - c. Finance:
 1. Ongoing goal to control the costs associated with conduct of elections. Streamlined voter registration procedures and outsourcing of the stuffing and mailing of the permanent absentee ballots contributed to this goal. The cost to issue each absentee ballot remains at \$2.55 per absentee ballot. This represents a 17% reduction since 2001/02 even amidst price increases for postage, paper and printing.
 - d. Learning and Growth:
 1. Expanded in house training classes to ensure that all staff possesses 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 2007/2008

- a. Customer Service
 1. Digitization of Board of Supervisors records to provide access to customers in North County Office and easier access to all customers as well as streamline process for providing paper copies.
- b. Internal Business Improvements
 1. Implementation of technology to streamline the signature verification process for absentee ballots.
 2. Implementation of GIS technology to produce and update precinct maps and add precinct information layer to countywide efforts.
 3. Utilization of Microsoft Project to manage the Election Process for '07-'08.
- 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.
- d. Learning and Growth
 1. Participation in the High Performance Management program is planned for 2007/08.
 2. Brown bag lunch training sessions will be implemented for staff.

KEY CHALLENGES

1. Bifurcated Presidential Primary- Legislation has been introduced to bifurcate the Presidential primary from the June election and hold the presidential primary in early February, 2008. This poses a significant challenge to the department's staffing as the activities for the June primary must begin in January when all of our resources will be allocated to conduct of the February election. There is a concern about our ability to recruit poll workers for three elections in 2008, as well as the effect on our ability to use trained temporary election workers who may exceed their hour limit when there are 2 countywide elections in one fiscal year. The California Association of Clerks and Elections Officials is discussing amendments to the legislation that will help ease the burden on counties, including, full state funding of the election and the ability, at County option, to conduct the February primary election by all mail ballot. The funding for this bifurcated election has not been included in the budget but if legislation is passed, the Clerk-Recorder will return to your Board for additional funding as well as a request to conduct the election by all mail ballot, if legislation allows.

2. Election System Certification- The newly elected Secretary of State has announced plans to re-evaluate the certification of voting systems in California and has not yet announced a timeline for completion of this. The implementation of phase II of the voting system replacement was scheduled to begin in 2007 but the department cannot move forward until the systems that will be certified and available for use are known. The bifurcation of the presidential primary adds further complication to this process as the department will need significant lead time to implement a new voting system. If the systems available are not known until late in 2007, it will be impossible to implement a new system prior to or during the elections in 2008, thereby delaying deployment of new technology to improve the absentee process.
3. Participation in countywide efforts- the department will be fully implementing integrated document management and begin participation in high performance management. All of these projects will require a significant amount of staff time and may require reallocation of duties to ensure timely completion of our mandated services. In anticipation of this, cross training efforts are continuing to ensure sufficient staff to meet our customers needs while these projects are implemented.

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

The recommended expense level for the Clerk-Recorder budget is decreasing by \$1,205,908 (29%) as compared to FY 2006-2007. The decline in expense is due to the completion of the one time expenditures made to support implementation of the Help America Vote Act. These expenditures included fixed assets and services and supplies to modernize voting systems used in elections. The purchases were largely offset with state and federal revenue.

Recommended salary and benefit expenses in this budget are increasing by \$119,148 over the salary and benefit expense in FY 2006-2007. The 3.25% increase pension related expenses comprises \$38,950 of the increase in the salary and benefit accounts. Prevailing wage and step increases account for the remainder of the increase in these accounts.

The recommended expense for services and supplies is \$543,592 (35%) less than FY 2006-2007. The reduction is attributed to the elimination of expenses associated with the Help America Vote Act and other one time expenditures. Fixed Asset expenses are also reduced due to the elimination of one time expenditures and are \$781,464 (98%) less than FY 2006-2007.

The recommended revenue amount in this budget is \$1,360,838 (38%) less than FY 2006-2007. The recommended revenues no longer include the offset for the one time expense related to the Help America Vote Act. Reduced election revenue also contributes to the decline in revenue. In addition, Recording Fees are expected to decline due to the slowing of real estate and refinance transactions.

The recommended General Fund Support for the Clerk-Recorder budget is increased by \$154,930 (28%) compared to FY 2006-2007. The increase in General Fund Support is due increased labor costs and a reduction in revenues. Clerk-Recorder revenues fluctuate with the election cycle. Most local jurisdictions combine their elections with general elections held in even numbered years. Local jurisdictions pay for the cost of their portion of the election offsetting some of the staff expense in the department. The department realizes additional revenue in these years. During odd numbered years, the election revenue declines and the staff expense is covered with General Fund dollars.

The recommended budget does not include budgeted expense for the separation of the June election from the Presidential Primary. The Presidential Primary will be held in February of 2008. The state will also hold the Direct Primary election in June 2008 for a number of federal, state and local offices. The separation of the Presidential Primary election occurred after the budget was submitted. Counties are seeking assistance from the state to help pay for the cost of the special election. There is also a possibility that the election will be held by mailed ballot. Rather than attempt to quantify the expense at this time, we concur with the Clerk-Recorder proposal to wait for the details of the election to be worked out. A mid-year budget augmentation will then be brought to the Board to pay for the added expense of the additional election. The Presidential election will be held in November of 2008 and will be included in the FY 2008-2009 budget.

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.

02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05-06 Actual Results	06/07 Adopted	06-07 Projected Results	07-08 Target
43%	77%	80%	95%	100%	96%	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 have decreased since the significant numbers of the early decade. The decrease is largely due to a slowdown in real estate transactions including sale and refinances. This year the recording volume is predicted to decrease 10% from last year. The decrease in recording results in a return to more typical recording volumes (about 100,000 documents per year) and 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. This fiscal year, we have been able to come very close to meeting the 100% goal even with the extra workload of conducting the countywide November general election. We continue to explore efficiencies in this area to ensure we can meet the goal in future years, even with an increase in the recording volume.

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.

02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05-06 Actual Results	06/07 Adopted	06-07 Projected Results	07-08 Target
3.6%	1.4%	3.16%	3.25%	5%	4%	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 came close to 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 utilized 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.

02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05-06 Actual Results	06/07 Adopted	06-07 Projected Results	07-08 Target
62%	65%	67%	73%	85%	80%	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 this year added live webstreaming of the Board of Supervisors meetings. The election related information on the web continues to be a popular page with over 3000 hits on election night. While we have increased the information available on our website, 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 and 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.

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.

02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05-06 Actual Results	06/07 Adopted	06-07 Projected Results	07-08 Target
\$2.23	\$2.40	\$2.26	\$2.45	\$2.55	2.55	2.55

What: Cost to issue each absentee ballot.

Why: Absentee ballots are very labor intensive. Currently approximately 55% 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 \$2.55 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 07/08 reflect the anticipated deployment of additional technology that will assist in keeping absentee ballot costs stable.

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.

02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05-06 Actual Results	06/07 Adopted	06-07 Projected Results	07-08 Target
\$3.32	\$3.75	\$3.54	\$3.70	\$3.80	\$3.80	\$3.90

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 07-08 reflect the added costs associated with the complexity of conducting a presidential primary election.

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

02/03 Actual Results	03/04 Actual Results	04-05 Actual Results	05-06 Actual Results	06/07 Adopted	06-07 Projected Results	07-08 Target
60%	64%	80.2%	55% 43%	70%	63.8%	65%

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 turnout 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. In addition, voter file maintenance is critical to ensure that the elections files contain no voter files 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 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 voters in being informed. These efforts are recognized in San Luis Obispo's voter turnout again being 9% higher than the statewide average of 34% for the primary election and nearly 8% higher than the 58% turnout for the general election in 2006.