

**Quality and Productivity Commission
32nd Annual Productivity and Quality Awards Program
"Innovating for Impact"**

2018 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: TROUBLESHOOTER TRACKING SYSTEM

DATE OF IMPLEMENTATION/ADOPTION: MARCH, 2017

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2017)

PROJECT STATUS: X Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 As the largest election jurisdiction in the U.S., with over 5 million registered voters and
2 4,500 voting locations, the Los Angeles County Registrar-Recorder/County Clerk
3 (RR/CC) strives to stay in the forefront of providing service to our diverse electorate. On
4 Election Day the RR/CC dispatches Troubleshooters across the County to assist in
5 solving problems arising at polling places. While they are preassigned to service areas,
6 RR/CC needed a solution for real time tracking of the Troubleshooters so that they
7 could be quickly and efficiently dispatched to a specific polling place. Using the
8 Workforce web application, RR/CC dispatchers located in the home office monitor the
9 location of Troubleshooters and of polling places with problems in real time on a map,
10 while Troubleshooters receive dispatch and navigation instructions on the Workforce
11 mobile application on their smartphones.
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BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Registrar-Recorder/County Clerk 12400 Imperial Highway Norwalk, CA 90650		TELEPHONE NUMBER (562) 462-2716
PROGRAM MANAGER'S NAME Elio Salazar		TELEPHONE NUMBER (562) 462-2704 EMAIL esalazar@rrcc.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Margaret Palacios <i>Margaret Palacios</i>	DATE 7/6/18	TELEPHONE NUMBER (562) 462-2823 EMAIL mpalacios@rrcc.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Dean C. Logan <i>Dean C. Logan</i>	DATE 7/6/18	TELEPHONE NUMBER (562) 462-2716

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12 point font.

THE PROBLEM/NEED OF THE PROGRAM

For a countywide election, the Registrar-Recorder/County Clerk must provide services to the voters of the County taking into account the following:

1. Total area of the County – 4,105 square miles
2. Area covered by Vote at Poll Precincts – 2,700 square miles
3. Roadways covered by Vote at Poll Precincts – 33,500 miles

Given the limited resources and staff, there is a need to maximize the work effort and minimize the waste in covering these areas and distances. In a county-wide election the RR/CC assigns the field 50 Troubleshooters to resolve problems that may arise at any of approximately 4,500 polling places. The Troubleshooters are assigned to routes of about 90 polling places each, but in an area of ,4105 square miles, and each Troubleshooter’s route covering an area of about 50 square miles, the closest Troubleshooter to a polling place with a problem is not always the one assigned to that route. The RR/CC needed not only a way to track the location of all Troubleshooters on a real-time map, but also to be able for both Dispatchers and Troubleshooters to see the location of all polling places. The Workforce application allowed the RR/CC to add its own data layers to the real-time map. Both point data layers, showing the locations of polling places, and polygon data layers, showing the areas covered by each Troubleshooter route, were added to the map.

DESCRIPTION OF THE PROGRAM

The research project that was conducted to develop and implement the program included several components:

- 1) Research was conducted with respect to vehicle tracking technology available on the market. One important aspect of this research was that any solution available needed to have the capacity to allow for the displaying of our own data layers on the map tracking the location of the Troubleshooters.
- 2) Once a solution was chosen, RR/CC technical staff must develop training/presentation documents for both the Dispatchers and the Troubleshooters. Training sessions were conducted for all staff and a simulation of election day operations was held.

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3) From the training sessions and the simulation, feedback was obtained from both the Dispatchers and the Troubleshooters with respect to fine tuning the application, the data layers, and the procedures in place for dispatching the Troubleshooters.

4) A pilot program was implemented for the November 2016 election. The program was expanded for the March 2017 election, and fully implemented for the April 2017 election.

RESULTS/SUCCESS OF THE PROGRAM

The program has been well received by both Dispatchers and Troubleshooters. Dispatchers now have the ability to locate Troubleshooters in real time on a map and can make better decisions as to which Troubleshooter to dispatch. Dispatchers not only see the location of the Troubleshooters, but also the current number of work assignments they have and the category of the assignments. This allows for the dispatching of the closest Troubleshooter with the least number of pending work assignments.

The implementation of this project has been a success. By being able to dispatch Troubleshooters more efficiently both drive times and driving distances were greatly reduced. On average, driving times were reduced by 60% and driving distances were reduced by 70%. Another benefit of this program was that it allowed Troubleshooters to select closer polling places to visit during those times when they had no pending work assignments.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

The County Strategic Plan goal that this project addresses is “Realize Tomorrow’s Government Today”.

Local governments seek to enhance the quality of life for their citizens. By using the Troubleshooter Tracking System, a centralized planning process with real-time capabilities was put in place to monitor activities out on the field and provide an effective way to dispatch services to polling places which required assistance on election day. A common view in the field and the central office allows the right things to happen: the right worker is sent to the right place with the right tools to do the job. With real-time awareness, the central office can gain insight into the status of field assignments and can quickly adapt as priorities for field work change.

This system replaced an outdated paper process which required Troubleshooters to carry with them to the field a large booklet containing the listing of all 4500 polling places and a Thomas Brother’s Map Book to help them locate the polling place and to get driving directions. All that information is now obtained through the use of their smart phones.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____