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**Quality and Productivity Commission**  
**29<sup>th</sup> Annual Productivity and Quality Awards Program**  
*Champions of Change: Together We Make a Difference*

**2015 APPLICATION**

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

**NAME OF PROJECT: REPORTFOLIO - COMPUTING MADE EASY**

**DATE OF IMPLEMENTATION/ADOPTION:** JUNE 21, 2011  
 (Must have been implemented at least one year - on or before July 1, 2014)

**PROJECT STATUS:**  Ongoing  One-time only

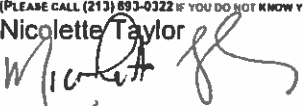

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**  Yes  No

**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 The Department of Beaches and Harbors (DBH) handles many accounting and property  
 2 management functions for lessees in Marina del Rey, including the collection of rent and  
 3 related accounting data from 39 ground leases. REportfolio portal financial system was  
 4 implemented to improve timely and accurate access to revenue reports while  
 5 eliminating the need for paper invoices. The portal now allows DBH to provide our  
 6 customers with improved access to their financial records. Prior to the portal's  
 7 implementation, every month the lessees were required to calculate the amount owing  
 8 and submit payments with hard copies of their monthly revenue reports. DBH spent  
 9 many hours coding the revenue reports into its accounting system, then physically  
 10 generating and mailing simple invoices to lessees. With the new system, lessees enter  
 11 revenue data directly into the portal and immediately receive a detailed electronic  
 12 invoice. Staff no longer needs to enter data or mail invoices. Lessees submit their  
 13 monthly check with invoice number, and upon receipt, it is matched to the  
 14 corresponding invoice in the system. The portal provides real time tracking of monthly  
 15 payments and improved data mining capabilities while eliminating prior allocation errors.

(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

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> County of Los Angeles Department of Beaches and Harbors 13837 Fiji Way Marina del Rey, CA 90292		<b>TELEPHONE NUMBER</b> (310) 305-9523
<b>PROGRAM MANAGER'S NAME</b> Jules Treffler		<b>TELEPHONE NUMBER</b> (310) 301-6096  <b>EMAIL</b> JTreffler@bh.lacounty.gov
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Nicolette Taylor 		<b>DATE</b> 7-15-15  <b>TELEPHONE NUMBER</b> (310) 577-5736  <b>EMAIL</b> NTaylor@bh.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Gary Jones 		<b>DATE</b> 7-15-15  <b>TELEPHONE NUMBER</b> (310) 305-9522

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**1<sup>st</sup> FACT SHEET – LIMITED TO 3 PAGES ONLY:** Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made. Use Arial 12 point font

### **CHALLENGE**

DBH wanted to replace an outmoded, cumbersome and time-consuming computer-based financial data collection and invoicing system for one that is streamlined, user-friendly and web-based in order to significantly reduce staff processing time, eliminate calculation errors and easily produce standard and customizable reports, as well as facilitate data mining.

The prior system required lessees to compute the amount owed to DBH each month. Due to rounding and computational errors, the lessee's calculation of what was owed would regularly differ from DBH's. Sometimes, the discrepancies resulted from DBH data entry error when coding the lessee's reports. Regardless of the source of the error, considerable staff time was required to reconcile the discrepancies.

Discrepancies also resulted from failure to update formulas in a timely manner. The prior system relied on hard copy forms that had to be revised by DBH and then issued to the lessee. Many times, there was not sufficient time to process the revisions prior to the beginning of the monthly billing cycle. For example, implementing a Board-approved revision to the formula involved revising a paper-based schedule and coordinating the change among DBH and the lessee. By the time the process was completed, the lessee had already submitted a check based on the unrevised formula.

Processing the lessee's monthly hard copy reports typically took three to four days or longer if there was an intervening weekend. This made it cumbersome to determine if payments were timely or late.

### **SOLUTION**

The objective of implementing the new system was to have a more efficient and flexible system that significantly reduces processing time, produces timely and relevant reports and minimizes errors.

The web-based revenue reporting system (portal) places the onus fully on the lessee to ensure accurate data entry; the County no longer inputs lessee's revenue data.

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The portal allows the lessee to enter data directly into the system, which then calculates the amount owing; an electronic invoice is generated immediately, thereby reducing the number of paper invoices that need to be mailed out each month by 50%. Thus, the possibility of a discrepancy in the amount owed has been virtually eliminated.

The changeover to the new system necessitated a full review and standardization of internal practices, including setting up a more detailed and functional chart of accounts. Training was required of both DBH and lessee staff to ensure a successful integration of the portal.

As the lessees have become more comfortable and trusting of the system, they no longer need spreadsheets for computation, but rather rely on the system to calculate any amount that is owed. The portal provides our customers with quick and convenient data of their accounts and timely posting of payments received.

**BENEFITS**

The REportfolio portal system has numerous benefits. The system allows DBH to provide more responsive customer service to our lessees. Staff time spent processing monthly rent payments has been significantly reduced. For instance, the need to process and mail monthly invoices to 39 lessees has been eliminated. Staff can now more accurately monitor accounts and generate timely reports for lessees. They also are now using their time more fruitfully in ensuring the lessees are in compliance with their lease provisions.

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**LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS):** Use Arial 12 point font

This project is consistent with the County's Strategic Plan Goal of Operational Effectiveness and Fiscal Sustainability (Goal 1), by streamlining the property management processes of DBH with reduced staff processing time, thereby increasing efficiencies in the management of County revenue.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFIT):** If you are claiming cost benefits, include a calculation on this page. 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.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes.

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

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**ANNUAL= 12 MONTHS ONLY**