

July 28, 2016

Mr. Dean C. Logan
Registrar-Recorder/County Clerk
12400 Imperial Highway
Norwalk, California 90650

Dear Mr. Logan:

Thank you for providing members of the Quality and Productivity Commission with a “hands-on” experience on one of the most innovative and creative projects ever supported by the Productivity Investment Fund (PIF) during the Department Visit on July 27, 2016. Commissioners enjoyed seeing in “real time” how the prototype device for the Voting Systems Assessment Project (VSAP) will actually function.

As you and the VSAP team finalize the design and engineering specifications, the Commission commends your expert leadership in developing a system that will modernize the voting experience. The Commission especially takes note of the extensive input you gathered from stakeholders, especially members of the disabled community, who provided valuable insight to the design team.

The County is now well-positioned to be the nationwide model for a Ballot Marking Device and tabulation system that is nimble enough to adapt to a growing and diverse electorate, while accommodating new legislative requirements.

Data Analytics provide another opportunity for service improvement, and Commissioners were pleased to see how data is being used effectively to cancel deceased voters and assess the reliability of poll workers.

Commissioners were impressed with your quality and productivity gains in the following areas:

- Adopting a visual perspective for voter education and outreach, taking registration efforts into the community by enhancing partnerships with radio, television and various ethnic media
- Implementing the Emerging Leaders Program, a six-month training and mentoring program for interested staff; and expanding Six Sigma techniques to about 80 percent of Department employees, creating a culture of innovation



**County of Los Angeles
Quality and Productivity
Commission**

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**“To enrich lives through
effective and caring service”**

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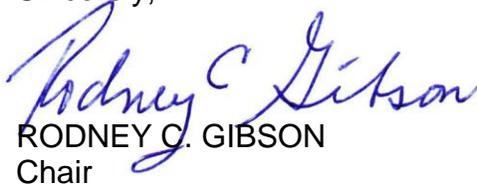
- Piloting the “Website Chat” feature to promptly address customer concerns with technology that is transferable to other County Departments
- Revamping the election billing process by moving to a fee-based system, which has reduced the cost cities pay for election support

The Commission looks forward to working with you on:

- Supporting SB 450, a bill to create a new elections model, which includes establishing voting centers instead of polling places
- Coordinating support for policy changes that will be necessary to support the VSAP
- Expanding the Will Call Ballot Pickup service beyond the current 11 locations across the County

Thank you for a well-informed meeting. We look forward to working closely with your Productivity Managers Ann Smith and Margaret Palacios. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON
Chair

RCG:VPL:LP

- c: Sachi A. Hamai, Chief Executive Officer
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