

**Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"**

2016 APPLICATION

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

NAME OF PROJECT: Mail Upfront Scanning and Tracking System

DATE OF IMPLEMENTATION/ADOPTION: MARCH 2015
(Must have been implemented at least one year - on or before July 1, 2015)

PROJECT STATUS: X Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X No

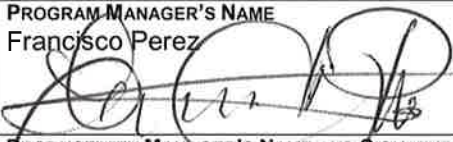


EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) implemented the
2 new Mail Upfront Scanning and Tracking system in March 2015 to efficiently and
3 effectively track and scan real property documents and fees received via mail. The new
4 system streamlined a completely manual paper process from eight handoffs (across 3
5 floors) down to 3 handoffs (1 floor). The system allows the RR/CC to ensure that all
6 legal recording requirements are met. In addition, the system fully tracks all customer
7 requests and reasons for rejections. The Mail Upfront Scanning and Tracking system
8 provides efficiencies that reduce production backlogs, expedites the financial
9 deposits, eliminates the need for manual movement of the documents from floor to floor
10 and provides a complete searchable record of each request to answer customer
11 inquiries. The new Mail Upfront Scanning and Tracking system also provides a
12 complete audit trail of the real property document transaction submitted through the
13 mail.
14
15

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
\$ 0	\$ 0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS DEPARTMENT OF REGISTRAR-RECORDER/COUNTY CLERK 12400 IMPERIAL HIGHWAY NORWALK, CA 90650		TELEPHONE NUMBER (562) 462-2716
PROGRAM MANAGER'S NAME Francisco Perez 		TELEPHONE NUMBER 562-462-2737 EMAIL fperez@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> Ann Smith 		DATE 6/23/16 TELEPHONE NUMBER (562) 462-2665 EMAIL asmith@rrcc.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Dean C. Logan 		DATE 7/5/16 TELEPHONE NUMBER (562) 462-2716

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1st 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

The RR/CC was in need of developing a system that would efficiently, as well as effectively scan and track all mailed-in real property documents, fees and reasons for rejections. Prior to the development and implementation of the new RR/CC's Mail Upfront Scanning and Tracking system, the process for mailed in documents was completed manually. This process required extensive processing time, manual logging, manually typed customer correspondence and 8 physical handoffs across 3 floors. Documents arrived to the Department via the mail, were sorted and logged and, at this point, documents were manually delivered to 5 different sections for examination, cashiering, scanning, quality assurance and indexing. Additionally, the time it took to record delayed the financial deposits resulting in a loss of interest revenue. Furthermore, the process took upwards of 20 days for customers to receive their recorded documents back in the mail, which is inconsistent with Los Angeles County's strategic goal of providing cost-effective and streamlined workflow processes to affect improved customer service.

The primary objective for developing the new Mail Upfront Scanning and Tracking system was to automate and streamline processes surrounding recording of mailed in real property documents. The RR/CC receives and processes approximately 408,000 mailed in real property documents per year.

SOLUTION

The new automated system allows the RR/CC to streamline the recording process, resulting in quicker turnaround time for customers. The new system scans and tracks all mailed in documents, correspondence and payments (primarily checks) at the first phase of the process. The physical bundles are then stored in a safe room while electronic batches travel for the examination, cashiering and indexing processes. In the event that a document does not meet recording requirements, an electronic rejection letter is generated by the examiner with a detailed explanation as to why the document is not sufficient for recording. At the cashier step, the supervisor pulls the hardcopy bundle from the secured storage room and assigns to a cashier for final processing and mail out. The recorded cover page or neatly prepared rejection letter is affixed to the original document and are returned back to the customer. Checks are also cashiered and deposited to Finance during this step. This process allows accurate data to be collected and results in much more efficient use of time. Additionally, the customer is able to call in during any step of the process and get a complete summary or status of their request. The previous system required an extensive batching process, which would delay the customer from receiving their recorded documents back as well as prohibit the staff from providing accurate information to customers regarding their in-process batches.

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The new system includes a fully integrated report module that allows Managers, Supervisors and technical staff to run a variety of reports, capturing accurate accounts of cash collection balances and variations, statistical analysis, recording and rejection information.

The Los Angeles County Registrar-Recorder/County Clerk’s Information Technology (IT) team developed system specifications for the new program. IT wrote the custom code, analyzed and developed user screens, along with Recorder Bureau staff, which resolved issues. The IT team also produced user manuals for the Mail Upfront Scanning and Tracking system. The Recorder and IT staff installed additional servers, thirty-five workstations, scanners, POS (Point-of-Sale) devices, and computers to replace older, outdated stations. In addition, further system reviews were conducted, along with an extensive training program used with testing procedures. The following is a brief overview of the technology used.

- Multiple Application Servers communicating together over the internet and intranet using Microsoft.Net 4.5.2 Windows Communication Foundation Web Services
- Microsoft SQL 2008 database servers in a clustered configuration
- Fiber channel Storage Area Network (SAN) used in the central data center to ensure reliable access
- Microsoft OPOS for .NET integration for operating point of sale equipment
- Image scanning solution using Twain compliant hardware and Atalasoft software for image manipulation

To ensure efficient customer service, decrease costs, and provide for the ability to reduce training needs, the decision was made to put the new Mail Upfront Scanning and Tracking system on the existing Joint Enterprise Development Interface (JEDI) platform, which was implemented by the Department in 2009.

BENEFITS

The implementation of the new Mail Upfront Scanning and Tracking system provides efficiencies that reduce staff involvement time, expedites the financial deposits, and eliminates multiple handoffs. This results in more effective customer service, cash reconciliation and auditing controls. The new system allows staff to examine, cashier and index electronically, thus expediting the entire process. The process has made the new system virtually paperless. The automated process allows the RR/CC to fully track all recorded and rejected documents, allows the Department to be fiscally compliant, and answer customer inquiries at any stage in the process. The automated process also provides the customer with expedited recording times, and more timely deposits of fees. The system has been a great success at the RR/CC and has been visited by multiple surrounding Counties.

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

Goal 1: Operational Effectiveness

The RR/CC's Mail Upfront Scanning and Tracking System leveraged heavily on the Department's ability to effectively automate, as well as streamline processes surrounding recording of mailed in real property documents in Los Angeles County. The strategies developed by this system were proven to maximize operational effectiveness resulting in an expedited turnaround time for customers waiting for documents, efficiencies that reduce staff involvement time, expedites the financial deposits, and eliminates multiple handoffs. This results in more effective customer service, cash reconciliation and auditing controls.

The Mail Upfront Scanning and Tracking automated system now scans, and tracks all mailed in documents, correspondence, including payments (primarily checks), at the first phase of the process. Additionally, the automated process allows the RR/CC to fully track all recorded and rejected documents, be fiscally compliant, and answer customer inquiries at any stage in the process.

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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. 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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\$0	\$0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

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