EXECUTIVE SUMMARY

It is my pleasure to provide you with the 2017-18 Annual Report of the Office of the City Clerk. While its intent is to give an overview of last fiscal year’s accomplishments, it is also an opportunity to let you know what is happening this year – and next!

Each year this office reevaluates its long term priorities, taking into account what we have already accomplished and where technology is leaning, to ensure our services remain state-of-the-art. We also align our goals each year to the Mayor’s objectives with a focus on fiscal stewardship and innovation to be a well-run city for all Angelenos.

This Office provides administrative, systems, and human resources support to almost 800 City staff, and is a key resource to the general public who use our services in-person and online to access City Hall everyday. We are working to digitally retain tens of thousands of records each year and make much of the City’s archives accessible to the public. Our Election Division provides voter information, registration and outreach throughout Los Angeles to new Americans, persons experiencing homelessness, faith-based communities and young voters and pre-voters in our local schools and colleges. During the Summer of 2018 this office managed an election process that resulted in two neighborhood council (NC) subdivisions creating North Westwood and Historical Cultural North NCs for a total of 99 NCs system-wide for whom we administer funds. And, we renewed seven Business Improvement Districts last year, the most that have ever been renewed in a 12-month period. Whew!!!

We do all of this with a smart, dedicated staff who are mission-driven and committed to excellence. The pending release of our 5-Year Strategic Plan highlights our priorities for an exciting future that incorporates our customer service framework - Transparency, Accountability, Simplicity and Consistency (TASC). These are the underlying principles that keep us on track and constantly innovating. Here’s to 2019!

Holly L. Wolcott
City Clerk
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IN CLOSING
When the first government in Los Angeles was established under Spanish control in 1812, the only full-time paid City officer was the forerunner to the present-day City Clerk. The title of “City Clerk” was first used in the Charter of 1889. Today, The Office of the City Clerk serves as the Clerk of the City Council providing the critical role of maintaining a record of all City Council and Council Committee proceedings. It is the responsibility of the City Clerk to ensure compliance with the Public Records Act, the Political Reform Act and the Brown Act. The Office schedules and prepares Council and Council Committee agendas and processes all files for Council consideration. More than 3,000 Council files are created each year. The City Clerk is also responsible for preserving and protecting the City’s historical archives, attesting or certifying City contracts, and processing any claims filed against the City.

Elections is another key function of the City Clerk. It is currently responsible for the administration of 99 Neighborhood Council elections, as well as several department and governing board elections throughout the City, including the Los Angeles Unified School District (LAUSD). This Office also provides support to municipal elections by processing candidate filings, distributing Citywide voter information pamphlets and providing education, community outreach, and voter registration services.

In addition to its regulatory and legislative duties, the Office of the City Clerk oversees the Business Improvement District Program, the Neighborhood Council Funding Program (NC Funding) and their respective trust funds. The BID program allows businesses in a particular area of the City to pay an additional assessment to fund specific projects within its district’s boundaries. The NC Funding Program administers the Neighborhood Council system’s annual budget allocation. As part of its Charter mandate, the Office of the City Clerk also provides administrative and human resources support to the almost 800 employees that comprise the Offices of the Mayor, the City Council, the Chief Legislative Analyst, the City Clerk, the Cannabis Regulation Department, and the Office of Public Accountability.

The 2017/18 adopted Budget for the Office of the City Clerk is $17,652,057 with a position control comprised of 115 full-time management, legislative, and administrative employees.
A Closer look at the City Clerk’s six divisions:

The **Council and Public Services Division** (CPS) serves as the official record keeper for all Council actions by providing Council Clerks, Voting Clerks, and Legislative Assistants to support and facilitate the meetings of the Council and its Committees. Each year, CPS posts and publishes more than 1,500 legally required notices and ordinances, and processes more over 15,000 documents transmitted for Council consideration, creating in excess of 3,000 Council files.

CPS processes any claims filed against the City, and “attests” over 2,100 contracts annually. CPS also provides translation services for meetings, and responds to requests for records from the public on matters relating to City Council.
The Election Division conducts candidate filing for City, Los Angeles Unified School District, and Los Angeles Community College District offices, as well as produces, translates, prints, and mails the City’s Voter Information Pamphlets when measures are put forth to the City’s 2.1 million voters.

The Division also administers in-house elections for City agencies such as the Los Angeles City Employee Retirement System, Police and Fire Pensions, Board of Deferred Compensation, and the Department of Water and Power Retirement System, and also tallies and reports the results of all Proposition 218 Assessment Elections. The Division also handles initiative, referendum, and recall petition processing and conducts year-round general voter outreach and civic education activities in 13 languages.

Additionally, the Division’s role as election administrator for the City’s 99 Neighborhood Councils (NCs) has grown since 2016. In 2018 staff successfully administered three Subdivision Elections for the first time and in 2019 will be responsible for all aspects for these NC elections from securing polling places to processing and post-election challenges.
The Business Improvement District (BID) Division administers the BID program. A BID is a geographically defined area within which property and/or business owners agree by election to pay an assessment to fund designated programs and projects within the district’s boundaries that provide a special benefit to the defined area. These districts typically fund services which are supplemental to those already provided by the City, including cleaning streets, providing security, making capital improvements, construction of pedestrian and streetscape enhancements, marketing, and increasing economic development and livability.

The Division facilitates the establishment and renewal of BIDs in accordance with State and locally mandated policies and administers the BID Trust Fund which collects $72 million annually in BID assessments. There are currently 38 property-based BIDs and five merchant-based BIDs established Citywide.
The Records Management Division administers the City Clerk’s Charter assigned duty as the custodian of City records. The City Archives and Records Center are the two key components of the City Clerk’s Records Management Division. The City Records Center, with a capacity of approximately 190,000 standard sized records storage boxes, is responsible for the retention and disposition of the inactive operating records of City Departments, Offices and Bureaus. The City Records Center tracks the location and status of all records and provides reference services to those records for City employees and officials, as well as to the public, within established security guidelines. The Division also manages the offsite storage of inactive departmental records.

The City Archives provides for the permanent retention of the City’s historically valuable records. The City Archives identifies, collects, preserves, arranges, and describes records of historical significance originated by City government from as early as 1827.

The Systems Division provides strategic and tactical planning, application development, systems integration, automation, and technical support for the Office of the City Clerk. The Division’s mission is to utilize technology to modernize systems, automate workflows, and improve efficiency in government services. The Division strives to continue to provide data transparency through mobile and web enabled applications with first-class service to all of the City Clerk’s customers.

And finally, the Administrative Services Division (ASD) provides fiscal, accounting and personnel support for almost 800 employees in the Offices of the City Clerk, the Mayor, the City Council, the Chief Legislative Analyst, the Office of Public Accountability and the Cannabis Regulation Department. ASD also administers AB1290\(^1\) funds, General City Purposes (GCP)\(^2\) funds, and Council Special Trust Funds. In addition, this Division houses the NC Funding program which administers the NC Trust Fund, a $4.1M annual appropriation to support the operations of the 99 Citywide NCs.

\(^1\) These funds were generated from community redevelopment projects and are under the control of each respective Council office.

\(^2\) GCP funds cover the cost of special services or purposes not chargeable to a specific department. Administering departments and the City Clerk jointly prepare contracts while administering departments handle contract monitoring and approve payments. The City Clerk handles the payments and final close-out of contracts.
The highlights of any year are the culmination of a process that begins when Mayor Eric Garcetti and all City general managers meet early in the year to discuss his goals and long-term priorities. In turn, each Department establishes a goals and metrics plan for the year that support his priority outcomes. Goal agreements between the Mayor and each general manager are memorialized in a “Status and Expectations” letter. This letter contains the specific goals established for the department by the general manager and a timeline to attain them. The letters are reviewed at the midyear point, and again at the end of the fiscal year with the Mayor.

The following outlines the Mayor’s expectations for the City Clerk in FY 2017-18:

1. Automation of BID Processes
   - Improve reporting responsiveness of smaller, volunteer managed BIDs
   - Create online portal to enter data and access quarterly reports and newsletters
   - Increase timely submission rates of Annual Planning Reports by the due date

The Department has seen overall improvement with the BIDs meeting their mandatory reporting requirements and has an online reporting portal in place. We will continue to look for ways to streamline the reporting process and build capacity among the smaller, volunteer-run BIDs as we move toward fully automating additional administrative processes in the coming year.

This has been a transformative year for the BID Division as it incorporated new automation, underwent staffing and management changes, and completed a comprehensive process mapping exercise that covers the entire workflow for the BID Division. The results have been positive and we look forward to further employing technology to improve communication, operations, and BID reporting capabilities. Specific challenges identified include the current duplication of accounting data used for reporting to the BIDs, an inability for BIDs to view real-time data regarding their payment status, and the need to automate the billing process. These shortcomings will be addressed by a system overhaul of the current communication portal between the City Clerk and the BIDs in the 2018/19 fiscal year.

2. Innovation Lab for 2019 NC Elections
   - Develop wait-time measure and reduce voter wait times on Election Day

During the 2016 NC Elections, stakeholders were concerned about having to wait in long lines to vote. For elections with medium to high turnouts of 500-2,000 voters, voters had to wait between 15 minutes to two hours to vote. The goal will be to reduce these wait times by 20%.

First, an assessment will help determine how long it takes to process a voter (in minutes), both during poll worker training and on election days. Since each election has unique features, the Clerk will be utilizing a variety of fixes and methods to speed up voting at the polls. Overall, determining an accurate wait time will allow voters to know what to expect on election day and will help the City Clerk improve service at the polling places.
During the special NC subdivision elections conducted by the City Clerk this summer, staff experimented with two tools designed to reduce voter wait times on election day: 1) Tablet-based address lookup used to verify voters’ addresses while they waited in line, and 2) Infographic explaining the voting process to voters waiting in line with the expectation that it would reduce voter confusion at the registration tables.

The Election Division is assessing the efficacy of these tools and other training modifications introduced during the three subdivision elections and will apply the best methods during the 2019 NC Elections. An additional time saver would be the removal of the documentation requirement that many NCs have as part of their voting procedures. Staff will be working with the Department of Neighborhood Empowerment (DONE) on the possibility of removing some of these barriers.

The regular 2018 NC Elections were postponed to 2019, allowing an opportunity to develop two new voter outreach initiatives: New Americans and Faith-based. The New Americans Initiative targets newly sworn American citizens primarily at the LA Convention Center swearing-in ceremonies. Bilingual staff offer voter registration services to limited/non-English, and monolingual speakers. In FY 17/18 staff reached over 12,500 new citizens and registered close to 1,000 new voters. Our Faith-based Initiative targets audiences at various religious institutions during and after services throughout the City. Staff presented to attendees from the podium/pulpit or religious leaders delivered the message submitted by the City Clerk to inform and engage the audience. Staff reached approximately 4,000 religious attendees and registered 64 voters during this reporting period.

As part of its ongoing Youth Initiative, the Election Division registered/pre-registered 5,000 young voters and held 36 mock elections this year at local area schools as part of its youth initiative and provided outreach to 1,000 persons experiencing homelessness.

### 3. NC Funding Program

- Update NC Treasurer’s Handbook
- Create new funding request forms
- Enhance the NC online banking portal with Special Fund tracking
- Create online training videos

ASD accomplished all of the NC Funding Program goals set forth in the Mayor’s Status and Expectations letter which have led to unprecedented spending of the NC system’s annual allocation, resulting in maximum services being provided to each of its 99 distinct communities. Programs have been funded that support Resilient Los Angeles goals to build strong and connected neighborhoods. After one year operating under the new NC Funding Policies and Guidelines, and utilization of the new online banking...
portal, the system has expended over 90% of its $4.2M allocation. This level of spending requires extensive accounting inquiry to avoid and discover fraud, waste, and abuse. The online banking portal adds transparency and affords staff the opportunity to identify and address issues swiftly and incorporate them into the in-person training agenda. Currently, one online training video is available to NC board members, with plans to expand web-based offerings.

4. Reallocation of Warehouse Space/Records Management

- Develop buildout plans for use of warehouse space
- Secure funding for buildout of new storage space

A buildout plan to convert 28,000 feet of floor space has been created that is projected to save the City up to $300K per year by storing more records in-house instead of contracting with commercial storage vendors. Several years ago, this Office was tasked with finding additional space and worked with the City’s General Services Department’s Asset Management Division to locate potential sites. At that time, space could not be identified in the downtown area to meet our needs. In order to make a buildout feasible and save money, space would need to be close to the current Records Management Division so that additional staffing would not be required. Space and funding to house 124K records retention boxes has not yet been identified, but the issue continues to be discussed.

In addition to warehouse space, the Records Management Division has been working toward a goal to scan all Council files back to 1980 to coincide with the inception of the Council File Management System (CFMS). This undertaking is being managed with only $10K per year and we have currently scanned files all the way back to 1999. This will be a formal goal in the FY 2018/19 Status and Expectations letter.

5. Streamlining of Council and Public Services Division Processes

- Install electronic speaker card system for Council Committee meeting rooms
- Ensure all Ordinances are signed by electronic signatures

Multiple innovations have come on board this year to reduce paper and manual processes. The Mayor has signed over 600 Council actions using our Electronic Signature Program saving almost 400 staff hours. Electronic speaker card kiosks have been installed on the 10th floor for Committee meetings and at Van Nuys City Hall. The Public Convenience and Necessity application process has been automated, and a web based application has been created to collect, track and report California Public Records Act (CPRA) requests. The CPRA project is currently being utilized by our Office, The Los Angeles Police Department and the Controller’s Office. To date, 3,078 CPRA requests were requested through the portal and 2,966 are fulfilled and closed. The average time to process and to close a CPRA request is 7 days.
In addition to the progress made relative to the Mayor’s expectations, the City Clerk also accomplished the following last year:

**ADMINISTRATIVE SERVICES DIVISION**

**Fiscal Operations**
- Assumed administrative support for the newly created Office of Public Accountability and the Department of Cannabis Regulation.
- Made GCP funding applications available electronically to contractors.

**Human Resources**
- Participated in the Targeted Local Hire Program (TLH) by hiring 6 Office Trainees.
- In collaboration with the Elections Division, completed an Orientation Video that is currently viewed by all new employees.
- Implemented the new online self-update procedures for W4 and Direct Deposit changes.
- Created a new Military Leave Information Packet for leave orientations.
- Processed 1,200 Form 41s, completed 260 employment verifications, two emergency appointments, five In-lieu requests, 1 allocation request, and processed payroll timekeeping for 780 employees on a biweekly basis.

**BID Accounting**
- Reduced turn-around time in processing and approving payments to BIDS.

**NC Funding**
In its second year since the NC Funding Program was transferred from the Department of Neighborhood Empowerment to the Office of the City Clerk, the Program introduced the NC Funding System portal, an online platform which allows NCs to submit payment requests, track expenses, upload funding documents, and generate monthly expenditure reports. With its implementation, the portal has provided transparency, accountability, and simplicity in the expenditure of NC funds.

- NC Funding Program Policies & Guidelines were developed and introduced to the system of NCs, establishing consistent rules and expectations for their funding operations.
- Conducted 38 Funding Program and portal training sessions for NC financial officers, board members, and stakeholders.
- Processed 3,873 total payment requests reducing turn around time to 2.2 days.
- A total of 6,519 bank card transactions were reviewed for proper use of the NC bank card, including itemized receipts and other supporting documentation.
- Reviewed and completed 1,152 NC Monthly Expenditure Reports.
- Partnered with the Office of Finance in analyzing bank fees and statements that resulted in recovering a total of $13,361.53.
- July 1, 2018 marked the first time the NCs were able to readily view and access their Special Fund accounts. Before this date, the funds have been underutilized due to NC board turnover and new board members not knowing additional funds exist.
COUNCIL AND PUBLIC SERVICES DIVISION

• Developed and implemented Phase-2 of the City Ordinance/E-Signature Workflow application. The workflow automation allows the City Clerk and the Mayor’s Office the ability to route, review, and electronically sign ordinances, and other documents. This has completely replaced the traditional paper-driven process, saving costs and improving efficiency.

ELECTION DIVISION

Efforts to Reach L.A. Youth

• Robust youth engagement efforts in FY 17-18 continued by conducting mock elections at 21 high schools, reaching over 6,680 students and registering/pre-registering 3,650 students to vote. Mock elections and 39 classroom presentations were also conducted at nine elementary schools, where staff reached approximately 4,700 students.
• Two Community College blitzes and National Voter Registration Day activities in September 2017 yielded 297 college classroom presentations with a reach of approximately 6,100 students resulting in 1,044 voter registrations.
• Staff also attended 25 community events where they reached approximately 2,000 underserved youth and registered 448 to vote.

New Initiatives

The Outreach Section developed several initiatives, micro-targeting communities with low voter participation. The initiatives were focused on reaching broad audiences in order explain how voter participation influences local races, and ultimately delivers local resources and services to stakeholders.

• The Homeless Initiative which reached approximately 800 people and allowed staff to register 79 to vote.
• The Faith Based Initiative reached approximately 4,000 people and registered 64 to vote.
• The New Americans Initiative reached approximately 12,400 and voter registrations totaled 997.
• The Senior Citizens Initiative approximately 1,400 and resulted in 85 voter registrations.

NC Elections

NC Election Workshops

• Between February and March of 2018, the City Clerk held nine workshops throughout the City, where attendees and staff held a variety of in-depth discussions on how to improve NC elections.
• An online survey was also distributed to all current NC board members to gather additional feedback from those who could not attend a workshop.

Subdivision Elections

• The City Clerk conducted three NC Subdivision Elections in May and June for the Westwood NC, Historic Cultural NC, and the Wilshire Center-Koreatown NC.
• The City Clerk offered a Vote-By-Mail (VBM) option for all three elections. Between April and June, a total of 36,309 stakeholders applied for a VBM ballot. The City Clerk sent out 27,018 VBM ballots to voters. Overall, 28,914 ballots were cast. 18,230 ballots were cast by mail; 10,684 ballots were cast at the polls. The elections resulted in the creation of two new NCs: North Westwood and Historic Cultural North.
BUSINESS IMPROVEMENT
DISTRICTS DIVISION (BID)

In 2018, the City’s 43 BIDs provided 70 million dollars’ worth of economic development to the City in the form of supplemental cleaning, safety and destination marketing activity.

• Renewal of seven property-based BIDs - Arts District Los Angeles, Hollywood Entertainment District/Sunset & Vine, Fashion District, Historic Core, Melrose, Lincoln Heights and Byzantine-Latino Quarter.
• Renewal of five merchant-based BIDs - Chatsworth, Little Tokyo, Los Feliz Village, Wilmington and Wilshire Center.
• Underwent an RFP process to procure the services of a media firm to assist the Clerk’s Office to conduct a Public Information Campaign related to increasing the awareness and understanding of the process and benefits of establishing BIDs as an economic development tool in the City of Los Angeles.
• Performed ‘process mapping’ of the entire Division’s operations.

RECORDS MANAGEMENT DIVISION

• Scanned and uploaded City Council Files for the year 2000 to CFMS.
• Provided Archives tours to four delegations of archivists from the Peoples Republic of China.
• Processed 38 destruction requests pertaining to 4,304 boxes of records in off-site storage, and 113 boxes in the City Records Center.
• Processed 118 records transfers totaling 3,259 boxes received at the City Records Center.

SYSTEMS DIVISION

As part of the standard security best practice, the department has taken an early initiative to upgrade computers in the department to Windows 10 operating system (OS). Microsoft will stop providing security patches for the current Windows 7 starting January 2020. As of December 2018, half of the department’s computers have been upgraded to Windows 10 OS. The remaining half of the computers will be upgraded early next year. Upgrading to Windows 10 prevents the risk from ransomware attacks. In addition, these upgrades add voice and touch support to each desktop.
In addition to the direction provided by the Mayor to meet his priority outcomes and expectations, the Office is also following the guiding principles and goals found in its 5-Year Strategic Plan (Plan). The Plan officially launched in 2012. The latest update covers Fiscal Years 2017/2018 through 2018/2022; the Office is now in its first year of its second 5-year plan.

The Plan outlines and further defines the Department’s mission, vision, and operating framework. In addition to highlighting the services of each Division, the Plan highlights each of our strategic goals and corresponding metrics per fiscal year until completion. Each goal is designed to enhance service delivery, reduce manual processes, and reduce and/or eliminate paper whenever possible.

The Plan is a dynamic, living documented that will be updated annually as technology advances and new ways are discovered to delivery public services that are more transparent, accountable, easy to use, and provide local government stakeholders maximum access to their City Hall. The Plan will be released in February 2019 and made available on our webpage at clerk.lacity.org.
Elections Innovation Lab

Municipal Elections:
The consolidation of municipal elections with the County of Los Angeles in 2020 requires pre/post planning which spans a minimum of five years (2019 to 2023 - 2 election cycles). We will be collaborating with the County by assisting at vote center locations and improving candidate filing to simplify the process and make it more accessible. The consolidation of municipal elections also creates a need to focus on voter outreach to explain changes resulting from the Voter Choice Act and how to cast ballots at the new Vote Centers. We also anticipate a significant increase in the number of initiatives and candidate information provided on the new combined ballot, which for some may be overwhelming. Los Angeles voters will need to be familiar with the consolidation and understand City versus County ballot information.

Neighborhood Council (NC) Elections:
We are moving to standardize NC election processes where possible, both in internal (operations) and external (public-facing) processes for ease and consistency. Future initiatives aimed to enhance the voter experience, increase candidate recruitment by 10%, and minimize voter wait times by 20% include:

- Implementation of a Voters Choice Act for NCs: offering services to include online voting, Vote by Mail, touch-screen voting, vote centers, and poll pass which is an interactive sample ballot used to pre-vote on a PC or a mobile device. The idea to reduce voting times (Innovation Lab) with poll books are already in the works.
- Enhanced NC election outreach/engagement centered around candidate recruitment, education, and training.
- Stakeholder registration system, at-polls and/or online

Outreach:
We plan to continue with our micro-targeted outreach: youth, women, seniors, homeless, new citizens and re-entry populations, through strategically designed outreach events, presentations, and voter registration initiatives. Many of these activities will be in low-voter turn out areas of the City.

- As part of the 2020 County consolidation process: field outreach efforts will increase to communicate changes surrounding the County’s Voter’s Choice Act, vote centers and new voting equipment for Angeleno voters.
- Assist with 2020 census outreach.
- Create digital content to promote civic participation through elections.
- Increase the use of technology to communicate with the public directly via web and social media platforms.
- Create an interactive map of outreach activities and publish it on the Clerk’s website.
- Focus on working closer with the Los Angeles Homeless Services Authority, LA County, and other homeless service providers to assist in election participation by persons experiencing homelessness.

A LOOK AHEAD FOR THE COMING YEAR
While our long term priorities will stay the same over time, the goals and metrics within them will change as we accomplish tasks and create new ways to work smarter and with new technology. The following briefly highlights our initiatives for the coming year, FY 2018/19:
<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>NVRD Month</strong></td>
<td>A month long Blitz centered around National Motor Registration Day, to bring concentrated outreach to high schools, colleges, and other venues within Los Angeles.</td>
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<tr>
<td><strong>Underserved Youth</strong></td>
<td>Engage marginalized youth, such as foster and LGBTQ communities, to provide voter education and registration and promote interest in local government.</td>
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<tr>
<td><strong>Elementary/Middle School Mocks</strong></td>
<td>Introduce voting &amp; active civic participation to young children through an interactive mock election experience.</td>
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<tr>
<td><strong>High School Voter Registration/Mocks</strong></td>
<td>Register and pre-register the newest generation of incoming voters and promote youth civic engagement through informative presentations and mock elections.</td>
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<tr>
<td><strong>College Campus</strong></td>
<td>Provide voter registration and education to eligible college students throughout Los Angeles.</td>
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<tr>
<td><strong>New Americans</strong></td>
<td>Engage newly sworn citizens that are now eligible to register and vote.</td>
</tr>
<tr>
<td><strong>Homeless</strong></td>
<td>Provide voter registration service to homeless and transitional city residents to overcome barriers to vote.</td>
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<tr>
<td><strong>Seniors</strong></td>
<td>Keep seniors informed of changes related to accessibility like Vote-By-Mail, language preference, and the County VSAP Initiative.</td>
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<tr>
<td><strong>Faith-based</strong></td>
<td>Partner to reach congregations of all faiths to encourage civic participation and voting in local elections.</td>
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<tr>
<td><strong>General community</strong></td>
<td>Reach residents of all ages to share the impact of their vote on local government and services.</td>
</tr>
<tr>
<td><strong>Women</strong></td>
<td>Increase civic participation by providing election updates, and voter registration services to women of all ages and backgrounds.</td>
</tr>
<tr>
<td><strong>Criminal Justice System</strong></td>
<td>Exercising the right to vote to eligible inmates, registering and educating the re-entry community.</td>
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Continue to automate and streamline Council and Public Services Division’s processes.

Touch screen speaker card kiosks have been added outside Committee meeting rooms and at the Van Nuys City Hall, a satellite location for City Council meetings. One of these kiosks will be added to the back of City Hall where the public will be able to access City Council meeting agendas on a large touch screen. This will eliminate the need for printing multiple paper copies of the agenda for Council Meetings three times a week. This readily available solution will save time and money, and pushes the City closer to an all-paperless environment. The e-signature application is also being further developed to include the contracting process which will speed contract processing times and reduce paper use.

We will also continue to streamline Council and Public Services in FY 18/19 by working toward the creation of an online web portal to collect and append public comments to their related Council agenda items. Currently, this is a time consuming, manual process that will be enhanced by the ability to electronically link public comments on a particular Council File directly to that file using a simple search tool and data entry process.

In addition to automating the public comment and contracting process, a digital transformation of the City’s Council File Management System (CFMS) is underway which will combine current silo software systems into one modern solution that will improve the user experience. Financial support will be sought from the City’s Innovation Fund for the development phase of this project.

Automation of BID Processes

By the end of December 2019, we plan to have streamlined the billing statement and invoicing process. We will reduce processing steps by creating an online system that shows current fund data for each BID and the assessment collection information from the County. The BID will be able to automatically bill for the amount collected and view the status of their payments due. The current manual process is time-consuming and lacks transparency. Further online automation will allow BIDs and their stakeholders to see a comprehensive, online snapshot of each BID and its financial status.
**NC Funding Program**

A long term priority for the NC Funding Program is to continue to enhance the online banking portal to minimize manual operations and ensure the greatest transparency to stakeholders for all aspects of the program. Operational activities will be added to the portal to include the contracting process, special event tracking and inventory management. We look forward to the enhancement of the Department’s e-signature program which will incorporate contracts and leases developed out of the NC Funding Program.

**Records Management**

In addition to seeking nearby City-owned warehouse space to store records currently housed in commercial facilities, the Records Management Division has been working toward a goal to scan all Council files back to 1980 to coincide with the inception of the Council File Management System. This undertaking is being managed with only $10K per year and we have currently scanned files all the way back to 1999.
The Office of the City Clerk is always willing to step up and innovate in an administrative world that could seem routine and predictable, which is never the case. Each year we work together as a management team to discuss what we will do next and how we will meet our goals. Some goals are set for us, some we set ourselves, and some are related to circumstances that demand a reaction. Our greatest and most exciting challenges continue to be in front of us. 2019 will mark the first year our Election Division will run all 99 Neighborhood Council Elections Citywide. 2020 will see the launch of a new voting system Countywide with new voting equipment, and City elections will be consolidated with Los Angeles County for the first time. This Office will attempt to integrate multiple software applications into one system, on one platform, to manage one of the largest interactive file databases in the City, the Council File Management System. And, we plan to continue to lead the way for electronic signatures on all City documents.

This Office will move all of our big ideas forward while supporting every City Council and Committee meeting, maintaining hundreds of thousands of records, and processing thousands of accounting documents and files. The job is not easy, but staff works through it in stride, because as a whole we have never been afraid to give up the good to go for the great!
1. Automation of BID Processes