

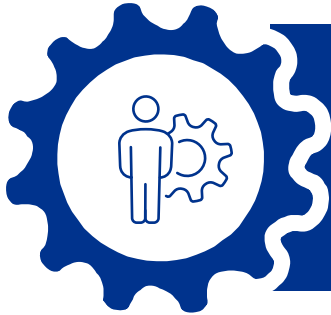


Improving Performance to Better Serve Our County Residents

Board of Supervisors Presentation
Clerk Recorder Assessor Elections

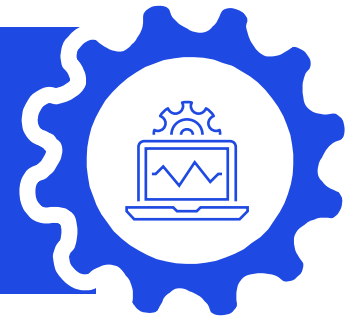
June 25, 2024

Commendations



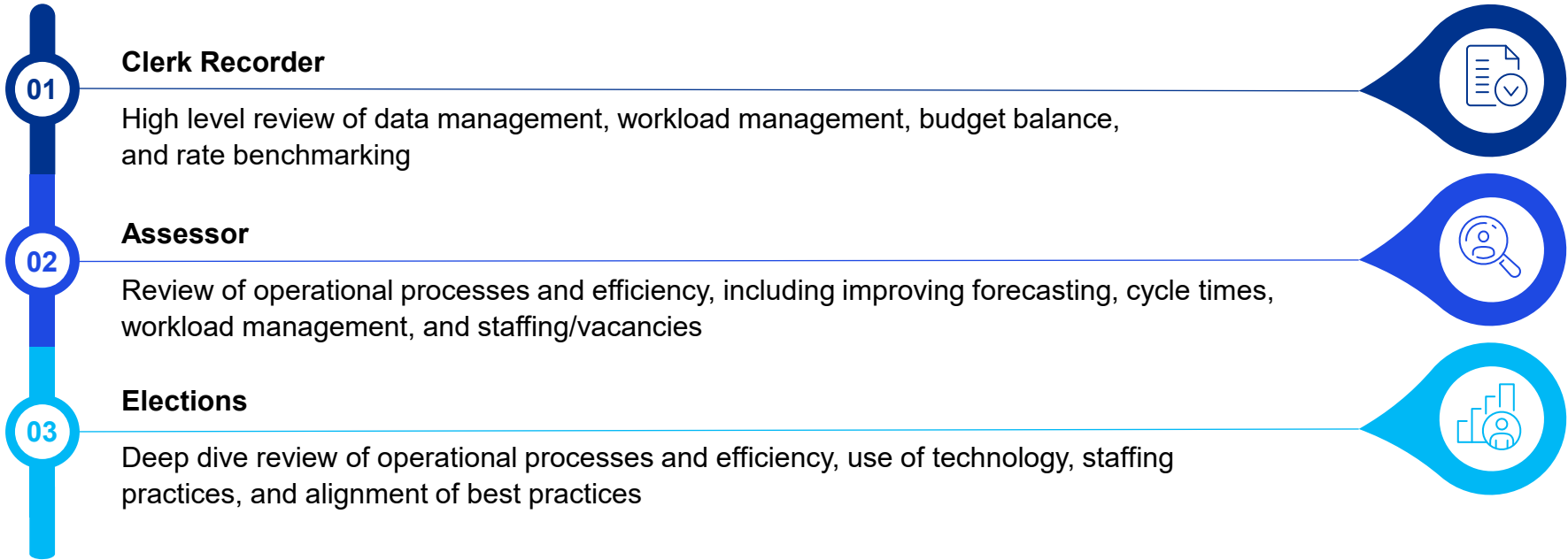
Strong workload management capabilities across the Clerk Recorders Office

Development of an innovative dashboard to boost productivity within the Assessors Office



Efficient ballot processing due to transition to E-Poll books within the Elections Office

Clerk Recorder Assessor Elections Focus Areas



Clerk Recorder– Digitize Vital Records

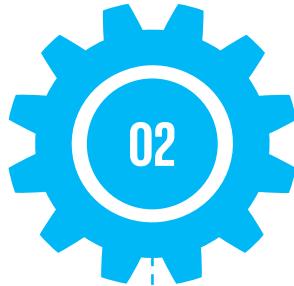


Assessor – Enhance Staff Productivity Reporting



Action one

Conduct a **detailed time study** to provide a data-driven understanding of how staff are spending their time



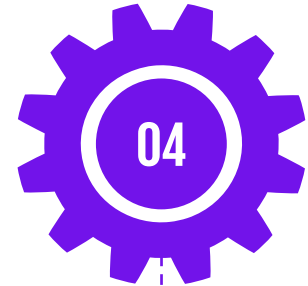
Action two

Undertake a **process assessment** for appraiser activities to evaluate current process efficiency



Action three

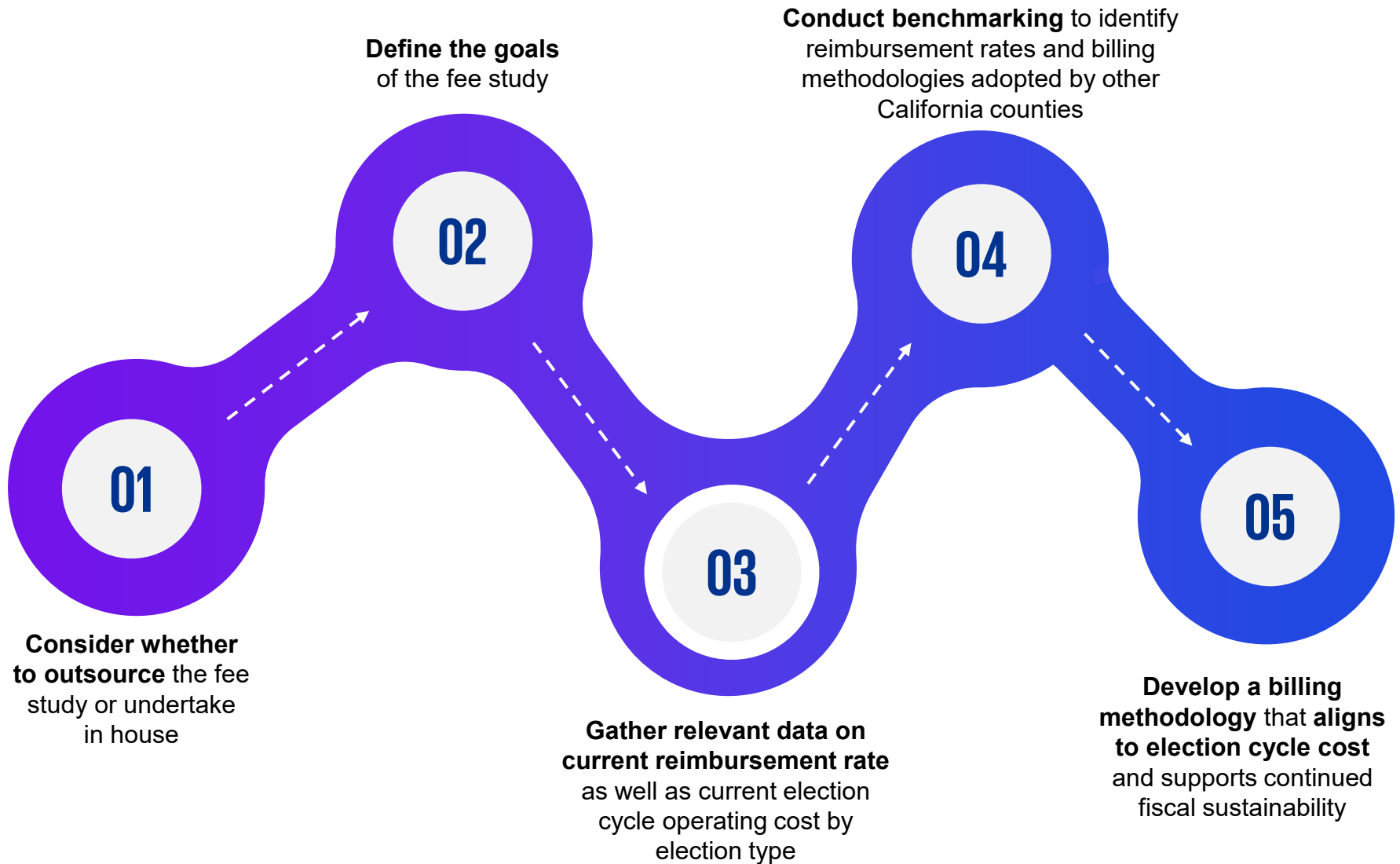
Develop **baseline performance metrics and targets**



Action four

Task supervisors to **engage collaboratively with staff on a biweekly basis** to evaluate performance

Elections – Perform a Fee Study to Support Cost Reimbursement



Clerk-Recorder-Assessor-Elections Office KPMG Response and Implementation Plan



Assessor

Recommendation	Dept Response	Implementation Timeframe
<p>2.1 - Enhance staff productivity tracking processes to improve consistency in evaluating staff performance and support proactive identification of process inefficiencies.</p>	<p>Implementation already underway and ongoing. For example, we are currently assessing internal processes and establishing baselines for productivity tracking, particularly as it pertains to taxpayer assistance. We have begun tracking all service interactions with the public at the operations level. In addition, our managers and supervisors maintain constant contact and communication with staff, and are intimately involved in their production year over year. We will consider improved technological productivity tracking in appraisal, pending actual feasibility and resources.</p>	<p>1-2 years to implement improved productivity tracking, as time and budget allow.</p>



Assessor

Recommendation	Dept Response	Implementation Timeframe
<p>2.2 - Expand the utilization of dashboarding to enhance data-sharing mechanisms and reduce data fragmentation both internally and cross-departmentally.</p>	<p>Implementation already underway and ongoing. We utilize dashboards using ArcGIS, PowerBI and Smartsheet, and we are constantly improving in this area.</p>	<p>There is no timeframe for implementing this as we are continuously growing in this area. Similar to the cyclic, intentional functional obsolescence of technology, we are constantly in a state of innovation when it comes to data management.</p>



Elections

Recommendation	Dept Response	Implementation Timeframe
<p>3.5 - Perform a fee study to identify an optimal billing methodology, reimbursement rate(s), and supporting weight factors that align to election cycle cost.</p>	<p>Our department is looking into performing or outsourcing a comprehensive fee study, which would include Elections. Management is still discussing whether this fee study will be outsourced or undertaken internally and what the goals of the study will be.</p>	<p>1-3 years</p>



It is recommended that the Board of Supervisors:

- a) Receive and file a report on KPMG's Operational and Performance Review of the Santa Barbara County Clerk-Recorder, Assessor, and Elections Office;
- b) Provide direction as appropriate; and
- c) Find that the proposed actions do not constitute a "Project" within the meaning of the California Environmental Quality Act, pursuant to 14 CCR 15378(b)(2), as it consists of general policy and procedure making.





Questions