

LOS ANGELES COUNTY ANNUAL REPORT



2013



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“In another record-setting year, we conducted 15 elections, and in 2013, we partnered with award-winning design firm IDEO to develop a cutting-edge voting experience for current and next-generation voters.”

It is an honor to serve you, the residents of Los Angeles County, by providing essential records management and election services in a fair, accessible and transparent manner.

Los Angeles County is large, diverse, and always on the go. Living here, we see many changes in technology and laws. It is our job to be agile — to adapt and work smarter and to ensure our quality of services meet your needs. In 2013, our dedicated women and men raised the bar, increasing productivity, meeting demands of new and unforeseen challenges and modernizing services for the future.

A major contribution our department makes to the overall health of the County is the collection of more than \$300 million in revenue from vital records processing, document recording, and property transfer fees. This helps fund important services like consumer fraud protection, affordable housing, parks and public safety.

This past year our department saw a big change to our services with the landmark ruling expanding marriage services to same-sex couples. With less than one minute to respond to the court’s ruling, we adapted our operations and technology, as we immediately issued licenses and scheduled civil ceremonies. In July alone, we issued 4,500 marriage licenses — a 128% increase over the previous year.

On the Real Estate side of our services, we hope to streamline the home-buying experience by working with title companies and document service providers to simplify the electronic recording process and expand access beyond traditional business hours and practices.

Our representative democracy is essential to giving us a voice in government. The department works tirelessly to ensure the citizens of Los Angeles County are represented — from our city halls to our state capitol. In another record-setting year, we conducted 15 elections in 2013. Many of these elections were required to fill legislative vacancies.

As the County’s voting system continues to age and our population continues to grow and seek greater access and convenience in voting, we are working to enhance the voting experience by implementing voting systems to ensure accessible and secure elections while promoting greater participation and leveraging new technology. In 2013, we partnered with award-winning design firm IDEO — the firm that designed the first Apple computer mouse and the toothpaste tube — to develop a cutting-edge voting experience for current and next-generation voters.

Stay tuned for exciting improvements in our elections process and other service enhancements. It continues to be an honor to serve Los Angeles County residents through caring and excellent service.