



County of Los Angeles  
**CHIEF EXECUTIVE OFFICE  
OPERATIONS CLUSTER**

SACHI A. HAMAI  
Interim Chief Executive Officer

**DATE:** June 4, 2015  
**TIME:** 1:00 p.m.  
**LOCATION:** Kenneth Hahn Hall of Administration, Room 830

**AGENDA**

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.  
Three (3) minutes are allowed for each item.

1. Call to order – Gevork Simdjian
  - A) **Board Letter – MARRIAGE CEREMONY AND WITNESS SERVICES FEE INCREASE**  
RR/CC – Dean Logan or designee
  - B) **Board Letter – AUTHORIZATION FOR WORK ORDER EXCEEDING \$300,000 UNDER THE ORACLE MSA FOR ASSESSOR'S MODERNIZATION PROJECT**  
ASR, CIO – Jeffrey Prang and Richard Sanchez or designee(s)

**NOTICE OF CLOSED SESSION**

**CS-1 CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION**  
(Paragraph (2) of subdivision (d) of Government Code Section 54956.9)  
Significant exposure to litigation (one case)

**CS-2 CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION**  
Government Code Section 54956.9(a)  
Internal Services Department  
SR&B Boilers, DBA Heat Transfer v. County of Los Angeles

2. Public Comment
3. Adjournment



## Los Angeles County Registrar-Recorder/County Clerk

Dean C. Logan

Registrar-Recorder/County Clerk

June 23, 2015

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

**AUTHORIZE THE REGISTRAR-RECORDER/COUNTY CLERK (RR/CC) TO  
INCREASE THE FEES FOR MARRIAGE CEREMONY AND WITNESS SERVICES  
(ALL SUPERVISORAL DISTRICTS) (3 VOTES)**

**SUBJECT**

The Registrar-Recorder/County Clerk (RR/CC) requests Board approval to increase the Marriage Ceremony fee to \$35 and the Marriage Ceremony Witness Service fee to \$20. Fee increases for these services are necessary to ensure the Department receives cost recovery of marriage ceremony service enhancements and cost-of-living increases.

**AFTER THE PUBLIC HEARING, IT IS RECOMMENDED THAT YOUR BOARD:**

Approve the attached ordinance revising the Marriage Ceremony fee from \$25 to \$35 and the Marriage Ceremony Witness Service fee from \$18 to \$20. Both fees will become effective thirty days from the date of Board passage in accordance with Government Code § 25123.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

Government Code § 26861 authorizes the RR/CC to charge a fee for performing a marriage ceremony pursuant to Section 401 of the Family Code. Government Code § 28620 authorizes the RR/CC to charge and collect fees for services when not otherwise provided by law. One such service is the provision of marriage ceremony witnesses. Los Angeles County Code § 2.32.112 authorizes a fee for the marriage ceremony witness service. It is common practice to periodically re-examine fees to ensure the Department receives full cost recovery for administering services as permitted by applicable law. Cost studies to determine appropriate marriage ceremony and witness fees consisted of research, interviews, and work observations of technical and support staff performing their duties in providing these services. The studies

included applicable costs such as salaries, employee benefits, overhead, maintenance, and supplies.

The last increase for performing marriage ceremonies was approved in 1995. The marriage ceremony witness fee was created in 2009 and has not been amended. Since these events, the RR/CC has implemented significant customer service enhancements including remodeling of the chapel and providing extended ceremony hours at the Norwalk Headquarters. Additionally, the cost of staff time has also increased steadily since 2009.

County Code 2.32.110 Marriage Ceremony Fee

Family Code § 401 (a) and (b) designates the county clerk of each county as the commissioner of civil marriages. The commissioner of civil marriages may appoint deputy commissioners of civil marriages who may solemnize marriages under the direction of the commissioner of civil marriages and shall perform other duties directed by the commissioner. The RR/CC Headquarters and branch offices perform in-house marriage ceremonies as a convenient service to the public. Deputy Commissioners are available to perform marriage ceremonies during RR/CC regular business hours at all the district offices and extended hours at the Norwalk Headquarters. The Deputy Commissioners perform both regular and confidential marriage ceremonies. After careful analysis of processing time to perform marriage ceremonies as well as necessary expenditures for robe cleaning, training, supply, and facility maintenance, the RR/CC has determined that a \$35 fee is necessary to ensure the Department receives full cost recovery for providing this service. Presently, eight of the larger counties within the State charge more than Los Angeles County to perform a marriage ceremony. The average fee of these eight counties is \$63 and the highest amount charged is \$88.

County Code 2.32.112 Marriage Ceremony Witness Fee

Pursuant to Family Code § 359 at least one, and no more than two persons, need to be witnesses to a marriage ceremony and must also be able to sign the marriage certificate. In the event the customer does not bring a third party to act as a witness, the RR/CC offers witness services as a convenience to the customer. The RR/CC staff time spent serving as a witness is accounted for in the same manner as when the staff member is performing other employment duties. Additionally, management must then spend time coordinating other staff to cover the witness's duties to ensure that the workflow of the office is not interrupted. Given that the cost of staff time has increased steadily since the witness fee creation, and after careful analysis of processing time to perform marriage ceremony witness duties, the RR/CC has determined that a \$20 fee is necessary to ensure the Department receives full cost recovery for providing this service.

Implementation of Strategic Plan Goals:

This request supports the County Strategic Plan as follows:

**County Goal No. 1: Operational Effectiveness/Fiscal Sustainability:** Maximize the effectiveness of processes, structure, operations, and strong fiscal management to support timely delivery of customer-oriented and efficient public service.

**County Goal No. 2: Community Support and Responsiveness:** Enrich lives of Los Angeles County residents by providing enhanced services, and effectively planning and responding to economic, social, and environmental challenges.

### **FISCAL IMPACT/FINANCING**

Approval of this recommendation will increase the Marriage Ceremony fee by \$10.00 (\$25 to \$35) and the Witness Service fee by \$2.00 (\$18 to \$20). These fee increases will enable the RR/CC to fully recover costs for marriage ceremony and witness services provided. Only a party requesting these services will be charged the respective fees.

Based on anticipated volumes and an August 3, 2015 effective date, for FY 2015-16, the RR/CC is projecting additional revenues of \$160,000 for Marriage Ceremonies and \$4,000 for Witness Services, for a total of \$164,000. Additional ongoing revenues are estimated at approximately \$180,000 per fiscal year.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The fee for performing Marriage Ceremonies is authorized by Government Code § 26861. Your Board adopted this fee as County Code § 2.32.110. Government Code § 28620 authorizes the RR/CC to charge and collect fees for services it performs, including those related to marriage ceremonies. The current fee for a staff member to serve as a witness was adopted by the Board in 2009 as County Code § 2.32.112.

The fee increases recommended are permitted by Government Code § 54985. This provision authorizes the Board of Supervisors to increase the fee or charge that is otherwise authorized to be levied by another provision of law, in an amount reasonably necessary to cover the direct and indirect costs of providing any product or service or the cost of enforcing any regulation for which the fee or charge is levied.

In order for a fee increase to be adopted, a public hearing is required. Under Government Code § 66018, a public hearing at which oral or written presentations can be made is required prior to adopting an ordinance which increases an existing fee. The Executive Office of the Board of Supervisors, in accordance with Government Code § 6062(a), published an official notice of the time and place of said meeting, including a general explanation of the fees to be revised.

All fees have been reviewed and approved by the Department of Auditor-Controller. The accompanying ordinance implementing an amendment to Title 2, of the Administration Code, Sections 2.32.110 and 2.32.112 of the County Code relating to Marriage ceremonies and witness fees, has been drafted and approved by County Counsel.

### **IMPACT ON CURRENT SERVICES**

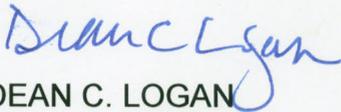
Your approval of the recommended fee increases will ensure the RR/CC fully recovers costs associated with providing enhanced marriage ceremony and witness services to the public.

**CONCLUSION**

Upon approval by your Board, the Executive Officer is requested to return one (1) adopted copy of this letter to:

Department of Registrar-Recorder/County Clerk  
Finance and Management Division  
12400 Imperial Highway, Room 5203  
Norwalk, CA 90650  
Attention: Michael Padron, Fee Studies Section

Respectfully submitted,



DEAN C. LOGAN  
Registrar-Recorder/County Clerk

DCL:AS:mp

Attachments

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Auditor-Controller

June 16, 2015

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

**AUTHORIZE THE CHIEF INFORMATION OFFICER TO  
EXECUTE A WORK ORDER FOR CONSULTING SERVICES FOR THE  
ASSESSOR'S MODERNIZATION PROJECT  
(ALL DISTRICTS)  
(3 VOTES)**

**SUBJECT**

Request approval to delegate authority to the Chief Information Officer to execute a Work Order for consulting services with Oracle America, Inc. to support the Assessor's Modernization Project.

**JOINT RECOMMENDATION WITH THE CHIEF INFORMATION OFFICER THAT THE BOARD:**

1. Approve and delegate authority to the Chief Information Officer (CIO), at the request of the Assessor, to execute a Work Order for consulting services under the Master Services Agreement (MSA) with Oracle America, Inc. (Oracle), effective upon execution for a period of one year, including any necessary subsequent Change Orders, for the Assessor's Modernization Project at a maximum amount of \$12,719,742, which includes a 10% contingency.
2. Authorize the CIO to amend the Master Services Agreement with Oracle to increase the total annual amount authorized for expenditure under the Agreement from \$4,000,000 to \$16,000,000 for CY 2015.
3. Authorize the Internal Services Department (ISD), at the request of the Assessor, as the County's purchasing agent, to proceed with the acquisition of development software under the Software License Master Agreement (SLMA) with Oracle in the amount of \$5,998,574, which includes one year of software support.

## **PURPOSE AND JUSTIFICATION OF RECOMMENDED ACTIONS**

### Background

The Assessor's current system environment includes over 120 aging applications that are not well integrated. Many of the mainframe applications were originally implemented between 1965 and 1978. Some data, because of batch processing, can take weeks from the time data is entered into the system until the billing transactions, required by the Auditor-Controller, can be transmitted to the Auditor-Controller. Maintenance of applications is cumbersome and risky because any changes that are made to accommodate new business rules have unanticipated processing consequences. Many departmental business functions are not automated and much of the department's data is not in electronic format which limits the degree to which application functionality serves the needs of department staff and management. The Assessor's modernization efforts over the course of the last several years have had the aim of mitigating these inefficiencies through the development of an integrated property assessment replacement system. Through an extensive evaluation of Commercial-Off-the-Shelf (COTS) products, including property tax administration and assessment systems and middleware products, and consultation with Sierra Systems and Gartner, the software products and associated services have been identified and procurements are being prepared.

### Recommendation

Approval of the recommended actions will enable the Assessor's Office to obtain professional services on a Fixed Price Deliverable basis as outlined in the attached Work Order Statement of Services for the AMP.

The Assessor's Modernization Project will be comprised of five phases and accomplished with specialized software purchased through existing County agreements with the software vendor and professional services obtained through the recommended Work Order under the CIO MSA with Oracle.

Phase One of AMP will produce the overall enterprise architecture and plan for the entire system, and include the foundation components of AMP including the creation and population of a new assessment roll database ("Assessment Roll"), rewrite of the "Assessor Portal" interface for both personal computers ("PC") and mobile devices, functionality to store base year value and compute trending for all assessment objects

within the assessment roll, and a case management pilot designed for secure citizen self-service access.

The Assessor's Modernization Project will further enable the Assessor, other property tax departments and the public, the ability to access assessment data from the Assessor's data repository using a web based user interface.

### Benefits

The Assessor's Modernization Project will provide significant improvements in data transparency, security and audit, information accuracy, and support for future business and compliance requirements. The public will have direct access to information and improved service times through call center automation and the anticipated positive benefits to property owners gained from improvements in the quality and accuracy of the work. Security features will protect sensitive Departmental and County information. The tight control of access to data and strong auditing capabilities will ensure the ability to identify individuals who access and change data. Point of entry data validation will increase accuracy of information and eliminate multiple data entry points at which errors could occur. Utilizing an enterprise architecture and middleware products provides a flexible foundation that is essential for the support of future business demands and compliance adherence.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommended action supports Goal 1, Operational Effectiveness/Fiscal Sustainability and Goal 2, Community Support and Responsiveness of the County's Strategic Plan.

### **FISCAL IMPACT/FINANCING**

Based on the Oracle fixed price deliverable proposal, the cost for this Work Order is \$12,719,742. Payment will be made on a Fixed Price Deliverable basis as requested and approved by the Office of the Assessor. Partial funding for this project is included in the Assessor's Fiscal Year 2014-15 final budget. The remaining portion is in the Assessor's Modernization Project Designated fund and will be included in the Fiscal Year 2015-16 final budget.

The development software purchased under the SLMA with Oracle is \$5,998,574, which includes one year of software support. Funding for the software is included in the Assessor's Fiscal Year 2014-15 final budget.

The total amount requested to proceed with Phase I of the AMP is \$18,718,316.

**FACTS AND PROVISIONS LEGAL REQUIREMENTS**

The Oracle MSA approved by the Board enables departments to utilize Work Orders for consulting services, employee training, design and expertise in the use and implementation of Oracle technology. As required by the Board's directive, Work Orders over \$300,000 to be issued under the County's MSA are submitted for Board approval.

Based on the recommended Work Order, Oracle will be responsible for providing professional services on a fixed price deliverable basis for the Assessor.

The MSA establishes the negotiated terms and conditions under which Oracle services will be acquired including: 1, Work Order warranties with a warranty period on each deliverable for 90 days; 2, other protective warranties; and, 3, limitation of liability capped at 2x for each deliverable under the work order. The intellectual property provisions will provide for Joint Ownership of all Oracle consulting work products and County Ownership of resulting work products produced by County employees utilizing specialized Assessor knowledge and skills.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of this recommendation will not impact public service or the Assessor's production of the tax roll. Approval will enable the Assessor to lay the foundation for a 21<sup>st</sup> century state of the art Assessment System.

Respectfully submitted,

JEFFREY PRANG  
Assessor

RICHARD SANCHEZ  
Chief Information Officer

JP:SMH  
Enclosures

C: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors