



County of Los Angeles CHIEF EXECUTIVE OFFICE OPERATIONS CLUSTER

WILLIAM T FUJIOKA
Chief Executive Officer

DATE: June 26, 2014
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 – COUNTYWIDE CLASSIFICATION ACTIONS**
CEO Class/Comp – Steve Masterson or designee
 - B) **Board Letter – DEPARTMENT OF PUBLIC WORKS: COUNTY DATA CENTER PROJECT CERTIFY THE FINAL ENVIRONMENTAL IMPACT REPORT APPROVE REVISED PROJECT BUDGET AWARD SUPPLEMENTAL AGREEMENTS SPECS. 5499; CAPITAL PROJECT NO. 70977**
CEO CP – Jan Takata or designee
 - C) **Board Letter – AUTHORIZATION FOR THE DEPT. OF CONSUMER AFFAIRS TO SIGN AND EXECUTE A MEMORANDA OF UNDERSTANDING WITH THE NATIONAL CONSUMER LEAGUE TO PARTICIPATE IN THE LIFESMARTS CONSUMER EDUCATION PROGRAM**
DCA – Brian J. Stiger or designee
 - D) **Board Letter – TERMINATION OF CUSTODIAL SERVICES CONTRACT FOR DEFAULT**
ISD – Jim Jones or designee
 - E) **Risk Management Presentation**
RR/CC – Dean Logan or designee
2. Public Comment
3. Adjournment



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

July 15, 2014

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

Dear Supervisors:

COUNTYWIDE CLASSIFICATION ACTIONS (ALL DISTRICTS - 3 VOTES)

SUBJECT

This letter and accompanying ordinance will update the tables of classes of positions and the departmental staffing provisions by adding three (3) new non-represented classifications, by deleting one (1) non-represented classification, by implementing the Countywide Head Departmental Personnel Technician study, by reclassifying positions in various County departments, and by making technical corrections.

IT IS RECOMMENDED THAT THE BOARD:

Approve the accompanying ordinance amending Title 6, Salaries, of the County Code to add three (3) non-represented classifications; to delete one (1) non-represented classification; to reclassify 18 positions as part of the implementation of the Head Departmental Personnel Technician study in the departments of Assessor, Board of Supervisors, District Attorney, Fire, Health Services, Mental Health, Public Social Services, Public Works, and Sheriff; to reclassify 51 positions to implement results of classification studies in the departments of Assessor, Child Support Services, Internal Services, Mental Health, Military and Veterans Affairs, Parks and Recreation, Public Health, Regional Planning, Registrar-Recorder/County Clerk, and Sheriff; and to make technical corrections.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The Board of Supervisors (Board) has requested submission of classification letters on a periodic basis throughout the year to facilitate consideration of classification and compensation recommended actions in a timely manner. Approval of these recommendations will provide the ordinance authority for County departments to implement the classification and compensation recommendations in this letter.

These recommendations will ensure the proper classification and compensation of positions based upon the duties and responsibilities assigned to these jobs as performed by the incumbents (Attachments A, B and C). This is a primary goal of the County's classification and compensation system. Positions reclassified upward, downward and laterally are consistent with the class concepts of the proposed classifications.

These actions are recommended based upon generally accepted principles of classification and compensation. Furthermore, these actions are important in addressing departmental operational needs, and in maintaining consistency in personnel practices throughout the County. The proper classification and compensation of positions facilitates good business operations, and can reduce the number of costly personnel-related problems.

New Classifications

On February 19, 2013, the Board established the creation of the classification of Inspector General (UC). In conjunction with the recommendations made by the Citizen's Commission on Jail Violence, we are establishing two (2) new non-represented classifications for addition to the Classification Plan that are restricted to the Office of the Inspector General (OIG) (Attachment A). These positions, Deputy Inspector General and Inspector, OIG will work under the direction of an Assistant Inspector General (UC). The Deputy Inspector General classification will provide independent civilian monitoring of the Sheriff Department's operations and make policy recommendations. The Inspector, OIG classification will conduct investigations of the Sheriff Department's operations and analyze collected data to facilitate the monitoring function of the OIG.

As part of the Board's October 2013 approval to fund the implementation of the Citizen's Commission on Jail Violence recommendations for the Sheriff Department, we are establishing one (1) new non-represented classification for addition to the Classification Plan that is restricted to the Sheriff Department (Attachment A). The Law Enforcement Auditor will analyze complex law enforcement operational and management practices within the Sheriff Department.

Deleted Classification

In conjunction with our continuing goal of reducing classifications, we are recommending the deletion of one (1) non-represented classification (Attachment A). This recommendation is consistent with the County's strategy to reduce the number of obsolete classifications.

Countywide Head Departmental Personnel Technician Study

We are implementing the final phase of the Countywide Head Departmental Personnel Technician classification study, which focused on head technician personnel and head specialist positions in each department (Attachment B). The goal of the study was to establish salary equity among departments of comparable budget size and complexity, eliminate redundant classifications, provide clarity for this core departmental function, and facilitate the recruitment and retention of supervisors in the field of personnel.

Data was collected from each County department through a classification review survey form developed specifically for this study. The survey form collected detailed information which included the organizational structure and functional areas of responsibility for supervisory positions responsible for each department's technical personnel work. The functional areas included, but were not limited to, functions related to: Classification, Exams and Recruitment, Training and Development, Employee Relations, Return-to-Work, and Civil Rights and Affirmative Action.

Reclassifications

There are 51 positions in 10 departments being recommended for reclassification (Attachment C). The duties, responsibilities and/or utilization of these positions have changed since the original allocations were made. The positions would be more appropriately classified in the recommended classes.

Technical Corrections

We are recommending technical corrections to adjust the salaries of two non-represented classifications (Attachment A). Specifically, Information Technology Security Analyst (Item No. 2602) and Information Technology Security Specialist (Item No. 2603) that were adopted by your Board on October 15, 2013 pursuant to our October 8, 2013 Information Technology Occupational Study Board letter. The salaries for these classes were established pursuant to those for the represented Senior Network Systems Administrator (Item No. 2560) and non-represented Principal Network Systems Administrator (Item No. 2561), respectively. Due to the timing of the

establishment of these classes, they were not included in the general salary movement approved by your Board on September 24, 2013 for non-represented classes. We are therefore recommending upward salary adjustments for these classes.

In addition, we are revising Salary Note 40 applicable only to the Career Development Intern (Item No. 8250) classification. Since this was established as a trainee level classification (i.e., 12 to 24 month training assignment), appointment to this classification should not exceed 24 months. Accordingly, we are making a technical correction to clarify the eligibility timeframes for the stated salary increase.

Implementation of Strategic Plan Goals

Your approval of the accompanying ordinance is consistent with the County Strategic Plan Goal 1 - Operational Effectiveness. Specifically, it will address the Service Excellence and Organizational Effectiveness Strategy to improve the quality of the workforce, to achieve departmental operational efficiencies, and to maintain consistency in personnel practices throughout the County.

FISCAL IMPACT/FINANCING

The projected budgeted annual savings for the 69 positions that will be reclassified is estimated to total \$133,006 (all funds). Net County cost is estimated to be \$73,397. Cost increases associated with upward reclassification actions will be absorbed within the Board's adopted budget for each affected department. No additional funding is required.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The County Charter authorizes the establishment and maintenance of "a classification plan and the classification of all positions." This responsibility is further delineated in Civil Service Rule 5.

Appropriate consultations have been conducted with the impacted employee organizations regarding the recommended classification actions. The accompanying ordinance implementing amendments to Title 6, Salaries, of the County Code has been approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Your approval of these classification recommendations will enhance the operational effectiveness of the departments through the proper compensation of positions.

The Honorable Board of Supervisors
July 15, 2014
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Respectfully submitted,

WILLIAM T FUJIOKA
Chief Executive Officer

WTF:JA
SJM:mmg

Attachments

c: Executive Office, Board of Supervisors
County Counsel
Auditor-Controller
Department of Human Resources
Affected Departments

NON-REPRESENTED CLASSIFICATIONS RECOMMENDED FOR ADDITION TO THE CLASSIFICATION PLAN

| Proposed Savings/Cafeteria Benefit Plan | Item No. | Title | Salary Schedule & Level |
|--|-----------------|--|------------------------------------|
| Savings/Megaflex | 1651 | Deputy Inspector General | NMX 113K |
| Savings/Megaflex | 1650 | Inspector, Office of Inspector General | NM 104B |
| Savings/Megaflex | 1652 | Law Enforcement Auditor | NM 101E |

NON-REPRESENTED CLASSIFICATION RECOMMENDED FOR DELETION

| Item No. | Title |
|-----------------|-------------------------------------|
| 2911 | Chief Investigator, Public Defender |

TECHNICAL CORRECTIONS

| Item No. | Title | Current Salary Schedule & Level | Recommended Correction to Salary Schedule & Level |
|-----------------|--|--|--|
| 2602 | Information Technology Security Analyst | NM 97F | NM 98C |
| 2603 | Information Technology Security Specialist | NM 103H | NM 104E |

**COUNTYWIDE HEAD DEPARTMENTAL PERSONNEL
TECHNICIAN STUDY**

| Department | No of Pos. | Present Classification | No of Pos. | Classification Findings |
|--|-------------------|--|-------------------|---|
| Assessor | 1 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 1 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| Board of Supervisors | 1 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 1 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| District Attorney | 2 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 2 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| Fire – Leadership and Professional Standards | 1 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 1 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| Health Services – Administration | 3 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 3 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| Mental Health | 5 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 4 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| | | | 1 | Senior Departmental Personnel Technician Item No. 1849A NM 91A Non-Represented |

**COUNTYWIDE HEAD DEPARTMENTAL PERSONNEL
TECHNICIAN STUDY (Cont'd)**

| Department | No of Pos. | Present Classification | No of Pos. | Classification Findings |
|--------------------------|-------------------|--|-------------------|---|
| Public Social Services | 1 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 1 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| Public Works | 1 | Head, Departmental Personnel Technician Item No. 1850A NM 95A Non-Represented | 1 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| Sheriff - Administration | 3 | Head, Departmental Personnel Specialist Item No. 1851A NM 97A Non-Represented | 3 | Administrative Services Manager II Item No. 1003A NM 96L Non-Represented |
| Total | 18 | | | |

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS

ASSESSOR

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|--|-------------------|---|
| 1 | Departmental Chief Information Officer I Item No. 2575A N23 S13 Non-Represented | 1 | Departmental Chief Information Officer I (UC) Item No. 2579A N23 R13 Non-Represented |

The subject position is being reclassified solely to reflect a change in the classified/unclassified status. The subject position is being removed from the classified service because of a recent departmental reorganization. Measure A removed chief deputies and assistants or deputies next in line of authority to the chief deputies from the Civil Service System. In conjunction with a reorganization of the department's Information Technology Division, the subject position no longer reports to the Administrative Deputy; rather, it now reports to an Assistant Assessor (UC). Thus, it no longer meets the criteria for classified status. Therefore, we recommend lateral reclassification to Departmental Chief Information Officer I (UC).

DRAFT

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**CHILD SUPPORT SERVICES**

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|--|-------------------|---|
| 1 | Senior Information Systems Analyst Item No. 2593A NM 100B Non-Represented | 1 | Principal Network Systems Administrator Item No. 2561A NM 104E Non-Represented |

The subject position will supervise five (5) Senior Network Systems Administrator and four (4) Senior Information Technology Support Analyst positions. A key function of the position is to plan, coordinate, prioritize, supervise and monitor the LAN and End-User Support Section's tasks and projects. It will provide guidance to staff in troubleshooting network communications, software and hardware problems, designing systems logic, and debugging systems program problems. It will also provide full administrative and technical supervision of staff including performance evaluation and taking or recommending disciplinary action. The position will assist management in long range planning for the department's hardware and networking requirements.

The duties and responsibilities of the position are consistent with the classification concept of Principal Network Systems Administrator. Positions allocated to this class are assigned lead roles in network design, complex server and network configuration, network administration and monitoring, upgrades, troubleshooting and maintenance on network related projects; develop and implement policies for end user roles; and may supervise lower level Network Systems Administrators and other technical staff. Therefore, we recommend the upward reclassification to Principal Network Systems Administrator.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**INTERNAL SERVICES**

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|--|-------------------|---|
| 1 | Account Clerk II Item No. 0578A NMV 66B Represented | 1 | Senior Typist-Clerk Item No. 2216A NMV 68A Represented |

The subject Account Clerk II will be located in the Administrative and Finance Service, Human Resources Division, Personnel Operation Section and will be responsible for providing clerical assistance and support to examination analysts. Specifically, the position will provide highly specialized clerical support to the section such as typing and processing documents, reviewing reports, assisting payroll manager in reviewing and auditing payroll security roles, and ensuring internal controls are enforced. The duties and responsibilities of the subject position are consistent with the classification standards for Senior Typist-Clerk, a class that is responsible for performing skilled typing work and performing highly specialized clerical duties. As such, we recommend the upward reclassification to Senior Typist-Clerk.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**MENTAL HEALTH**

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|---|-------------------|--|
| 1 | Information Technology Specialist I Item No. 2569A NM 110E Non-Represented | 1 | Information Technology Specialist II Item No. 2570A NM 115G Non-Represented |
| 33 | Mental Health Clinical District Chief Item No. 4722A NM 113H Non-Represented | 2 | Mental Health Clinical Program Manager I Item No. 4740A NM 105D Non-Represented |
| | | 31 | Mental Health Clinical Program Manager III Item No. 4742A N23 S13 Non-Represented |

The subject position reports to an Information Technology Manager II in the Technology Service Division and provides highly-responsible and complex project support spanning information, technology, integration, applications, and solutions architectures. The specific duties include leading the department's Enterprise Architecture and Standards Unit; coordinating various Information Technology (IT) architectures; developing implementation plans for the enterprise architecture based on business needs and IT strategies; and providing strategic consult to executive management by making recommendations for solutions to problems spanning the range of IT areas. The position is also responsible for creating and managing the IT architecture governance structure and process used to steer IT projects and proposals; analyzing IT industry and market trends for their potential impact on the enterprise; and participating in development of IT goals, standards and plans for business automation and budget planning.

Positions allocable to Information Technology Specialist I act as consultants to department management, or act as information technology manager or as a specialist in a particular area of IT. In contrast, positions allocable to Information Technology Specialist II provide expert technology consultation to senior management, serve as the enterprise architect for a large department, or manage large complex enterprise or Countywide IT projects. Therefore, we recommend the upward reclassification to Information Technology Specialist II.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)

MENTAL HEALTH (Cont'd)

The 33 Mental Health Clinical District Chief positions are part of the initial phase of the Clinical Manager Study, which has further entailed the creation of Mental Health Clinical Program Manager I, II, and III classifications. These classes were established as part of a broader departmental management realignment to accommodate the expansion of the department's programs and services resulting from the continued implementation of the Mental Health Services Act and the Affordable Care Act. The series was approved by the Board of Supervisors on March 18, 2014 as replacements for obsolete clinician-manager classes including the Mental Health Clinical District Chief. Positions allocated to these classes perform highly-responsible clinician-manager duties in the oversight of the department's directly-operated and contracted programs and services. As such, we recommend the downward reclassification to Mental Health Clinical Program Manager I and III.

MILITARY AND VETERANS AFFAIRS

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|------------|--|------------|--|
| 1 | Administrative Assistant I Item No. 0887A N2M 73C Represented | 1 | Administrative Assistant II Item No. 0888A NM 82G Represented |

The subject Administrative Assistant I is located in the central administrative unit and performs a variety of functions in the areas of procurement, human resources, and information technology, and serves as Safety Officer and Training Coordinator. The position is responsible for independently maintaining the departmental inventory; managing medical, family, military and administrative leaves; coordinating all live scan checks and assessing court documents; and initiating the hiring and coordinating the onboarding processes. In addition, the position serves as the department's Safety Officer assuring safe working conditions in the department's field offices, and serves as the Departmental Security Officer assisting employees with basic troubleshooting for office equipment, providing software training, granting computer access and keeping record of all computer equipment. The duties and responsibilities of the subject position meet the classification standards for Administrative Assistant II, a class which functions as an administrative generalist. Thus, we recommend an upward reclassification.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**PARKS AND RECREATION**

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|---|-------------------|--|
| 4 | Senior Typist-Clerk Item No. 2216A NMV 68A Represented | 4 | Accounting Technician I Item No. 0642A NM 69D Represented |
| 1 | Staff Assistant II Item No. 0913A NM 81B Represented | 1 | Management Analyst Item No. 1848A NM 87A Non-Represented |

The subject Senior Typist-Clerk positions report to an Accountant II within the Procurement Section, Accounts Payable Unit of the Budget and Fiscal Services Division. The positions are responsible for conducting a three-way match on invoices, receiving documents, and Purchase Orders; resolving unmatched documents with the vendor and/or department staff; completing Department-wide Payment Voucher Forms and ensuring payments are issued to vendors; evaluating and calculating discounts offered by vendors and ensuring discounts are applied; reviewing vendor statements to determine past due invoices and developing customized spreadsheets to reconcile eCAPS payment information with vendor statements. These duties and responsibilities are characteristics of Accounting Technician I, a class that performs paraprofessional accounting work in preparing, processing, reconciling, and maintaining fiscal records requiring a substantive knowledge of County and general accounting procedures. Therefore, we recommend the lateral reclassification to Accounting Technician I.

The subject Staff Assistant II currently reports to an Administrative Services Manager II and is located in the Staff Development and Classification/Compensation Section of the Human Resources Division. The position is responsible for performing a variety of analytical and technical assignments related to classification and compensation. Specifically, the position conducts classification studies and job audits; administers requests for special pay bonuses; coordinates new position requests with the department's budget staff; interprets Human Resources policies and procedures related to classification and compensation; conducts salary surveys and research of best practices; processes training requests for department employees; and serves as the department's Learning Net and Performance Net administrator. The current duties and responsibilities performed by the position are consistent with the classification definition of Management Analyst. Positions allocable to this class perform a variety of analytical, technical and/or confidential and sensitive assignments in core functional areas such as human resources. Hence, we recommend the upward reclassification of Staff Assistant II to Management Analyst.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**PUBLIC HEALTH – PUBLIC HEALTH SERVICES**

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|---|-------------------|---|
| 1 | Assistant Program Specialist, Public Health Nurse Item No. 5233A N21 RN07 Represented | 1 | Public Health Nursing Supervisor Item No. 5236A N21 RN08 Represented |
| 2 | Assistant Program Specialist, Public Health Nurse Item No. 5233N N21 RN07 Represented | 2 | Public Health Nursing Supervisor Item No. 5236N N21 RN08 Represented |

The first Assistant Program Specialist, Public Health Nurse is assigned to the Sexually Transmitted Disease (STD) Nursing Unit where it supervises three (3) Public Health Nurses (PHN). The subject position assigns and reviews the work of subordinate staff responsible for the case management of patients diagnosed with STD as well as conducting surveillance, and providing Field Delivered Therapy to patients.

The remaining Assistant Program Specialist, Public Health Nurses are assigned to the Childhood Lead Poisoning Prevention Program where they oversee PHN staff having responsibility of monitoring caseloads for children exposed to and/or burdened with lead poisoning. The subject positions ensure medical charts and reports are accurately documented for nursing interventions by visiting health care clinics and conducting home visits.

The subject positions serve as first level supervisor to Public Health Nurses and auxiliary staff providing generalized health and case management services. Based on the supervisory responsibilities and duties performed, the subject positions are more aligned with the Public Health Nursing Supervisor, a class primarily defined by its supervision of nursing and other personnel that provide nursing services in homes and community health centers. Therefore, we recommend upward reclassification to Public Health Nursing Supervisor.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**REGIONAL PLANNING**

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|--|-------------------|--|
| 1 | Payroll Clerk II Item No. 1334A NMV 72B Represented | 1 | Staff Assistant I Item No. 0907A NM 74B Represented |

The subject position reports to a Head, Staff Services and is located in the Administrative Services Section of the Information and Fiscal Services Division. The current duties and responsibilities include coordinating, administering, and assisting with departmental programs such as Mileage Authorization and Reimbursement, Vehicle Services, Petty Cash, Travel Services, Ergonomics, and New Hire Orientation; coordinating facilities maintenance, repairs and building projects for the Hall of Records headquarters; serving as the e-HR/Payroll Shared Services Liaison and e-HR Security Coordinator; and assisting the section head, Departmental Human Resources Manager, and Administrative Deputy with developing and implementing new policies and processes.

The duties performed are consistent with the classification standards of Staff Assistant I. Positions allocable to this class work for managers of line organizations of County departments and perform assignments which are heavily oriented towards coordination and liaison activities related to clerical supervision, procurement, procedures, report preparation and records maintenance, and intradepartmental services. As a result, we recommend the lateral reclassification to Staff Assistant I.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)

REGISTRAR-RECORDER/COUNTY CLERK

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|------------|--|------------|---|
| 2 | Senior Clerk Item No. 1140A NMV 67B Represented | 1 | Warehouse Worker I Item No. 2331A NM 68D Represented |
| | | 1 | Warehouse Worker Aid Item No. 2329A NM 66D Represented |

The first Senior Clerk position is located within the Administration Bureau, Finance and Management Division, Warehouse Operations Section and is responsible for maintaining electronic records in the eCAPS System; assisting the Warehouse Supervisor by acting as lead person over lower-level staff, as needed; receiving, storing, and delivering supplies and materials; and setting up tables, weighing over 50 pounds, and chairs for meetings and special events. The duties and responsibilities of the subject position are within the classification concept of Warehouse Worker I. Positions in this class are responsible for operating a store or warehouse; maintaining property records; receiving and packing a variety of items; and assisting a higher level warehouse worker by acting as full-time lead person over a crew of helpers. As such, we recommend the lateral reclassification to Warehouse Worker I.

The second Senior Clerk position is located in the Recorder/County Clerk Bureau, Document Recording Division, Document Imaging and Mailing Section and is responsible for assisting in the warehouse by handling materials and supplies, sweeping the warehouse, and answering the telephone; retrieving used toner cartridges; collecting and transporting recycled paper; setting up tables, weighing over 50 pounds, and chairs for meetings and special events; serving as a parking lot attendant by directing drivers to designated parking areas; and patrolling parking lot in a golf cart. These duties are more comparable with the classification concept of Warehouse Worker Aid, which is an entry level class that assists higher lever warehouse workers by principally performing the manual and clerical tasks normally associated with the supply operations. Thus, we recommend the downward reclassification to Warehouse Worker Aid.

RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**SHERIFF - ADMINISTRATION**

| No of Pos. | Present Classification | No of Pos. | Classification Findings |
|-------------------|---|-------------------|---|
| 1 | Senior Clerk Item No. 1140A NMV 67B Represented | 2 | Employment Services Assistant I, Sheriff Item No. 1923A NM 74H Non-Represented |
| 1 | Senior Typist-Clerk Item No. 2216A NMV 68A Represented | | |

The subject positions report to Employment Services Assistant III in the Personnel Administration Bureau, Administrative and Training Division, where they are responsible for serving as human resources generalists and assisting higher-level staff engaged in the administration of Civil Service examinations. The positions perform a variety of technical human resources assignments such as ensuring proper policies and procedures are followed as outlined in the County Code, Civil Service Rules, and the Department of Human Resources' Policies, Procedures and Guidelines; assisting with the administration of written tests and structured interviews; coordinating the Appraisal of Promotability process; reviewing, entering and tracking applicant data; creating exam specific statistical reports for technical staff concerning pending and completed exams; and performing various human resources administrative staff duties, as assigned.

The duties and responsibilities of the subject positions are more consistent with the classification standards of Employment Services Assistant I, Sheriff, a class that assists technical staff in the performance of personnel or administrative work within the Personnel Administration Bureau of the Sheriff's Department. Positions in this class function as human resources generalist carrying out administrative or staff tasks of increasing difficulty, and analyzing problems of relatively limited scope and difficulty following specific guidelines. Therefore, we recommend the upward reclassification to Employment Services Assistant I, Sheriff.

July 22, 2014

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:

**DEPARTMENT OF PUBLIC WORKS:
COUNTY DATA CENTER PROJECT
CERTIFY THE FINAL ENVIRONMENTAL IMPACT REPORT
APPROVE REVISED PROJECT BUDGET
AWARD SUPPLEMENTAL AGREEMENTS
SPECS. 5499; CAPITAL PROJECT NO. 70977
(FOURTH DISTRICT) (3 VOTES)**

SUBJECT

Approval of the recommended actions will certify the Final Environmental Impact Report, adopt the Mitigation Monitoring and Reporting Program, and allow the Department of Public Works to proceed with demolition documents, preparation of scoping documents for the implementation of the County Data Center and off-site infrastructure located at the Rancho Los Amigos, south campus.

IT IS RECOMMENDED THAT THE BOARD:

1. Certify that the Final Environmental Impact Report for the County Data Center project has been completed in compliance with the California Environmental Quality Act and reflects the independent judgment and analysis of the County; find that the Board has reviewed and considered the information contained in the Final Environmental Impact Report prior to approving the project; adopt the Mitigation Monitoring and Reporting Program, finding that the Mitigation Monitoring and Reporting Program is adequately designed to ensure compliance

with the mitigation measures during project implementation; and determine that the significant adverse effects of the project have either been reduced to an acceptable level or are outweighed by the specific considerations of the project, as outlined in the Environmental Findings of Fact and Statement of Overriding Considerations, which findings and statement are adopted and incorporated by reference.

2. Approve the County Data Center project and the revised total project budget of \$208,837,000 for the County Data Center project, Capital Project No. 70977.
3. Authorize the Director of Public Works or her designee to execute a supplemental agreement to Agreement PW 12832 with Arthur M. Gensler and Associates, Inc., to provide demolition documents, scoping documents, and construction support services for the County Data Center project for a \$5,291,159 not-to-exceed fee to be funded within the Board-approved project budget of \$208,837,000 and to establish the effective date following Board approval.
4. Authorize the Director of Public Works or her designee to execute a supplemental agreement to Agreement PW 12851 with Simplus/JGM, a joint venture, to provide project/construction management services for the County Data Center project for a \$6,466,107 not-to-exceed fee to be funded within the Board-approved project budget of \$208,837,000 and to establish the effective date following Board approval.
5. Authorize the Director of Public Works or her designee to execute consultant service agreements to pay stipends in the amount of \$175,000 to the second and third highest ranked qualified design-build short listed proposers that are not selected as the best-value design-builder (or to the top three highest ranking qualified proposers if no design-build contract is awarded) for the County Data Center project, enabling the County to use all design and construction ideas and concepts that will be included within their proposals.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of the recommended actions will certify the Final Environmental Impact Report (EIR), adopt the Mitigation Monitoring and Reporting Program (MMRP), approve the County Data Center project, and allow the Department of Public Works to proceed with the demolition documents, scoping, relocation of two existing historic patient wards, and off-site infrastructure design for the County Data Center project.

Background

The County's existing Data Center, located in the City of Downey, provides information processing and communication services that are essential to the daily operation of County departments. Computer systems housed at the current facility process data that is integral to the County's timekeeping, payroll, and personnel systems, property valuations, property tax billings, collections, and distribution. These systems also support the tracking of inmate movements within the court system, scheduling of courtrooms, monitoring of criminal cases, mental health clients, child support cases, child support payments, processing and routing interdepartmental e-mail, and supporting over 400 County websites.

A 1999 needs assessment study of the existing County Data Center, which was built in 1956 for general office purposes, determined that the existing structure does not meet seismic standards for a regular office building. A moderate to severe seismic event could cause a total interruption of critical information and communication services. The study also determined that the support systems and infrastructure are likely to fail due to their age and poor condition; that the building's electrical system has surpassed its useful life and that its dependence upon a single power feed increases the potential for system interruption or failure.

Furthermore, the existing facility can neither accommodate nor support the expanding data needs of the County for the next 30 years. Based on the condition of the existing facility and the need to avoid any interruption in data processing services, the 1999 study concluded that the construction of a new County Data Center would be more advantageous than the retrofit, renovation, and expansion of the existing facility or modifications to individual departmental facilities.

A new County Data Center is also consistent with the dramatic shift in the County's computing environment from the decentralized departmental approach of the late 1990's. At that time numerous departmental computer environments, of varying size, scale and sophistication, were established throughout the County. Each site had its own independent network of computers dedicated to single applications or functions. A recent inventory of computing facilities in the county identified over sixty such sites.

Currently, ISD is committed to virtualization, which is a technique that merges multiple computers onto fewer systems, thereby requiring less floor space compared to the aggregate space that is necessary to house individual departmental systems. Through this technology, ISD has been able to expand its services to clients and respond to the increasing demand for computing power and data storage. The design of the new

facility will include sufficient flexibility and scalability to accommodate the departments identified above and any additional departments that utilize the planned shared services solution and virtualization technology.

While virtualization does result in reduced needs for power and cooling on a server-to-server basis, the increased centralization of departmental servers into the county data center will increase the number of shared servers. These servers require more power and cooling compared to stand-alone servers. Therefore their concentration into one data center will result in increased infrastructure needs, which contributed to an increase in project costs.

Previously Approved Project Scope

In 2001, programming and feasibility activities for a new County Data Center facility were initiated as well as a search for a suitable site requirement. Concurrently, the Chief Executive Office reviewed several available commercial facilities that could be purchased and adapted to accommodate the County Data Center's programming requirements. This review determined that the estimated acquisition, renovation, and facility modification costs associated with the available existing commercial facilities significantly exceeded the estimated cost for the design and construction of a new facility. Therefore, the most feasible site for a new County Data Center facility was at an available County-owned site at Rancho Los Amigos (RLA) south campus, in the City of Downey.

In December 2006 the Board approved the project scope and budget for the County Data Center project. The proposed primary countywide data center will facilitate critical Department's Data Center as well as data systems located in various environments throughout the County of Los Angeles currently supporting the Public Library, the Department of Public Social Services, the Probation Department, the Assessor's Office, Public Works, the Registrar-Recorder/County Clerk, and the Treasurer and Tax Collector.

On December 8, 2009, the Board approved the revised project scope and budget to incorporate the data needs for the Department of Health Services, the Department of Mental Health, the Department of Public Health, and to add a new 27,000-square-foot annex office building with underground parking.

In March, 2010, the draft EIR was circulated for public comment. Following receipt of public comment and other feedback received, the proposed design for the County Data Center project and the preliminary design for the annex office building were completed in 2011 in preparation for public bid. The County has addressed each of the comments

received in the Final EIR. An additional mitigation measure has been added to avoid and minimize the impacts to two additional historic resources previously identified, and to the integrity of the Rancho Los Amigos Historic District. In order to further reduce previously identified impacts to cultural resources, the County will relocate two of the ten patient wards to the south east side of the Harriman House on the Rancho south campus. These two patient wards will mimic the original location to the greatest extent feasible, and the siting will allow for reconstruction of the connecting verandas at the south end of each building. Other mitigation measures pertaining to cultural resources have been refined to add additional protections.

Proposed Project

The County Data Center will be approximately 58,000 square feet, located on a 9-acre site on the RLA south campus, approximately three miles west of the current Data Center. The facility will house all systems currently located within the existing Downey Data Center facility and additional systems from the following Departments: Health Services, Mental Health, Public Health, Public Library, Public Social Services, Probation, the Assessor's Office, Public Works, the Registrar-Recorder/County Clerk, and the Treasurer and Tax Collector. Consistent with the Charter Agreement, established in 2005, the Internal Services Department will serve as the Data Center Proprietor; thereby, maintaining operational responsibility for the Data Center building, associated infrastructures, and resource allocations.

The essential facility will have an enhanced structural system as well as a primary power source to be provided by Southern California Edison from a location North of the building. The facility will be equipped with back up emergency generators, and uninterrupted power sources to minimize the risk of losing electrical power to the data processing equipment. The facility should be available 99.9 percent of the time with the inclusion of these measures. These measures are required to ensure that the new County Data Center will continue operating during and immediately after a moderate to severe seismic event.

The Data Center design will incorporate new approaches to reduce the operating costs and improve the energy efficiency of the building. Design alternatives, such as pre-fabricated modular data centers and containers, were examined and determined to be more suitable as a secondary site or auxiliary expansion. The lifespan of such prefabricated modules and containers is considerably shorter than is desired for a primary data center facility and the seismic resilience of such new solutions is unverified.

The project also includes the rehabilitation and adaptive reuse of the historic power building. The rehabilitation will entail structural enhancements, replacement of the roof, and refurbishment of interior and exterior finishes, including re-anchoring and repointing the exterior brick façade, installation of conduit and utility connections, and repainting. Given the building's historic status, the rehabilitation will comply with the Secretary of the Interior's Standards for Historic Buildings. The rehabilitated building will house generators to support the County Data Center's operations and provide space for additional generators that can support future buildings on the south campus.

Two existing historic patient wards buildings will be relocated to accommodate the Data Center project. Plans and specifications will be developed to relocate the buildings adjacent to the Harriman House as part of the supplemental agreement with Arthur M. Gensler and Associates, Inc. (Gensler). We will return to the Board at a later date to establish a project to renovate the patient wards and Harriman House.

A 27,000-square-foot annex office building is part of the project and will be located adjacent to the County Data Center building. This building will house the administrative requirements of the Department of Health Services, the Department of Mental Health, and the Department of Public Health.

The project scope has been revised to provide a new modern utility infrastructure system to allow for sufficient utility capacity to support the County Data Center project. Although the RLA south campus has been active for approximately 120 years, the utilities that were installed to meet the needs of the buildings throughout the years are now outdated, inefficient, and costly to maintain. The scoping documents will be developed to provide the off-site utility infrastructure improvements in order to serve the County Data Center project as part of the supplemental agreement with Gensler.

Proposed Construction Methods

When initially developed, the project was anticipated to be delivered via the design-bid-build method. However, on June 17, 2008, the Board adopted the County's design-build policy and authorized the Director of Public Works or her designee to use design-build as an option for delivery of County capital building projects in excess of \$2,500,000. Additionally, ISD confirmed through a survey of the data center industry, that the program the county is pursuing is best achieved through the recommended design-build model. Public Works recommends the use of design-build to deliver the County Data Center project including the off-site utility infrastructure improvements, as it will allow the proposers to incorporate the latest and best technology, mechanical and electrical solutions into their proposed project designs to meet current County computing requirements.

Public Works will maintain the architectural intent of the previous design, including the approximate room square footages, spatial relationships, program adjacencies, circulation, aesthetics, finishes, and materials. The design-builders will be able to add innovation in information technology, mechanical and electrical systems as there have been technological advancements in these areas since the last iteration of design.

Execution of the supplemental agreement with Gensler will allow Public Works to provide a set of scoping documents that utilizes the previously designed architecture of the project, but updates the performance criteria of the information technology, mechanical and electrical systems, and building code requirements. Upon completion of the scoping documents, Public Works will issue a request for proposals for design-build services. Execution of the supplemental agreement with Gensler will also allow Public Works to provide scoping documents for the south campus infrastructure that feeds the County Data Center project. The new off-site utility infrastructure systems include, but are not limited to, mechanical, electrical, plumbing, fire, storm water and wastewater management, gas, power, telecommunications, improvements of the landscaping, roads, and pathways. Sustainable design and technology will be incorporated.

Execution of the supplemental agreement with Simplus/JGM will allow Public Works to provide project/construction management, project control, and other optional services in support of project implementation. These services include engineering and technical support services, cost estimating, scheduling, document control, issues tracking, master calendar maintenance, preparation of meeting minutes, cost control, change management, schedule control, quality control, and other management and technical support services.

Stipends of \$175,000 will be provided to the second and third highest ranked qualified design-build short listed proposers that are not selected as the best-value design-builder (or to the top three highest ranking qualified proposers if no design-build contract is awarded), which will afford the County the right to use the information and ideas submitted by all the proposers.

We will return to the Board to award a consultant services agreement for the demolition of existing buildings, structures and site utilities and the relocation of the two existing historic patient ward buildings, and to award a design-build contract for the County Data Center and off site infrastructure project.

Operating Budget Impact

CEO will continue to work with ISD to develop final costs for furniture, fixtures and equipment and relocation costs.

Implementation of Strategic Plan Goals

The Countywide Strategic Plan directs the provision of Operational Effectiveness/Fiscal Sustainability (Goal 1) by maximizing the effectiveness of process, structure, and operations to support timely delivery of customer-oriented and efficient public services. It also directs that we ensure Community Support and Responsiveness (Goal 2) by strengthening and enhancing the County's capacity to sustain essential County services in a proactive and responsive manner. Lastly, it directs us to provide Integrated Services Delivery (Goal 3) by maximizing opportunities to measurably improve client and community outcomes and leverage resources through the continuous integration of health, community, and public safety services.

Green Building/Sustainable Design Program

The proposed project components will comply with the County's Energy and Environmental Policy. The project components will be designed and constructed to achieve the United States Green Building Council's Leadership in Energy and Environmental Design Silver level certification in compliance with adopted Board policy.

FISCAL IMPACT/FINANCING

In December 2009 the Board approved a \$110,000,000 proposed total project budget. The revised project budget of \$208,837,000 incorporates escalation since the last budget approval, stipends for design-builders, a design completion allowance, and additional costs to relocate two historic patient ward buildings and off-site utility infrastructure work. The recommended supplemental agreement with Gensler is for a \$5,291,159 not-to-exceed fee and will be funded within the current project budget. The recommended supplemental agreement with Simplus/JGM is for a \$6,466,107 not-to-exceed fee and will be funded within the current project budget. Sufficient funds are available in the Fiscal Year 2013-14 Capital Projects/Refurbishments Budget County Data Center project under Capital Project No. 70977 to fund both supplemental agreements. The Project Schedule and Budget Summary are included in Attachment A.

The County Data Center project will be initially funded with commercial paper proceeds and ultimately through the issuance of municipal tax-exempt long term bonds; there will be no impact on participating departments' ongoing operational budget.

The County's current debt ratio is 0.57%, based upon 2013-14 bond payments of \$114.0 million in relation to the \$20.0 billion 2013-14 General County budget. It is anticipated that long-term bonds will not be issued until the project's completion in 2019. Assuming the General County budget increases at an annual rate of 1.0%, bond payments on the Data Center Project are projected to result in a County debt ratio of 0.47% when such payments commence in 2019-20.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The supplemental contracts will contain terms and conditions supporting the Board's ordinances and policies, including, but not limited to: County Code Chapter 2.200, Child Support Compliance Program; County Code Chapter 2.202, Contractor Responsibility and Debarment; County Code Chapter 2.203, Contractor Employee Jury Service Program; County Code Chapter 2.206, Defaulted Property Tax Reduction Program; Board Policy 5.050, County's Greater Avenues for Independence and General Relief Opportunities for Work (GAIN/GROW); Board Policy 5.060, Reporting of Improper Solicitations; Board Policy 5.110, Contract Language to Assist in Placement of Displaced County Workers; and Board Policy 5.135, Notice to Contract Employees of Newborn Abandonment Law (Safely Surrendered Baby Law). The proposed supplemental agreements will be approved as to form by County Counsel.

Per the Board's Civic Art Policy adopted on December 7, 2004, and revised on December 15, 2009, the project cost does not include an allocation for the Civic Art Fund because the project was authorized prior to approval of the Civic Art Policy.

ENVIRONMENTAL DOCUMENTATION

An Initial Study was prepared for this project in compliance with the California Environmental Quality Act (CEQA). The Initial Study concluded that there is substantial evidence that the proposed project may have a significant impact on the environment in the following areas: air quality, biological resources, cultural resources, hazards and hazardous materials, hydrology and water quality, land use and planning, noise, and utilities and service systems. The Initial Study determined that an EIR would be required and determined that the proposed project would not be expected to result in significant impacts to transportation and traffic as well as other potential impact areas. However, issues related to transportation and traffic were raised during the scoping process for the proposed project. The Initial Study also determined that the proposed project would not be expected to result in significant impacts to aesthetics. However, the project description has been modified to include construction of a 180-foot-tall antenna tower and a 15 to 20-foot-tall lightening rod, which would have the potential to impact aesthetics. Therefore, transportation/traffic, aesthetics, and the aforementioned

environmental impact areas that the Initial Study concluded had the potential to result in significant impacts, were the subject of a detailed evaluation undertaken in the Draft EIR.

A Final EIR for the proposed project has been prepared in compliance with CEQA and is on file with the Clerk of the Board of Supervisors. Public notice of the Draft EIR was published in the Long Beach Press Telegram on May 10, 2010, pursuant to Public Resources Code, Section 21092 and posted pursuant to Section 21092.3. There was a 45 day public review period for the Draft EIR. A total of seven comment letters were received; four written comments and one verbal comment were received during the public review period, and two letters were received following the close of the public review period. Comments were received from the following public agencies, groups, and individuals: Fremont Associates, the City of South Gate, the Los Angeles Conservancy, the State Clearinghouse, and Patricia Lowman. The comments received related to traffic impacts, demolition of contributors to the Rancho los Amigos Historic District, reconfiguration of the proposed building, and the location of the proposed antenna tower and were fully addressed in the Final EIR. Responses to the comments are included in the Final EIR. Responses to all comments received from public agencies were sent to those agencies pursuant to Section 21092.5.

As required under Section 15088.5 of CEQA Guidelines, the County requested the environmental consultant to review the proposed changes to the Draft EIR, including the addition of a new mitigation measure and revisions to existing mitigation measures in the area of cultural resources to determine if the changes represent "significant new information" thereby requiring recirculation of the EIR for public review. Sapphos Environmental, Inc., the environmental consultant, has concluded that while the proposed modifications to the cultural resources mitigation program provide clarification and amplification of the circulated Draft EIR, the revisions do not constitute the addition of "significant new information" and are not intended to mitigate potential impacts that were not disclosed in the circulated Draft EIR or to address a substantial increase in the severity of previously identified impacts. Further, the environmental consultant also concluded that the newly added mitigation measure, which provides for the relocation, stabilization, and protection of two additional historic patient ward buildings further reduces the impacts to cultural resources described in the circulated Draft EIR.

The Final EIR consists of the April 2010 Draft EIR and technical appendices; Clarifications and Revisions, comments received, and responses to comments dated March 2013. Except for unavoidable significant impacts in the areas of aesthetics, air quality, greenhouse gas emissions, noise, and cultural resources, all identified significant environmental impacts can be avoided or reduced to a level of insignificance

through the implementation of the mitigation measures identified in the Final EIR. As stated in the attached Findings of Fact and Statement of Overriding Considerations, the proposed project will result in unavoidable significant impacts on aesthetics, air quality, greenhouse gas emissions, noise, and cultural resources; however, such impacts have been reduced to the extent feasible, and the benefits of the proposed project outweigh these unavoidable adverse impacts.

A MMRP consistent with the conclusions and recommendations of the Final EIR has been prepared and is attached. The MMRP identifies in detail, the manner in which compliance with the measures adopted to mitigate or avoid potential adverse impacts of the project to the environment is ensured, and the requirements have been incorporated into the conditions of approval for this project.

The location of the documents and other materials constituting the record of the proceedings upon which the Board of Supervisors' decision is based in this matter is the County of Los Angeles, Chief Executive Office, located at the Kenneth Hahn Hall of Administration Room 754, 7th Floor. The custodian of such documents and materials is Mr. Jan Takata, Senior Manager, Chief Executive Office.

The proposed project is not exempt from payment of a fee to the California Department of Fish and Wildlife pursuant to Section 711.4 of the Fish and Game Code to defray the costs of fish and wildlife protection and management incurred by the California Department of Fish and Wildlife. Upon the Board's certification of the Final EIR, Public Works will file a Notice of Determination in accordance with Section 21152(a) of the California Public Resources Code and pay the required filing and processing fees with the Registrar-Recorder/County Clerk in the amount of \$3,079.75.

Upon completion of final project design and prior to project implementation, the certified EIR will be reviewed to determine whether further documentation under CEQA is required.

CONTRACTING PROCESS

On December 2, 2004, after a competitive qualifications-based selection process, the Board authorized Agreement PW 12832 with Gensler to provide design services for the project for a \$4,564,500 not-to-exceed fee. To date, there have been eight executed supplemental agreements, bringing the current contract value to \$6,472,841.

Supplemental Agreement 1 issued under delegated authority reallocated \$74,450 from optional performance based design that was no longer needed to fund a feasibility study for the power plant design. On December 19, 2006, the Board approved Supplemental

Agreement 2 for a \$1,278,310 not-to-exceed fee to provide additional design and construction administration services to incorporate the rehabilitation of the existing power building according to the Secretary of Interior's Standards and Leadership in Energy and Environmental Design certification as part of the proposed project. Supplemental Agreements 3 and 4 issued under delegated authority reallocated \$483,000 and \$448,920 not-to-exceed fees, respectively, from the construction administration budget to provide design and construction administration services to structurally upgrade and refurbish the existing smoke stack, water tower, and cooling tower to meet the Secretary of Interior's Standards.

On December 8, 2009, the Board approved Supplemental Agreement 5 for a \$630,031 not-to-exceed fee to validate and confirm the current program and equipment requirements to incorporate the Department of Health Services, the Department of Mental Health, and the Department of Public Health into the proposed project, and provide scoping documents for a 27,000-square-foot annex office building. Supplemental Agreement 6 issued under delegated authority reallocated \$438,200 from previous supplemental agreements to provide additional design services for incorporating the Department of Health Services, the Department of Mental Health, and the Department of Public Health into the County Data Center project. Supplemental Agreement 7 issued under delegated authority reallocated \$11,506 from construction administration services to update the County Data Center project documents, including plans, specifications, and energy calculations, to comply with the 2009 California Title 24 Energy Efficiency Standards. Supplemental Agreement 8 issued under delegated authority reallocated \$5,900 from construction administration services to provide additional EIR analysis, studies, documentation, and cost estimates as part of County responses to public comments to the EIR.

Execution of the recommended Supplemental Agreement 9 for a \$5,291,159 not-to-exceed amount will allow Gensler to provide scoping documents and design and construction support services for the County Data Center and off-site infrastructure project. This will also allow for Gensler to provide site demolition documents and plans to relocate two existing historic patient wards buildings.

On December 2, 2004, after a competitive qualifications-based selection process, the Board authorized Agreement PW 12832 with Simplus/JGM to provide project/construction management services for the project for a \$841,600 not-to-exceed fee. On December 19, 2006, the Board approved Supplemental Agreement No. 1 re-allocating \$72,425 from additional services to incorporate equipment commissioning and LEED Silver certification.

Execution of the recommended Supplemental Agreement 2 for a \$6,466,107 not-to-exceed amount will allow Simplus/JGM to provide project/construction management, project control, and other optional services in support of full project implementation for the County Data Center and off site infrastructure project and the site demolition and relocation of the two existing historic patient wards buildings.

Standard supplemental agreements, in the form previously approved by County Counsel, will be used. The standard Board-directed clauses that provide for contract termination, renegotiation, and hiring qualified displaced County employees will be included in the contract.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

There will be no impact on current County services or projects during the performance of the recommended actions.

CONCLUSION

Please return one adopted copy of this letter to the Chief Executive Office, Capital Projects Division; and the Department of Public Works, Project Management Division II.

Respectfully submitted,

WILLIAM T FUJIOKA
Chief Executive Officer

WTF:GF:JFK
MF:as

Attachment

- c: Executive Office, Board of Supervisors
- Arts Commission
- Auditor-Controller
- County Counsel
- Department of Health Services
- Department of Mental Health

The Honorable Board of Supervisors
July 22, 2014
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Department of Public Health
Department of Public Social Services (GAIN/GROW Program)
Internal Services Department
Office of Countywide Contract Compliance
Probation Department

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DRAFT

June 10, 2014

ATTACHMENT A

**DEPARTMENT OF PUBLIC WORKS:
COUNTY DATA CENTER PROJECT
CERTIFY THE FINAL ENVIRONMENTAL IMPACT REPORT
APPROVE REVISED PROJECT BUDGET
AWARD SUPPLEMENTAL AGREEMENTS
SPECS. 5499; CAPITAL PROJECT NO. 70977
(FOURTH DISTRICT) (3 VOTES)**

I. PROJECT SCHEDULE

| Project Activity | Scheduled Completion Date | Revised Completion Date |
|---|----------------------------------|--------------------------------|
| County Data Center and Infrastructure Scoping Documents | 06/23/2010 | 04/06/2015 |
| County Data Center and Infrastructure Design-Build Procurement Award Contract | 12/14/2010 | 11/24/2015 |
| Demolition Package Award Services Agreement | N/A | 10/06/2015 |
| Demolition Package Construction Substantial Completion | N/A | 08/02/2016 |
| County Data Center and Infrastructure Construction Substantial Completion | 10/14/2013 | 07/31/2019 |
| Project Acceptance | 08/18/2014 | 11/28/2019 |

II. PROJECT BUDGET SUMMARY

| Budget Category | Approved Budget | Impact of This Action | Revised Budget |
|---|------------------------|------------------------------|-----------------------|
| Land Acquisition | \$ 0 | \$ 0 | \$ 0 |
| Construction | | | |
| Construction Contracts | \$ 80,192,606 | \$ 70,972,394 | \$ 151,165,000 |
| Change Orders | \$ 8,019,260 | \$ 6,359,740 | \$ 14,379,000 |
| Proposer Stipends | \$ 0 | \$ 525,000 | \$ 525,000 |
| Equipment/FFE | \$ 0 | \$ 0 | \$ 0 |
| Civic Arts | \$ 0 | \$ 0 | \$ 0 |
| Subtotal | \$ 88,211,866 | \$ 77,857,134 | \$ 166,069,000 |
| Plans and Specifications | \$ 6,472,841 | \$ 5,291,159 | \$ 11,764,000 |
| Consultant Services | | | |
| Deputy Inspection | \$ 1,083,200 | \$ 1,616,800 | \$ 2,700,000 |
| Hazardous Materials | \$ 0 | \$ 275,000 | \$ 275,000 |
| Geotech/Soils Test | \$ 545,200 | \$ 49,800 | \$ 595,000 |
| Material Testing | \$ 0 | \$ 215,000 | \$ 215,000 |
| Cost Estimating | \$ 0 | \$ 0 | \$ 0 |
| Topographic Surveys | \$ 0 | \$ 0 | \$ 0 |
| Construction Management | \$ 2,932,893 | \$ 6,466,107 | \$ 9,399,000 |
| Environmental EIR | \$ 0 | \$ 407,000 | \$ 407,000 |
| Labor Compliance to D.I.R. State Fund | \$ 0 | \$ 500,000 | \$ 500,000 |
| Subtotal | \$ 4,561,293 | \$ 9,529,707 | \$ 14,091,000 |
| Miscellaneous Expenditures | | | |
| Countywide Contract Compliance | \$ 151,000 | \$ 26,000 | \$ 177,000 |
| Printing | \$ 250,000 | \$ 0 | \$ 250,000 |
| Subtotal | \$ 401,000 | \$ 26,000 | \$ 427,000 |
| Jurisdictional Review/Plan Check/Permit | | | |
| Regional Planning | \$ 5,000 | \$ 17,000 | \$ 22,000 |
| Fire Department | \$ 47,000 | \$ 206,000 | \$ 253,000 |
| Health Department | \$ 0 | \$ 10,000 | \$ 10,000 |
| Air Quality Management District | \$ 25,000 | \$ 20,000 | \$ 45,000 |
| State Water Resources Board | \$ 10,000 | \$ 30,000 | \$ 40,000 |
| Land Development Support Services | \$ 0 | \$ 48,000 | \$ 48,000 |
| Building and Safety Plan Check | \$ 445,000 | \$ 656,000 | \$ 1,101,000 |
| Subtotal | \$ 532,000 | \$ 987,000 | \$ 1,519,000 |
| County Services | | | |
| Code Compliance | \$ 2,005,000 | \$ 3,228,000 | \$ 5,233,000 |
| Design Review | \$ 121,000 | \$ 1,000 | \$ 122,000 |
| Contract Administration | \$ 350,000 | \$ (54,000) | \$ 296,000 |
| Project Management | \$ 6,245,000 | \$ (1,403,000) | \$ 4,842,000 |
| Project Management Support Services | \$ 0 | \$ 1,644,000 | \$ 1,644,000 |
| ISD ITS Communications | \$ 0 | \$ 224,000 | \$ 224,000 |
| Project Technical Support | \$ 0 | \$ 621,000 | \$ 621,000 |
| Consultant Contract Recovery | \$ 0 | \$ 885,000 | \$ 885,000 |
| Others | \$ 0 | \$ 0 | \$ 0 |
| Subtotal | \$ 8,721,000 | \$ 5,146,000 | \$ 13,867,000 |
| Prior Expenditures | \$ 1,100,000 | \$ 0 | \$ 1,100,000 |
| Total | \$ 110,000,000 | \$ 98,837,000 | \$ 208,837,000 |



Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AFFAIRS

Members of the Board
Gloria Molina
Mark Ridley-Thomas
Zev Yaroslavsky
Don Knabe
Michael D. Antonovich

"To Enrich Lives Through Effective and Caring Service"

July 8, 2014

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

Dear Supervisors:

**AUTHORIZATION FOR THE DEPARTMENT OF CONSUMER AFFAIRS TO SIGN
AND EXECUTE A MEMORANDA OF UNDERSTANDING WITH THE
NATIONAL CONSUMER LEAGUE TO PARTICIPATE IN THE LIFESMARTS
CONSUMER EDUCATION PROGRAM
(All Supervisorial Districts) (3 Votes)**

SUBJECT:

The Department of Consumer Affairs (DCA) requests your Board's approval to enter into a Memoranda of Understanding (MOU) with the National Consumer League to serve as the State of California Coordinator for the LifeSmarts program.

RECOMMENDATION THAT YOUR BOARD:

1. Approve and instruct the Chair to sign the enclosed MOU (Attachment A) with National Consumer League authorizing the DCA to serve as the State Coordinator for the LifeSmarts program from July 1, 2014 – June 30, 2016, at a cost no greater than \$1,500.00 per year.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION:

Financial literacy and consumer education help prevent consumers from becoming victimized in the marketplace by unscrupulous individuals and businesses. An educated consumer is the first line of defense against consumer fraud and deceptive business practices. As such, DCA recognizes a critical need to educate young people on a wide variety of consumer related subjects including financial literacy. The LifeSmarts program fulfills this need.

LifeSmarts was developed by the National Consumers League, a non-profit based in Washington D.C., to address the need for meaningful consumer education for middle

school and high school students. Teaching young people to be consumer savvy is integral to their growth and development. Educated consumers are able to make wise decisions, avoid scams, and exercise their rights and responsibilities in today's dynamic marketplace.

LifeSmarts is an engaging program that offers teens the opportunity to learn financial and consumer information in their extra-curricular activities which they can apply in real life situations. It develops the consumer and marketplace skills of teenagers in a fun way, rewards them for the knowledge they demonstrate, and strengthens their verbal communication skills.

Participants are assembled into teams. Each team has a coach. The coaches teach the students about a variety of consumer and financial topics. The teams take online consumer quizzes to test their knowledge. The teams with the highest scores advance to a game style show state championship. The team that wins the state championship advances to nationals to compete against other teens across the nation.

California currently does not have a state coordinator. DCA proposes to serve as the State coordinator for California to ensure the County receives the full benefits of the program and has an opportunity to showcase our youth. The coordinator helps NCL to promote the program in their respective state and encourage schools to join the LifeSmarts program. The coordinator also plans and conducts the annual in-person state competition to select a representative for the national competition hosted by NCL.

Implementation of Strategic Plan Goals:

This request supports the County strategic Plan as follows:

Goal No. 3: Integrated Services Delivery: Maximize opportunities to measurably improve client and community outcomes and leverage resources through the continuous integration of health, community, and public safety services.

FISCAL IMPACT/FINANCING:

There is no net County Cost impact associated with the recommended actions. The projected costs of the program to the County are less than \$1,500 annually and will be funded through existing DCA resources and revenue sources. There is no cost for students to participate in the program.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

As the State Coordinator, DCA would:

- Share information about the program with schools and encourage them to develop their students' financial literacy skills by participating in the LifeSmarts.
- Serve as the central point of contact for LifeSmarts coaches in California.
- Share financial literacy information along with LifeSmarts program information on our DCA website.
- Plan and conduct the annual in-person state competition to select the California representative for the LifeSmarts national competition.
- Provide assistance to students and teams in obtaining the funding needed to participate in the state and national competitions.
- Commit to not hosting a youth consumer competition similar to LifeSmarts while serving as state coordinator and for 2 years following the end of the MOU.

Legal considerations:

- Under the terms of the MOU, all claims brought against National Consumers League will be governed by the laws of the District of Columbia (without regard to its conflict of law provisions) and will be submitted in the courts of the District of Columbia.
- This MOU is silent as to indemnification.
- This MOU deviates from the County's standard terms and conditions and does not contain any of the Board mandated and Board Policy terms and conditions, i.e., Safely Surrendered Baby Law, Defaulted Property Tax Program, Jury Service Ordinance, etc. which were not considered applicable to this agreement.

IMPACT ON CURRENT SERVICES:

The approval of this recommendation will not reduce services currently provided by DCA. Your Board's approval of this request would help bring a much needed consumer education program to youth and encourage them to be smart and savvy consumers.

CONCLUSION

Please return one signed copy of the MOU to the Department of Consumer Affairs:

Wendy Myring, Admin Deputy
Department of Consumer Affairs
500 W. Temple St., Room B-96
Los Angeles CA 90012

The Honorable Board of Supervisors
July 8, 2014
Page 4

Respectfully submitted,

Brian J. Stiger, Director
Department of Consumer Affairs

Attachments

c: Chief Executive Office
County Counsel
Executive Officer, Board of Supervisor

**National Consumers League's LifeSmarts Program
State Coordinator Agreement 2014 - 2016**

THIS AGREEMENT ("Agreement") is made and entered into as of _____, between National Consumers League, a non-profit corporation of the District of Columbia, having its principal office located at 1701 K Street, N.W., Suite 1200, Washington, DC 20006 ("NCL") and the County of Los Angeles.

NOW, THEREFORE, the parties agree as follows:

1. License. NCL hereby grants to Local Organization a license to conduct the LifeSmarts program in the State on the terms and conditions set forth in this Agreement.
2. NCL's Undertakings.
 - a. Owner of All Proprietary Rights. NCL shall at all times be the sole and exclusive owner of the LifeSmarts name, logo, the LifeSmarts program and all materials, copyrights, servicemarks or other intellectual property associated with the LifeSmarts program, including, without limitation, the phrase "LifeSmarts ... the ultimate consumer challenge."
 - b. Furnishing of Materials, Guidelines and Instructions. NCL shall furnish to Local Organization the LifeSmarts materials described in Exhibit B. The materials include, among other things, comprehensive guidelines and instructions regarding the conduct of the LifeSmarts program (the "LifeSmarts Guidelines and Instructions"). NCL shall use its best efforts to note the participation of Local Organization in materials and information. NCL reserves the right at its option at any time to change the LifeSmarts Guidelines and Instructions and materials.
 - c. General Guidance and Direction of Coordinator. NCL shall provide general guidance and direction of the Local Organization's Coordinator (as defined in Paragraph 3(c)(vii)) for the conduct of the LifeSmarts program.
 - d. Consultation With Local Organization. NCL shall be available to consult with the Local Organization regarding the conduct of the LifeSmarts program and will respond to any request for approval of a Local Sponsor (as defined in Paragraph 3(b)) under this Agreement as promptly as possible. NCL shall provide assistance with media lists, press contacts and general organizational matters.
 - e. Receipt and Disbursement of Funds. At Local Organization's request, NCL shall receive funds from Local Sponsors (as defined in Paragraph 3(b)) and others in connection with Local Organization's conduct of the LifeSmarts program in the State and will disburse those funds for the conduct of the LifeSmarts program in the State as NCL and Local Organization shall agree.
3. Local Organization's Undertakings. (County of Los Angeles)
 - a. Acknowledgment of License. Local Organization acknowledges that it is not the owner of the LifeSmarts name, logo, program, materials, copyrights, servicemarks or other intellectual property associated with the LifeSmarts program, including, without limitation, the phrase "LifeSmarts ... the ultimate consumer challenge," and that the license granted hereby is revocable as provided for in this Agreement and may not be assigned or sublicensed to any other person or organization without NCL's prior written consent.
 - b. Expenses of Conducting the LifeSmarts Program. Local Organization acknowledges that any costs of the LifeSmarts program in the State must be paid for by Local Organization or sponsors solicited by Local Organization ("Local Sponsors"). The Local Organization is not required to pay the expenses incurred by the state champion to attend the national tournament. NCL will provide no funds for the conduct of the LifeSmarts program in the State. All Local Sponsors are subject to NCL's approval. No Local Sponsor shall have as its primary product or service a product or service which may not legally be sold to, or consumed by, minors, such as alcoholic beverages or cigarettes.

- c. LifeSmarts Programs. Local Organization shall conduct the program in the State each year, involving no less than six (6) schools or other organizations. In conducting the program, Local Organization shall:
- i. Assist NCL in obtaining releases from each participant, staff member and school or organization in the forms attached hereto as Exhibits C and D;
 - ii. Publicize and promote the LifeSmarts program, and include (at the discretion of the Local Organization) publicity and promotion that notes the participation of local, regional and national sponsors in the manner prescribed by NCL and shall in no way involve the promotion or sale of any product or service of any Local Sponsor or other person;
 - iii. Conduct the LifeSmarts program in compliance with all applicable federal, state or local laws, rules and regulations and the LifeSmarts Guidelines and Instructions. Without limiting the generality of the foregoing, Local Organization shall not discriminate among schools, organizations or participants based upon race, creed, sex, religion, age, national origin or handicap;
 - iv. Charge no entry fees for participation in the LifeSmarts competition nor sell any LifeSmarts materials;
 - v. Obtain and award prizes for schools, organizations, teachers and participants, provided that no cash prizes (other than educational grants, scholarships, and savings bonds) may be awarded;
 - vi. Use the LifeSmarts name, including the service mark notation, the LifeSmarts logo, , conspicuously in all materials and advertising, and in either black and white or the official colors;
 - vii. Designate an individual acceptable to NCL as the coordinator of the program in the State, (the “Coordinator”), promptly notify NCL of any change in the Coordinator and permit NCL to use the Coordinator’s name, address and phone number in materials to publicize the state program;
 - viii. Provide and keep in full force and effect during the term of this Agreement policies of insurance (or self insurance arrangements acceptable to NCL) including, without limitation, comprehensive general liability insurance and insurance of such other types, and in such amounts, as are customarily maintained in the State by organizations similar to the Local Organization.
 - ix. Provide and maintain, at no expense to NCL, a link from the Local Organization’s Web site (dca.lacounty.gov) to the NCL LifeSmarts Web site and the State’s online LifeSmarts competition. The Local Organization agrees to maintain their link, and to immediately communicate to NCL any changes or modifications to the Web site. NCL will continue to own and operate the Web-based LifeSmarts program and will permit the Local Organization to co-brand the site for its use.

4. Coordinator’s Undertakings. (Department of Consumer Affairs)

The Coordinator shall be responsible for overseeing the conduct of the state LifeSmarts program and shall:

- a. Be the primary contact person between NCL and Local Organization;
- b. Carry out Local Organization’s obligations as set forth in this Agreement;
- c. Abide by the instructions set forth in the LifeSmarts Guidelines and Instructions;
- d. Attend training sessions conducted by NCL;
- e. Maintain records of the LifeSmarts program as required by NCL, including the maintenance of the privacy of participants’ records;
- f. File such reports of the LifeSmarts program as required by NCL;
- g. Protect the integrity and confidentiality of the LifeSmarts materials, including approved questions; release LifeSmarts questions solely to official Question Masters or Judges; dispose of all questions immediately after use; and make no alterations of the LifeSmarts logo or materials without prior approval of NCL;

- h. Invite other non-profit organizations with an interest in consumer education to participate in and support the efforts of the Local Organization;
 - i. Refrain from sponsoring or creating any new consumer competition of a similar nature within two years of the expiration or termination of this Agreement.
5. Term and Termination.
- a. **The term of this Agreement shall commence on August 1, 2014 and shall end on June 30, 2016, unless sooner terminated as provided for herein.**
 - b. This Agreement may be terminated:
 - i. By NCL, for cause, by notice to Local Organization, effective immediately;
 - ii. By either party, without cause, by notice to the other party, effective sixty (60) days thereafter.

“Cause” shall include, without limitation, Local Organization’s insolvency or bankruptcy, breach of this Agreement, failure to adhere to the LifeSmarts Guidelines and Instructions or NCL’s deadlines for the conduct of the LifeSmarts competitions.
6. Notices. All notices whenever required in this Agreement shall be in writing and shall be effective when sent by certified mail, return receipt requested, to the parties at the addresses set forth herein or to such other address they may furnish in writing for such purposes from time to time.
7. Oral Negotiations Superseded; Amendment. This Agreement integrates all the terms and conditions mentioned herein or incidental hereto and supersedes all oral negotiations and prior writings in respect to the subject matter hereof. This Agreement may not be amended or modified in any manner, including this provision against oral amendment or modification, except by an instrument in writing signed by the parties hereto.
8. Binding Effect. This Agreement shall inure to the benefit of and be binding upon NCL and Local Organization and their respective successors and permitted assigns.
9. Governing Law and Forum. All claims brought against National Consumers League will be governed by the laws of the District of Columbia (without regard to its conflict of law provisions) and will be submitted in the courts of the District of Columbia. All claims brought against the County of Los Angeles will be governed by the laws of the State of California.
10. Severability. Any provision of this Agreement which is prohibited or unenforceable in any jurisdiction shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof or affecting the validity or enforceability of such provision in any other jurisdiction.
11. No Joint Venture. This Agreement shall not be construed to create an agency, joint venture or partnership between NCL and Local Organization.

WITNESSETH:

WHEREAS, NCL has developed LifeSmarts, a program to teach students and others about consumer and marketplace issues, as is more particularly described in Exhibit A;

WHEREAS, NCL desires to license the use of the LifeSmarts program to Local Organization for the conduct of the LifeSmarts program in California, and;

WHEREAS, Local Organization desires to be licensed to conduct the LifeSmarts program in the State upon the terms set forth in this Agreement;

IN WITNESSETH WHEREOF, NCL and Local Organization have caused this Agreement to be signed by its duly authorized officers and its corporate seal to be hereunto affixed, all as of the day and year first above written.

I have read and fully understand the terms and conditions of this Agreement:

For **Local Organization:** (County of Los Angeles)

Name: _____

Signature: _____

For **National Consumers League:**

Name: _____

Signature: _____

Name: _____

Signature: _____

EXHIBIT A

“LifeSmarts ... the ultimate consumer challenge,” is an educational program which teaches students and others about consumer and marketplace issues. The areas covered by LifeSmarts are taught through courses and organizational activities. The competition is in a game show format, and offers participants of all backgrounds and abilities an opportunity to demonstrate their understanding and knowledge of real-life marketplace issues and challenges. The competition reinforces and challenges participants’ knowledge in five key consumer areas: personal finance, health and safety, environment, technology, and consumer rights and responsibilities.

Sponsored by the National Consumers League, with financial support from various companies and organizations, the program brings together many partners who are committed to informing and challenging students, parents, and entire communities to be smart consumers.

A local non-profit or governmental organization conducts the state program. Teams meet in state/area competitions. The winners go on to regional and national matches to determine National LifeSmarts Champions. Prizes are awarded to all participants and winning schools or other organizations.

LifeSmarts is an opportunity for teams of students in grades 9-12, and of teams of students in grades 6-8, to learn more about consumer issues and to develop and enhance their communication and team building skills. Unlimited numbers of students may compete online. Then, teams of 4-5 participants take part in in-person local competitions. An adult advisor (e.g. teacher) serves as the coach for each team and helps prepare the participants. The teams compete at the state level. There is no cost to a team to participate. A winning team from each state then proceeds to the national competitions.

NCL coordinates and plans the national LifeSmarts competitions. The local organization is responsible for planning and implementing the state competition. Representatives from various organizations and governmental agencies help to develop and review questions used in the competitions. NCL provides the questions for the competitions.

Implementing the state competition entails the following:

- Recruiting teams
- Communicating with participating teams and assisting coaches in preparation
- Disseminating information/resources to participating teams
- Ensuring that all appropriate forms are received by NCL by required dates
- Arranging for a facility, equipment, prizes, and media coverage
- Identifying and communicating with judges, officials, and question masters
- Disseminating information to the media
- Communicating with NCL
- Distributing invitations to attend the state competition
- Getting others in the community involved in the program
- Linking to the national LifeSmarts Web site

The state competitions must be held between November 1 and March 15. Once a state winner is determined, the state coordinator notifies NCL. NCL then contacts and coordinates the involvement of all state winners for the national competition held in April. National media contacts are made by NCL.

July 15, 2014

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:

**TERMINATION OF CUSTODIAL SERVICES CONTRACTS FOR DEFAULT
(ALL DISTRICTS – 3 VOTES)**

SUBJECT

Termination of five custodial services contracts with Diamond Contract Services, Inc., for default.

IT IS JOINTLY RECOMMENDED BY THE INTERNAL SERVICES DEPARTMENT, DEPARTMENT OF MEDICAL EXAMINER - CORONER, AND DEPARTMENT OF BEACHES AND HARBORS THAT YOUR BOARD:

Terminate custodial services contracts with Diamond Contract Services, Inc. (Diamond), numbers 77892, 77896 and 77812 with the Internal Services Department (ISD), number 76585 with the Department of the Medical Examiner - Coroner (Coroner) and number 77371 with the Department of Beaches and Harbors (DBH), in whole, for default.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Diamond was contracted to provide custodial services to seventy facilities countywide (Attachment I) under five separate Board approved contracts. The Board contracts were awarded by ISD, Coroner, and DBH based on competitive solicitations conducted by each department.

On June 5, 2014, Diamond notified the County that they did not have the funds to procure the contractually required workers' compensation insurance premium. As a result, Diamond was unable to provide the required custodial services for any of the County departments after June 8, 2014.

To avoid a disruption in services, ISD utilized its delegated authority to effectuate the following actions:

- Add the custodial services provided by Diamond for ISD's Region 1 (Contract #77892), Region 6 (Contract #77896), and Probation facilities (Contract #77812 which is managed by ISD) to two of its existing custodial contracts. Region 1 and

the Probation facilities were added to the contract with DMS Facility Services, Inc. (DMS) Contract #77893, and Region 6 was added to the contract with Pride Industries One, Inc. (Pride), Contract #77895. Twenty (facilities in Region 1, thirty-seven facilities in Region 6, and two Probation facilities were affected.

- Add the custodial services provided by Diamond for the Coroner (Contract #76585) to ISD's contract with DMS (Contract #77893), as the Coroner does not have any other custodial contracts in place. One facility was affected.
- Add the custodial services provided by Diamond for DBH (Contract #77371) to ISD's contract with DMS (Contract #77893), as DBH does not have any other custodial contracts in place. Ten facilities were affected.

Due to Diamond's inability to provide the required workers' compensation insurance and, consequently, provide the required contracted services, ISD, Coroner, and DBH jointly recommend that your Board terminate the contracts with Diamond pursuant to the Termination for Default provision within each contract. The termination of each contract will be effective the day following Board action. The specific contractual provisions that were violated for each contract are identified in Attachment II.

Implementation of Strategic Plan Goals

The recommended action supports County Strategic Plan Goals Number 1 (Operational Effectiveness) maximize the effectiveness of the County's processes structure and operations to support timely delivery of customer oriented and efficient public service.

FISCAL IMPACT/FINANCING

The custodial services currently provided by Diamond were redistributed among other current ISD custodial contractors under the existing contracts' terms and conditions, including cost. Because ISD will now manage their custodial services, DBH and Coroner will incur a combined total of roughly \$150,000 for ISD service management.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Immediately following the notification from Diamond to the County, ISD provided Diamond with a formal written notice that the County intended to terminate Diamond's contracts for default, upon approval by your Board, for violating contract provisions including, but not limited to a) Work, b) Term of Contract, c) General Provisions for all Insurance Coverage, and d) Insurance Coverage. Attachment II lists the specific provisions for each of the five contracts. The Coroner and DBH also provided Diamond with a formal notification of its intent to terminate the contract for default.

Your Board approved the following actions on the dates indicated below:

- On December 11, 2012, contract with Diamond and ISD for custodial services for Regions 1 and 6, for two years with three one-year extension options.

- On July 3, 2012, contract with Diamond and ISD for custodial services at Barry J. Nidorf Juvenile Hall and Court, and Kenyon Juvenile Justice Center Sub-Office for three years with two two-year extension options.
- On June 4, 2008, contract with Diamond and Coroner for custodial services for five years with two one-year extension options.
- On July 6, 2010, contract with Diamond and DBH for custodial services for three years with two one-year extension options.

ISD executed contract amendments to add the affected facilities to the contracts with DMS and Pride effective June 9, 2014. Consistent with the Displaced Janitor Opportunities Act and the County's Living Wage Ordinance, DMS and Pride absorbed qualified Diamond contract workers.

ISD will work with County Counsel to analyze potential remedies and penalties available as a result of this action.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

ISD added the affected facilities to existing ISD contracts which minimized disruptions in services.

Respectfully submitted,

JIM JONES
Director
Internal Services Department

MARK A. FAJARDO, M.D.
Chief Medical Examiner- Coroner
Department of Medical Examiner-Coroner

GARY JONES
Director
Department of Beaches and Harbors

JJ:JS:YY
Attachments

c: Chief Executive Officer
County Counsel
Auditor-Controller



JIM JONES
Director

County of Los Angeles INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

Telephone: (323) 267-2101
FAX: (323) 264-7135

"To enrich lives through effective and caring service"

July 15, 2014

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500 West Temple Street
Los Angeles, CA 90012

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ISD will work with County Counsel to analyze potential remedies and penalties available as a result of this action.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

ISD added the affected facilities to existing ISD contracts which minimized disruptions in services.

The Honorable Board of Supervisors
July 15, 2014
Page 4

CONCLUSION

The Executive Office of the Board of Supervisors is requested to return one stamped copy of the approved Board letter to the Director of ISD.

Respectfully submitted,

JIM JONES
Director
Internal Services Department

MARK A. FAJARDO, M.D.
Chief Medical Examiner- Coroner
Department of Medical Examiner-Coroner

GARY JONES
Director
Department of Beaches and Harbors

JJ:JS:YY
Attachments

c: Chief Executive Officer
County Counsel
Auditor-Controller



Dean C. Logan
Registrar-Recorder/County Clerk

RISK MANAGEMENT OVERVIEW

June 26, 2014

Purpose

The Registrar Recorder/County Clerk (RR/CC) Risk Management Overview was developed to describe risk issues and trends, and the mitigation measures undertaken to address these risks. This overview provides information about risk issues and the associated departmental impact, as well as major departmental programs and their potential risk issues.

Department Overview

Risk exposure to the Department includes potential bodily injury to employees and patrons at the RR/CC headquarters, district offices, Election Operation Center (EOC) and polling locations. Other risk exposures include property damage, lawsuits related to property recording services, damage to Department-owned/leased vehicles, and automobile accidents. Any exposure related to Departmental operations is mitigated through the application of Enterprise Risk Management methods and processes.

Risk Issues, Trends, Mitigation Measures

The chart below describes the Department's efforts in mitigating costs and claims related to Workers' Compensation, general liabilities, and automobile liabilities for the five risk issues addressed in the fiscal year (FY) 2013-14 Risk Management Plan (RMP). The following mitigation measures were initiated in FY 2013-14 or carried over from FY 2012-13: Safety Summit/Training for all supervisors and managers; ergonomic evaluations for work stations; formal fleet management and facility safety inspection procedures; ADA barrier removal at the Van Nuys District Office; and installation of two 20-ton air conditioning units in the Department's computer server room to prevent data loss, server outage, and damage to equipment.

| |
|--|
| RISK ISSUE #1 |
| Issue: Workers' Compensation: Repetitive Motion Trauma Injuries |
| Trends: The majority of job classifications for the Department are clerical based. Employees perform tasks that require constant repetitive motion, such as data entry, stapling/un-stapling of documents, numbering pages, and reviewing paper documents and computer images. Of the 66 injuries reported by employees for FY 2012-13, 36 were repetitive motion injuries. Per the GenIris Report obtained by the Chief Executive Office (CEO), there are 15 open claims for repetitive motion injuries thus far for FY 2013-14. This is a 42% reduction from the previous fiscal year. |

Mitigation Measures:

- Safety Summit Training was held on February 12, 2014 by Boretti, Inc. Integrated Safety Solutions for all supervisors and managers. The training covered ergonomics and effective solutions to assist supervisors and managers in preventing cumulative trauma injuries within their respective units.
- For FY 2013-14, 22 Ergonomic evaluations were conducted by the Risk Management Section per employee requests.
- CEO Risk Management Branch Analyst visited the Department's Upfront Scanning Project area. The project consolidates the functions of cashiering and document examining to help automate processes in one specific area within the Department. The CEO analyst recommended working with a vendor to construct an "ergonomically fit workstation" as part of a pilot. Upfront Scanning staff will alternate between their original workstations and the pilot workstation to assess its effectiveness in reducing the amount of twisting, turning, and reaching. This recommendation will be explored as part of the FY 2014-15 RMP.

Anticipated Results for FY 2013-14:

- Employee satisfaction with comfort level of ergonomically-correct workstations
- Overall increase of ergonomic awareness
- Departmental increase of ergonomically-correct workstations
- Reduction in Workers' Compensation claims filed
- Reduction in costs associated with Workers' Compensation claims

Anticipated Results for FY 2014-15

- Reduce amount of twisting, turning, and reaching for employees involved in the Upfront Scanning Project
- Exploring the application of similar measures to other areas of the Department

RISK ISSUE #2

Issue: Exposure in automobile liability from use of departmental vehicles by employees

Trends: Risk exposure related to fleet vehicles continues to be a high-risk area. The Department has instituted a database to review and monitor vehicle liability claim data, implemented the DMV pull notice program, and implemented the How am I Driving Program. As part of the FY 2013-14 RMP, the Department continues to enhance fleet management procedures and guidelines to minimize departmental loss exposures in the areas of automobile liability. As a result, the Department has seen a significant reduction in the number of vehicle accidents involving Department owned (and leased) vehicles.

Risk exposure in automobile liability also includes the use of rental vehicles. The Department's fleet vehicle inventory is not sufficient to meet the transportation needs during a major election; therefore, the RR/CC must rent vehicles and trucks for election supply transportation and hire temporary truck drivers. Although process improvements aimed to reduce exposure were implemented, such as the comprehensive review of driving records and the incorporation of safety tips in the mandatory training for new truck drivers, risk control remains a challenge due to the high volume of vehicles rented within a short period of time, complex logistics under a compressed timeframe, and inconsistent incident reporting by temporary truck drivers. As such, additional mitigation measures will be explored for the FY 2014-15 RMP.

Mitigation Measure:

- Enhanced fleet management procedures to ensure that employees practice and utilize proper safety protocols and maintain a valid California Driver's License when operating a County-owned/leased vehicle.

Anticipated Results for FY 2013-14:

- Overall increase of driving safety awareness
- Efficient controls for assignment and use of fleet vehicles
- Reduction of automobile liability claims filed
- Reduction in costs associated with automobile liability claims

RISK ISSUE #3

Issue: Identify and address potential department loss exposures

Trends: Building/facility safety continues to be a potential high risk area for the Department. Although the Department conducts facility safety inspections as required by Cal OSHA, the Department had insufficient controls for correcting the identified safety issues. To address this concern, as part of the 2013-14 RMP, the Department developed formal facility safety inspection and reporting procedures for identifying and reporting unsafe conditions and work practices in a timely manner.

Furthermore, during major elections, the RR/CC provides voting facilities and services to approximately 4.8 million registered voters on election day. Such a large operation requires an average of 5,000 polling locations throughout Los Angeles County, requiring up to 25,000 community pollworkers to operate these locations. As such, general liability exposure is considered high due to the large number of people served and pollworkers recruited. Per the Risk Management Branch Tort Liability Claims Report, as of May 31, 2014, the total legal fees and costs paid for general liability claims is \$259,292.72. Therefore, additional preventative measures will be explored for the FY 2014-15 RMP to reduce liability costs in this respect.

Mitigation Measures:

- Developed formal facility safety inspection procedures to identify and address safety issues at the RR/CC Headquarters, EOC, and district offices.
- Developed formal reporting procedures for identifying and reporting unsafe conditions and work practices in a timely manner.

Mitigation Measures for FY 2014-15 RMP

- Enhance pre-inspection procedures of polling locations for safety hazards
- Improve Pollworker and Inspector training on recognizing potentially hazardous conditions at polling locations
- Develop injury reporting procedures for polling locations

Anticipated Results for FY 2013-14:

- Minimize loss exposures due to bodily injuries at the RR/CC headquarters, EOC, and district offices
- Overall increase of departmental safety awareness
- Engage all staff in maintaining a safe workplace environment by immediately reporting potential hazards
- Reduction in costs associated with general liability claims

Anticipated Results for FY 2014-15:

- Mitigate bodily injuries and ensure safety at polling locations for members of the public and pollworkers
- Continue to reduce costs associated with general liability claims

RISK ISSUE #4

Issue: Americans with Disabilities Act (ADA) accessibility at the Van Nuys District Office

Trends: The Department worked in conjunction with the Internal Services Department (ISD) and Chief Executive Office (CEO) to conduct building walkthroughs of the RR/CC district offices, where the RR/CC is the proprietor, to identify Americans with Disabilities Act (ADA) barriers (Phase I). The Assessment Report received for the Van Nuys District Office, which identified valid ADA barriers, is currently in Phase II and will be listed as a continuing Risk Management objective for FY 2014-2015. Phase II includes the receipt of cost estimates and the removal of identified barriers to improve building access for individuals with disabilities and to ensure compliance with ADA regulations.

Mitigation Measure (will be carried over to FY 2014-15 RMP):

- Analysis and implementation of Phase II of the effective barrier removal project to facilitate customer service and minimize exposure to ADA compliance issues.

Anticipated Results for FY 2014-15:

- Improve building access to better serve individuals with disabilities at the Van Nuys District Office
- Mitigate ADA-related liability costs at the Van Nuys District Office

RISK ISSUE #5

Issue: Loss exposure from potential damage to vital server equipment on the 6th floor

Trends: The HVAC system servicing the sixth floor at the RR/CC Headquarters is in need of an upgrade to sustain the increase of automated processes and electronic data storage. An adequate HVAC system is vital to ensuring that the large servers and networks in the computer room are cooled to prevent overheating. Disruptions to the systems may seriously impair the staff's ability to provide effective services to the public.

Mitigation Measure (will be carried over to FY 2014-15 RMP):

- Design and installation of two 20-ton air conditioning units for the 6th floor computer room to prevent data loss, server outage, and/or damage to equipment

Anticipated Results for FY 2014-15:

- Ensure the continued operations of computer servers and networks
- Prevent data loss, server outage, or damage to equipment
- Prevent overheating
- Avoid disruptions to the system

FY 2013-14 RMP Statistical Data

| Claim Performance (data provided by CEO; see footnotes) | | | | |
|---|-------------------|-------------------|-------------------|-----------------------|
| Measure | FY 2010-11 | FY 2011-12 | FY 2012-13 | 3-Year Average |
| WORKERS' COMPENSATION | | | | |
| 1. Number of Workers' Compensation claims filed during the period | 84 | 59 | 66 | 69.7 |
| 2. Number of employees as of June 30 | 1,120 | 1,439 | 901 | 1,153.3 |
| 3. Workers' Compensation Claim Report Rate (number of claims reported per 100 employees) for the period | 7.5 | 4.1 | 7.3 | 6.0 |
| Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments) | 11.68 | 11.19 | 11.40 | 11.42 |
| Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments, excluding Fire, Probation, Sheriff) | 6.67 | 6.83 | 6.86 | 6.79 |
| Benchmark: Countywide Average Workers' Compensation Claim Report Rate (Fire, Probation, Sheriff only) | 25.04 | 22.78 | 23.46 | 23.76 |
| 4. Workers' Compensation expense paid during the period (including final accounting of allocated and unallocated expenses) | \$2,555,475 | \$2,584,556 | \$2,124,663 | \$2,421,565 |
| 5. Workers' Compensation Expense Rate (expenses paid per current employee) for the period | \$2,282 | \$1,796 | \$2,358 | \$2,145 |
| Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments) | \$3,266 | \$3,505 | \$3,633 | \$3,468 |
| Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments, excluding Fire, Probation, Sheriff) | \$2,179 | \$2,258 | \$2,273 | \$2,237 |
| Benchmark: Countywide Average Workers' Compensation Expense Rate (Fire, Probation, Sheriff only) | \$6,167 | \$6,822 | \$7,241 | \$6,743 |
| 6. Salary Continuation and Labor Code 4850 paid during the period (100%IA, 70%IA, MegalA) | \$81,365 | \$98,586 | \$141,442 | \$107,131 |
| AUTOMOBILE LIABILITY | | | | |
| 7. Number of Automobile Liability claims filed during the period | 4 | 0 | 4 | 2.7 |
| 8. Automobile Liability indemnity (OC) paid during the period | \$12,650 | \$0 | \$2,589 | \$5,080 |
| 9. Automobile Liability legal fees and costs (SS) paid during the period | \$105 | \$0 | \$50 | \$52 |
| GENERAL LIABILITY | | | | |
| 10. Number of General Liability claims filed during the period | 18 | 9 | 22 | 16.3 |
| 11. General Liability indemnity (OC) paid during the period | \$270 | \$1,527 | \$11,476 | \$4,424 |
| 12. General Liability legal fees and costs (SS) paid during the period | \$195,007 | \$191,455 | \$254,195 | \$213,552 |

Claim Performance (data provided by CEO; see footnotes) [Continued]

| Measure | FY 2010-11 | FY 2011-12 | FY 2012-13 | 3-Year Average |
|--|---------------|---------------|---------------|----------------|
| MEDICAL MALPRACTICE | | | | |
| 13. Number of Medical Malpractice claims filed during the period | N/A | N/A | N/A | |
| 14. Medical Malpractice indemnity (OC) paid during the period | N/A | N/A | N/A | |
| 15. Medical Malpractice legal fees and costs (SS) paid during the period | N/A | N/A | N/A | |
| TOTAL CLAIMS AND EXPENSE | | | | |
| 16. Total number of claims filed during the period | 106 | 68 | 92 | 88.7 |
| 17. Total expenses paid during the period | \$2,844,871 | \$2,876,125 | \$2,534,415 | \$2,751,804 |
| 18. Department operating budget | \$132,799,000 | \$160,781,000 | \$145,438,540 | \$146,339,513 |
| 19. Cost of Risk (% total expenses paid / operating budget) | 2.14% | 1.79% | 1.74% | 1.89% |
| Benchmark: Countywide Cost of Risk | 2.10% | 2.21% | 2.19% | 2.17% |

- All workers' compensation loss information is available on the CEO Risk Management Branch RECAP intranet site.
- The number of employees is the sum of currently filled full-time and part-time positions (see monthly payroll report).
- The number of liability claims is the total of all claims (including all suffixes) entered into the Risk Management Information System (RMIS) during the fiscal year (see monthly Cognos report).
- Total paid for liability is based on transaction dates within each fiscal year as listed in RMIS (see monthly Cognos report).

Vehicle and Fleet Safety Performance (data maintained at the department level)

| Measure | FY 2010-11 | FY 2011-12 | FY 2012-13 | 3-Year Average |
|---|------------|------------|--------------------|----------------|
| DEPARTMENT-OWNED VEHICLES | | | | |
| 20. Number of Department-owned vehicles as of June 30* | 56 | 54 | 53 | 54.3 |
| <i>*Note: Number of Department-owned vehicles includes Department Head's vehicle.</i> | | | | |
| 21. Total number of vehicle accidents involving Department-owned (or leased) vehicles | 9 | 5 | 3 | 5.7 |
| 22. Total cost paid for damage involving Department-owned (or leased) vehicles (not including third party claim/damage cost)* | \$28,170 | \$21,491 | \$3,249 | \$17,637 |
| <i>*Note: Total cost paid for damage involving Department owned (leased) vehicles includes rental vehicle damage costs.</i> | | | | |
| 23. Number of miles driven by Department-owned (or leased) vehicles* | 221,357 | 201,154 | 190,369 | 204,293.3 |
| <i>*Note: Number of miles driven by Department-owned (leased) vehicles does not include Department Head or rental vehicles.</i> | | | | |
| 24. Number of vehicle accidents involving Department-owned (or leased) vehicles per 100,000 miles | 4.07 | 2.49 | 1.58 | 2.76 |
| Benchmark: Countywide | 1.60 | 1.78 | Data not available | 1.69 |
| PERMITEE DRIVERS (*Note: RR/CC currently enrolled in the DMV Pull Notice Program and does not participate in MPP) | | | | |
| 25. Number of Department permittee drivers as of June 30 | N/A | N/A | N/A | |
| 26. Total number of vehicle accidents involving permittee drivers | N/A | N/A | N/A | |
| 27. Total cost paid for damage involving vehicles driven by | N/A | N/A | N/A | |

| | | | | |
|---|------|------|--------------------|------|
| permittee drivers (not including third party claim/damage cost) | | | | |
| 28. Number of permittee miles driven during period | N/A | N/A | N/A | |
| 29. Number of vehicle accidents involving permittee drivers per 100,000 miles | N/A | N/A | N/A | |
| Benchmark: Countywide | 1.95 | 2.02 | Data not available | 1.99 |

Return-to-Work Performance (industrial and non-industrial)
(data maintained at the department level)

| Measure | FY 2010-11 | FY 2011-12 | FY 2012-13 | 3-Year Average |
|--|------------|------------|------------|----------------|
| 30. Number of active return-to-work cases as of June 30 | 232 | 160 | 120 | 170.7 |
| 31. Number of employees on medical leave (excluding pregnancy) | N/A | N/A | 29 | 29.0 |
| 32. Number of employees on work hardening transitional assignment agreements as of June 30 | 146 | 51 | 25 | 74.0 |
| 33. Number of employees on conditional assignment agreements as of June 30 | 21 | 8 | 7 | 12.0 |
| 34. Number of return-to-work cases closed in the prior year | 37 | 72 | 62 | 57.0 |

Short Term Disability (data will be provided from Sedgwick when available)

| Measure | FY 2010-11 | FY 2011-12 | FY 2012-13 | 3-Year Average |
|--|------------|------------|------------|----------------|
| 35. Number of active claims as of June 30 | 1 | 2 | 0 | 1.0 |
| 36. Number of closed claims reaching maximum benefit duration during the fiscal year | 1 | 0 | 0 | 0.3 |
| 37. Number of new claims converted to LTD during the fiscal year | 1 | 0 | 0 | 0.3 |
| 38. Number of new claims during the fiscal year | 3 | 4 | 5 | 4.0 |
| 39. Number of lost workdays paid under STD during the fiscal year | 126 | 181 | 275 | 194.0 |
| 40. Number of lost calendar days, including elimination period, for closed claims | 248 | 259 | 510 | 339.0 |
| 41. Total payments for all STD claims paid during the fiscal year | \$29,357 | \$19,867 | \$61,613 | \$36,946 |
| 42. Number of paid lost workdays for closed claims | 159 | 170 | 324 | 217.7 |

Long Term Disability (data will be provided from Sedgwick when available)

| Measure | FY 2010-11 | FY 2011-12 | FY 2012-13 | 3-Year Average |
|--|------------|------------|------------|----------------|
| 43. Number of active claims as of June 30 | 12 | 11 | 11 | 11.3 |
| 44. Number of claims opened during the fiscal year | 6 | 5 | 9 | 6.7 |
| 45. Total payments for all claims paid during the fiscal year | \$148,490 | \$118,231 | \$101,159 | \$122,627 |
| 46. Total payments to date on claims closed during the fiscal year | \$22,616 | \$97,740 | \$281,363 | \$133,906 |

Enterprise Risk Management for Departmental Programs

The RR/CC strives to keep up-to-date on technological advances in an effort to continuously enhance records management and election services to the residents of Los Angeles County. As such, the Department has several critical innovative programs in alignment with countywide strategic goals and the departmental mission. As part of the Department's Enterprise Risk Management efforts, the following highlights three major programs, the associated risks, and mitigation strategies.

1. The Voting Systems Assessment Project (VSAP)

Background

This initiative seeks to modernize the County's aging voting systems infrastructure and improve the voter experience in Los Angeles County. The project was launched in 2009 with a community symposium at CalTech. Since its launch, the project has made great strides towards the design of modernized voting systems. The goal is to design and implement a new ballot marking device, paper ballot, and tabulation system through a participatory model that is research driven and focused on the needs of voters. A second goal of the project is to implement voting systems that utilize publicly owned source code and leverage commercial off-the-shelf components to help us reduce reliance on single-source vendors and increase transparency. The VSAP is regarded nationally as a pioneer in pursuing voting system design that is voter-centered with citizen participation. Citizens, community organizations, academics and other election experts have contributed to our design process.

Project Accomplishments

- September 2009 – Launched VSAP at “Technology, Diversity, and Democracy: The Future of Voting Systems in Los Angeles County” Symposium
- March 2010 – Countywide Voter and Pollworker Survey and Focus Groups conducted in collaboration with CalTech and MIT's Voting Technology Project, funded by the James Irvine Foundation
- March 2011 – Established VSAP Advisory Committee
- August 2011 – Adopted VSAP General Voting System Principles
- March 2013 – Established VSAP Technical Advisory Committee
- April 2013 – Kicked-off of project design phase in collaboration with IDEO, a global design and innovation firm
- December 2013 – Presented a proposed ballot marking device model

Awards and Recognitions

2012 – Election Center Professional Practices Freedom Award for Innovation

2012 – Quality and Productivity Commission Certificate of Recognition

2010 – National Association of County Officials 2010 Achievement Award

Next Steps

The Department has arrived at a proposed design and produced a prototype of the ballot marking device. The Department now intends to enter a sole source agreement for specified services with IDEO. The services include the development of detailed engineering specifications for hardware manufacturing and the development of the software architecture. Please note that IDEO is not a voting system vendor and this is not a manufacturing agreement. IDEO will not solicit or compete for the manufacturing of the ballot marking device or related voting system components that will be delivered as a result of the sole source agreement.

After the completion of detailed engineering specifications, the Department intends to enter a competitive bidding process for the manufacturing of a new ballot marking device and the development of ballot tabulation systems. The project is primarily being funded with a grant from the Help America Vote Act (HAVA), and with funds from the Voting Modernization Bond Act (Proposition 41). This vision is to begin a phased implementation of the ballot marking device in the 2017-2018 election cycle.

Potential Risk Issues

The VSAP will result in the development and implementation of new hardware and software to assist in conducting elections. The project seeks to implement a new ballot marking device, paper ballot and tally system by the 2018 General Election. This effort represents many potential risks that should be considered.

System Certification

The Secretary of State must test and certify any voting system prior to implementation. Yet, the Secretary of State is in the process of developing its certification program, including establishing voting system guidelines and approving agencies to conduct the tests required for certification. This newly developed certification process combined with the fact that a voting system that was designed and developed by a County has never been through a state or federal certification process presents real risk. Without knowing the details of this new state certification program it is difficult to estimate what the costs and time considerations will be to obtain certification. Furthermore, there is a possibility that after investing resources into the development of a new voting system, state certification may not be granted.

Development Costs

The Department seeks to develop a voting system that best meets the needs of LA County voters. While a ballot marking device model has been designed, the design is still in the process of being refined and detailed engineering specifications are yet to be developed. The actual costs of developing the ballot marking device are to be determined. In addition, the costs of procuring a new tabulation system also remain unknown until the new dimensions of our ballot are defined. These unknown costs may pose potential budgetary risks for the Department.

Implementation

Implementing a new system in such a large County presents logistical risks that require careful attention. Implementing new ballot marking devices in over 4,000 polling places along with a new central tally system will be a complex process. Furthermore, as with all new systems there is the risk of user error as voters and election workers use the system for the first time.

Ownership

To ensure transparency of the new system, the Department seeks to implement a system that uses non-proprietary source code that can be disclosed. It is unknown whether disclosed source presents any risks in licensing or system. Careful attention must be given to ensure that while the system is transparent it remains secure.

Mitigating Measures

These risks can be mitigated throughout the design, development, and implementation process. First, the Department will remain engaged with the Secretary of State's Office as the state certification program and the voting system guidelines are developed. This will allow the RR/CC to provide input

and remain informed of the latest developments of the program. Development costs to the County will be mitigated by utilizing Voting Modernization Bond Act and HAVA funds for the development and implementation of the new voting system. Furthermore, using existing commercial off-the-shelf technologies in the development of a new voting system can reduce some of the development and production costs. Risks associated with voting system implementation in 2018 can be mitigated with a phased implementation approach. This phased approach may begin with soft-launch or pilot during the 2017 Consolidated Elections. Exploring alternative models such as vote centers can further mitigate implementation risks. In addition, an aggressive and comprehensive voter education and pollworker training campaign will mitigate the risks of user error. Finally, any potential risks with disclosed source code software can be mitigated by working with the County Chief Information Officer and County Counsel to ensure transparency with proper security. In addition, the non-proprietary source code approach will allow the County to reduce maintenance costs as no single vendor owns the software and the Department can contract for the maintenance using an open bid process or internal department staff can be trained to maintain the system.

2. Statewide Electronic Courier Universal Recording Environment (SECURE) - eRecording System Project

Background

The SECURE eRecording System provides the ability for electronic recording of real estate documents in Los Angeles County as well as other Owner and Participant counties. It was purchased by the four (4) Owner counties under the Multi-County Agreement and approved by the Board of Supervisors on November 12, 2008.

The Department recently launched the third version of the SECURE Electronic Recording Delivery System. In assuming a leadership role for this multi-county initiative, in partnership with Orange, Riverside and San Diego Counties, the Department played an integral part in the programming and development of this innovative, user-friendly, and cost-effective solution designed to deliver electronic recordable documents. The first of its kind to be implemented in the United States, the SECURE system provides a convenient, centralized submission point for Business to Government and Government to Government entities doing business with Los Angeles and nine other California County Recorders. Using cutting-edge web development technologies, the system's software infrastructure is mobile-ready and capable of accommodating the changing ways users interact with their data.

Potential Risk Issues

The main risk for RR/CC is taking on the maintenance and enhancement of a system currently used by seven California counties to transmit the property documents to be recorded. The RR/CC is taking the responsibility for ensuring the future development of this system. As such, the RR/CC must ensure specialized staffing is on-hand and retained to perform the contracted tasks. The RR/CC faces the challenge of providing an inviting work area for these staff. In addition, the RR/CC must ensure succession planning takes place in the event pertinent employees leave the Department.

Mitigating Measures

The risk is mitigated in that Orange County, the lead support county, has all the software housed in their data center. Orange County is responsible for the primary support referred to as, "Level I, first level support". As a result, RR/CC will not be required to support day to day operations of any other county's property recording system. RR/CC is only responsible to provide "Level II, secondary level support," directly to Orange County upon request.

The SECURE system has been in production since December 2009. The existing software is on a third release with minor modifications. It is very stable and is currently used to transact 10% of the volume of the RR/CC documents.

In the event an issue occurs with any subsequent version maintained by the RR/CC, any of the seven counties will be able to revert back to previously used manual processes. Interruption to providing services to the public should be minimal.

3. Records Management

Background

In April of 2013, the Board of Supervisors requested the transfer of the County's records management program from the Chief Executive Office to the Registrar-Recorder/County Clerk (RR/CC). A formalized County records management program has been in development since 1941. With just under 100,000 employees spanning 35 departments, the RR/CC's responsibility of creating a records management program is a tremendous task that addresses all County records regardless of medium, while addressing its original purpose in the management of physical records.

To accommodate this new responsibility, the Department created a Records Management & Archives (RMA) section which is currently in the process of revising the County's record retention schedules and preparing them for Board approval and County-wide adoption. To supplement the new schedules, the Department is drafting proposed revisions to current records management policies that will provide each department with a more contemporary approach to effectively modernize its record keeping practices. The archives program is tasked with the development of standards for records and artifacts of enduring value. Through these standards, County departments will have the necessary guidance to effectively identify, catalog, and preserve records of archival value in any applicable medium.

Potential Risk Issues

Rapid Advances in Information Technology

Records and information management is the foundation of every business transaction that occurs within the County's 35 departments. With records being created by each County employee using multiple technologies, effective records and information management requires an agile approach that addresses the overall governance of information at every level of the organization.

Program Funding for Records and Archives Center

If the County would like to pursue its original vision of a centralized records and archives center for the storage/maintenance of inactive records, additional funds would be required to develop that path for the program. This is especially true in the case of County archives as there is a necessary component for those archives to be available to the public for research purposes.

Creating a Scalable Program

The RMA program understands that there are a multitude of business needs in the County. The records management program must be able to create policies and procedures that provide departments the ability comply with record retention periods yet have some flexibility in how they achieve that result. Maintaining a balance in the development of the program's governance structure and its relationship with Departments will be an important consideration to ensure success for the County.

Records Management Training

The success of a strong records management and archives program greatly relies on the foundations of training. A necessary outcome of the program is that every County employee will be able to identify a record and handle it appropriately. Due to the size of our organization, training will need to be structured to be convenient and practical. Also, the training will require a heavy emphasis on change management. Some challenges that the RMA program will need to confront is ensuring that learning outcomes translate into action, that appropriate staff receives adequate training, and content remains relevant with changes in how information is governed in a digital age.

Mitigating Measures

As the nature of records has changed, the RMA team collaborates often with the CEO, CIO and ISD to stay in touch with the ever changing world of information governance. This has led us to examine the definition of a record, the systems that store them, and how records are created in a world that is becoming more reliant on mobile technology. To ensure that we stay up-to-date with the new trends in records management, the program managers are active members of ARMA International (Association of Records Managers and Administrators) and several other professional Records and Information Management associations. Also, with the guidance and collaboration of CEO, CIO, ISD, and other departments, we've explored electronic solutions that complement and/or leverage our existing ISD Documentum infrastructure.

In the absence of a records and archives center, the Records Management and Archive Program team has opted to utilize a non-centralized records management approach. This approach requires that County departments be responsible for their own records and archives. To facilitate this approach, record coordinators have been identified Countywide to help distribute key information regarding retention schedules, policies, and general communications. This infrastructure will help the program reach each department and be able to have a point of contact to meet each department's needs. In addition, an Intranet website has been developed to share records management resources across County departments.

To address the needs of training, the RMA team supports the notion that the education of County employees in appropriate records management practices will be the determining factor in the success of the program. To begin the foundations of a comprehensive training in records and information management, the program has gathered a wealth of educational resources from consultants, local jurisdictions, and professional associations. The team is also extensive training to become the County's experts in records management and archives. The instruction for this training will be pivotal in the design of how staff approach training for the County at large.