County of Los Angeles

County Progress Report

2008-2009

"Enriching lives through effective and caring service."

A Message from the Chief Executive Officer

Welcome to the fifth annual County Progress Report (CPR) publication. As the Chief Executive Officer for the County of Los Angeles, I am delighted to share with you our newly redesigned CPR. This year's report, as in previous reports, offers descriptions on key programs and services that the County provides and information on our successes and areas in need of improvement. One of the major differences in this year's report is the inclusion of a "What's in L.A. County's Future?" section aimed at giving you a sense of our priorities and where we plan to focus our resources in the upcoming year.

This streamlined report contains new and relevant entries such as: a day in the life of your ballot, what happens after your vote has been cast; energy conservation and management and how taxpayers have saved over $110 million in cumulative avoided utility costs; and, the increase in child support collections due to a collaborative effort between the Los Angeles County District Attorney's office and our Child Support Services Department.

In these extraordinarily challenging economic times, our priority is to identify ways to be more efficient while finding innovative and smart ways to provide quality and timely services. By measuring and reporting our progress and remaining transparent and accountable to our constituents, we believe that the County of Los Angeles will continue to improve service delivery and outcomes for everyone in the Los Angeles community.

Fire Protection and Disaster Relief

The County of Los Angeles Fire Department (LACoFD) has a jurisdiction of 2,296 square-miles protecting the lives and property of more than 4 million residents in 58 cities and all unincorporated areas. County of Los Angeles Firefighters possess the skills and abilities to respond not only within Los Angeles County, but throughout the world, and have been dispatched to provide inter-agency assistance and disaster relief to victims of Hurricane Gustav, Hurricane Ike, the Georgian-Russian conflict and, closer to home, the Metrolink/Union Pacific Train Crash of September 2008.

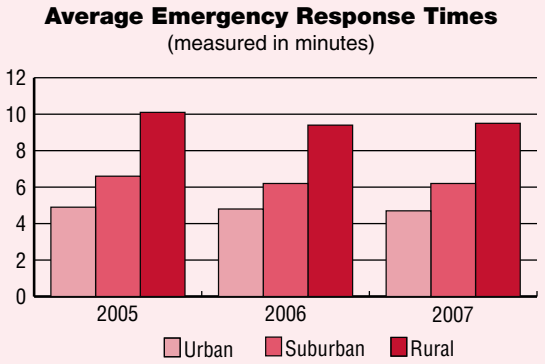
Firefighters are the first line of defense. The Region's public safety operators work with each other on a daily basis. They are the difference between life and death for millions of people. Coordinating resources and having plans in place to provide a quick response for every type of incident ensures that the Fire Department will be able to achieve its objectives of protecting life and property. The quick action of all agencies involved provides victims of every type of incident with a better likelihood of a successful outcome.

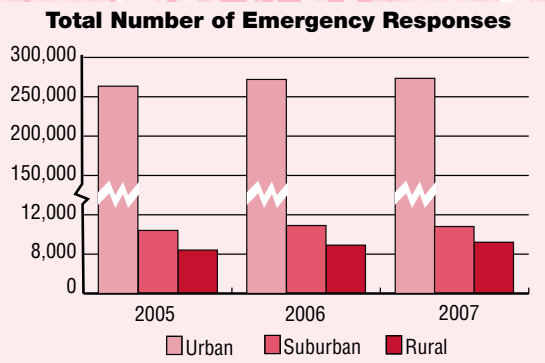
Receiving prompt medical attention after an emergency incident greatly increases the likelihood of survival for victims. When the Metrolink commuter train crashed into an oncoming eastbound Union Pacific killing 25 people and injuring 135, crewmembers of Engine 75 were first to arrive on scene. Upon arrival, they immediately began providing assistance, creating a landing zone for aircraft and rescuing victims trapped inside the most damaged car. As other LACoFD firefighters arrived, they went to work to assist with rescuing victims from other cars. The Urban Search and Rescue Task Forces 103 and 130 helped extricate victims while the Heavy Equipment Unit cleared surrounding brush to make temporary roadways to assist with ambulance transport. Twenty-five people were transported by LACoFD helicopters and 43 were transported by ground ambulance to outlying regional Trauma Centers. Many other County Fire resources assisted in the rescue and recovery including a hazardous materials team, search and rescue dogs and handlers, and two anti-terrorist coordinators.

Other disasters and emergency incidents Los Angeles County personnel have assisted with in the past year include: Hurricane Ike where our OES (Office of Emergency Services) Swiftwater Team was deployed to assist in rescuing 330 victims; Hurricane Gustav where our 14-member Water Rescue Team provided assistance to the over 80,000 people affected; and the armed conflict between the Eastern European nation of Georgia and Russia where five personnel from our Department's Special Operations Bureau were dispatched to support the United States Agency for International Development/U.S. Office for Foreign Disaster Assistance (USAID/OFDA) in providing humanitarian assistance.

LACoFD Response Measures

(1) LACoFD response times (minutes)
(2) LACoFD emergency responses





Analysis

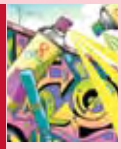
During the past year, the Los Angeles County Fire Department responded to 290,605 emergency 9-1-1 calls in Los Angeles County. Of those calls, over 200,000 were Emergency Medical Services related incidents and nearly 10,000 were fire related incidents which scorched nearly 90,000 acres.

LACoFD meets or exceeds the most stringent national guidelines for response times. LACoFD response times compare favorably with fire departments in other areas of similar geographic size and population. Many factors affect emergency response times including traffic patterns, population density, and structure concentration. Due to vast differences in the factors cited, the Fire Department monitors response times separately for urban, suburban and rural areas.

What is in L.A. County's Future?

Los Angeles County continues to be one area of the nation with rapid population growth and some areas of the County are expanding more rapidly than others. The County has opened one new fire station in the Santa Clarita Valley (SCV) and two in the Antelope Valley in 2008-09. Plans are underway to construct six stations (two that will replace temporary stations and four additional stations) in the Santa Clarita Valley and one new call fire station in the Antelope Valley by 2010-11. In addition, Stations 108 (SCV) and 93 & 136 (Palmdale) are all staffed with 4-person engine companies – which means there are 12 more firefighters on duty every day in anticipation of resident's needs.

Whether it's responding globally to the incidents such as the ones named above, responding locally to brush and structure fires, or providing life-saving Emergency Medical Services or disaster assistance, millions of lives are touched annually by the quick and professional response of LACoFD firefighters.



Confronting the Gang Crisis

The Los Angeles County Sheriff's Department has established a long-standing tradition of excellence in gang suppression. Los Angeles County is home to the largest number of gangs and gang members compared to any single region in the nation: the County has over 1,100 gangs with approximately 88,000 gang members. This complex community crisis is addressed through a coordinated effort involving innovative law enforcement strategies, participation by social service agencies, schools, public and mental health professionals, faith and community-based organizations, and community leaders.

In June 2007, Sheriff Leroy D. Baca announced "The War on Gangs" and the "War on Tagging" and provided a new vision for addressing the gang crisis. This Gang Strategy aims to achieve long-lasting success through prevention, intervention, and technology, while deploying aggressive suppression strategies. This comprehensive, four-pronged strategy has proven effective in lowering the crime rate, specifically violent crime, and improving the quality-of-life in our communities.

Prevention

Prevention programs furnish our youth with tools to make positive decisions and promotes the self-esteem needed to abstain from the peer pressure used in gang recruitment and involvement. The Sheriff's Youth Activities League (YAL), the Explorer Program and Success Through Awareness and Resistance (STAR) program are three well-established and proven prevention programs currently in use. Each year approximately 5,000 youth participate in the YAL, 25,000 students attend STAR classes, and 417 of our potential future leaders serve in the Explorer program.

Intervention

Intervention programs are directed toward youth that have shown a movement toward juvenile delinquency and who have been identified as being a candidate for intervention services. One of the most successful intervention programs is the Vital Intervention Directional Alternatives (VIDA) program. Since the inception of VIDA in 1997, over 7,000 at-risk youth have successfully completed the program.

Suppression

Suppression is a coordinated and unified response to the gang crisis and is the most critical component in impacting gang violence. The Gang Strategy uses a strategic and comprehensive approach to suppression, and includes the following resources dedicated to combating the gang crisis: the Gang Enforcement Team, Operation Safe Street investigators, Crime Impact Team, High Impact Team, crime analysts and others. With this coordinated and unified suppression response to the gang crisis, violent crime has decreased steadily throughout the County.

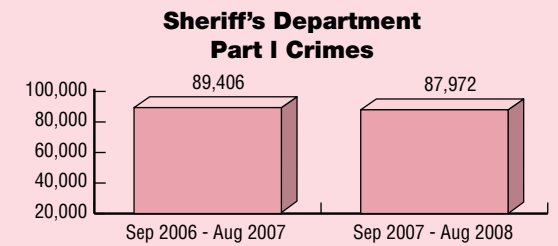
Technology

Multiple instruments of technology compliment each other to identify, track, and gather information related to gang activity. The Crime

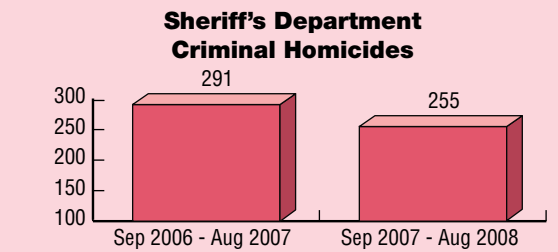
Analysis Center (CAC) was created to provide real-time information and data analysis for immediate redeployment of personnel and reallocation of resources to impacted areas. Other technologies make it possible to: catalog and manage gang information in various jurisdictional boundaries; set up and monitor video surveillance; detect acoustic gunshots; and, automatically recognize license plates when in the field. Additionally, the e-Trace firearms tracing system tracks the movement of firearms from manufacturer to purchaser, and provides instant web access to nationwide gun crime records.

Crime Activity Measures

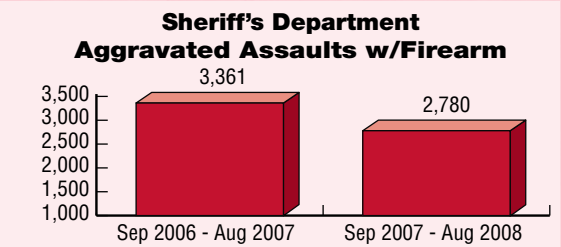
(1) Crime statistics for Part 1 crimes, criminal homicides and aggravated assault with a firearm



Source: UCR Actual Crimes/*2008 Preliminary Data



Source: UCR Actual Crimes/*2008 Preliminary Data



Source: UCR Actual Crimes/*2008 Preliminary Data

Analysis

The Gang Strategy of Prevention, Intervention, Suppression, and Technology has proven effective in the overall reduction of crime. Since the implementation of this four- pronged Strategy in 2007, compared to the same time period the previous year, there were 36 fewer homicides, 581 fewer assaults with firearms, and 1434 fewer Part-1 crimes (criminal homicide, forcible rape, robbery, aggravated assault, larceny theft, motor vehicle theft, and arson) reported.

What is in L.A. County's Future?

The Los Angeles County Sheriff's Department continues to seek new and innovative ways to measurably impact gang crime. The Department has embarked on a focused campaign to direct resources and address the gang problem in all 23 Sheriff's Station areas. Also being explored is the development of an intervention center aimed at coordinating services to prevent gang violence.

The result of the "War on Gangs" has produced remarkable reductions in criminal gang activity and the Sheriff's Department will continue its work to create safer communities throughout Los Angeles County.

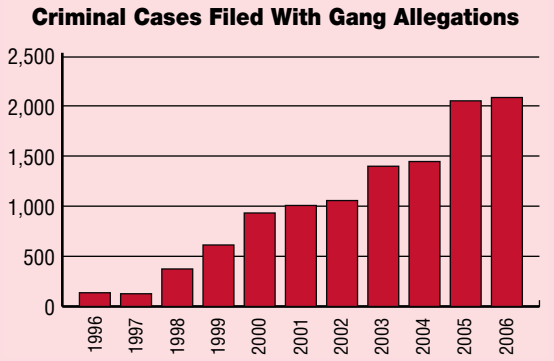
Prosecuting Gang Crime

Although the "War on Gangs" has helped to significantly reduce criminal gang activity, gang violence continues to present a serious threat to public safety in Los Angeles County. Gangs are driven by the concept of "respect" and a gang member's status is determined by the level of violence he or she is willing to commit. Financing a gang lifestyle comes from the sale of illicit drugs and guns. The County of Los Angeles District Attorney's Office (LADA) has some of the best gang prosecutors and the finest gang prosecution training in the nation. The decades spent dealing with the gang problem have provided the knowledge and experience needed to aggressively deal with and resolve gang-related issues.

The Street Terrorism Enforcement and Prevention (STEP) Act sponsored and drafted by the LADA (enacted 1988), revolutionized gang prosecution in California. By creating new crime categories and special allegations to specifically target and prosecute gang activity, the STEP Act increased sentencing penalties and provided provisions to lengthen prison sentences for gang-related crimes. In addition, the STEP Act ensures that juries are not left in the dark about the true nature of a defendant's crimes by allowing the admittance of evidence in trial cases that link criminal charges to gang association or activity.

Gang Allegation Cases Measure

(1) Criminal cases filed with Gang Allegations



Analysis

From 1996 to 2006, statistics show that there has been a dramatic increase in the number of criminal cases filed by the LADA with a gang allegation attached. This increase is a direct result of Los Angeles County prosecutors becoming more aggressive about filing criminal cases with an allegation of gang association. In 2007-08, the number of jury trials handled by LADA Hardcore Gang prosecutors increased by 32 percent over the previous fiscal year. Of these, 66 percent were murder trials and 17 percent were attempted murder trials. The overall conviction rate was over 90 percent.

What is in L.A. County's Future?

Los Angeles County has been a leading force in training gang prosecutors and law enforcement for over 25 years. However, effective programs, training, and prosecution must be continued to sustain the advancement of gang suppression, intervention and prevention. Collaborative relationships among agencies that encourage this integrated approach must be supported as they continue to help solve some of our community's most stubborn gang issues. As a national leader in anti-gang efforts, the LADA will continue to pursue legislative changes and increased penalties for gang related crimes.

Alleviating Poverty

Poverty is associated with a multitude of risk factors that include greater risk of illness and disease, crowding, unsafe living conditions, increased risk of homelessness, obesity, poor nutrition, and residential and financial instability. To mitigate these risks, the County of Los Angeles administers a network of programs designed to increase earnings as the path out of economic hardship. The program at the center of this network for families is the California Work Opportunity and Responsibilities to Kids (CalWORKs) program. CalWORKs, locally administered by the Department of Public Social Services, provides a variety of services to help families enter the work force and take steps towards self-sufficiency.

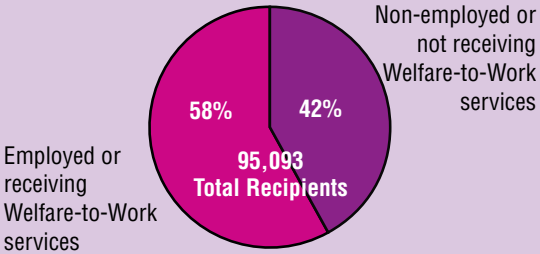
Since 1999, the County of Los Angeles shifted its focus away from cash entitlements to more of a contractual relationship with CalWORKS participants. This relationship is at the core of welfare-to-work services in which the County agrees to aid families on the condition that they comply with program rules. Welfare-to-work services have a history of success, especially for families headed by single women who in the past were not a part of the workforce. These services also help experienced workers who find themselves unexpectedly unemployed. For example, one CalWORKs participant who was an unemployed teacher found a job earning $58,000 per year with a local school district soon after getting welfare-to-work services from the CalWORKs Program.

Sometimes CalWORKs families need extra help with issues holding them back from fully participating in the workforce. The County bundles its welfare-to-work services with other services, such as child care, an important support that allows welfare-to-work participants to increase their hours of employment and complete educational and vocational training goals. The County also provides treatment for mental health problems and substance abuse, shelter and recovery services to victims of domestic violence, and assists people with past criminal offenses have their records expunged. With a focus on collaboration and integrated services, the County has been able to provide a full-service approach to at-risk families that helps them to achieve stability.

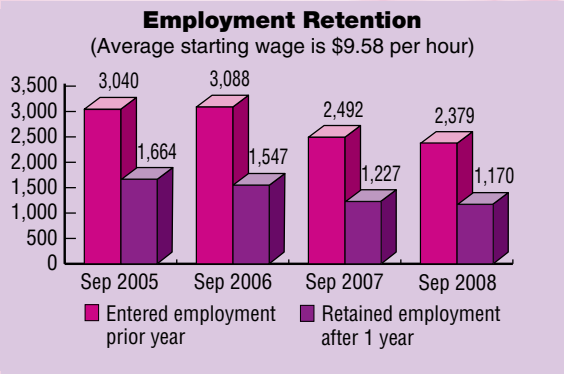
CalWORKs Measures

(1) Adults receiving CalWORKs (cash aid)
(2) Employment rates of CalWORKs participants
(3) Employment retention rates of CalWORKs participants

CalWORKs Recipients
(Cash Aid, Food Stamps and Medi-Cal Beneftis)



September 2008



Analysis

In September 2008, 95,093 adults received CalWORKs (cash aid), Food Stamps, and Medi-Cal for their families. Of these, approximately 58 percent of CalWORKs participants were either employed or receiving welfare-to-work services. Nearly 50 percent of CalWORKs participants who entered the workforce in September 2007 retained employment through September 2008 (12 months later). The average starting wage of those working was $9.58 per hour. In the case of one recent welfare-to-work participant, persistence in his job search paid off when he found work as an asphalt roller operator with an hourly wage of $38!

What is in L.A. County's Future?

The economic downturn of 2008 is starting to impact enrollment in welfare programs which are experiencing the first significant increase in years. Moreover, the recent rise of unemployment to 7.9 percent from 5 percent a year ago means more competition for current job openings from people not getting public assistance. To counter such external pressures, the County has invested heavily to prepare participants for success in a difficult job market. Nearly 25 percent of welfare-to-work participants are enrolled in training programs categorized as "Demand" or "Growth" occupations such as Certified Nurse Assistant; Medical Assistant; Licensed Child Care Provider; Social Worker; Teacher's Aide; Dental Assistant; Paralegal; Computer Technician; Auto Mechanic; or Electrician.

Child Welfare and Foster Care Reform

To assure the safety, stability and well-being of children in Los Angeles County, the Department of Children and Family Services (DCFS) has established three key outcomes for every child served: (1) Improve safety and reduce the rate of abuse in foster care and the recurrence of child abuse and neglect; (2) reduce reliance on removing children from their homes by expanding community-based strategies to support families; and, (3) shorten the timelines for securing permanent homes for children with an emphasis on reunification, kinship and adoption.

Child safety and effective systems reform is a priority for the County of Los Angeles. By using innovative approaches, DCFS has effectively reduced the number of children entering foster care and continues to shorten the time it takes to find permanent and stable homes for children in out-of-home care. The County has been effective in reducing reliance on out-of-home care by working with families, youth and their support systems, utilizing comprehensive child and family assessments, and increasing prevention efforts that help children stay safe within their own community.

By committing to legal permanency, timelines for children to secure a permanent home continue to improve. In 2007-08, 2,174 adoptions were finalized, 2,110 children were adoptively placed, and 395 children were placed in legal guardianship within two years of removal from home. In addition, 61.4 percent of children placed in out-of-home care returned home within 12 months of removal.

Family Services Measures

(1) Number of children in foster care
(2) Median length of stay in out-of-home care (days)

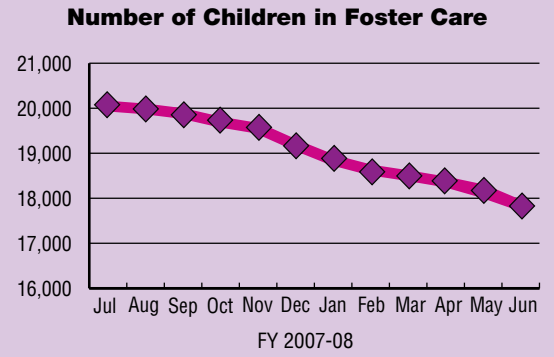


Figure 1: Data Source: Child Welfare Services/Case Management System (CWS/CMS) FY 2007-08.

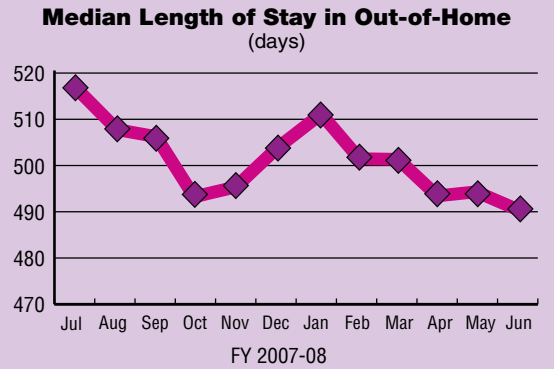


Figure 2: Data Source: Department of Children and Family Services Executive Committee Report as of July 8, 2008.

Analysis

Comprehensive programs and organizational changes have produced positive results for children and families. During 2007-08, there was an 11.04 percent (Figure 1) reduction in the number of children in out-of-home placement

from 20,047* children at the beginning of the fiscal year, to 17,834* children by the end of the fiscal year. The median time for children in out-of-home care has been reduced from 517 days as of July, 2007, to 490 days as of June, 2008, a reduction of 5.2 percent as shown in Figure 2. (DCFS Executive Committee Report, IIB).

Outcomes in the area of improved safety and the absence of the recurrence of maltreatment for the 156,456 referrals of child abuse and/or neglect received in 2007-08 also showed promising results—91.9 percent of children referred to DCFS did not experience a substantiated allegation of abuse and/or neglect within 12 months of returning home and 96.9 percent of children remained in home of parent or guardian at least 12 months after DCFS case closure.

There has also been a 12 percent decline in children placed in Long-Term Foster Care from July, 2007 to June 2008 and 76.5 percent of all children were placed together with their siblings in out-of-home care (3,668 children out of 4,795).

What is in L.A. County's Future?

The Title IV-E Waiver Capped Allocation Demonstration Project (CADP)** also known as the "Title IV-E Waiver" allows Los Angeles County to test the effect of innovative funding strategies to improve outcomes for children and families. Reducing the number of children entering foster care and quickly returning children to their permanent families will generate child welfare reinvestment funds which can be used for additional service delivery enhancements. DCFS, Probation, and their community partners will use this financial flexibility to make strategic investments in the reforms needed to better serve children and families.

Since the implementation of the CADP on July 1, 2007, the out-of-home care caseload for DCFS has decreased by 9.6 percent (from 23,561 to 21,294) and the total Aid To Families With Dependent Children - Foster Care (AFDC-FC) caseload has decreased by 6.2 percent (from 18,304 to 17,173) through May 31, 2008. The baseline performance levels on the federal measures of safety, permanence and well-being established on July 1, 2007 are the outcomes that the County of Los Angeles will measure its improvement to determine the success of the CADP.

It is expected that the Title IV-E reinvestment strategy will continue to be a strong incentive for matching available reinvestment resources around the needs of children and families in the communities in which they live, resulting in a safe, stable and permanent living condition for children in Los Angeles County.

* All related data extracted from Child Welfare Services/Case Management System (CWS/CMS) FY 2007-2008.

** All related data extracted from UC Berkeley Dynamic Reporting System (http://cssr.berkeley.edu/ucb%5Fchildwelfare/). Median Length of Time in Foster Care: Department of Children and Family Services Executive Committee Report as of July 8, 2008.

Child Support Collections on the Rise

The Los Angeles County Child Support Services Department (CSSD) is the largest locally operated child support agency in the nation. CSSD manages approximately 437,700 cases, comprising more than 26 percent of the total statewide child support caseload. The core of what CSSD does is predicated on the belief that both parents, based upon their current circumstances and financial standing, are responsible for the economic support, health and emotional well-being of their children.

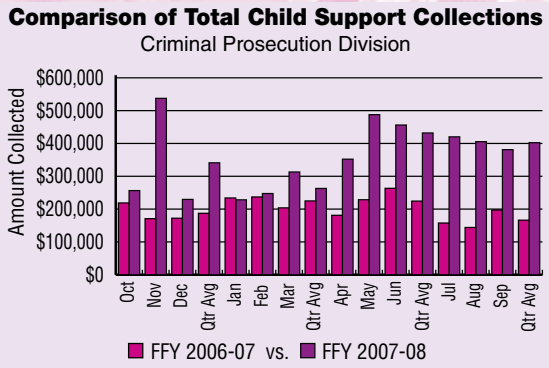
As of October 2008, of the approximately 437,700 child support cases in Los Angeles County, approximately 75,940 were cases where at least one of the minor children were receiving TANF (Temporary Aid for Needy Families) and approximately 361,760 cases were non-welfare. Often, whether or not a custodial parent applies for TANF depends on whether or not the non-custodial parent is paying their monthly child support obligation.

In an effort to increase child support collections and decrease custodial parent's reliance on government assistance, in October 2007, the Los Angeles County Board of Supervisors appropriated $500,000 to fund a team of District Attorney (DA) Investigators exclusively dedicated to serving warrants in child support cases. The Child Support Arrest Warrant Project assists CSSD in executing outstanding arrest and bench warrants for non-custodial parents charged with or convicted of criminal non-support of their minor children.

Four months after implementation of this special project, CSSD's Criminal Prosecution Division had increased its collection of past due support by 40 percent.

Child Support Collection Measures

(1) Child support collections in Federal Fiscal Year (FFY) 2006-07 compared to FFY 2007-08 for the Criminal Prosecution Division

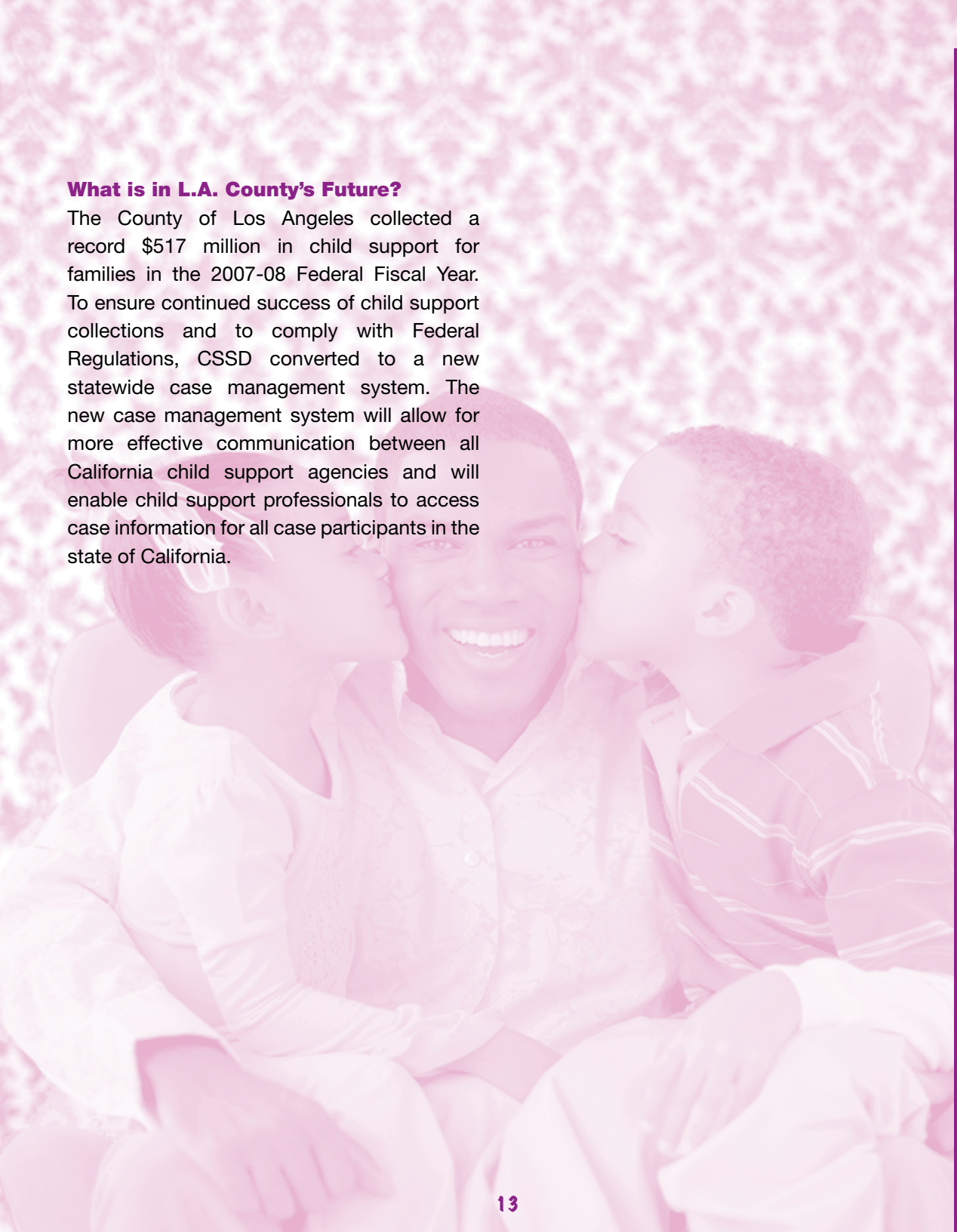


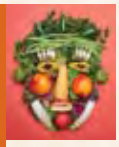
Analysis

Due to the collaborative efforts of CSSD and the DA's Office, the Child Support Arrest Warrant Project has proven to be extremely successful. As of September 2008, the Criminal Prosecution Division exceeded its original goal of increasing collections by 50 percent and increased collections by more than 79 percent. The average collection per quarter in FFY 2007-08 was $360,000.

What is in L.A. County's Future?

The County of Los Angeles collected a record $517 million in child support for families in the 2007-08 Federal Fiscal Year. To ensure continued success of child support collections and to comply with Federal Regulations, CSSD converted to a new statewide case management system. The new case management system will allow for more effective communication between all California child support agencies and will enable child support professionals to access case information for all case participants in the state of California.





Restaurant Inspections and Your Health

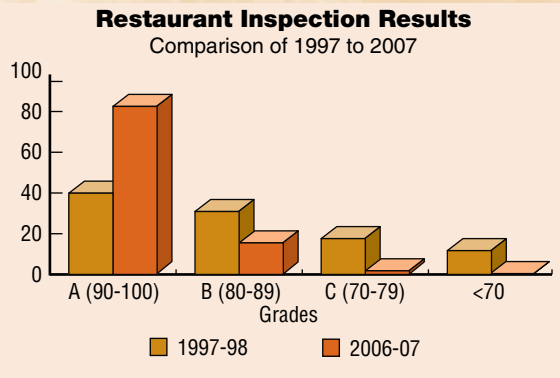
This year marks the 10th anniversary of the Los Angeles County's nationally recognized food safety inspection program. The program was created by the Board of Supervisors to promote proper food safety practices and to protect the public's health. Research indicates that people eat more meals outside the home, underscoring the need to ensure hygienic conditions in restaurants and other food facilities.

The availability of inspection "grades" (i.e., "A", "B", "C," and less than "C") has empowered consumers to make informed decisions about where they dine outside of the home. Inspections identify factors that contribute to foodborne illness, such as improper temperatures, inadequate cooking, contaminated equipment, poor employee hygiene, and food provided from unsafe sources. Restaurants can receive a maximum score of 100 points from an inspection. Points are subtracted for violations that are considered "major," "moderate," or "minimal" risks. Some violations, such as vermin infestation or the lack of hot running water, are considered severe enough to result in closure of that restaurant until changes are made.

The program's success has resulted in both improved food hygiene practices in restaurants and retail markets as well as reduced foodborne illness in the County. A published study demonstrated that hospitalizations for foodborne illness had dropped by 13 percent between 1993 (before the grading program was established) and 2000 compared to surrounding counties.[1] Since 2000, the rate of hospitalizations for foodborne disease has remained at the same low level. To help maintain this success, in the past ten years, over 60,000 food industry employees have gone through state-required Certified Food Handler training which has greatly expanded the knowledge base of safe handling practices throughout food facilities in the Los Angeles area.

Restaurant Inspection Measures

(1) Restaurant inspection grades



Analysis

Restaurant scores have shown marked improvements over the past ten years. Restaurants receiving an "A" grade have more than doubled. The percent of restaurants receiving a "C" grade has dramatically decreased. In addition, the percentage of restaurants receiving less than a "C" grade was reduced by approximately 98 percent. In

1997-98, 11.7 percent of restaurant inspections resulted in a below "C" grade, and in 2006-07, only 0.2 percent, or 89 of 44,715 of inspected restaurants, received a below "C" grade.

The public popularity and success of the restaurant inspection program has been demonstrated in several ways. The Department of Public Health created an incentive for restaurants to improve their hygiene practices by posting the results of restaurant grades online (http://publichealth.lacounty.gov/rating/). This gives consumers an opportunity to review restaurant grading scores prior to choosing a place to dine. During the first nine months of 2008, this website registered more than 385,000 "hits." Public surveys also show that the program has been successful, as 91 percent of respondents indicated that they liked the grading system.

These results indicate that the Department of Public Health is building an effective partnership with the public that allows them to make proactive informed decisions about where to dine, and that this behavior enhances the safety and quality of our food supply.

What is in L.A. County's Future?

To further improve the long-term health and well being of the County's 10.3 million residents, the Department of Public Health is expanding its retail food inspection program into new areas. Los Angeles County has long been a proponent of "Menu-labeling" and was instrumental in the passage of Senate Bill 1420. This bill, which was recently signed into law, requires larger chain restaurants to provide calorie content on their menus. Nutritional information such as grams of carbohydrates, grams of saturated fat, and milligrams of sodium, may also be available for menu items. Such labeling requirements empower consumers to make healthful food choices and may encourage restaurateurs to offer more healthful foods. The Department of Public Health also offers a Voluntary Artificial Trans Fat Reduction program where participating restaurants post 0 percent trans fat use in their food preparation. This will likely be offered until a State bill banning the use of trans fat takes effect in 2010.

1 Simon, P., Leslie, P., Run, G., Jin, G., Reporter, R., Aguirre, A., Fielding, J., (2005). Impact of Restaurant Hygiene Grade Cards on Foodborne-Disease Hospitalizations in Los Angeles County. *Journal of Environmental Health,* 67(7), 32-36.

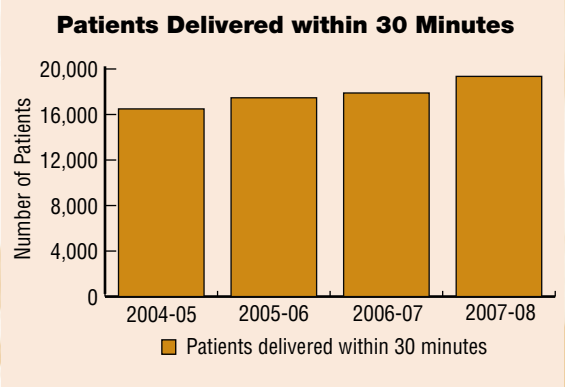
Emergency Medical Services and Trauma Care

The Los Angeles County Emergency Medical Services (EMS) Agency, coordinated by the Department of Health Services, is often referred to as the "brains" of emergency care. EMS organizes response between hospitals, fire departments and ambulance companies as part of the 9-1-1 system. The EMS Agency coordinates patient transport to hospitals or trauma-designated hospitals, and provides a highly complex and orchestrated system of care assuring that patients are taken to the nearest, most appropriate hospital.

The EMS Agency coordinates the "Trauma System," which was established by the Board of Supervisors in 1983. This system includes 13 public and private hospitals with trauma centers, that are highly specialized acute care facilities providing 24-hour care to the most severely injured patients. Since the inception of the Trauma System, trauma centers have treated over 400,000 patients with major life-threatening injuries resulting from vehicle accidents, assaults, falls, gunshot wounds, and stabbings.

Trauma Center Delivery Measures

(1) Patient delivery to Trauma Centers (minutes)



Analysis

Annually, the EMS Agency coordinates the treatment of approximately 19,000 trauma patients and provides ambulance transportation to over 44,000 patients within County operated acute care hospitals and associated Comprehensive Health Centers and clinics. As a "Golden Rule" in trauma systems, a severely injured patient has a better outcome if treated within the first hour of injury. Consequently, a trauma transport policy of 30 minutes was established to ensure that trauma patients reach an appropriate hospital within the critical period of one hour. In 2008, data show that 98 percent of patients, who met trauma criteria, were transported to a designated Trauma Center within 30 minutes.

What is in L.A. County's Future?

The implementation of California Senate Bill 1773 (SB 1773) will allow the Trauma System to expand the trauma capability of the system. SB 1773 will provide funding for pediatric trauma services enhancement at existing pediatric trauma centers and will fund an initial application of a pediatric trauma center in the San Fernando Valley area.

Expanding Mental Health Care for Older Adults

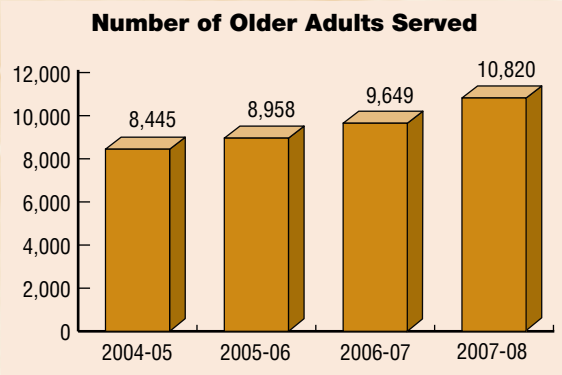
Use of mental health services among Older Adults, age 60 and older, is substantially lower than other age-groups. In 2007, nearly 1.4 million Older Adults were living in Los Angeles County. Over the next five years, the number of Older Adults living in the County is expected to increase by 37 percent to 2 million people.

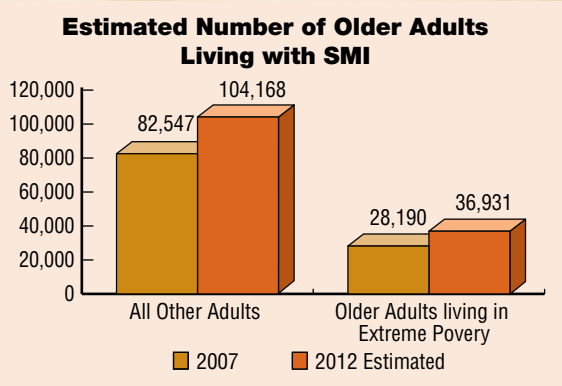
In 2007, an estimated 83,000 Older Adults in the County were living with a Serious Mental Illness (SMI). Among Older Adults living in extreme poverty-individuals living at or below the 200% poverty threshold-an estimated 28,000 were living with SMI. In the next five years between 2008 and 2012, Older Adults living in extreme poverty and with SMI is expected to increase by 30 percent to 36,931 individuals.

Under the Mental Health Services (MHSA) Act, the Department of Mental Health has implemented several programs to expand mental health care for Older Adults. The Full Service Partnership (FSP) program is focused primarily on Older Adults who are homeless, have had multiple hospitalizations, or who are incarcerated. The Field Capable Clinical Services (FCCS) is a program for individuals with significant mental health problems who would be unable to access mental health services in traditional mental health settings. FCCS is available in client's homes, community-based settings, primary care clinics, homeless shelters, and senior services.

Mental Health Measures for Older Adults

(1) Number of Older Adults Served by DMH
(2) Estimated Number of Older Adults with Mental Illness





Analysis

The number of Older Adult clients served by DMH has increased by over 28 percent between 2004-05 and 2007-08 and nearly 1,600 clients have been served under the FCCS program. By providing social support services, there will likely be improvements in client's living situation which is often

associated with mental health related issues. It is anticipated that with broader access to mental health services through the FCCS program, there will be increased utilization of mental health services by Older Adults.

What is in L.A. County's Future?

Providing coordinated, community-based and accessible services to Older Adults is critical to meet the needs of this growing population. DMH is working with community partners to improve the quality of services. Mental health services that instill a sense of hope and recovery will have a dramatic impact on improving the quality of life of Older Adults in the County. Increased funding through MHSA for prevention and early intervention services will assist in responding to this underserved population.

Managing Street and Pavement Conditions

The County of Los Angeles is responsible for 3,200 miles of streets and highways in the unincorporated communities of Los Angeles County. These facilities include urban arterial and collector streets, local streets and alleys, rural highways, and mountain roads comprising almost 10,000 lane-miles of roadways.

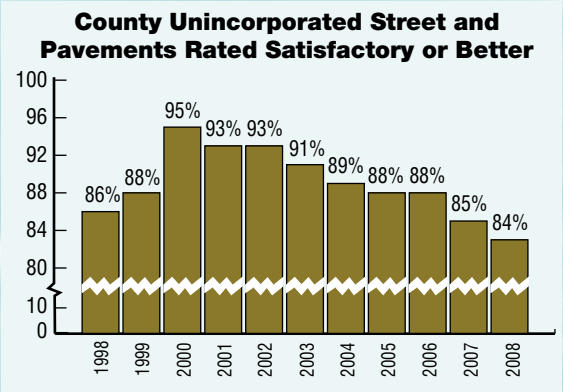
One of the main imperatives of the County's streets and highways program is to preserve and improve the condition of its pavements. This service supports the public's need for a system of safe, well-maintained streets and highways. The benefits that the public derive include a smooth and comfortable ride quality, a more pleasant driving experience, aesthetically pleasing thoroughfares and neighborhoods, enhanced economic development, reduced vehicle repair and maintenance costs, improved safety in terms of reduced vehicle collisions, and reduced pressure on automobile insurance costs.

The County's pavement management program is comprised of regular inspection and maintenance and the periodic application of treatments such as seal coats and repaving. The basic program goal is to employ these activities at strategic intervals in the pavement life and avoid the very costly alternative of complete pavement reconstruction. The County's Pavement Management System employs periodic condition assessment and a predictive model to determine what pavement treatments are needed at what time in the pavement life cycle. This approach optimizes the overall condition of all the County's pavements given the available funds.

The County, like most government agencies, is constantly challenged to keep its street and highway pavements in a satisfactory or better condition. The County road system continues to grow and the effects of inflation keep increasing the cost of the service, while the principal revenue source, the per-gallon State gasoline tax, is flat or declining due to high prices, increasing fuel efficiency, and reduced consumption.

Pavement Condition Measures

(1) Percentage of street and highway pavements in satisfactory or better condition



Analysis

It is estimated that a 10 percent increase in the overall pavement condition of County streets and highways over time would save the

average motorist about $77 per year in reduced vehicle user costs and collision costs, totaling approximately $25 million annually for all motorists (Utah Department of Transportation, 2006, pp. 31, 113, 161, 169) (State of California Department of Transportation, 2005, p. 52) (United States Bureau of Labor Statistics, 2006, Table 11) (United States Bureau of Labor Statistics, 2008, p.42) (CNNMoney.com, 2008). In order to reduce motorist cost and provide a comfortable ride quality, a target rate of 92 percent user satisfaction has been established for County pavements. This level of service will provide the greatest benefit at the least cost over the long term.

What is in L.A. County's Future?

Unfortunately, we are seeing trends where State Highway Users Tax (gasoline tax) revenue is declining. We anticipate further declines in our revenue in future years due to high gas prices and the fact that more and more people are replacing their vehicles with alternative fuel vehicles and/or utilizing public transportation. The majority of our roadway infrastructure maintenance and operations activities are financed with gasoline tax funds. The continuing decline in revenue, coupled with the increasing cost of operations and maintenance, is a major concern. Alternative revenue sources to the gasoline tax to finance maintenance and operations activities will have to be identified in the coming years.

The State initiatives that provide bond funding and gasoline sales tax revenue for pavement preservation and improvement will help the County to meet its pavement condition target and deliver the benefits to the public. The County will continue to advocate for full funding, manage the funding uncertainty, and employ its Pavement Management System to optimize the overall condition of all the County's pavements given the available funds.

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State of California Department of Transportation. (September 2005). *2004 California Public Road Data - Statistical Information Derived from the Highway Performance Monitoring System.* Sacramento, CA: State of California Department of Transportation Division of Transportation System Information.

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CNNMoney.com. (2008). [Tabular comparison of costs between Salt Lake City, UT and Los Angeles-Long Beach, CA October 14, 2008]. *How far will my salary go in another city?* Retrieved from http://cgi.money.cnn.com/tools/costofliving/costofliving.html.

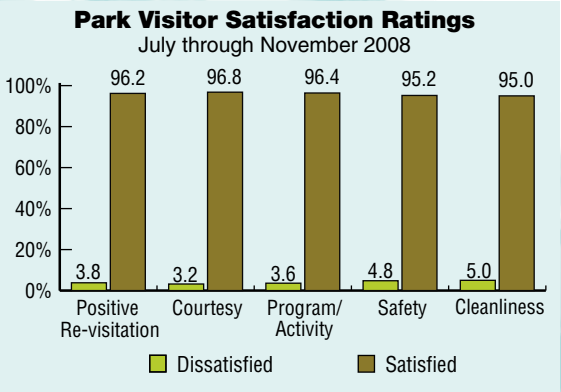
Creating Community through People, Parks, and Programs

In an effort to provide Los Angeles County residents with public spaces that are designed to "create community through people, parks and programs," the Department of Parks and Recreation has enhanced its Community Outreach Model. By establishing a system to obtain customer feedback, programs, services, and amenities are now being tailored to fit the community's recreational needs.

In 2008, Los Angeles County recreational facilities accommodated an estimated 21 million visitors. To support the goal of increasing customer visitation, a web-based customer service survey was launched to allow visitors to grade facilities via the internet. The "Park Report Card" solicits feedback on environmentally safe and clean facilities, program satisfaction, and consumer friendly interaction. The system includes an automated e-mail notification for 24/7 response to public inquiries, complaints, and ratings that fall below a competent threshold.

Customer Satisfaction Measures

(1) Consumer interest in possible re-visitation
(2) Staff courtesy to patrons
(3) Satisfaction with programs and activities
(4) Cleanliness of facilities



Analysis

Of the consumer satisfaction measures, 96.2 percent of respondents indicated the possibility of revisiting a County park, while 3.8 percent indicated no interest in revisiting a County park; 96.8 percent of respondents were satisfied with staff courtesy, while 3.2 percent were dissatisfied; 96.4 percent of respondents were satisfied with the program/activity, while 3.6 percent indicated dissatisfaction; 95.2 percent of respondents were satisfied with safety measures while 4.8 percent were dissatisfied; and, 95 percent of respondents were satisfied with the cleanliness of the facility, while 5 percent were dissatisfied.

It should be noted that a majority of dissatisfied patrons submitted contact information and were immediately engaged by the Parks and Recreation staff in an effort to mitigate concerns or areas of dissatisfaction. In addition, follow-ups were performed to ensure sustainable satisfaction with key areas of concern and dissatisfied patrons are

encourage to continue giving feedback in areas that were of most concern. Staff at facilities rating above the targeted level of satisfaction are requested to share methods and tips for customer satisfaction with managers and staff located at facilities with measures falling below the targeted level of satisfaction.

What is in L.A. County's Future?

The Department of Parks and Recreation is actively addressing areas of concern by working directly with dissatisfied visitors and assessing data trends to determine feasible, long-term solutions that will raise the level of customer satisfaction. Custom Report Cards are being formulated that focus on statistically significant areas of dissatisfaction. Furthermore, mailing lists are being formulated from contact information for seasonal announcements of programs and activities. The goal for 2009 is to obtain feedback from at least 1 percent of the visits (an estimated 210,000 visitors). In addition, long-term goals are to increase park visitation, decrease ratings that fall below visitor expectations, identify core services defined by the public, and expand the Parks Report Card to include feedback from a broader audience.

Energy Conservation and Management

The County of Los Angeles is well aware that climate change is one of the biggest environmental problems facing our planet today. Understanding this very serious reality and consistent with California's Global Warming Solutions Act (AB 32), the County is taking steps to further reduce greenhouse gas (GHG) emissions in its internal operations. Beginning in 1994, the County established the Internal Services Department's (ISD) Energy Management program to implement energy efficiency projects. Today, that program, in addition to reducing utility expenses, is responsible for significant greenhouse gas reductions.

GHG alter the balance of heat radiation through the entire atmosphere that in some cases have resulted in, storm surges, a rise in sea levels, more intense water patterns, the extinction of species valuable to our ecosystem, and the shrinkage of mountain glaciers and winter snowpacks that could threaten to lessen our water supply.

The County's Energy Management program, lead by the Energy Management Division, has implemented hundreds of energy efficiency projects that have resulted in savings to taxpayers of over $110 million in cumulative avoided utility costs and have mitigated 428,509 metric tons or over 800 million pounds of CO_2 emissions. The elimination of 428,509 metric tons of CO_2 from the Los Angeles area is equivalent to:

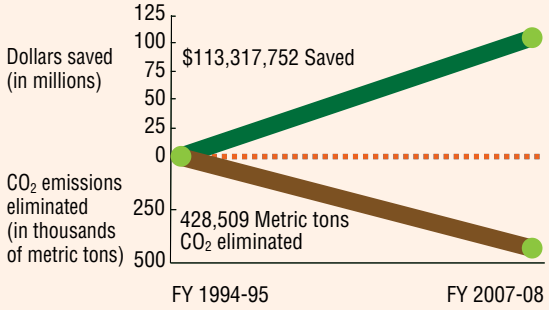
- 10,000 cars taken off the road; or
- 15,000 acres of trees planted

Energy Measures

(1) Annual energy savings due to energy efficiency projects (metric tons CO_2 eliminated)

(2) Annual dollar savings due to energy efficiency projects

Cost Savings and CO2 Emissions Eliminated
(Fiscal Year 1994-95 to 2007-08)



Analysis

The Los Angeles County Energy and Environmental Policy includes a goal to reduce internal energy consumption 20 percent by 2015. Over the past 10 years, most of the viable County facilities have undergone lighting retrofits. However, in coming years significant energy savings will be realized through widespread application of conservation techniques and optimizing the operation of building systems through "retrocomissioning" and sharing best practices in operating and maintaining buildings.

Achieving the 20 percent reduction goal by 2015 (based on a 2003 benchmark) continues the current pace of energy savings and

greenhouse gas reduction as depicted on the graph above. By 2015, the energy efficiency program will have saved the County over $150 million since 1994-95 which is equivalent to over 700,000 metric tons of CO_2 mitigated.

What is in L.A. County's Future?

Los Angeles County continues its efforts to reduce CO_2 emission through a variety of programs including: energy efficiency and use of renewable power, water conservation and use of recycled water, conversion of automotive fleet to more efficient vehicles and renewables, enhanced recycling, and green purchasing requirements to build green County buildings.

The entire scope of efforts undertaken by the County to respond to environmental legislation, regulation and local needs is described at the County's Energy and Environmental Efforts intranet website: http://green.lacounty.gov. This site describes programs impacting County internal operations as well as programs impacting County constituents.

References

Weart, Spencer (July 2008) Impacts of Global Warming. The Discovery of Global Warming. Retrieved May, 9, 2008 from http://www.aip.org/history/climate/impacts.htm#impacts.

Water Conservation

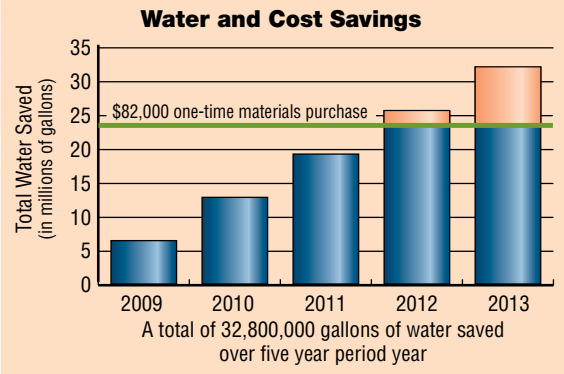
The County of Los Angeles is advancing its water conservation technologies in an effort to preserve resources and eliminate waste. Water conservation slows erosion on major infrastructure, in some cases postponing or eliminating the need to make major investments in new infrastructure; and, can save energy. In fact, 6.5 percent of all the energy used in the state of California is for pumping and treating water.

As California's population continues to grow, the water supply has dwindled. March, April and May of 2008 were the driest winter months on record since the 114 years that record-keeping began. The Western Regional Climate Center in Reno, Nevada reported precipitation in California during that period was 1.2 inches, or 22 percent of the average. Moreover, California's major reservoirs are at 50 percent to 63 percent of their capacity.

The County is exploring many water conservation strategies. As a specific example, the County has undertaken an initiative to install waterless urinals at several recreational facilities. The newly installed lavatories are expected to reduce annual consumption of water by approximately 40,000-45,000 gallons per unit.

Water Measures

(1) Number of urinals
(2) Water reduction per urinal (gallons)
(3) Total water reduction (gallons)
(4) Total cost savings (dollars)



Analysis

The installation of 164 waterless urinals will result in a savings of 6,560,000 gallons of water per year. Over a period of five years, 32,800,000 gallons of water will be saved. Within that same period, the urinals will have paid for themselves, will have resulted in approximately $30,000 in cost savings and will have an additional ten years of expected functionality.

What is in L.A. County's Future?

Widespread use of waterless urinals for all or most County facilities is under development. Also, the newly created Office of Recycled Water is identifying and prioritizing County facilities that can most quickly accommodate the use of recycled water such as Parks and Recreation sites and facilities with large industrial water usage and central plants (e.g., jails and cogeneration plants).

Additional water conservation projects being investigated or implemented by the County include: the preparation of a Drought Tolerant Landscaping Ordinance; updating Integrated Regional Water Management Plans; identifying the status of water conservation at County facilities; and, researching the feasibility of requiring drought tolerant landscaping at new County facilities.

References

CNN.com (2008, June 8) Drought Declared in California Retrieved http://www.cnn.com/2008/US/06/05/California.drought.ap/?iref=nextin

http://www.monolake.org/about/waterconservation

Does My Vote Count?

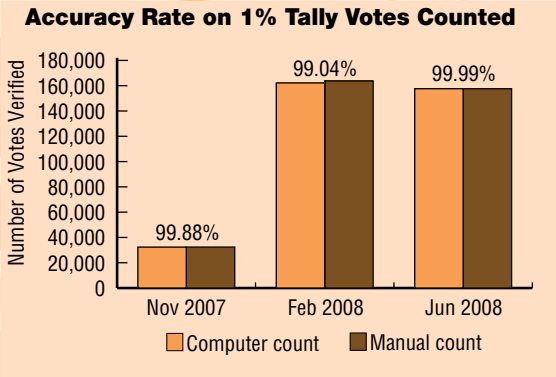
No other question about the voting process has dominated the minds of voters nationwide over the past years as much as "Does my vote count?" Transparency in the election process is a fundamental right of the public and is an absolute expectation in the County of Los Angeles. With this issue in mind, the Registrar-Recorder/County Clerk is committed to conducting open, accessible and secure elections in Los Angeles County. With over 500 political districts and over 4 million registered voters, Los Angeles County is the largest and most complex election jurisdiction in the country. More ballots were cast in Los Angeles County for the November 2008 Presidential General Election (3,336,057) than were cast in 41 of 50 states.

The process of counting your vote begins following the close of the polls when precinct officers reconcile the number of ballots voted with the number of signatures on the roster of voters. They also reconcile the number of ballots received with the number of ballots voted, voided and unused. These reconciliations ensure proper accounting of all ballots.

Ballots are then placed in sealed red boxes and are transported in locked bags by the Sheriff's air and ground units to the Registrar-Recorder/County Clerk's headquarters in Norwalk for tabulation. Prior to tabulation, all ballots must be checked in, inspected and prepared for counting on the central vote tabulation equipment. Logic and accuracy tests are conducted on the central vote tabulation equipment before, during, and after vote tallying on election night. This process is open to the public.

Voting Accuracy Measures

(1) Number of registered voters
(2) Number of ballots cast
(3) Accuracy rate of 1 percent manual tally



Analysis

As required by law, all voted ballots from a randomly selected 1 percent of the total number of precincts in the election are manually tallied and balanced against the computer counts. This manual count verifies the accuracy of the election tally system and is completed during the Official Canvass period which takes place within the 28 days following the election.

As depicted in the above graph, the average accuracy rate of the 1 percent manual tally

is 99.64 percent, which is indicative of the procedures the Registrar-Recorder/County Clerk has in place throughout the election process to maintain the integrity of the vote tallying process.

Note: Reports showing variances between the computer and manual tabulation are available for public viewing on the Secretary of State's website.

What is in L.A. County's Future?

The County of Los Angeles will continue to comply with election legislative mandates and ensure the election process is open and transparent. The uncertainties surrounding election and voting system requirements, constant changes within the election environment and escalating election costs are challenges which the Registrar-Recorder/County Clerk continues to tackle strategically. All of the checks and balances in the process assure voter confidence, which is a high priority for the County of Los Angeles. And so, in answer to that age-old question, does my vote count? Yes, it does!

Vote - You Count!

Public Response Survey

We hope that you have found this report informative and useful. We seek to continually enhance the relevance and scope of the report in future editions and your input is of critical importance in this regard. Please take a few moments to answer the following questions and return this form to us. Thank you.

What information/data is missing and should be included? _____

_____

_____

How do you believe the report is useful to the general public? To you? What feature did you most like? _____

_____

_____

How might the usefulness of the report be improved? _____

_____

_____

What other suggestions do you have to enhance the overall quality, usefulness and relevance of the Report? _____

_____

_____

On a scale of 1-5: (1=low, 5=high)

1 2 3 4 5 Rate the County Progress Report (CPR) in terms of clarity (e.g., understandable) and ease of use.

1 2 3 4 5 Rate the CPR in terms of relevance to what you view as the major priority County service areas.

1 2 3 4 5 Rate the CPR in terms of relevance to County services and operations which touch your life.

FOLD HERE

Stamp

Chief Administrative Office
c/o Alisa Williams Countywide *Performance Counts!* Coordinator
750 Kenneth Hahn Hall of Administration
500 W. Temple Street
Los Angeles, CA 90012

211 LA COUNTY
Help Starts Here

Dial 2-1-1 for access to information for various health and human services programs throughout Los Angeles County, such as emergency food and shelter, senior services, childcare, employment resources, low-cost health care, mental health assistance, and more. For residents in the unincorporated areas of the County, you can also dial 2-1-1 to access an array of municipal services, as well as report code enforcement problems, such as lost dogs, graffiti, and illegal dumping.

2-1-1 operates 24 hours a day, 7 days a week.
The information you provide to the resource advisors is confidential.

Departments Listed within Clusters

Operations

- Affirmative Action Compliance
- Assessor
- Auditor-Controller
- Chief Information Officer
- County Council
- Executive Officer, Board of Supervisors
- Human Resources
- Internal Services Department
- Registrar-Recorder/County Clerk
- Treasurer and Tax Collector

Community and Municipal Services

- Animal Care and Control
- Beaches and Harbors
- Community Development Commission
- Consumer Affairs
- Museum of Art
- Museum of Natural History
- Parks and Recreation
- Public Library
- Public Works
- Regional Planning

Children and Families' Well-Being

- Child Support Services
- Children and Family Services
- Community and Senior Services
- Human Relations Commission
- Military and Veterans Affairs
- Public Social Services

Health and Mental Health Services

- Health Services
- Mental Health
- Public Health

Public Safety

- Agriculture Commissioner/Weights and Measures
- Alternate Public Defender
- Coroner
- District Attorney
- Fire
- Office of Public Safety
- Ombudsman
- Probation
- Public Defender
- Sheriff