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April 21, 2014

To: Supervisor Don Knabe, Chairman
        Supervisor Gloria Molina
        Supervisor Mark Ridley-Thomas
        Supervisor Zev Yaroslavsky
        Supervisor Michael D. Antonovich

From: William T Fujioka
        Chief Executive Officer

        Sachi A. Hamai
        Executive Officer

RESPONSE TO ECONOMY AND EFFICIENCY COMMISSION'S REPORT ON E-GOVERNMENT (MARCH 11, 2014 – ITEM NO. 29)

This is in response to the Economy and Efficiency (E&E) Commissions (Commission) report relating to the County of Los Angeles (County) efforts to improve departmental operations and provide access to County residents through the use of Information Technology (IT) and Electronic Government (E-Government) solutions.

As acknowledged by the Commission's report, the County is a large and diverse organization with many departments deploying IT solutions at varying levels of sophistication based on available funds, staff resources, expertise, and skillset.

The County is committed to utilizing emerging technology to improve the quality of life for our citizens and improve customer responsiveness and access to County services. As noted by the Commissioners, the County has been a frequent adopter of many aspects of E-Government and the use of the Internet. To date, County departments have developed over 250 web-based applications that provide constituents access to County data, allow them to purchase items or services, and register for events and services. County departments are continuing to expand their usage of the Internet and current technology to enhance outreach to constituents by prudently deploying Smart Applications (Smart Apps) and using Social Media services.

Within the last few fiscally austere years, County departments were challenged by the Board to closely examine their respective operations and to creatively develop

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innovative, out-of-the-box, transformative recommendations that not only saved money, but also improved internal operations and enabled departments to enhance service delivery to their customers and the constituents of the County. Integral to any solution has been an emphasis on the use of IT as an enabler to implement these innovative solutions.

Through the strong collaborative effort of many departments and the involvement and leadership of the County's Chief Information Office (CIO), a significant number of IT initiatives were launched that focused on E-Government services, cost savings, departmental operating efficiencies, and service improvements to County clients.

E-Government

E-Government has been a County priority for a number of years. The initial static websites that were designed provided only basic departmental information on service offerings. Most of these websites have evolved into more interactive, transaction enabled, real-time sites with much more valuable information being made available to constituents. This evolution of technology has resulted in the development of web services that afford faster service delivery and interaction with the public.

Over the past several years, departments have developed a significant number of web applications that directly interact with either other government entities, business partners of the County, or directly to constituents. A departmental inventory taken in 2011, identified 137 applications available that provided online services. Today, this inventory exceeds 250 online services being provided by E-Government applications that were developed by County departments (Attachment I) and there are an additional 60+ applications that are currently being developed.

Online applications provide a range of services from the vast majority of the County departments most of which are available on mobile technology devices. Available online service applications include:

- *Alert* LA, a reverse 911-based emergency notification service to constituents' home phones or through their mobile devices (voice and text);

- Over 25 online payment services that collect over $1.5 billion annually for payment related services, including property taxes, pet licenses, RV park reservations, utility payments, Sheriff's inmate commissary services, donations to the Children Trust Fund, and library services;

- Los Angeles County Activity Registration and Reservation System (LACARRS), an online activities and facilities reservation system through the Departments of Beaches and Harbors (DBH) and Parks and Recreation (Parks);

- Los Angeles County Activity Registration and Reservation System (LACARRS), an online activities and facilities reservation system through the Departments of Beaches and Harbors (DBH) and Parks and Recreation (Parks);

- Department of Public Works' (DPW) Online Customer Portal and kiosks for water customers to view accounts;

- A shared portal and web delivery services system that all departments can use to deploy their websites. Eleven department websites, including the Departments of the Sheriff, Mental Health (DMH), and Health Services (DHS) are deployed on common shared web services environment. This common web delivery service system accounts for over 80% of Internet activity with the County. The shared portal platform also enabled departments, such as Parks, Military and Veteran Affairs (MVA), Human Resources (DHR), Consumer Affairs (DCA), Community and Senior Services (DCSS), to implement new department portals and mobile friendly websites; and

- Constituent self-service portals, include:

  o Department of Social Services (DPSS) "Your Benefits Now" for CalWorks, General Relief, CalFresh, and Medi-Cal participants;

  o LACounty Helps for online referrals to human services programs;

  o Registrar-Recorder/County Clerk (RR/CC) online applications for vital records and property records, voter registration, property document recordings, and fictitious business name filings;

  o DBH's Boat Slip Rental Payment System and Parking Fee Collection System;

  o Department of Public Health's (DPH) Electronic Death Registration System and LAHealthDataNow, a public health statistics and information repository; and

  o DHR's online job search mobile website.

E-Government has been highlighted within the County's Strategic Plan for a number of years. In 2008, several enterprise level projects, such as eCAPS, the County's Enterprise Resource Plan, the electronic Board Letter filing system, RR/CC's implementation of eRecording, and the deployment of wireless technology (Wi-Fi) were identified as highly critical projects.

The County's Strategic Plan has consistently highlighted IT projects involving E-Government. For example, in 2009 an Operational Effectiveness Goal was to secure online credit card processing so that departments, such as the Treasurer and Tax Collector (TTC), could collect property taxes online, or that DPW could collect online

utility payments. A number of other technology projects were identified to improve service and productivity, including an E-Government goal assigned to the CIO to collaboratively work with various departments to implement an online reservation system to reserve and pay for County facilities. To date, twenty six online payment services (collecting over $1.5 billion annually) have been implemented with another five online payment applications currently being developed.

In the 2011 County Strategic Plan, the CIO established guidelines related to social media access. That same year, the County's Channel was streaming County-related video vignettes and was awarded an Emmy. Additionally, DPW launched its first mobile application in the Fall of 2011, called "The Works." In 2012, the County Strategic Plan focused on cost efficiencies and innovation with IT being an enabler to transform business processes. Some of the focus areas were centralizing e-mail services, consolidating and virtualizing computers and implementing managed print services in County departments. In 2013, the Strategic Plan continued to focus on the implementation of cost savings efficiencies and on modernization of legacy applications. One of the most visible projects worked on was the RR/CC's Election Voting System which will replace the County's antiquated election development and tally processing system.

Recent performance goals for Department Heads and other senior level executives, including the departmental IT leaders, have included E-Government within their respective Management Appraisal Performance Programs (MAPP) Goals. The results of implementing these MAPP Goals is reflected in the over 250 online services projects completed and listed within Attachment I and the numerous applications that are in the development mode.

Online Annual Report

Another example of the County embracing technology as an outreach vehicle to communicate with businesses, citizens, and employees, has been the County's revamping of the County's Annual Report. Under the direction of the CEO's Public Affairs Office, the County's paper version of the Annual Report was successfully transformed from a printed document to a user-friendly, multi-media edition available 24/7 on the Internet.

This highly successful venture garnered the County a top national honor from the Center for Digital Government for the new 2013 Annual Report. The Digital Government Achievement Awards recognize outstanding websites and digital projects. Project entries come from all levels of local, State, and Federal government, along with numerous international agencies. The 2013 Los Angeles County Annual Report received the top award in the "Driving Digital Government" category for counties.

The Annual Report also took top global honors at the Vision Awards, an international competition of corporate and organizational annual reports. The Annual Report competed against 5,500 other entries from 24 different countries and was awarded five of the highest honors globally. Awards received included the "Platinum Award," which is the highest award given for the best large government annual report anywhere in the world. Additionally, of those 5,500 entries, the County is ranked as the 66th best Annual Report in the world and the 20th best in the Americas. No other government agency was ranked higher, and those that were above us are primarily international Non-Governmental Organizations or Fortune 500 companies (http://www.lacountyannualreport.com).

LACounty.gov Portal Redesign

Customer service is our primary focus. Knowing that the County homepage is oftentimes a constituent's first (and sometimes only) interaction with the County government, County departments are working to ensure a seamless and accessible user experience. The CEO, working with the Internal Service Department (ISD) and CIO, is spearheading a redesign of the County's homepage. This Board-priority project is expected to be completed in August 2014.

The redesigned website will be simple and effective, steering away from the complexity of County government, and most-importantly designed with the end-user in mind. The website will be multi-lingual, and Americans with Disabilities Act compliant. The new homepage will be accessible by all mobile devices and will provide easy access to our current electronic services, including:

- Requesting a birth certificate;

- Paying property taxes;

- Applying for building permits; and

- Paying child support payments, and much more.

County Online Newsroom

The CEO's Public Affairs Office is preparing to launch the County's first online Newsroom that will provide an official, centralized source for County media resources and news stories. This is another example of the technological efficiencies that will be gained by embracing a web-only format. With the launch of Newsroom, the processes of media outreach, information distribution, and educating the public will be streamlined into one central website.

Mobile Workforce and Mobile Apps

Evolving technology has enabled County departments to develop or acquire many Commercial off the Shelf (COTS) Smart Apps. Smart Apps are designed to operate on any number of smart phones or mobile tablet devices, such as Apple's iPad. Hundreds of thousands of Smart Apps are available from the Apple iTunes store that departments can easily modify to either provide services to constituents or used to increase staff operational efficiency.

As departments began to acquire and modify these Smart Apps to improve services and efficiencies, the CIO negotiated, and the Board approved, two significant Agreements. The first enables all departments to quickly acquire Apple mobile applications through an Apple Volume Purchase Program for usage on County mobile phones and tablets.

The second Agreement enabled departments to deploy mobile applications that are developed or customized by the County on Apple and Google App Stores.

Representative samples of mobile applications that are being developed include:

- **Parks LACARRS** – A real-time E-Commerce reservation and registration system to reserve picnic areas, RV parking spaces, or event tickets.

- **DPW "The Works"** – This App enables constituents to connect with the County to request services and report possible violations. Users can submit a detailed description of an issue, attach related site photos, and have the option of providing contact information for additional follow-up. They will be able to see status updates in regard to their request in real-time when they subsequently access the application.

- **Public Library (Library) LACountyLib** – This mobile App is available on all smart phones, including iOS, Android, Windows, and Blackberry. It has been downloaded and installed 30,000 times since its debut in 2012. The app lets customers search the online catalog and place holds for delivery to their local library. They can also check their account, renew their items, start a chat session with a reference librarian, get driving directions to any library, download and read eBooks, view a full calendar of events, and scan the International Standard Book Number (ISBN) of any book and see if it's available in the system.

- **DHR – DHR Portal (Department Head/Department Chief Information Officer (DCIO) MAPP Goal)** – This portal is one of the most visible websites in all the County, receiving approximately 10,000 visits per day. The portal is fully integrated with the County online application system, which receives more than 250,000 online applications per year.

- **DHR - DHR Mobile** – Implemented mobile website in April 2012. The mobile website is pure HTML 5 and is accessible by any smartphone and e-tablet. The site is integrated with the County's online application system and receives over 3,000 visits per week, which has increased visibility to County employment opportunities.

- **DHR - Online Exam System (Department Head/DCIO MAPP Goal)** – An online examination system was implemented allowing employees and the public to take Civil Service examinations online from both County facilities and personal Internet connected devices (i.e., proctored and un-proctored examinations). The online administration of the Civil Service examinations increases test security and allows for rapid administration and scoring.

- **DPSS - Your Benefits Now (YBN)** – The YBN web portal launched in May 2010, began as a way for participants to logon and view the current case benefit information for CalWORKs, General Relief, CalFresh, and Medi-Cal. It was enhanced to add initial application capabilities for members of the public to apply for programs and benefits. YBN receives 9,000+ online applications and 170,000+ hits a month. There have been approximately 3.1 million hits and 253,000 applications since May 2010. YBN functionality includes:

  o Case status for CalWORKs, General Relief, CalFresh, and Medi-Cal;

  o Applicants can apply for CalWORKs, CalFresh, and Medi-Cal;

  o Financial information, such as benefits received and benefits availability;

  o Periodic reporting status;

  o Caseworker information; and

  o District office address and hours of operation.

- **Los Angeles County Museum of Art (LACMA)** – A mobile application for museum patrons to create and manage their personalized accounts to view information on their favorite museum exhibits and artworks.

- **Parks** – Mobile website locates County parks and services.

- **DCA** – Mobile website for consumer-related information.

The following mobile applications are presently in the development process:

- **DPH** – Developing a mobile tablet application for health inspections;

- **Parks** – Mobile application listing County trails; and

- **DPH** – Credit card payments for annual permit renewals via E-commerce.

Investments in Innovation

In response to Supervisor Yaroslavsky's request to provide the Board with information on how the $25.0 million in CEO IT funds were spent, numerous technology initiatives were identified to jump start innovation projects using CEO IT funding. Several key projects were launched that enabled departments to implement solutions that had previously been languishing from lack of funding, these solutions included:

- Implementation of Wi-Fi service at the Foltz Criminal Justice Center for availability from laptops and tablets to support the District Attorney (DA), Public Defender (PD), and Alternate Public Defender (APD). A productivity increase of 20% to 25% was reported;

- Installation of kiosks in the Board Room to improve public access to weekly Board agendas and supplemental agendas;

- LA County Housing Resource Center;

- Emergency Management Information System;

- Probation Department (Probation) Electronic Medical Record System; and

- RR/CC's Electronic Recording Delivery System.

A comprehensive list of projects funded by the CEO IT fund is provided in Attachment II. Of the 23 projects listed, 21 have been finished and the remaining two are nearing completion. Of the original $25.0 million in the CEO IT fund, $21,774,513 has been allocated for these projects leaving a remaining balance of $3,225,487.

Current and Planned E-Government Initiatives

The CIO established a technology council comprised of technology leaders from all Clusters whose focus is to enhance and improve enterprise technology services within the County. The CIO Council is led by a Leadership Committee that provides a

structured and collaborative approach to identify, guide, and advance the implementation of IT solutions and innovations. Council accomplishments specific to E-Government include:

- Technology directive for departments' use of social media that provides requirements and guidelines to facilitate department use of social media to improve outreach and communications/interactions with constituents. Departments that have adopted social media include DBH, CEO, Child Support Services Department (CSSD), DCA, DHS, DHR, MVA, Parks, DPH, DPW, RR/CC, and Sheriff. The CEO's Public Affairs Office continues to provide education and facilitate the use of Twitter as an additional public communication channel.

- Board Policy 6.200 that establishes a Countywide Information Management Program to facilitate data sharing and information exchange between County departments.

- Agreements with Google and Apple to enable departments to develop and deploy mobile applications on Apple and Google Android mobile devices.

- Launching of the redesigned department websites for MVA, DCA, DHS, and Probation, and the redesigned County Intranet, mylacounty.gov.

- Two of the five strategic technology programs developed by the CIO, in collaboration with the departmental Council, are the E-Government and Information Management programs. Both of these programs will be driving technology solutions that will further embrace the development of Smart Apps and open data collaboration well into the future. The strategies identified below will enable further E-Government innovation by pursuing the new initiatives that build on these focus areas and initiatives:

  o *Data Sharing Management*: The Enterprise Information Management (EIM) Program was established by the Board of Supervisors in March 2012 to improve the management of County information as an asset to promote data sharing and data exchange among the County departments.

    The County's information vision is for a data-driven organization, a more transparent government, and to effectively utilize its information to improve service delivery to the community by:

    - Responding to increasing expectations for information sharing and interoperability across County programs and departments;

- Meeting the expectations of a more 'online' government;

- Enabling an open, accountable, and responsive County government;

- Supporting the public's right to access, use and re-use of County public information;

- Maximizing opportunities for generating economic value from County public information; and

- Complying with increasing legislative and regulatory requirements.

o *Open Data:* A key component of the EIM program is the development of an Open Data Portal for the County. The Open Data Initiative ensures the County continues to enhance transparency, improve collaboration with community organizations and local businesses, foster innovation, promote a stronger economy, and improve government services. The County already publishes hundreds of public data sets on the Internet, including a wide range of service data from permits and election results to public health and crime data. See Attachment III for an inventory of data sets published by County departments.

o *Electronic Forms (e-Forms):* Departments have implemented electronic forms and lifecycle infrastructure for development, storage, and retrieval of such forms. The County will be establishing a shared platform for developing and deploying workflow enabled electronic forms that will be integrated with our administrative enterprise systems. This capability will allow departments to streamline the capture and processing of digital forms that can be integrated with business applications and systems.

o *Mobile Device Management:* CIO is leading a solicitation for an enterprise mobile application deployment and management solution that will enable the secure distribution of mobile applications while protecting County data on mobile devices. This solution will be essential for the safe distribution of departmentally developed Smart Apps that are in the design or development phase.

o *Legacy Applications Modernization Initiative:* The CIO is reviewing an inventory (estimated to be 137) of departmental legacy systems and is developing an IT Capital Plan (ITCP) to modernize or replace these legacy systems. The oldest legacy systems are mainframe-based and must be replaced. However, COTS solutions are not readily available to

accommodate the County's business needs. All modernization plans or replacement designs will include the web enablement of these systems.

o *Document and Records Management*: A shared infrastructure has been created within ISD to enable documents and records management capabilities. This technology will enable departments to convert, store, and manage their documents and case files electronically. Once stored, these electronic documents and records can be easily accessed by caseworkers and service providers. This infrastructure coupled with the electronic forms project will enable departments to develop web-based systems to eliminate paper-based forms to receive, process, and approve services.

o *Countywide Master Data Management/Enterprise Master Person Index*: The goal of the Enterprise Master Person Index (EMPI) system is to implement a common index of all clients receiving services from all County departments and programs. EMPI will enable service providers (e.g. health care, social services, and child welfare) to securely share and access information to improve service delivery to their clients.

o *Enterprise Data Analytics*: CIO is implementing a shared platform to provide data analytics and business intelligence capabilities for departments to leverage the use of their data to improve service.

CEO Response to E&E Commission Recommendations

There is general agreement with the recommendations submitted by the E&E Commissioners. However, based on the accomplishments that have been discussed within this document and as listed in the attachments, we believe that County departments have made significant improvements toward enabling and providing web services to the public. These are compelling departmental accomplishments in light of the financial crisis that these departments faced over the last five years. Addressing some of these Recommendations will be straightforward while others will require further analysis.

It is important to highlight that an IT Framework exists within the County that is focused and poised to address both enterprise initiatives and departmental projects. The County's IT management is comprised and supported by the best and brightest technology leaders within the County and represent all departments across the Business Clusters. A consistent process methodology is in place that fosters creativity and innovation while also ensuring security provisions and safeguards.

Improvements can and will be made to the process with some changes being based on these recommendations and others made by the technology leaders of the County. Below are comments relating to recommendations in the February 2014, E&E Report.

Leadership Ambiguities

Recommendation 1: The Board consider directing the CEO to initiate additional steps to establish and publish a clear commitment to rapid adoption of E-Government technologies that involve the use of the Internet by citizens interacting with County activities.

Response – CEO will continue to make E-Government initiatives and IT innovation a priority in the County Strategic Plan. Our Office will continue to provide leadership and emphasize the importance of E-Government and IT to the Board, CEO Executive staff, and Department Heads. To underscore the importance of E-Government initiatives, departments will be directed to identify E-Government projects within their Business Automation Plan (BAP) that the CIO will review, prioritize, and recommend for funding to the CEO.

Recommendation 2: That the Board consider directing the CEO to take steps to designate capable individuals as champions of high priority E-Government projects, with authority to cut across departmental boundaries to carry out such projects.

Response – Working with the CIO, the CEO will take a proactive lead with Department Heads to identify and champion all E-Government IT opportunities by leveraging various department networks and systems.

Recommendation 3: The Board consider directing the CEO to establish a management process of oversight for all high priority technology projects that have been identified in the County's strategic plan and goals, with special focus to manage those projects that cross departmental Clusters.

Response – The CIO currently performs oversight on all key County IT projects, such as the Online Realtime Centralized Health Information Database, Enterprise Patient Data Repository, LEADER Replacement Project, Integrated Behavioral Health Information System, and Los Angeles Network for Enhanced Services. The CIO will also be providing oversight/management to key upcoming initiatives, including the EMPI and Electronic Permitting and Inspection System.

Recommendation 4: The Board consider directing the CEO to initiate additional steps to institutionalize the creation of a proactive culture that helps insure the use of technology across the entire spectrum of County activities.

Response – The CIO will be directed to work with the CIO Leadership Committee to identify opportunities for innovative use of technologies, such as mobile tablets and development of Smart Apps for use by the county's mobile workforce and the public. Focus Area Work Groups comprised of multi-department representatives will be established to plan and implement the enabling technologies and practices.

Implementation Barriers

Recommendation 5: That the Board consider establishing a multi-year program that identifies all needs for the updating of antiquated legacy systems and provides for their replacement in an orderly fashion over a period of time.

Response – The CEO is developing an ITCP that will identify legacy systems and prioritize replacement systems based on criticality and vulnerability criteria. The goal of the ITCP will be to set aside funds to replace these legacy systems and reduce the risk of the IT enterprise infrastructure long-term. This has been identified by the CEO and the Board Chairman as a Strategic Goal and priority.

Recommendation 6: The Board consider directing the CEO to establish procedures that require the inclusion of E-Government projects in strategic plans, MAPP goals, and business automation plans with consistency and emphasis. Also, directing the CEO to prepare an annual report to the Board on accomplishment and status to help ensure effectiveness.

Response – Department Heads will continue to incorporate E-Government MAPP Goals to address the development of efficiency and web enabling systems. The CIO and departments will be working together to identify and implement projects. Additionally, the CEO and CIO are reviewing innovative project proposals submitted by departments for consideration as applicants to the Board Chairman's Innovation Challenge (see Attachment IV).

Recommendation 7: The Board consider directing the CEO to review the current management structure for oversight of innovative technology projects and develop an implementation plan designed to improve efficiency in structure and process.

Response – Departments will continue to be required to identify IT innovation initiatives within their BAPs and will be required to continue working in collaboration with the CIO on innovation projects to address E-Government initiatives.

Recommendation 8: The Board consider establishing a Revolving E-Government Incubator Fund, to be managed by the CEO in the course of the normal budgetary process, to provide financial support of strategic projects for small to medium size departments with financial constraints.

Response – The CEO will continue to support the Information Technology Funds (ITF) to the CIO as a matter of course during the normal budget process. These funds are generally used for enterprise level projects, but can be extended to fund individual departmental innovation solutions.

Centralized Services Barriers

Recommendation 9: The Board consider directing the CEO to establish, implement, and publicize a clear road map for initiation, approval, and funding of E-Government projects that eliminates the ambiguities found by the Commission during its interviews.

Response – The CEO will direct the CIO to develop and publish procedures for departments to request ITF funds for innovation projects. The CEO and CIO will jointly develop an ITCP to identify large scale IT projects and initiatives, and the alternatives to funding them.

Recommendation 10: The Board consider directing the CEO to review realignment of ISD to enhance technology adoption and services, including re-examining the system of interdepartmental charges, and reorganizing the IT service group of ISD into smaller units of specialists to service individual Clusters within the County structure.

Response – The CEO will continue to look for ways to improve ISD's interdepartmental charge back system and will explore the impact of using targeted net County cost (NCC) funding for strategic initiatives. The CEO has provided NCC funding for ISD Fleet Services which resulted in a favorable rate structure that is below comparable market rates and decreased customer complaints. ISD currently aligns their business offerings around Cluster business operations and specialized technological areas, such as application development. The CEO will work with ISD to look for ways to improve the structure to create a better customer experience at the department level. In the broader context, the IT industry is rapidly moving toward standardization rather than specialization, a concept which ISD embraces and is working with the CEO, CIO, and County departments to realize.

Transformative Approaches

Recommendation 11: The Board consider directing the CEO to assess, in cooperation with the Director of Human Resources, ways that the process of recruitment of key specialized personnel for technology projects could be amended to provide for expedited decision-making where dictated by user needs.

Response – The CEO and DHR agree with the Recommendation and believe the Civil Service Rules provide flexibility for augmentation that will produce efficiencies to

develop streamline recruitment strategies of technical personnel. The Director of Human Resources, CEO, and CIO are leading a Focus Group to identify solutions for augmenting the IT recruitment process. Solutions to be considered are:

- Expanded use of the "Unclassified" designation for senior level IT classifications;

- Implementation of alternate banding methods;

- Expand usage of social media, job fairs, and partnerships with educational institutions;

- Utilization of dedicated IT recruiters; and

- IT internships.

Recommendation 12: The Board consider directing the CEO to develop a process through which all departments are encouraged to evaluate and apply transformative approaches already in use either in the County or in other jurisdictions pertaining to E-Government practices.

Response – The CEO will continue to support the Board's vision of transformation and innovation. The CIO and departments will review the values associated with community collaboration for application development and will explore opportunities for regionalizing service delivery to neighboring communities.

If you have any questions, please contact Santos H. Kreimann at (213) 974-1186 or at skreimann@ceo.lacounty.gov .

WTF:SAH:SHK:
SW:cg

Attachments

c: Executive Office, Board of Supervisors
     County Counsel
     Chief Information Office
     Human Resources
     Internal Services

INVENTORY OF E-GOVERNMENT SERVICES

Department	Online Service	Description
ACWM	Certified Farmers Markets	Find certified farmer's markets online.
ACWM	Gasoline Consumer Complaints	Submit a consumer complaint online.
ACWM	Overcharge Complaints	Submit an overcharge complaint online.
ACWM	Weed Abatement Concerns	Submit a response card for weed abatement concerns online.
APD	Website Request Service	APD provides capability on our public website where members of the public can submit questions. Legal analysis or advice is not provided, but we can frequently point the individual in the right direction for finding the answer or service they need.
ACC	Newly Designed Website and Portal	Enables online requests for service and online barking dog complaint submission. Implemented 2013.
ACC	Adoptable Pets	Search for pets to adopt online.
ACC	Lost and Found Pets	View lost and found animals online.
ACC	Pet License Renewal	Renew existing licenses with a credit/debit card online - implemented 2010.
ACC	Petharbor	Search to adopt a pet online and to look for a lost animal.
ACC	Facebook	Used for communication with public about special activities and events.
ACC	Petfinder	Search to adopt a pet online and to look for lost animals.
Arts Commission	Ford Theatres' Tickets	Purchase tickets to the Ford Theatre shows online.
Arts Commission	Hollywood Bowl Gift Shop	Purchase gift shop items online.
Arts Commission	Hollywood Bowl Tickets	Purchase Hollywood Bowl tickets online.
Arts Commission	Online Calendar	Events and opportunities of the Arts Commission open to the public.
Arts Commission	ArtsWise quarterly e-newsletter	News from the Arts Commission.
Arts Commission	LA Culture Net Listserv	An online forum for arts news and opportunities for the arts community.
Arts Commission	Arts Commission Mobile Website	The Arts Commission Website - www.lacountyarts.org adapted for mobile phones.

Department	Online Service	Description
Arts Commission	Arts Commission Facebook Page	Interactive forum about activities, news and opportunities.
Arts Commission	Arts Commission Twitter	Interactive forum about activities, news and opportunities.
Arts Commission	Arts Commission YouTube Channel	Library of videos of activities.
Arts Commission	Arts Commission Flickr	Library of photos of activities.
Arts Commission	Tools and Resources	A set of searchable databases for programs for students, programs for educators, funding sources, research and evaluation, and models and materials.
Arts Commission	Arts Ed Roundtable Listserv	An online forum about education for artists and educators.
Arts Commission	YouTube Channel	Library videos of activities for the County's arts education collaboration.
Arts Commission	Flickr	Library photos of activities for the County's arts education collaboration.
Arts Commission	Civic Art County Collection	Search for County-owned art by location or artist.
Arts Commission	Public Art Opportunity E-mail List	Public can sign up to receive news of upcoming commissions and workshops.
Arts Commission	CAFÉ.org	Service through which artists may submit their portfolios for consideration for commissions.
Arts Commission	Engage: New Media Intensive Facebook Group	Provides a way for grantees in this program to share information and provide staff with information on how well the program is working.
Arts Commission	California Cultural Data Project	Site used by grant applicants to submit financial information accessible to many different funders. The central clearing house of financial information streamlines the application process for both funder and applicant.
Arts Commission	L.A. County Arts Interns Facebook Page	Interns share information about their intern experiences; the information is useful to staff.
Arts Commission	Ford Theatres Mobile Website	The Ford Theatres website - www.fordtheatres.org adapted for mobile phones.
Arts Commission	Ford Theatres E-mail List	The list of about 14,000 allows marketing staff easy access to potential ticket buyers to promote shows.
Arts Commission	Ford Theatres Facebook Page	The page is a place for performers and marketing staff to create excitement about Ford shows and generate comments and feedback.
Arts Commission	Ford Theatres Twitter	A place for performers and marketing staff to create excitement about Ford shows and generate comments and feedback.

Department	Online Service	Description
Arts Commission	Ford Theatres YouTube Channel	A library of videos about Ford performers and performances.
Arts Commission	Ford Theatres Flickr	A library of photos about Ford performers and performances.
Arts Commission	Tickets.com	Service used for online ticket purchase for Ford Theatres.
Arts Commission	Musicians Roster	Search for Los Angeles County artists by name, music style online.
Arts Commission	L.A. County Holiday Celebration Facebook Page	Used to create excitement and generate feedback about the annual Holiday Celebration show via posts from the Arts Commission and Holiday Celebration artists.
Arts Commission	Constant Contact	E-mail services that facilitates creating and distributing e-mail blasts to large lists, such as the Ford e-mail list.
Arts Commission	Event Brite	Event invitation and RSVP system that makes meeting management more efficient.
Arts Commission	QuickStarts	A feature of the website content management system that permits the creation of online instructions to help constituents in applying for various programs.
Assessor	Property Assessment Information System (PAIS)	A public facing website that allows property owners and others to research publicly available assessment information for individual parcels, print Assessor maps, and search for sales.
Assessor	Decline-in-Value Online Filing	A public facing website that allows property owners to file informal requests for review of their property's assessment in declining markets. Information provided by the applicant is passed to internal systems which allow staff to review and process re-assessments when warranted. This website is part of a broader public outreach program which won the Quality and Productivity Commission's Golden Eagle Award.
A-C	Report County Fraud	Report suspected fraud incidents or other County employee, contractor, or vendor misconduct online.
A-C	Uncashed County Checks Inquiry	Access inventory of all Los Angeles checks that have been issued and mailed, but which remain uncashed one year after their issue date.
DBH	Beach Use Permit	Apply for a Beach Use Permit online.
DBH	Boat Slip Rentals	Online payment system that allows our Boat Slip Tenants to pay their monthly lease and live-aboard fees online. The system has been in operation for over three years.

Department	Online Service	Description
DBH	LACARRS (Dockweiler RV Park) – Interactive Application	Online reservation system and is a joint project with Parks and Recreation. Presently use it for our Dockweiler RV Park, whereby the public has the ability to select an available camping spot, make reservations, and submit payments. The product has been available for over three years.
DBH	Parking Fee Collection System – Interactive Application	New pay-and-display automated parking machines were installed within the last year and allow the public to pay for use of a parking space in one of our beach or marina public parking lots. Having wireless connectivity, the public is offered real-time processing of credit card payments. The units can also be monitored by our staff remotely, allowing staff to modify fees remotely. Finally, any system issues that arise generate an immediate notification to our Parking Services staff, who can then quickly service the request.
DBH	Website and Social Media – Look-up Variety	Department's website is hosted by ISD using the Websphere platform. We provide the public access to the meeting packets (Minutes and Audio) of the Small Craft Harbor Commission, Beach Commission and Design Control Board. The Department utilizes social media (Facebook, Twitter, RSS) feeds to keep the public informed, i.e., following the Japanese Tsunami, our Public Information Office kept the public and media updated about the status of evacuating Marina del Rey.
DBH	Property Management System – Look-up Variety (internal use only) and Interactive Application (portal for online percentage rent reporting)	Implemented a Property Management system to handle the Marina del Rey ground leases, boat storage leases, boat slip rentals, and concession agreements. One feature of this product is an online percentage rent reporting portal for our marina lessees. Instead of filling in a form and submitting a fax each month, the online page calculates the percentage fees and simplifies the submission process.
DBH	Automated Fuel Management System – Look-up Variety (internal use only) and Interactive Application (internal billing)	An Automated Fuel Management System that will allow for the monitoring/tracking of fuel use and will streamline the billing process for reimbursement from other County departments.
BOS, Executive Office	Agenda Notification	Subscribe to receive Agenda notifications online.
BOS, Executive Office	Live Broadcast	Watch live broadcast of the Board of Supervisors meetings online.

Department	Online Service	Description
BOS, Executive Office	Meeting Agenda, Records, Transcript, and Videos	Review, search, or print Board meeting information online.
BOS, Executive Office	Crimes -- Rewards Offered	View the rewards currently being offered by the Board online.
BOS, Executive Office	Post-Government Employment/Lobbying Violations	Submit post-government complaint form online.
BOS, Executive Office	Lobbyist Fees & Fines	Allows lobbyist to make payments online.
BOS, Executive Office	Conflict of Interest	Through AB2607, created a public facing website to allow Fair Political Practices Commission (FPPC) Form 700 filers to file their Statement of Economic Interest electronically through a secured web portal.
BOS, Executive Office	Assessment Appeals Board	File property tax appeals.
BOS, Executive Office	Electronic Board Meeting System	Automated manual paper process to conduct Speakers List and Held Items. The new electronic process allows the public/constituents to sign-up to speak on any Board agenda item via several kiosks within the Board room. The Board agenda staff has system access to consolidate agenda items held by the public and present it on Board member's monitors or in paper report format - Held Items List.
BOS, Executive Office	Children's Special Investigation Unit (CSIU) - Application	Developed an application for CSIU in order to provide case tracking and processing as it relates to the review of child deaths and serious incidents of child abuse or neglect.
BOS, Executive Office	Board Offices Constituent Tracking - Application	Upgraded a 12 year-old Board Office's constituent tracking application to the newer web-based application to allow better efficiency and communication with constituent cases and project being received by the Board Offices.
BOS, Executive Office	Electronic Payment	Created an electronic payment environment to be used by various types of public facing business, such as Lobbyist, Commission for Women, and Tax Agent. This platform offers the public options to make payments via credit cards or electronic checks.
BOS, Executive Office	Conflict-of-Interest (COI) - Application	Developed a backend COI application to integrate with the Form 700 eFiling web portal, and allow COI staff to manage Form 700 filer's data, contact information, workflows, and trigger notifications.

Department	Online Service	Description
BOS, Executive Office	Assessment Appeals Board (ÅAB) eFile Property Tax Appeals - Web Portal	Developed a property tax appeals website to allow public to submit their property tax appeals online. The submitted AAB data integrates with the Assessor's data to ensure property owners have the appropriate information when requesting a change of value.
BOS, Executive Office	Commission Services Agenda (LegiStar) - Application	Implemented an agenda and minutes application consistent with methodology used for conducting Board meetings for the commissions supported by Commission Services.
BOS, Executive Office	Electronic Board Letter Submittal (eBLS) System - Web Portal and Application	Provide an electronic Board Letter filing system for County departments. The system includes electronic filing for routine, multi-signature, and public hearing Board letters.
BOS, Executive Office	BOS Public Website Refresh	Refreshed a 10 year-old Board website on outdated technology to an updated platform with a new look and feel, and created easier customer access to information and business process provided by the Executive Office of the Board.
BOS, Executive Office	Commission for Women Website Refresh	Refreshed website with a new look and feel to create easier customer access to information and business process.
BOS, Executive Office	County Equity Oversight Panel (CEOP) - Web Portal and Application	Developed a CEOP public facing website for public informational awareness, and County internal website for submitting a complaint online. The backend CRM application allows CEOP staff to track, manage, and process complaint cases, including many reports and notifications.
BOS, Executive Office	BOS Data Center Redesign - Technology Infrastructure	Redesign BOS data center infrastructure to alleviate life-safety issues and to allow higher power density used by the newer "green" environmental friendly energy saving systems. This redesign will support High-Availability (HA) and Virtualization of systems delivering high levels of system efficiencies.
BOS, Executive Office	Countywide Criminal Justice Coordination Committee (CCJCC) Website Refresh	Refreshed the public facing website with a new look and feel including information on Public Safety Realignment. The new website has easier customer access to information and business process, such as member agencies roster, meeting agendas and minutes.
BOS, Executive Office	BOS Customer Service Center - Application	Developed an internal case tracking application for BOS Executive Office Customer Service Center in order to track internal and external customer requests and manage contacts.

Department	Online Service	Description
BOS, Executive Office	Integrated CEO Budget Module (ICBM) - Web Portal and Application	Developed a web portal for all County departments to submit budget packages online, such as Recommend, Final, and Supplemental budget packages. The backend Customer Relationship Management (CRM) application allows CEO budget analyst to review and approve budget packages including financial reports to the Board Offices.
BOS, Executive Office	Committee Book - Web Portal and Application	A web portal that automates the Committee Book process and allows the County committee information easier to access by our customers.
BOS, Executive Office	Lobbyist eFiling - Web Portal and Application	Implemented an electronic filing system for all Los Angeles County Lobbyist entities and provided the entities and the public with easy access to filed information. The backend application includes enhancement of handling work process, management of Lobbyist information, notifications, and reports.
BOS, Executive Office	Civil Service Commission - Website and Application Enhancement	Redesigned Civil Service Commission's (CSC) Case Tracking System - CRM and further automate business process and reporting features. Refresh CSC's old website to the updated look and feel and provided easy access to information, such as agendas, minutes, and annual reports.
BOS, Executive Office	Tax Agent Registration - Web Portal and Application	Developed a web portal to allow County's Tax Agents and Firms to register prior to representing property owners before the appeals process. The web portal will process registration and post online reports of the tax agents who represented various taxpayers throughout the County.
BOS, Executive Office	Coliseum Commission Website	Developed public facing website with easy access information for Los Angeles Memorial Coliseum Commission (LAMCC). The Commission's purpose is to provide for the ongoing operations and maintenance of the Los Angeles Memorial Coliseum and Los Angeles Memorial Sports Area.
BOS, Executive Office	CEOP Web Portal and Application Enhancement	Enhanced CEOP's County internal website for submitting a complaint online and the backend CRM application due to business maturity over the last three years of handling various types of complaints. The enhancement also moves the application software to a newer platform which allows for additional modules, such as briefing and reporting structure.

Department	Online Service	Description
CEO	Lacounty.gov Portal	Los Angeles County's home website and public content repository.
CEO	LACountyHelps	LACountyHelps.org is a website designed to provide easy access to helpful information about health and human services to the public, and to allow users to pre-screen for benefits and services available to individuals and families in need of these services. The users of the website are primarily County of Los Angeles residents, County departments, non-profit organizations, and other government agencies.
CEO	SNAP - Specific Needs Disaster Voluntary Registry	The purpose of this registry is to facilitate the planning and implementation of disaster response by first-responder agencies to individuals with Disabilities or Access and Functional Needs living in the County of Los Angeles. The registry is a project of the Los Angeles County Office of Emergency Management in cooperation with other cities and agencies in the County disaster response operational area.
CEO	Emergency Survival Program (ESP) Focus Website	In cooperation with our partners, the County has assembled a collection of tips and guides aimed at emergency preparedness. ESP is an awareness campaign designed to increase emergency preparedness at home, the community, work, and school.
CEO	LA County Cable Channel	An outreach medium.
CIO	Alert LA County	Register online to receive Alert LA County Emergency Mass Notifications in case of emergency.
CIO	Solar Mapping Program	Access data about your building's solar potential online.
CSSD	Most Wanted List	View most wanted list of parents who have been convicted of not supporting their children and who have outstanding arrest warrants issued by LA County Superior Court online.
CSSD	Child Support Enforcement (CSE) System (only in general terms since this wasn't an LA County solution)	In 2008, the County successfully converted to the Statewide CSE System. This Statewide system replaced the locally operated system administered by the County. CSE a web-based platform for managing child support services. While the system itself was not built by the County, years of planning and implementation went into the conversion. Participants now have web access to their account information in addition to the more traditional methods of

Department	Online Service	Description
		communicating with CSSD.
CSSD	Fully Imaged Caseload	All child support case files were fully imaged into CSE in 2012. This project improved the concept of "no wrong door" for child support. A participant is now able to walk into any office and receive case specific details, answer, and actions. All images are accessible by any child support worker within California.
CSSD	TurboCourt	This tool is a third-party system implemented in 2010 which allows participants a simple online method for opening or modifying a child support case. Functioning much like TurboTax, the constituent is asked a series of questions about their circumstance. The program collects those answers, completes the necessary forms, and then electronically delivers, via Message File Transfer (MFT) the packet to CSSD. TurboCourt costs are fully absorbed by CSSD eliminating any fees to the constituent.
CSSD	Improved CSSD Website	CSSD website was enhanced in 2010 to be more user friendly to current and future child support participants. In addition to general information, a constituent can access the necessary forms and information to open or modify a case, can access their case online through a link to the Statewide portal, make a payment, and more.
CSSD	Mobile app	CSSD took the lead in collaborating with the State DCSS to design and implement a Mobile App for child support Statewide. This App was first implemented in 2013 and has since been enhanced to include additional features. The App is free to constituents, allows online access to their case, allows for payments to be made, and enables an additional communication method with the Child Support Office.
DCFS	Abducted/Runaway Foster Children	View runaway and abducted foster kid profiles and access hotline information online.
DCFS	Suspected Child Abuse Reporting (SCAR) System for Mandated Reporters	Allows the Mandated Reporters the ability to complete their written report online after the verbal report to the County's Child Protection

Department	Online Service	Description
		Hotline - implemented prior to 2012.
DCFS	LA County Runaway and Abducted Foster Care Children	Provides the list of missing children with their photos and basic information - implemented prior to 2012.
DCFS	Children's Trust Fund (Make a Donation)	Allows the public to make an online donations using a credit card to the Children's Trust Fund - implemented November 2012.
CDC	Housing Resource Center	Register or find rental properties, housing programs, and resources online.
DCSS	Area Agency on Aging (AAA) Needs Assessment	Performs an online needs assessment for individuals seeking aging services. Audience – Clients - implemented in 2012.
DCSS	Adult Protective Services (APS) Live Portal	Provides the ability to file a report of abuse or neglect online. Audience - Clients and Busines - implemented in 2011.
DCSS	AAA Registration	Maintain client registration and management of individuals for aging service programs. Audience - CSS Contract Service Providers - implemented in 2012.
DCSS	Contract Management System (CMS)	Facilitates the execution and collection of materials pertaining to CSS service provider contracts, exhibits, certifications, and status on-line. Audience - CSS Contract Service Providers - implemented in 2010.
DCSS	Job Training	Tracks client and job training management activities online. Audience - CSS Contract Services Providers - implemented in 2010.
DCSS	Workforce Tracking	Maintains client registration and processing for CSS employment programs associated with special cases, such as probation.
DCSS	Youth Employment	Maintains client registration and enables work training/placement processing for CSS youth employment programs. Audience - CSS Contract Services Providers - implemented in 2010.
DCSS	Legistar	Boards and Commissions' calendars, agendas, attendees and minutes on-line. Audience - General Public and Attendees. Implemented in 2012
DCSS	My Senior Center	CSS senior center information portal, activity calendar, and registration. Audience Clients - implemented in 2013.

Department	Online Service	Description
DCA	E-Complaints	Online Complaint Intake and Case Management System (Launched 2011): The eComplaints system replaced 5 legacy access database systems and moved Consumer Affairs from a paper-based intake and case management system to an online, digital system. The system made it easier and faster for consumers to submit consumer complaints and requests for assistance. It also gave consumers the opportunity to check the status of their case online at any time. The process improvements in the new system reduced staff time needed to process new complaints and allowed the department to more effectively serve consumers. The E-Complaints system allows us to help more people, in less time, and achieve better results for consumers. Expansions to the system allowed us to streamline processes for responding to online Ask-a-Questions and referrals from other departments. Enhancements also helped us to deliver new services, such as foreclosure prevention assistance to homeowners and consumer protection assistance to military service members. New reporting features and dashboards have also helped management assign workloads more effectively and identify fraud trends in the County.
Medical Examiner-Coroner	Skeletons In the Closet Gift Shop	This is our online gift shop which allows anyone to purchase Medical Examiner-Coroner logoed / themed merchandise.
Medical Examiner-Coroner	Seminar Registration	The Department provides several trainings throughout the year which are available to interested parties. These trainings provide POST (Peace Officers Standards and Training) and CME (Continuing Medical Education) credits to participants. Through these seminars, we share our knowledge and experience with the rest of the Forensic community. This application allows people to register and pay for seminars online via credit card.
Medical Examiner-Coroner	Unidentified and Unclaimed Persons List	This application, available online through the Department's website, allows members of the public to view information about all of the unidentified and unclaimed decedents within our jurisdiction. This gives us one more tool to help reconnect families with their deceased loved ones. This application will be going through a significant upgrade as part of the enhanced departmental website scheduled for

Department	Online Service	Description
		implementation in June 2014.
DA	Social Media	In February 2014, the Department announced its Twitter presence and to date has delivered 2 to 6 tweets daily informing the public of the cases the Department is prosecuting on their behalf.
DHS	Baby Safe Surrender Sites	Locate Safe Surrender Sites and access resources and hotline information online.
DHS	DHS Home Website/Portal	DHS has recently implemented a new enterprise public facing website that replaced over 30 disparate public facing websites representing the different facilities throughout DHS. We concluded an enterprise project with the help of the CIO and ISD to have a centralized, standardized approach for our public facing website. We collaborated with each separate facility to have one landing spot for all public facing Internet access for DHS. Within that standardize landing spot, each facility will have their own tab for facility specific information and content. This site was designed as a Patient Centric site and has served as a consistent communication tool to our patients regarding the Accountable Care Act and has guided our patients through the enrollment process.
DHR	DHR Mobile!	Implemented a mobile website (DHR Mobile!) on April 2012. The mobile website is accessible by any smartphone and e-tablet; the site is integrated with the County's online application system. Currently, DHR Mobile receives over 3000 visits per week.
DHR	DHR Portal - (Department Head/DCIO MAPP Goal)	DHR portal is one of the most visible websites in all of LA County, receiving approximately 10,000 visits per day. The portal is fully integrated with the County online application system; which receives more than 250,000 online applications per year.

Department	Online Service	Description
DHR	Implemented the Performance Management Tracking System (PMTS)	DHR implemented PMTS on 6/30/2012. PMTS is a countywide enterprise application used to manage disciplinary matters. All departments are now required to utilize PMTS to manage discipline cases. PMTS has streamlined and automated the management of discipline cases through: 1) integration with the County's e-HR system; 2) providing the ability to upload and manage case related documents, images, and audio files; and 3) by providing central reporting capability.
DHR	WSA Online Exam System - (Department Head MAPP Goal)	DHR implemented the online examination system; this now allows employees and the public to take Civil Service examinations online from both County facilities and personal Internet connected devices (i.e., proctored and un-proctored examinations). The online administration of the WSA increases test security and allows for rapid administration and scoring.
DHR	Absence Management System (AMS)	DHR implemented the AMS on 6/30/2012. AMS is an automated "rules based" system that applies the most current Federal and State regulations, as well as County leave policies based on the employee's employment status and reason for leave. All departments are now required to utilize AMS to manage employee leave cases. The objective of AMS is to bring consistency to the process of managing leave throughout the County.
DHR	Electronic Human Resources (eHR)	In conjunction with Auditor-Controller, DHR also implemented Electronic Human Resources (eHR). This effort included revamping the employee onboarding process. The new process improved the integrity of employee processing, such as validating position control and Live Scan tracking. During the first week after implementation, the system successfully processed over 40,000 transactions. Received over 250,000 online applications per year.
DHR	DHR Twitter Feed	To increase visibility of County employment opportunities, DHR completed the design and development of a Twitter feed that will pull employment opportunities from the County's online employment portal.
ISD	County Green Website	@LACounty Jobs will begin sending real-time tweets beginning April 2014.

Department	Online Service	Description
ISD	ISD redesigned Electronic Countywide Accounting and Purchasing System (eCAPS) Vendor Self-Service Portal 2014	Enables vendors to register online with service offerings with the County of Los Angeles Purchasing Service.
LA Superior Court	Court -- Civil Case Documents	Download scanned images of General Jurisdiction Civil Case Documents from the Stanley Mosk Courthouse online.
LA Superior Court	Court -- Civil Cases Calendar	Access 14 days of General Jurisdiction Civil, Limited Jurisdiction Civil, Family Law and Probate calendars online.
LA Superior Court	Court -- Civil Cases Summary	Search for case information for Civil, Small Claims, Family Law and Probate cases online.
LA Superior Court	Court -- Civil Party Name Search	Search by name for litigants in Civil, Small Claims, Family Law and Probate cases in Los Angeles Superior Court online.
LA Superior Court	Court -- Community Outreach	Access Superior Court Community Outreach Program resources online.
LA Superior Court	Court -- Criminal Defendant Index	Access an index of defendants in criminal cases in Los Angeles Superior Court via a secure web server online.
LA Superior Court	Small Claims, E-Filing	Complete initial filing of small claims online.
LA Superior Court	Traffic Ticket Information/Services	Resolve traffic tickets online.
MVA	eVet Recs	This helps veterans apply for a U.S. Armed Forces discharge summary, DD 214.
MVA	eBenefits	Provides online access to Veterans administration payment history, home loans, certificate of eligibility, and also provides information about status of compensation and pension benefits.
DMH	Day Treatment Authorization	Web-based authorization system for Day Treatment and Therapeutic Behavioral Services (TBS). Providers submit an authorization request with supporting documentation via this application. This directly impacts services rendered to DMH Clients.
DMH	DMH Service Locator	This web application offers improved functionality and a simplified user experience allowing constituents to search for DMH Urgent Care Centers, Clinics, Facilities, and Contract Provider locations.
DMH	Integrated Behavioral Health Information System (IBHIS) Client Web Services	Web Services that allow 600+ DMH Contract Providers to exchange Client data between their respective EHR systems and DMH's EHR system (Avatar).

Department	Online Service	Description
DMH	Medi-Cal Administrative Activities (MAA)	Web based application that allows providers to bill for minutes they spend doing Medi Cal administrative activities.
DMH	Outcomes Measures Application (OMA)	Web-based application to collect outcome measures assessments for mental health services provided to clients per the Mental Health Services Act.
DMH	Practitioner Registration & Maintenance	Web-based Internet application to provide a secure method for collecting and updating practitioner data that will be migrated from Integrated System (IS) to IBHIS. Users designated to represent each Legal Entity provider will use the application to update their provider's data. Data collected will act as the practitioner golden source for the IBHIS data conversion. This application fosters cleaner and more complete provider data in Avatar by virtue of required fields and field based validations.
DMH	Pyschotropic Medication Authorization System (PMAS)	Web-based application for providers, children's court clerks and DMH to process medication authorization requests more effectively.
DMH	Trading Partner Agreement (TPA) Request	This application will support the collection of TPA from Legal Entity and Network Providers participating in the DMH Electronic Data Interchange (EDI). This application will also allow DMH to manage and track the status of the Digital Key Process Provisioning.
LACMA	IPhone and Android Mobile Apps	Provides museum visitors with interactive information about the museum's exhibitions, events, objects on display, including an interactive campus map to support "Way Finding" and paperless general admission ticket purchasing on the visitor's iPhone or Android smart phone.
LACMA	Sirsi Online Library Catalogue	Provides access to the museum Library Catalogue.
LACMA	Blackbaud Software	Non for-profit Enterprise software supporting Online Ticketing, Membership, Fund Raising and Customer Relationship Management.
LACMA	Collections Online	Collections Online - In-depth information supporting the museum Art Collections.
LACMA	Museum Shop - Online	Supports the purchasing of museum merchandizing.
LACMA	www.LACMA.org	LACMA's Main online presence.
Music Center	Music Center Tickets	Purchase Tickets to the Music Center performances online.

Department	Online Service	Description
Parks	Activities Reservation and Registration	Register and/or reserve RV Park, camping, picnic facilities, and rooms online.
Parks	Mobile Application Development	Access website on mobile devices.
Parks	Los Angeles County Activities Reservation & Registration Systems (LACARRS)	LACARRS is a real-time eCommerce reservation and registration system providing the public with a centralized online solution 24X7X365 to research, reserve/register, and pay via credit/debit card for the County's many facilities, amenities, and services, such as campgrounds, RV parking spaces, picnic areas, community rooms, event tickets, and conference quarters.
Parks	National Driving Accountability Program (NDAP)	Allows constituents to report unsafe driving habits and promoting a safe-driving culture, improves driving behavior through caller feedback and reduces costs related to risk management. The system stores a voice message related to the vehicle in violation and sends the wave file electronically to management for corrective action.
Parks	"The Works" Mobile App	Collaborated with DPW, CEO, Regional Planning and Public Health. Launched the enhanced version of "The Works" App that enables constituents to connect with the County to request services and report possible violations. Users can submit a detailed description of an issue, attach related site photos, and have the option of providing contact information for additional follow-up. They will be able to see status updates in regard to their request in real-time when they subsequently access the App.
Parks	Open Space District (OSD) eGIS Projects Locator	OSD Projects Locator is an eGIS Web-based application allowing the public to search for development projects in their area or any area throughout the County by entering criteria, such as an Address/City/Zip Code.
Probation	Fees, Fines, Services, and Restitution	Facilitates the collection of restitution, fines, penalty assessments from adult probationers via the Internet.
Probation	Update Web Portal with Web Services	Completely redesigned the public facing website. The new website highlights the many community programs the Department has or is involved in. Additionally, the site has a web service where probationers can make restitution payments.

Department	Online Service	Description
DPH	Public Health Newsletter Subscription	Subscribe to receive the Department's Newsletter and other Information updates online.
DPH	General Complaint Form - Cottage Food Operation	Cottage Food Operation - Class A Registration & Self-Certification Checklist Form Cottage Food Operation - Class B Permitting Form Inspection Results - includes export of inspection score history on a rolling 2 year basis (inspections since 7/13) Facility Closure List Inspection Scores (LIVES) file shared with Yelp "Green" pool complaints via DPW's "The Works."
DPH	California Electronic Death Registration System (CA-EDRS)	Implemented for LA County in October 2007: • Web-based system that allows Medical Examiner-Coroners, funeral directors, doctors, and hospitals to remotely submit electronic death certificates for registration 24 hours a day; • Nearly 100% deaths are registered electronically in EDRS; • 100% paperless death registration; • Allows electronic archival of images in collaboration with RR/CC; • Has resulted in Increased efficiency, reduced processing time; • Has improved data quality, completeness, and reporting of death certificates; • Has improved our capacity to conduct surveillance for bioterrorism agents and other unusual causes of death; and • Received LA County SUPERSTARS award for implementation;
DPH	E-Commerce System for Funeral Directors	Implemented in 2011 • Vital Records Office, together with the RR/CC, worked with an online payment processing vendor to provide an online payment option for processing and ordering of vital records; and • Provides efficient, convenient, and streamlined process for staff, funeral directors, and the public.
DPH	California Fetal Electronic Death Registration System	Implemented in the County in May 2013 similar to CA-EDRS but for processing of Fetal Death Records.

Department	Online Service	Description
DPH	Web Query System – LAHealthDataNow! (https://dqs.publichealth.lacounty.gov/)	Implemented in 2009: • Web-based query system that allows public health statistics and information to be generated on demand and accessed online by the general public; • Includes multiple datasets, and will continue to add PH datasets; • Queries and results are customized by DPH programs; and • Generates tables, charts, and maps.
DPH	Web GIS Application – LA County Health View	Implemented in 2011: • Web-based GIS application built on countywide platform that provides an interactive, user-friendly application to increase the accessibility and visualization of Los Angeles County Public Health data; • Facilitates data use in decision-/policy-making and grant funding opportunities; and • Next phase – transition to HTML 5 based viewer.
DPH	Restaurant Ratings	Lookup retail food facilities letter grade or scores online.
Public Library	Online Catalog and Account Access	Search for library books, magazines, and videos online. Also access to customer account status: what's checked out, what's overdue, what holds are in the queue or waiting to be picked up.
Public Library	Online Events Calendar	All library programs at all libraries available online for searching, as well as RSS subscriptions and E-mail reminders.
Public Library	Online questions to County Librarian	On library website, a form to ask questions of the County Librarian.
Public Library	Instant Librarian	Get answers to reference and account questions via chat from the Library's website, from an IM client (such as AIM or GTalk), or SMS text messaging.
Public Library	Wi-Fi	Much like Public Access Internet, the Public Library provides Wi-Fi access at all of our libraries. Customers logged nearly one million minutes of Wi-Fi use last fiscal year.
Public Library	Premium Subscription Databases	All customers have access to our collection of online databases in the areas of business, literature, science research, biography, current news topics, newspaper articles, magazine, and journal articles.

Department	Online Service	Description
Public Library	LA County Library Mobile App.	The mobile app is available for all smart phones, including iOS, Android, Windows, and Blackberry. It has been downloaded and installed 30,000 times since its debut in 2012. The app lets customers search the online catalog and place holds for delivery to their local library. They can also check their account, renew their items, start a chat session with a reference librarian, get driving directions to any library, download and read eBooks, view our full calendar of events, and scan the ISBN of any book and see if it's available in our system.
Public Library	Tutor.Com	The Library provide 70,000 online, one-on-one tutoring sessions each year. The sessions provide customer access to vetted, professional educators. Tutoring sessions include help with school homework and test preparation in the areas of algebra, geometry, calculus, physics, chemistry, biology, writing, and history.
Public Library	Internet Access	In order for LA County residents to use E-Government tools they need access to the Internet which many of them simply cannot afford. The Public Library provides more than 1,500 computers at 85 locations delivering free Internet access. In 2012-13, we provided 2.5 Internet sessions to our customers. In addition, we provide free Wi-Fi access to County residents who have their own computing devices. In 2012-13, we provided 91,000 Wi-Fi sessions spanning nearly 4 million minutes of Wi-Fi usage.
Public Library	Online Bill Payment	Library customers can pay their fines and fees online via any web browser. The transactions are secure and the system follows guidelines established by the County's eCommerce Readiness Committee.
Public Library	Social media	The Public Library engages our customers through centralized and local library Twitter and Facebook accounts. Our central Twitter account has nearly 3,000 followers and we've tweeted more than 500 posts on library events, new material announcements, and a regular feature called Tiny Book Talk, which is a book review in 140 characters.

Department	Online Service	Description
Public Library	Downloadable eBooks, Audiobooks, magazines, videos and music	The Public Library offers many different types of digital content to our customers online and downloadable. We provide eBooks for the Kindle, iPad, and other devices. We have a wide range of popular magazines downloadable to the iPad. We provide access to the entire Sony music catalog and customers can download five songs each week that are DRM-free. We also have a growing catalog of audiobooks, movies, and TV shows that are downloadable and viewable for a limited checkout time, just like bringing a DVD home from the library.
Public Library	E-mail Notifications	When our customers borrow material from the library, there is much communication that takes place around the transaction, for example, we have to notify the customer if a borrowed item is overdue. We notify them when an item they've placed on hold is available at their local library. We have transitioned much of this notification to E-mail and we now have nearly half a million E-mail addresses in our database. Each morning, we send out about 20,000 E-mails as a courtesy notice three days before an item is due so that customers can renew the item online.
DPSS	YourBenefitsNow (YBN)	Successfully deployed our YBN! online portal as our main E-Government presence, which allows the public to securely transact with us online in the following ways: - Applying for benefits for new potentially eligible County residents; - Accessing benefit information, such as payment amounts, document submissions dates, etc., for participants already on caseload; - Submit changes in address and other key information for participants on caseload; - Submit required forms and information to sustain program eligibility and avoid unnecessary breaks in aide; - Allow participants to scan in supporting documents, upload and attach them to their application or case; and - Checking for appointment availability and making appointments online.

Department	Online Service	Description
DPSS	DPSS Mobile App	Deployed the DPSS Mobile App that is currently available through the iTunes store (and is currently being tested to deploy on the Google Play store in the next month or so) that provides the following services: • Allows participants to scan using the camera on a smart phone or tablet and upload supporting documents and forms to their case. • Allows participants to securely check their EBT balances in real-time, so they will know how much they have before going to the grocery store register.
DPSS	Online Child Care Provider Search	This is an application on the DPSS Website that allows the public to search for child care providers. The user can submit an address to find nearby providers using the County's GIS technology. The database receives a little over 3,000 inquiries a month.
DPSS	Online DPSS Office Locator	This is an application with interactive maps using GIS technology, allowing the public to find office locations, as well as accessing additional details for each office through the Office Profile application mentioned below. This application is expected to be enhanced in coming months to allow the public to enter an address to find the specific office that services their address based on the programs they will be applying for. The main page of this site receives approximately 20,000 hits a month.
DPSS	Online DPSS Office Profile	This is an application that displays information about each DPSS office, including programs served and location. An interactive map is available to show the office location. A link for driving directions is available. A link to nearby childcare providers is available. The YBN application links to this application to provide details about the office that is currently servicing an open welfare case. Office details are accessed approximately 95,000 times each month.
DPSS	Online DPSS 'Toy Loan' Center Locator	This is an application to locate Toy Loan Centers, with their associated information, including business hours. The page is accessed approximately 1,400 times a month.
DPSS	Online DPSS Outreach Services Request	A web-form submission that allows advocates and community agencies to request DPSS staff to provide a presentation regarding services. Eleven requests have been received since the page became available in January 2014.

Department	Online Service	Description
DPSS	E-Government Enterprise Service Business (ESB) Interface With Covered California For Health Care Reform	A web-service interface was developed between LEADER and Covered California to support the ability to apply for health care benefits from the different access channels available to the public. Whether an applicant applies through the Covered California website, YBN, or through a DPSS office, the E-Government ESB ensures that the process is seamless to the end user and the information is transferred to the appropriate case management system for eligibility determination purposes.
DPSS	DPSS Mobile App EBT Benefits	Allows participants to securely check their EBT balances in real-time, so they will know how much they have before going to the grocery store register
DPW	Water Bill Payment System (MyWAM)	DPW MyWAM - Service to accept credit card or electronic checks, recurring and automatic payment options, and electronic bill presentment. Online electronic bill notification, review, and processing.
DPW	Transportation permits (SPATS)	Service to accept credit card for online transportation permits.
DPW	Mobile services domain (www.m.dpw.lacounty.gov)	Request and track services using BlackBerry, iPhone, and other Smartphone devices. Available services include graffiti removal, Potholes, Illegal Dumping, Street Drainage, Street Sweeping, Traffic/Pedestrian Signals, etc.
DPW	Online Interactive Customer Inquiry System (Ask)	Manage and track requests from the public to ensure response within 2 business days.
DPW	Graffiti Abatement Referral System (GARS)	Service to request and track graffiti removal online.
DPW	Electronic Forms (eForms)	Easily and quickly build and turn paper forms into an online, transactional form with workflow capabilities for online review and process automation.
DPW	FAQ/Interactive Customer Inquiry System (ICIS)	Service to manage and track requests from the public to ensure response within 2 business days.
DPW	Online plans, maps, and records	Online plans, maps, and records.
DPW	CARE Website	Coordinated Agency Recovery Effort website to provide the latest information to the public during emergency situations from various agencies. Contains updates, notices, and evacuation information; with the ability to receive electronic notifications or follow on Twitter.

Department	Online Service	Description
DPW	Service Locator – Locate Available Services Based On Location	Service to locate available services based on location.
DPW	Electronic Notification System (i.e., Road Closures, Events, Newsletters)	Subscription service to provide electronic notification (i.e. road closures, events, newsletters)
DPW	City Services Request Tracking System	System to track requests for City services
DPW	Directory of Services	Directory of DPW Services
DPW	Online Listing Of Events (i.e., Community, Environmental, Workshop, Etc.)	Online listing of events (i.e. community, environmental, workshop, etc.)
DPW	Online Forms & Publications (i.e., Job Listing and Application)	Online forms and publications (i.e., job listing and application).
DPW	Press Room Website	Press Room website.
DPW	Service Contract Bid Opportunities Website	Service Contract Bid Opportunities website.
DPW	Building and Safety websites	Building and Safety websites. Example: Building Permit Viewer - view parcel information using GIS technology and search for building permits.
DPW	Water Resources Website	Water Resources website.
DPW	Watershed Management website	Watershed Management website.
DPW	Customer Service Survey	Customer service survey.
DPW	Doing Business with Public Works portal (website)	Interactive site for potential vendors to view current, upcoming, and closed bids.
DPW	Social Media	Video streaming on YouTube and custom built interface and management console for Twitter.
DPW	Electronic Forms (eForm)	Digitize forms for internal and the public, with workflows and approvals.
DPW	The Works Mobile App	"The Works" App that enables constituents to connect with the County to request services and report possible violations. Users can submit a detailed description of an issue, attach related site photos, and have the option of providing contact information for additional follow-up. They will be able to see status updates in regard to their request in real-time when they subsequently access the App.
DPW	Field Mobility	Maintenance and Management System (MMS) and DataSplice integration for data synchronization for field crews.

Department	Online Service	Description
DPW	Online magazine viewer	Digitize the Department's monthly newsletter (All in The Works).
DPW	Online Water Account Viewer	Online customer portal for water customers to view account information and make payments.
DPW	Kiosk for Water Customers	Kiosk for water customers to view account information and make payments.
DRP	Interactive GIS Web Mapping Applications	Several applications that allow for interactively viewing and investigating zoning, land use policy, subdivision activity, aerial imagery, and many other features pertaining to land use within the unincorporated communities of the County.
DRP	Map Catalog (http://planning.lacounty.gov/gis/maps)	Over 100 large format maps are available for download as PDF.
DRP	Office Locator (http://planning.lacounty.gov/locations)	Office locations, including driving directions, map, aerial imagery, contact information, and hours of operation.
DRP	Web Streaming of Regional Planning Commissioner and Hearing Officer (http://planning.lacounty.gov/video)	View live or previously recorded meetings anytime online.
RR/CC	Your Online Document Archive (YODA)	Browser-based lookup application to allow for searching of vital records, property records, and clerk records. Used my several dozen City, County, State, and Federal agencies to retrieve RR/CC data. Saves agencies from having to come into the RR/CC offices for this data. Online since 2006.
RR/CC	Online Marriage License	Internet-based service delivery system to allow public to fill out an application for a marriage license. Saves both citizen and staff time by allowing data to be entered and available when the couple comes into an RR/CC office for payment. Online since 2013.
RR/CC	Polling Place Lookup	Publicly available application to allow constituents to find out the polling place nearest their residence for the current election. Saves time for the electorate and reduces need for RR/CC staff to answer questions via phone. Online since 1999.
RR/CC	Sample Ballot Lookup	Internet based lookup for finding the current sample ballot for an election. Reduces mailing costs for the RR/CC, as well as allows for faster response to the electorate. Online since 1999.

Department	Online Service	Description
RR/CC	SECURE Document Recording	Internet-Portal which allows title companies to submit property document recordings and obtain confirmations directly from their office. Saves times for the title companies by not requiring them to transport documents to the RR/CC offices. Online since 2009.
RR/CC	Voter Registration Status Lookup	Internet-based lookup for finding the current ability for a person to vote. Saves time for the citizen by not forcing them to spend time on the phone or come to the RR/CC offices. Online since 2005.
RR/CC	Election Results	Internet-based lookup finding the results of current and previous elections in the County, hosted by ISD. Provides instant feedback and ability for citizens to review information on the election turnout.
RR/CC	Online Sample Ballot Request and View	Allows for user to request the sample ballot for their polling location. User can then download a PDF sample ballot for viewing. Saves the RR/CC from mailing sample ballots to the citizens, which reduces costs. Online since 2000.
RR/CC	Electronic Vote-by-Mail Application	Allows a user to request a Vote-by-Mail Application. Saves time for the citizen by not forcing them to spend time on the phone or visit RR/CC offices. Online since 2006.
RR/CC	Precinct Map Lookup	Allows a user to lookup a static map of a precinct based on address. Saves time for the citizen by not forcing them to spend time on the phone or come to the RR/CC offices. Online since 2006.
RR/CC	Fictitious Business Name Filing	Internet-based application which allows business owners to file a fictitious business name, print out the application prior to delivering or mailing to the RR/CC. Saves times for the business owner by allowing the owner to ensure all information is correct and review prior to coming into the office. Reduces staff time by having all information available at the time of payment. Online since 2013.
RR/CC	Online Proof-of-Publication Filing	Allows for newspapers and publication companies to submit their proof of publication documents electronically to our office for filing. Should reduce customer lines by E-mailing the completed filings back to the submitter as opposed to drop off and pick up process. Online since 2014.

Department	Online Service	Description
RR/CC	Fictitious Business Name Search	Online search for all County business names currently in use for verification before filing. Saves time for the citizen by not forcing them to spend time on the phone or visit RR/CC offices. Online since 2014.
RR/CC	Vital Records Copy Request	Internet application which allows the public – through a third-party – to request and pay for a copy of a vital record by mail. Saves time for the citizen by not forcing them to spend time on the phone or visit RR/CC offices. Online since 2000.
LASD	Inmate Information and Money Deposit System	Search for current inmate information and/or send money to inmates online.
LASD	Inmate Purchase Care Package	Purchase an Inmate Care Package online.
LASD	Parking Citation	Allows for reviewing and submitting online payments for parking citations.
LASD	Inmate Video Visitation System (IVVS)	Inmate Visiting Registration and video conferencing.
LASD	Jail Information Management System (JIMS)	Scheduling Inmate Commissary Packages.
LASD	Inmate Telephone Management System (ITMS)	Inmate Prepaid Phone Services.
LASD	View Crime Statistics Online	Omega Crime View Community.
LASD	Nixle Notification System	An online subscriber based messaging system for public notification.
TTC	Business License Inquiries	Perform business license inquiries online.
TTC	Business License Renewal Online Payment	Pay business license fee renewal online.
TTC	Property Auction Information Online	Provides online inquiry access from the TTC website to the public regarding general information on tax default action. This service helps the general public to check and verify payment status for secured properties that are subject to power to sell.
TTC	Property Tax -- Direct Assessments Contact List	Find property tax bill information online.
TTC	Property Tax -- Online Payment	Pay property tax online.
TTC	Property Tax -- Payment (Secured) Status	Pay taxes online.
TTC	Property Tax -- Rate Area Look-up	Look up tax rates online.

Department	Online Service	Description
TTC	Property Tax -- Supplemental Tax Estimator	Assists owners of a newly acquired or improved property to estimate the amount of supplemental taxes you can expect to pay. This service is currently online through the Assessor's Office through the Property Tax Portal.
TTC	Property Tax -- Third Party Reminder Notice	Designate a third-party to receive a copy of the past-due notice that is sent to you online.
TTC	Property Tax Payment Status	Obtain account balance or make a payment online.

PLANNED E-GOVERNMENT INITIATIVES

Department	Project	Description
ACC	Online Services	Online New pet licensing and Online Business License renewal.
Assessor	Property Assessment Information System (PAIS) Rewrite	A rewrite of the existing PAIS site to better integrate with the County e-GIS initiative and to allow for the website's services to be consumed on mobile devices.
Assessor	e-Forms Project	A portal for property owners to file forms and applications online. The Assessor has upwards of 200 forms and applications that help streamline public services. These forms will be made available for online filing.
DBH	LACARRS (Permits) – Interactive Application	We are planning to leverage LACARRS to replace our Beach Use Permit and Right of Entry Permit legacy applications. By migrating to LACARRS for these legacy applications, we will provide the public and business with the ability to electronically submit their permit requests.
DBH	Wi-Fi at Beach and Marina Locations – Look-up Variety and Interactive Application	Time Warner is currently pursuing a Coastal Development Permit to test Wi-Fi equipment on one of DBH's lifeguard towers to determine feasibility of Wi-Fi at the beach. If the test results are satisfactory, we will pursue an agreement with Time Warner that would allow Wi-Fi access to our beach and Marina del Rey patrons.
DBH	Facilities Service Request System – Interactive Application (initially, internal use only)	The Department plans to introduce this new system in Fiscal Year 2014-15. The system will permit staff and other departments (e.g., Lifeguards) to submit repair requests for our facilities. A later phase is planned to provide an access portal for the public to identify needed repairs/maintenance deficiencies.
DBH	Website Upgrade – Look-up Variety	The Department intends to comprehensively redesign its website for improved user friendliness and easier access to desired information. In the interim, we've upgraded our existing website to create a more visually appealing and user-friendly experience, i.e., incorporates our new logo and reorganizes content to eliminate clutter and the number of "clicks" required to find information.
DBH	Videoconferencing Capabilities – Interactive Application (internal use)	The Department is presently acquiring and installing a videoconferencing system for our Administration Headquarters, which will save staff time and transportation costs.
BOS, Executive Office	Report Tracking - Web Portal and Application	Implement a standardized document retention system that retains correspondence issued to the Board and tracks Board requested reports from various County departments or entities.
BOS, Executive Office	Assessment Appeals Board (AAB) eFiling - Web Portal and Application	Enhance AAB's public facing property tax appeals submittal website and the backend CRM application due to business process changes and maturity since the original development in 2010. The enhancements will increase productivity and efficiency in handling property tax appeals exchanging data with Assessor and Auditor Controller departments.

Department	Project	Description
BOS, Executive Office	BOS Public Website Refresh (mobile website)	Refreshed Board of Supervisors website as part of our on-going effort to keep our website updated with latest technology. This website refresh includes the mobility feature which allows the "adaptive" technology to render with various mobile devices such as iPads, iPhones, Droids, tablets, etc.
BOS, Executive Office	Office of Inspector General (OIG) - Web Portal and Application	OIG is a newly created unit that provides independent oversight and monitoring of the Sheriff's operations which requires a website for information dissemination and complaint submittal. A backend application is also needed to handle complaint processing, allegations, misconduct, and quality audits and inspections.
BOS, Executive Office	Board Offices Constituent Tracking - Application Enhancement	Upgrade the existing web-based constituent tracking application to the newer platform to allow better efficiency and integration with Microsoft's Office products used to track constituent cases and send E-mail notifications.
BOS, Executive Office	Conflict of Interest (COI) Form 700 - Web Portal and Application Enhancement	Enhance COI Form 700 eFiling web portal and the backend application to streamline business process and management of Form 700 filers. This enhancement will further integrate data flow from the web portal to the backend application, as well as adding additional filers in the County Department and Commissions.
BOS, Executive Office	Commission Services - Application	Implement a web-based application support Commission Services by tracking contacts with customers (internal and external), manage case activities, tracking assignments, and reports.
BOS, Executive Office	Board Agenda - Mobile Application	Develop a mobile application to be used by the public who can use it from their mobile devices to view Board meeting agendas (i.e., eBooks).
BOS, Executive Office	Digital Archives Website	Digitize copies of Board of Supervisors official archived records and make accessible to the public via the Internet. Some of the digitized records includes microfilmed of Board meeting minutes from 1959 to 2003, ordinances on paper from 1899-1984, and historical minute books.
BOS, Executive Office	BOS Commissions Website Refresh	Migrate all Commissions and sub-commissions under the Executive Office from the legacy website using old technology to the new website to be consistent with BOS' new website platform (i.e. DV, CCJCC, CSC, E&EC, CSIU, Fish & Game, etc.)
CSSD	Inventory Barcode System	CSSD has procured the necessary hardware and software to barcode all capital, non-capital, and stockroom assets throughout the Department. The software includes the ability to radio frequency ID tag stock items allowing the Department to locate necessary supplies and perform inventories more quickly. This will also help reduce the risk of lost or misplaced items.

Department	Project	Description
CSSD	Centralized Mailroom	Capitalizing on a fully imaged caseload, CSSD is consolidating all branch mailrooms into one location. As mail comes in, each piece will be centrally imaged to the appropriate case file and a task sent to the caseworker alerting the employee to take the next appropriate action. Implementation of this involved systems integration between Los Angeles CSSD and the State DCSS. With this in place, staffing requirements are reduced by one third, turn-around time for actions taken on participant mail is reduced, and travel liability for mail carriers will be dramatically reduced. This project is partially implemented and will be completed this year.
CSSD	Cash Receipt Kiosks (TouchPay)	CSSD collects over one million dollars each month in cash across the seven public contact offices. CSSD is looking to install kiosks in each office that will collect the cash from the participant and electronically transfer the payment to the State Disbursement Unit (SDU). The vendor assumes the liability for the collected cash as soon as it is received by the kiosk. Cashier clerks can be reassigned to other duties within the department, supervisor responsibilities for double counting the cash is removed, CSSD liability for cash handling is greatly reduced, and Brinks and bank expenses are eliminated. CSSD will absorb the fees for the use of the kiosk to eliminate any fees to the participant. Despite those costs, this will still realize cost savings to the department. Further expansion of the kiosks to other departments can take place to accept cash or checks in a similar fashion for any fees they might collect.
CSSD	Virtual Court Files	Capitalizing on a fully imaged caseload, CSSD has developed a process for creating a virtual case file for CSSD attorneys to access in court. Prior to implementation, CSSD would print out the necessary documents needed for court and then transport that paperwork to and from the courthouse. This created vulnerabilities pertaining to confidentiality and liability. While this doesn't directly impact the constituents, increased access to electronic information enables our legal staff to more readily support both the courts and constituents.
DCSS	Youth Employment Pre-Registration Web	Youth pre-registration for the youth employment program using the online job interest form.
DCSS	Worksite Pre-Registration Web	Worksites/employers pre-registration for the youth employment program using the online job interest form.
DCSS	Youth Employment Pre-Registration Mobile	Youth pre-registration for the youth employment program using a multi-platform mobile application.
DCSS	Worksite Pre-Registration Mobile	Worksites/employers pre-registration for the youth employment program using a multi-platform mobile application.
DCSS	Field Worker Case Management	Field workers utilizing the CSS mobile platform to move data from an investigation directly to online workflow, with the use of an IOS mobile application.

Department	Project	Description
Medical Examiner-Coroner	Transportation and Storage Fees	Transportation and Storage Fees – The ME-C is allowed by law to charge transportation and storage fees to the families of decedents for the cases that our office handles. This application will allow families to pay these fees online.
Medical Examiner-Coroner	Document Sales	Document Sales – The document sales application will allow members of the public to request and pay for copies of ME-C documents, including the ME-C's report and proof of death letters. This online application makes it easier for families and other interested parties to order copies of these documents without visiting the ME-C's offices.
Medical Examiner-Coroner	Online Case Information	Online Case Information – This application, which will be accessible as part of the new Departmental website, will allow members of the public to search for cases and receive up-to-date case status information for all ME-C cases, including names of the doctor and investigator handling the case.
County Counsel	County Counsel Website	The office is currently renovating its Internet site to be more interactive with the public. Part of the process includes developing an automated process for submitting requests for Juvenile Records. The application will allow the user to easily navigate through the eligibility criteria and submit the request via electronic form. Automating this process (currently achieve through fax or mail submissions) will significantly improve the turnaround time. Applicants will be able to track the status of their requests as updates become available. In addition, the site will also provide information on often-requested subject matters addressing issues of confidentiality, timeframes, court procedures, and other FAQ.
DCFS	First5LA Homeless Benefits	Allows homeless/needy families to get DCFS certification that at least one (1) family member that is currently or has in the past been involved with the Department.
DCFS	DCFS Online Child Abuse and Neglect Referral	Allows the public to submit online child abuse and neglect referrals to DCFS (contingent to change in legislation).
DA	Departmental Website Upgrade	In the first half of 2014, the Department plans to rollout a redesigned website that provides members of the public with improved access to information, including answers to frequently asked questions, resources for victims of crime, media information, and other information useful to the public. Content can be updated more quickly and easily, allowing for more timely and relevant information to be shared with the public.
DPW	Electronic Plan Check	Online submittals and approvals, with online payment options.
DHS	ORCHID Patient Portal	DHS is planning for a patient portal within the ORCHID project plan. The patient portal will serve as a communication tool for DHS patients to look up their clinical results, communicate with their care providers and request appointments along with other common patient portal functionality. The patient portal is planned on being operational before the end of this calendar year.

Department	Project	Description
DHR	Healthcare Specialties Web Form	The Department of Human Resources has designed a web-based form that will capture physician and nursing specialties of applicants during the initial application process. This new online form will significantly reduce staff time, by delineating online applications by specialty. Furthermore, the new online form will allow candidates to self-select the specialties for which they would like to be considered; Departmental human resources staff will have the ability to generate reports from the selected specialties. DHR is currently assessing other classifications that require similar specialties.
LASD	Enhanced Inmate Communications System (EICS)	Inmate E-mail.
LASD	Sheriff Easily Accessible Transaction System (SEATS)	Inmate Deposits Using Kiosks.
LASD	Inmate Video Visitation System (IVVS) – Phase II	Remote Inmate Video Visitations.
LASD	Sheriff's Online Reporting System (SORTS)	Reporting of Crimes Online.
Parks	1. LACARRS - Program & Leagues	Enhancement to LACARRS to allow constituents to register for program classes and sports leagues online
Parks	LACARRS - Mobile Site	Mobile version of LACARRS will allow constituents to make reservations via mobile-related devices.
Parks	County-Wide Trail System	Interactive Internet/website, mobile website and mobile application to display countywide trail system and network, including but not limited to comprehensive trail information: trail alignments, access points, trail conditions, trail characteristics, trail vitals (length/distance, slope/elevation, allowed uses, terrain/surface type, etc.), trail safety features, trail connectivity, trail amenities, weather and air quality conditions, etc.
Parks	Golf Reservation System	Provides the golfer with the ability to access and book tee-times online with intuitive and easy-to-navigate Internet screens. The golf staff is no longer tied to the telephone having to accept reservations and can then focus on other profitable business activities, i.e., checking golfers in and/or giving lessons.
Parks	Quimby	Provides a web-based application to track sub-division land entitlements, Quimby Act compliance, and land-value fees for public parks development map reviews. Provides an electronic form to allow a constituent to submit an application online, accept credit card payment, and an electronic plan checks to streamline the approval process. Improve workflow, reduce redundant tasks, enhance inter-agency collaboration, and eliminate double entries.

Department	Project	Description
DPH	Credit Card Payments	Credit card payments for annual permit renewals via EC Portal through FIS (eCommerce Readiness Group authorized).
DPH	EH Permit Application	Online service for submission of Environmental Health Permits.
DPH	Food Borne Illness Complaints	Open Data web page (refreshed weekly) of most commonly requested information: 1. Active Restaurants; 2. Active Housing; 3. Active Pools; 4. Complaints; and 5. Inspection Reports online.
DPH	Environmental Health (EH) Plan Submission	Online service for submission of EH Plans.
DPH	Mobile App For Finding Restaurant Grades Using Location from Mobile Phone	Provides functionality for business owners to check various aspects of their business with EC (permit status, financial compliance, etc.) Portal functionality for cross connections to have private backflow inspection operators to post inspections online.
DPH	Online IRB Tracking and Submission System	Investigating licensing options for software system for tracking and record keeping and potentially for online submission and review of IRB applications for DPH.
Public Library	Online Registration	Public Library will create an online tool that allows initial registration for a library card an online and mobile transaction. This way, new customers can start using our digital content and downloadable eBooks, music, audiobooks and more without first coming into the library.
Public Library	Online High School Diplomas	Partnering with the nation's only accredited online high school, the library will offer the online training and instruction necessary, backed by in-person enrichment programs, to young adults in our communities. Graduates of the program will possess a fully accredited high school diploma, not a GED or other certificate.
DPSS	LEADER Replacement System	The LRS project will replace and integrate the functionality of legacy Los Angeles Eligibility Automated Determination Evaluation and Reporting (LEADER), Gain Employment Activity and Reporting (GEARS), General Relief Opportunities for Work (GROW), and Department of Public Social Services (DPSS) ancillary information systems, as well as multiple Department of Children and Family Services (DCFS) payment distribution systems and manual processes, which represent an internal user base of over 16,000 personnel. The LRS solution shall support and respond timely to ever-changing public assistance programs and evolving business needs of the County. The LRS will leverage the latest advances in web technology and open standards-based architecture to eliminate or minimize the County's dependency on a particular vendor or proprietary technology.

Department	Project	Description
RR/CC	Online Request for Vital Records	Internet-based application to allow the public to request and fill out an application for obtaining a vital records. Saves time for the citizen by not forcing them to spend time on the phone or come to the RRCC offices.
RR/CC	Agency Request for Vital Records	Application to allow for government agencies to request copies of vital records. Saves time for the citizen by not forcing them to spend time on the phone or come to the RRCC offices.
RR/CC	SECURE Government to Government	Online application to allow for filing of government liens through a central portal. Will save time creating individual lien recording applications for the various State, County, and Federal agencies who file liens.
RR/CC	Online Appointment System	Allow customers to request and pay for appointments for marriage ceremonies online. System will be expanded to accept appointments for notary oaths, deputy for a day and vital record copies. Will time for the citizen by not forcing them to spend time on the phone or come to the RRCC offices.
RR/CC	Mobile Sample Ballot	Will allow for a user to mark up and store sample ballot information on a mobile device. Expected to save time and printing costs for both the County and electorate.
RR/CC	Polling Place Locator	Will allow for a user to locate the nearest polling place from a mobile device. Will then launch the embedded mobile navigation application for directions. Will provide greater service to the citizen who is looking for a polling location.

CEO EFFICIENCIES FUNDED PROJECTS

Department	Project	Grant Amount
ISAB	**Foltz Criminal Courts Wi-Fi Project** Install Wi-Fi services at the Foltz Criminal Justice Center and provide laptops with Wi-Fi capabilities for the District Attorney, Public Defender, and Alternate Public Defender.	$2,695,000
A-C	**Automated Data Mining Tool** Provide automated data mining capabilities for monitoring County applications.	$600,000
A-C	**Countywide Hotline Phase III** Enhance the capabilities of the Auditor-Controller ITMS tracking application to provide improved access to other departments in recording and monitoring help desk cases.	$325,000
A-C	**Information Service Delivery Project – Optical Archive Software** Implement an application to improve countywide report distribution process, improve ability to retrieve and view financial data, and enhance ad hoc reporting capabilities for financial reporting.	$450,000
A-C	**Information Service Delivery Project – Analytic Dashboards** Design, develop, and implement enhanced management reporting capabilities, such as analytic dashboards to improve the information access for decision making and to monitor critical County activities.	$250,000
CDC	**Housing Resource Center Expansion** Enhancements to the existing County Housing Resource Center website to increase benefits to residents businesses and providers of affordable housing.	$739,000
CEO	**Countywide Emergency Management System** Replacement of a legacy emergency management information system.	$1,000,000
CEO	**Financial Forecasting Tool** Implement financial analysis software solution for budget forecasting and analysis.	$250,000
CSSD	**South Los Angeles Imaging Project** Imaging of case files in support of a broader integrated service model initiative involving the exchange and sharing of information between three co-located County departments at the South Los Angeles District Office.	$2,000,000
DPH	**Unified Directory** Establish a single unified directory platform to provide "single sign-on" capabilities and ensure secure access to the Health Alert Network.	$270,000

Department	Project	Grant Amount
DPSS	**CAST Expansion** Expand CAST implementation to help improve Medi-Cal Citizenship Imaging Process and provide access to digitally imaged documentation.	$600,000
DPSS	**DPSS SMART Data Warehouse Project** Implement a data warehouse to aggregate data across DPSS programs: Welfare-to-Work, General Relief, Child Care and Community Development Commission.	$2,924,000
DPW	**Seamless Cadastral Landbase Project** Implement GIS technologies for maintaining the county's authoritative source of property lines, easements, city boundaries and rights of way.	$2,000,000
Probation	**Probation Electronic Medical Records System** Leverage Cerner licenses from the Sheriff's Department to implement an electronic medical records system for juvenile health care records.	$4,000,000
RR/CC	**Electronic Recording Delivery System** Participate in a multi-jurisdictional project to implement a system to electronically receive and process recorded documents.	$730,000
LASD, Probation, and Fire	**Automated Employee Scheduling System Pilot** Conduct a pilot of a common Automated Employee Scheduling System among public safety departments.	$1,000,000

OPEN DATA INVENTORY

Department	Dataset Name and Description	Web Address Location	File Format	Frequency of Posting
ACC	Summarized Statistical Information (currently in development via Cognos Project)	http://Acc.lacounty.gov	PDF	
DBH	Public Lessee Roster	http://file.lacounty.gov/dbh/docs/cms1_151682.pdf	PDF	
CEO	Annual Financial Report	http://www.lacountyannualreport.com/	PDF	**Yearly**
CEO	Annual Budget Report	http://ceo.lacounty.gov/budget.htm	PDF	**Yearly**
CEO	Intergovernmental and External Affairs: Public Information Office	http://ceo.lacounty.gov/pio.htm	PDF	**Yearly**
CEO	Intergovernmental and External Affairs: Legislative Information	http://ceo.lacounty.gov/IGR/leg_info.htm	PDF	**Yearly**
CEO	Intergovernmental and External Affairs: Contract City Services	http://ceo.lacounty.gov/IGR/PDF/ccs.pdf	PDF	**Yearly**
CEO	Real Estate Division: Surplus Property	http://ceo.lacounty.gov/red/pdf/12_surplus.pdf	PDF	**Yearly**
CEO	Real Estate Division: Space Needs	http://ceo.lacounty.gov/red/hotline.htm	PDF	**Yearly**
CEO	Service Integration Branch: Research and Evaluation Publications	http://ceo.lacounty.gov/SIB/res.htm	PDF	**Yearly**
Medical Examiner-Coroner	Annual Report – Multiple	http://Medical Examiner-Coroner.lacounty.gov/Docs/2010%20Annual%20Report.pdf	PDF	Yearly

Department	Dataset Name and Description	Web Address Location	File Format	Frequency of Posting
DCFS	LA County Runaway & Abduction Foster Children	http://www.missingkidsla.org/	Web	Real-Time
DCFS	DCFS Fact Sheets	http://www.lacdcfs.org/aboutus/factsheets.html	Web	Monthly
DCFS	Wraparound Annual Report	http://www.lacdcfs.org/Wraparound/Wrap_Arep.html	PDF	Yearly
DHR	Listing of current internship projects		Excel	Weekly
DHR	Military Reservist Report	http://file.lacounty.gov/dhr/docs/cms1_195433.pdf	PDF	Quarterly
DHS	EMS Reports	http://ems.dhs.lacounty.gov/Reports/Reports.htm		
DHS	Hospitals	http://dhs.lacounty.gov/hospitals	Web	
DHS	Urgent Care Locations	http://www.ladhs.org/wps/portal/UrgentCare		
DHS	Multi-Service Ambulatory Care Center	http://dhs.lacounty.gov/acn	Web	
DHS	Providers	http://chp.dhs.lacounty.gov/1Providers.htm	Hotline	
DHS	Annual DHS Information Report	http://dhs.lacounty.gov/annual_report	PDF	Yearly
DMH	Demographics on Prevalence, Penetration, and Retention Rates of Serious Emotional Disturbance and Serious Mental Illness for DMH Clients	http://psbqi.dmh.lacounty.gov/data.htm	PDF	Yearly
DMH	Estimated Population by Ethnicity and Service Area	http://psbqi.dmh.lacounty.gov/data.htm	PDF	Yearly

Department	Dataset Name and Description	Web Address Location	File Format	Frequency of Posting
DMH	State and County Performance Outcomes	http://psbqi.dmh.lacounty.gov/data.htm	PDF	Yearly
DMH	DMH Provider Directory	http://psbqi.dmh.lacounty.gov/data.htm	PDF	Real-time
eGIS	Geographic Information Systems – Countywide Data Portal	http://egis3.lacounty.gov/dataportal/	(Zipped; GIS File Format)	As necessary (often)
ISD	Energy and Gas Information	Http://Green.lacounty.gov/County tab	PDF	
LASD	Crime mapping public website: http://www.crimemapping.com/ The data used by Public Engines is from a publicly available, published daily data file that can be found at the following URL: The data file is generated daily via an automated data extract job and manually uploaded to the Internet site by the Web Development group. The crime data is published by the vendor free of cost.	http://www.lasdhq.org/sites/CAASS/PART_I_AND_II_CRIMES.csv.	CSV	

Department	Dataset Name and Description	Web Address Location	File Format	Frequency of Posting
LASD	**Omega** Crime Mapping Public Website: The data used by the site is submitted daily via a comma delimited text file to ISD via an automated scheduled job. The data is published by the vendor through a purchased agreement.	https://www.crimereports.com/	Web	
LASD	**Other** Public Available Crime Data Website: Historical data for crime incidents that occurred in the last 8 years is also available in a comma delimited text format at the bottom of the page identified by the URL provided. The data is generated manually by LASD once per year at the end of February for all incidents that occurred in the prior year and manually uploaded to the Internet site by the Web Development Group.	http://www.lasdhq.org/sites/CAASS/desc.html;	CSV	
LASD	Main Crime Data Portal for LASD	http://sheriff.lacounty.gov/wps/portal/lasd/crimeprevention/		
DPH	Publications and Reports	http://ph.lacounty.gov/yrhealth.htm		
DPH	Data Portal - Various	http://www.ph.lacounty.gov/ha/LACHSDataTopics2011.htm		

Department	Dataset Name and Description	Web Address Location	File Format	Frequency of Posting
DRP	GIS Information	Currently on GIS Data Portal – link from this page: http://planning.lacounty.gov/gis/data	GIS format (in zipped files)	As necessary (often)
DRP	Permit Information (tentative tract and parcel maps, zone changes, and variances, long range plans, etc.)	http://planning.lacounty.gov/case or http://planning.lacounty.gov/case/all	PDF (RSS feed)	To be updated with EPIC-LA project
DRP	Code Enforcement violations – statistical purposes only (not currently available)	http://planning.lacounty.gov/enforcement	N/A	Potentially added after EPIC-LA project

INNOVATION PROJECTS UNDER DEVELOPMENT

Department	Project
A-C	**Develop Assignment Tracking System (ATS)** - Developing system to improve efficiency and effectiveness of project management and ensure critical deadlines and statutory obligations are met.
A-C	**Enhance MARS** - Designing, developing, and implementing enhancements to the enterprise Mileage Authorization and Reimbursement System (MARS) application to improve departmental processing of mileage reimbursements.
A-C	**Exploring ePayables** - Exploring ePayables solution to allow electronic payments to vendor, while allowing County to receive financial benefits of rebates from merchant banks.
A-C	Implement enhancement to eCAPS and eHR and complete implementation of the upgrade of eHR to Version 3.9.
A-C	Implement Pilot of Contract Management System incorporate enhancements to Contract Library System and Case Management System.
A-C	**Improve Contract Monitoring** - Improving the County's contract monitoring efforts by standardizing contract monitoring protocols and enhancing the skills of contract monitoring staff.
A-C	**Pay for Success** - Participating in a work group to develop a "Pay for Success" (similar to social impact bonds) blueprint, and identify County Projects to apply this blueprint.
A-C	**Upgrade Property Tax Phone System** -Collaborating with other departments to replace current Property Tax Phone System in order to upgrade latest Operating System and Interactive Voice Response (IVR).
ACC	**Online Animal Licensing Database-** Make animal licensing database available to canvassers in the field to utilize mobile applications to allow them to more efficiently look up current licensing information.
ACWM	**Business Practices Investigation Division Data Collection and Management System -** With many hundreds of retailers packing and selling commodities upon retail premises and many thousands of manufacturers and distributors moving millions of packaged commodities through L.A. County subject to ACWM inspection, the data system will facilitate automated review of pass/fail rates and non-compliance trends among specific commodity types and brands to enable ACWM to monitor such patterns and apply limited resources to areas of commerce in greatest need of regulatory oversight.
ACWM	**CalAgPermits** -Implemented a web-based system jointly developed by the California Agricultural Commissioners and Sealers Association (CACASA) and the California Department of Pesticide Regulation (CDPR), enabling businesses and growers utilizing pesticides (agricultural and structural pest control) to submit to the County Agricultural Commissioner lawfully-mandated, monthly pesticide use reports electronically rather than through paper, hardcopy reports. The system also automates issuance of Restricted Material Permits (RMPs), enabling permittees to pre-enter pertinent information regarding intended pesticide use and facilitating final review and issuance of the RMP by ACWM through the system, saving time and costs.
ACWM	**Exotic Pest Detection Program -** Project that will align ACWM's program with the master State grid system (dividing the entire state and, correspondingly, the county into standardized one-fifth-square-mile "quints" or subgrids) to ensure consistent and effective placement of traps to monitor for presence of invasive pests.

Department	Project
ACWM	**Phytosanitary Certification Issuance & Tracking System (PCIT)** - Implemented use of the PCIT developed by USDA to track inspections of agricultural products destined for shipment and export and provides information required to certify compliance with plant health standards of importing countries. Customers shipping agricultural products can access the system, input all pertinent information regarding the commodities to be certified, and prepare a draft Phytosanitary Certificate prior to ACWM inspector arrival, facilitating prompt and efficient issuance, saving time and costs. This capability provides APHIS/PPQ superior security, reporting functions, and monitoring capabilities for exported commodities.
ACWM	**Secure Access Website (SAW)** - Implemented use of the SAW, for which ACWM was one of three pilot counties in development and launching of the program, now in Statewide use. The SAW program is a Web-based system for receiving, reviewing, and submitting reports of pesticide exposure episodes (incidents involving negative health effects). ACWM receives email notification of assignments for investigation from CDPR, signs on to the SAW site, retrieves the episode report, and assigns an inspector to investigate. Once the investigation is completed, ACWM enters the completed investigative report to the SAW website for review and finalization by the Worker Health and Safety Branch of CDPR, avoiding mail delays and providing immediate notification and updates to respective parties.
ACWM	**Zones of Additional Pesticide Use Restrictions (ZAPUR-NET) GIS** - Developed and implemented ZAPUR-NET, a Web-based map system which can be used independently by residents and property owners/operators to verify geographic areas subject to specific pesticide use restrictions without the need for ACWM interaction. (ZAPURs have been established to protect certain areas that serve as critical habitat for various endangered species. Through ZAPUR-NET, property owners can readily check to see if a parcel/property is within such a zone, make appropriate decisions regarding pesticide use, and employ only environmentally responsible pest control methods in a prompt, efficient, and accurate method.
APD	**Desktop Video Conference** - Expanding attorneys' ability to communicate with clients in County Jails from their office desktop PC which enhances the quality and frequency of attorney-client communications, ultimately leading to effective client control. During Chair term, the APD will seek prioritization for enhanced "bandwidth" to expand this extremely cost saving tool to more APD attorneys assigned to outlying APD branch offices. This effort eliminates wasted attorney time spent commuting to and from the jails, improves air quality, and assists the County in reducing its carbon footprint. This effort also significantly reduces the amount of Sheriff personnel required when attorneys otherwise make personal visits to clients in the jails.
APD	**eWorkflow** - A system recently designed to allow staff to electronically create, assign, complete, and track work requests from attorney to support staff. This allows APD to assign work irrespective of physical assignment location to maximize resources and ensure equitable distribution of work amongst staff.
Assessor	**Building Plan Acquisition System (BPAS)** - Program to convert physical blueprints, microfiche blueprints and/or electronic transmitted blueprints provided by various County and city agencies into electronic database.
Assessor	**e-Forms** - Identify and prioritize forms by frequency and suitability to electronic submission, and begin electronic forms for website deployment.
Assessor	**Legacy System Replacement** - Replace 40-year old mainframe system to have ability to take advantage of automation.
Assessor	**Public Service Videos** - Add multi-media material to Assessor's website and public service

Department	Project
	counter computer terminals.
Assessor	**Titanium Program** - Enhance current ownership processing system, TITAN, by adding an investigations component, which was done manually.
Assessor	**Utilizing IPads to Increase Efficiency** - Appraisers are utilizing iPads to streamline their work process.
DBH	**Automate Fuel Management System** - The Department is seeking to replace a paper-based fuel pump system with an automated system at its six maintenance yards and warehouse. This will allow maintenance workers to avoid paper tracking of fuel use and otherwise improve efficiencies by allowing an automated accounting of fuel use.
DBH	**Upgrade Beach Use Permit System** - BH recently deployed a new parking fee collection system that utilizes automated public pay stations to better manage beach parking lots and track revenue.
BOS, Executive Office	**Design Database Interface Engine** - This engine will allow the Executive Office to exchange data or receive data downloads form other County systems to improve operations and workflows.
BOS, Executive Office	**Enhance Assessment Appeals System** - Software upgrade and additional features will be added to improve the customer service experience of filers.
BOS, Executive Office	**Justice Automated Information Management System (JAIMS) Phase I** - System will match records from various criminal justice systems (Probation, District Attorney, Sheriff) so that anonymized sets of justice statistics can be produced in an automated fashion.
BOS, Executive Office	**Report Tracking for Board Requests** - Update the systems that track these requests to ensure that departments are able to access the system to identify Board reports and due dates.
CIO	**Advanced Information Analytics** - The implementation of Advanced Information Analytics will enable our social and health services departments to enhance delivery of services and detect fraudulent use of county services.
CIO	**Centralized E-mail** - BY the end of 2014, over 80% of County email boxes will be running in a centralized email platform, thereby reducing the operating cost from $10 per mail box/user/month to $5 per mailbox/user/month.
CIO	**Document and Records Management** - The County has established a shared infrastructure to provide document and records management capabilities to enable departments to convert, store and manage their documents and case files electronically. Once stored, these electronic documents and records can be easily accessed by case workers and service providers.
CIO	**Electronic Forms** - The County will be establishing a shared platform for developing and deploying workflow enabled electronic forms that will be integrated with our administrative systems. This capability will enable departments to streamline the capture and processing of digital forms that can be integrated with business applications and systems.
CIO	**Enterprise Master Person Index (EMPI)** - The implementation of the EMPI in 2014, will enable the County for the first time to provide a comprehensive view of constituents that receive County services across our departments. This information will enhance data sharing and interoperability between departmental systems.
CIO	**Legacy Application Modernization** - CIO will be recommending a model and process to prioritize, fund and support the modernization of critical legacy applications.

Department	Project
CIO	**Managed Print Services (MPS)** - Initial implementation of the MPS impacting 8 departments that will be completed in the upcoming calendar year with anticipated savings of 38% to 45% print operation savings expected by department.
CIO	**Mobile Applications and Websites** - With the Board approval of agreements with Google and Apple, the CIOs eGovernment Program will be collaborating with departments to identify services and opportunities to develop mobile applications and websites.
CIO	**Token less Remote Access** - As an enhancement to the County's Cyber-Security Program the Chief Information Security Officer within the CIO will be leading conversion of over 15,000 physical tokens that are used for secured remote access. The implementation of tokenless remote access capability will reduce the cost of providing remote access by over 50% and eliminate the use of physical tokens.
County Counsel	**Countywide E-mail System or Exchange 2010** - Migrate to ISD's E-mail service if it is determined that integration with County Counsel's existing applications and systems can be maintained. If not, County Counsel will be migrating to Exchange 2010 and replacing its current E-mail archiving system.
County Counsel	**CT Tymetrix Management** - Replace current matter management system with Tymetrix, which is currently used for e-billing.
County Counsel	**Document Management Upgrade** - Upgrade existing document management system Autonomy from version 8.2 to 9.0 and implement matter centric filing and E-mail management.
County Counsel	**DPCY Electronic Case Management** - Implement an electronic case management system for dependency.
County Counsel	**Microsoft Office 2010 Rollout with Custom Macros** - Upgrade from Microsoft Office 2003 to 2010, and upgrade Microsoft Word Macro Package known as "LMOD."
County Counsel	**Videoconferencing-Excel/DPCY/Lancaster** - Implement videoconferencing at three County Counsel locations.
County Counsel	**WKCP E-file and Case Management** - Implement an electronic case management system with an e-filing solution for Workers' Compensation attorneys to handle and share their cases.
Medical Examiner-Coroner	**Electronic Case Filing System** - Modernize workflow, from intake to final reports, as well as providing multiple efficiencies that will that will streamline work products throughout the Department.
Medical Examiner-Coroner	**Electronic Subpoenas** - This will allow interfacing with the DA, Public Defender, and outside counsel during the discovery process.
DCSS	**Enhanced Automated Contracting System** – Department of Community and Senior Services (DCSS) is at the forefront of contract management. We are currently using an automated contracting system Contracts Management System (CMS) that allows CSS to electronically generate and manage contracts, Amendments and other contractual data. One component of the CMS is the Contractors' Gateway, which we are testing with a select group of contractors, that allows contractors to access and submit all required contract and compliance documents thus facilitating better customer service by implementing a paperless system, a central depository of information, and quicker real-time responses. We anticipate fully utilizing the Contractors' Gateway in 2014 forward until that capability becomes released in the countywide CMS.

Department	Project
DCSS	**Adult Protective Services Online Reporting Service** - We are currently piloting an online, web-based reporting system that allows mandated reporters to submit reports of suspected abuse online. Based on the pilot, we are redesigning the system and will expand its availability countywide in the coming year. The system will streamline the reporting process, reduce the use of manual reporting and inputting, and ultimately expedite services to those in need.
CSSD	**Central Mailroom Imaging System** - Continuing to capitalize on an imaged caseload, Child Support Services Department (CSSD) is in the process of creating a centralized mailroom for the whole department. As mail comes in, it is immediately imaged into the child support system. If the mailroom staff are not able to resolve the piece of mail immediately, an electronic task is then sent to the worker alerting them that mail is pending their review. This team already imaged over 110,000 pages a month and processed over 10,000 pieces of mail. Prior to this unit, each of our seven public contact offices had their own mailroom staff. Mail was transported to each office according to their caseload assignment. The benefits of this include reduced travel by CSSD staff, quicker processing, reduced clerical staff on mail activities, and imaged documents for recordkeeping.
CSSD	**Fully Imaged Caseload** - With the child support caseload fully imaged, there is "no wrong door" for our participants. Regardless of which office the participant goes into or who they call, our staff are able to address their concerns because all the case information is imaged and available.
CSSD	**Predictive Analytics of Child Support Caseload** - CSSD has implemented a predictive analytics team to provide in-depth analysis of the County's child support caseload. With this analysis, caseworkers will receive more detailed information about their caseload, as well as a recommended course of action based on the unique facts of each case. This will lead to improved and case assignment, worker prioritization, and efficiency.
CSSD	**RFID Barcode Inventory System** - This system will track and tag all items in our centralized stockroom inventory, IT assets, and portable equipment for the entire lifecycle of all items from initial procurement/receipt until the asset is physically disposed through sale, donation, or salvage. It will allow the Department to seamlessly identify re-order thresholds for centralized stockroom supplies and eliminate unnecessary and unplanned supply orders. The RFID Barcode Inventory System will provide substantial customer service efficiencies to our Internal CSSD customers.
CSSD	**Statewide Child Support Services App** - CSSD designed and proposed a Statewide CSSD App to be developed. Working collaboratively with the State CSSD, this mobile App was implemented in 2013. Child support participants are now able to access their account information from their mobile device reducing the number of calls coming into the call center.
CSSD	**Thomson Reuters CLEAR to Locate People and Assets** - This is a new locate tool, put out by Thomson Reuters, which has been distributed to all child support staff for the purpose of improved case locate information. Using this tool, staff is able to find in-depth information on a person's address, employment, assets, and more. In addition, CLEAR provides alerts to staff when new information is discovered.

Department	Project
CSSD	**Virtual Court Case File** - CSSD now has a fully imaged caseload and is now able to capitalize on this past accomplishment. During 2014, CSSD will be implementing a virtual "case file" for our attorneys to use in the court process. Using software, as well as our pre-existing infrastructure, this process will electronically go through our child support system and collect all the pertinent information and documents that our attorneys would need in court. This information is grouped together and placed on a shared server for access. Our attorneys, using a laptop or tablet, have direct access to all the information in electronic format. Past practice required a team of clerks and a lot of printed paper to prepare a court file and then, after court, the file was destroyed since it was no longer needed.
DCA	**Launched eComplaints** - System that allows consumers to submit consumer complaints online through our website, check the status on complaints, and communicate directly with the investigator assigned to their complaint.
DCA	**New Interactive Voice Response Phone System** - Upgrade phone system to increase reliability, improve customer satisfaction, and allows the Department to easily update messages using Plain Language techniques.
DCFS	**Online Policy Manual** - The Department is building a user-friendly, web-based, policy manual. The 6,000 pages contained in our current electronic policy manual will be substantially reduced. The new manual will separate policy from procedure, and will be presented in a manner that is easy to: retrieve, read and understand. These enhancements will make the policy manual much easier to use for the Department's social workers.
DCFS	**Smartphone and Tablet Deployment** - Starting this year, the Department will issue over 2,000 tablets to its social workers. The tablets can be used in the office or out in the field. Social workers will be able to use their tablets out in the field to quickly record/document information that they would normally handwrite or prepare once they return to the office. Like any other computing device with authorized access to our case management system, Social Workers will be able to log into the DCFS electronic case management system from remote locations to retrieve necessary information.
DMH	**Behavior Health Information Systems IBHIS** - IBHIS, DMH's electronic health record system, will be in production use by an initial pilot group of DMH clinics by January 27, 2014. This will enable DMH to coordinate care better and monitor outcomes.
DMH	**Master Person Indexes System** - DMH anticipates participating in the implementation of the County's Enterprise Master Person Index System (EMPI) beginning April/May 2014. This is the key to being able to exchange health information reliably and securely between County departments involved in the delivery of health care services.
DPSS	**DPSS Mobile App - EBT Benefits** - In addition to this application being used with our EDMS project, during the course of the Chair/Chairman of the Board term, using a Smart phone, customers will have the ability to review the status and balance of their EBT benefits, both cash and CalFresh via a DPSS Mobile Application thereby reducing calls and visits to DPSS offices.

Department	Project
DPSS	**Electronic Submission of Income Reports** - Medi-Cal, CalFresh, CalWORKs, or General Relief (GR) are now imaged and converted to electronic records, so paper case files no longer exist for families and individuals with approved DPSS benefits. As a result, documents are easily retrievable by eligibility staff anywhere in the County, and space is no longer needed in our offices for case storage. During the course of the Chairman's term, customers will have the ability to electronically submit semi-annual income reports for CalWORKs/CalFresh and quarterly income reports for GR, including submission of paystubs and other supporting documents by either uploading them into EDMS from an Internet-connected computer and scanner or better yet by using a Smart Phone to take a photo of the documents and upload them directly into EDMS via the DPSS Mobile Application.
DPSS	**Your Benefits Now (YBN) Mobile App** - YBN will be enhanced to enable all DPSS customers to submit their annual redeterminations online and we will leverage YBN to communicate important messages to customers through a highly secure channel that will protect customers' privacy and confidentiality. Over time, a growing number of DPSS customers will transact more of their DPSS business online, and YBN functionality will continue to expand.
DPW	**Land Development Video Conferencing** – DPW's Land Development Division implemented collaboration/videoconferencing tools, such as GotoMeeting and WebEx to review land development plans with customers online. The new service allows customers to discuss plan changes without driving to public counters.
DPW	**My Street Application** - This application will provide users of the website road condition data for all of the unincorporated streets located within Los Angeles County. Easily accessed from the Department's home page the "My Street" link will provide unincorporated area residents information about the condition of their roads - where applicable, it will also provide information regarding any future projects (within 5 years) for their streets. From the "My Street" page, the web user will also have the opportunity to link to additional information regarding the Department's approach to treating County roads. These links provide information regarding the Departments approach on road stewardship, a list and map of current road projects, explanations of the different pavement treatment options our Department performs, our pavement management system, and green sustainable treatment measures.
DPW	**My Waterworks Account Manager (MyWAM) Billing System** - A new state-of-the-art billing system that allows the Waterworks Districts' customers to pay their water bills online, view their water consumption history, apply for water conservation rebates, open and close water services, and perform a host of other customer-related services. It also improves customer service by providing the ability to answer customers' questions more accurately by quickly accessing water use and payment history information. MyWAM also helps to educate customers with data, graphs, charts, and community comparisons to encourage conservation. Over 3,800 customers of 10,000 user accounts have already signed up for e-bills.
DPW	**Public Request for Traffic Studies - Online** - DPW receives approximately 1,500 requests each year from the public to install various traffic control devices, such as traffic signals, stop signs, and parking restrictions. In the past, these requests were generally received either via phone or by letter. Over the years, DPW has made strides in improving the public's access to our employees that conduct these traffic studies. Staff interacts with constituents via phone, E-mail, or at times, in person, such as at community meetings. Constituents have the option to submit their requests online through our FAQ system. As part of our efforts in improving our Department's website, we are also developing a web page specifically for constituents to request various types of traffic studies.

Department	Project
DPW	**The Works Mobile App** – Free iPhone and Android App, "The Works ™," provides the public a convenient way to request services or report issues related to graffiti, potholes, illegal dumping, parks, building code violations, public pools, or street sweeping. The App, developed in-house, utilizes Global Positioning System and camera features available in smartphones to capture the incident location and image. Requests are automatically routed to the responsible County department for a timely resolution. For requests outside of the County's service area, The Works ™ displays the referral information of the responsible city. Reports and incident maps are available for staff to better manage resources and respond efficiently. The Works™ was initially developed for DPW related services and is being expanded through a collaborative effort to cover services provided by Departments of Parks, DPW, and DRP. DPW acts as the hub for all public requests and disseminates information and requests to other departments through a workflow system.
DRP	**Business License Approval - Online -** Coordinate with TTC to approve business licenses electronically.
DRP	**GIS Web Mapping App -** Mobile enabling of GIS Web Mapping Applications - The Department is in the process of updating several of its GIS web mapping applications to extend their use to mobile devices; this is important because more and more people are accessing our website from these devices
DRP	**PALMS (*EPIC-LA*) -** The new land permitting and inspection tracking system (PALMS replacement) will be the most significant customer service/small business measure the department will pursue this calendar year; it will create a user-friendly, electronic interface for the County's customers, greatly improve communication and data sharing during the permitting process and will be a stepping stone for many other customer service and small business enhancements as it is implemented.
Fire	**CPR Anytime to High School and Community-Based Organizations (CBO's) & PulsePoint -** Plan to launch a countywide public education program in high schools and through community-based organization to each resident how to become bystander heroes by partnering with local firefighters to save lives. Once trained in CPR, students and the public will be invited to sign up for PulsePoint, a free mobile app that alerts CPR-trained bystanders in public places that someone nearby is having a sudden cardiac arrest. It also identifies the nearest public access defibrillator to aid survival.
Fire	**Electronic Patient Care Records for EMS -** This project involves the use of electronic data entry and record keeping that will allow for real-time flow of information between the Dept., EMS agency, and receiving hospital. The use of this technology will result in better patient care outcomes as paramedics and EMT's will be guided through the patient care record program and be required to accurately select pre-hospital care protocols and treatment parameters while at the patient's side.
Fire	**iPad for Emergency Medical Technicians -** Researched a method to electronically track Emergency Medical Technician (EMT) skills using a mobile computer tablet (iPAD) at each test site to generate real-time data reports for field supervisors.
DHR	**Develop and Deploy Performance Management Tracking System/Dashboard** - Provides real-time dashboard reporting and business analytics to HR professionals and department executives.
DHR	**Employee Selection** - Target conversion of two paper-based assessment to online format; partner with County departments to analyze Master Calendar examinations and coordinate and consolidate examination.

Department	Project
DHR	**Enhance Investigation Tracking and Management System (ITMS)** - To provide more specific and diverse case status information.
DHR	**Implement Manager Self Service (MSS)** - Allows managers direct access to information about their staff (personnel, time & attendance, and position control).
DHR	**Implement Personnel Action Request (e-PAR)** - Will allow departments to keep track of all personnel transactions and have an electronic repository of information about positions, location, and approval.
DHR	**Online Appeals** - Develop a new Appeals Management Solution to provide appellants the ability to submit appeals online and track status.
DHR	**Online Recruitment** - Strategically utilize social media to attract job candidates; DHRmobile for smartphones to access career opportunities.
DHR	**Outside Employment Form/eForm Strategy** - Release Automated Outside Employment Form, and automate County forms to improve staff efficiency by eliminating the re-entry of data, and reduce time to route and approve documents.
DHR	**Talent Management Solution** - Select vendor to implement solution that will encompass application, examination, and list management processes.
ISD	**Countywide Contract Management System** - Developing contract management system to automate and standardize County contract documents and processes.
ISD	**Countywide IT Initiatives** - Complete migration to countywide E-mail system; support expansion of ISD's private eCloud; expand existing centralized services; and investigate new service offerings to meet anticipated County needs.
ISD	**Data Center Vision** - Replace existing Downey Data Center with state-of-the-art facility at Rancho South campus and ISD's Eastern Avenue complex.
ISD	**Enhance L.A. County Portal (E-Government)** - Improve constituents experience and make services more accessible with new "look and feel."
ISD	**Replacing Legacy Computing Systems** - ISD is developing strategy for all legacy systems, and will identify risks and costs for continued operations and support vs. modernization.
ISD	**Telephone, Network, and Radio Infrastructure** - Replace outdated telecommunications infrastructure with modern technologies.
ISD	**Vendor Self-Service** - Implement eCAPS Vendor Self Service module to provide capabilities for electronic remittances to vendors, electronic invoicing; online vendor inquiries, electronic solicitations, and electronic bid response.
Medical Examiner-Coroner	**Electronic Case Filing System** - Modernize workflow, from intake to final reports, as well as providing multiple efficiencies that will that will streamline work products throughout department.
Medical Examiner-Coroner	**Electronic Subpoenas** - This will allow interfacing with the DA, Public Defender, and outside counsel during the discovery process.
Parks	**The Report Card for Smartphones** - Report Cards will continue to allow the Department to obtain feedback from community members concerning their experience at the parks. The Report Card process is being enhanced by adding a cell phone component.

Department	Project
Parks	**"The Works" Mobile App** – "The Works" Mobile App was designed to bolster civic engagement. The App was originally launched in 2012 by DPW and now has been extended to include Parks. The App users can now interact with Park's at the push of a button by reporting possible property violations, including excessive vegetation, junk or trash; illegal parking; inoperable vehicles; occupied RVs, improper signs or banners, and requesting facility and trail maintenance at County parks, as well as reporting potential health and safety concerns.
PD	**Video Communication Plan** - A comprehensive video strategy for all staff and integrated with different use cases. It includes the following elements: • Branch conference room video installation to be used for training and meetings (for all branches). • Executive conference room video so that the Public Defender and others can communicate with staff directly from headquarters. • Interpreter Services Pilot Program. Existing bilingual staff will provide assistance to office lacking bilingual clerical/secretarial staff via video. • Specialist Units—Death penalty coordinator and appellate work with attorneys throughout the County. Capital litigation staff and appellate staff will be able to conduct complex meetings using advanced video services. • Educational videos for Juvenile Court reception areas. • Media/trial mobile units for area offices with primary use cases of trials, meetings and training.
DPH	**Complaint App for Smartphone** – Environmental Health (EH) will develop an Application to allow the submission of a complaint from a SmartPhone and EH will be improving its website to provide easier access, additional information, and the ability to use a credit card to pay for services.
DPH	**Restaurant Grading and Yelp** - DPH is working with Yelp to publish restaurant letter grades and inspection results on each restaurant's listing.
DPH	**TB Treatment Oversight for Smartphones** - The Tuberculosis Control Program (TBCP) has adopted a diagnostic test for the rapid identification of TB within County hospital and clinical care settings and is adopting the use of cellular and Internet technologies for improved treatment oversight. These efforts have the potential to reduce disease transmission, improve patient care, reduce the burden of long-term treatment of TB for patients and reduce costs.
RR/CC	**Community and Voter Outreach** – RR/CC is taking advantage of free software and web-based tools to enhance the outreach operations by increasing online access to services; developing plan to assist sister departments and National Voter Registration Act managed agencies in maintaining compliance with Federal and State regulations.
RR/CC	**Online Business Filing and Registration** - Recently implemented a customer friendly web application for submitting Fictitious Business Name Statements.
RR/CC	**PACE** - A business analytics program that helps management anticipate the needs of customers and better align/enhance existing productivity levels of staff.
RR/CC	**SECURE Electronic Recording Delivery System** - RR/CC provides contracted services of this system that delivers electronic recordable documents to Los Angeles, Orange, Riverside, San Diego, Santa Barbara, San Mateo, Ventura, Marin, and Sonoma Counties.
LASD	**Inmate Email System** - Solves security/contraband issues associated with postal mail. Much faster delivery to inmates. Currently in development.

Department	Project
LASD	**Large Emergency Event Digital Information Repository (LEEDIR)** - When a major emergency occurs, policing agencies will broadcast public service alerts requesting the submission of eyewitness videos and photos from terrorist events, natural disasters or other large-scale criminal events. Eyewitnesses will be able to easily upload videos and photos from mobile and web devices to LEEDIR's secure, centralized repository, even if they are high-resolution large files. Currently working on testing capabilities.
LASD	**Sheriff's Online Reporting (SORTS)** - Online reporting of minor offenses with no workable information. Currently reviewing vendor responses from an RFB.
TTC	**Pay for Success** – TTC is participating in a work group to develop a "Pay for Success" (similar to social impact bonds) blueprint, and identify County Projects to apply this blueprint.
TTC	**Payment Redesign for Large $ Taxpayers** - Expanded functionalities of online payment system to allow taxpayers with bill that exceed $50,000 to make payments online with ease and without pre-registration.
TTC	**Remote Deposit Capture** - Allows each County department that accepts checks from the public to scan checks for deposit.
TTC	**Upgrade Property Tax Phone System** - Current system will be upgraded to state-of-the-art technology to provide more timely and efficient services.