

**COUNTY OF SACRAMENTO  
CALIFORNIA**

For the Agenda of:  
January 30, 2007  
3:30 p.m.

To: Board of Supervisors

From: Countywide Services Agency

Subject: Request For Authority To Issue A Request For Proposal For An External Review Of Voter Registration and Elections Processes

Contact: Jim Hunt, Deputy Administrator, Countywide Services Agency, 874-3826

**Overview**

The Countywide Services Agency requests authorization for the issuance of a Request for Proposal (RFP) to obtain a consultant or consultants to perform a comprehensive review of the County's voter registration and elections processes. The purpose of this review is to identify best practices and benchmarks to improve the efficiency of the delivery of these services from an external, objective perspective, while continuing to meet state and federal requirements, the business needs of the County and the constituents who rely on these services.

**Recommendation**

Authorize the issuance of a RFP for a consultant or consultants to perform a comprehensive review of the County's voter registration and elections processes.

**Measures/Evaluation**

The review may result in development of improved business practices, and possible cost savings, for the County. This review will also measure customer satisfaction levels.

**Fiscal Impact**

The anticipated cost of this study was included in the Adopted Final Budget for Fiscal Year 2006-07, and is estimated to be \$100,000, funded from the General Fund.

**BACKGROUND:**

In accordance with the Board's direction to conduct routine performance audits of County departments, the Countywide Services Agency seeks approval to develop and issue a Request for Proposals for review of the Department of Voter Registration and Elections.

The processes of this department serve local, state and national jurisdictions. A comprehensive review of these services is proposed to determine best practices and increase efficiency where indicated.

**DISCUSSION:**

The focus of this review of services is being proposed as follows:

- Interviews/meetings with appropriate staff, political appointees, elected officials and candidates to identify key issues, trends, goals, expectations, objectives, procedures and service delivery goals.
- Development of process descriptions including a detailed narrative, an organizational structure, management systems and procedures, including reporting, decision-making, coordination with other departments and jurisdictions, workloads, staffing, performance standards and use of technology.
- Review of “best practices” and benchmarks of comparable offices, including other election offices in the state using similar voting equipment.
- Review of vendor contracts with focus on quality controls and ability to meet election deadlines.
- Evaluation of efficiency and effectiveness through a review of the work process and products to measure against performance standards and benchmarks. The review will address compliance with federal and state laws and regulations, consistency and accuracy in interpretation and application of rules and regulations, adequacy of management control systems, and optimization of the staff, equipment and facilities.
- Evaluation of the Department’s model used for determining the fees charged to jurisdictions for elections.

A team comprised of representatives from the Countywide Services Agency and the Chief Financial/Operations Officer will provide project oversight. The Chief Financial Office/Operations Officer will be the project sponsor and the Countywide Services Agency Deputy Administrator will be the project manager. Following authorization from your Board, an RFP to acquire these consulting services will be developed and issued. We will return to your Board with a recommendation for award of a consultant contract.

**FINANCIAL ANALYSIS:**

The financial impact of the cost of this review will not be known until the actual cost of consulting services is determined; however, \$100,000 is the estimated budget for the project. To ensure that consulting services will be affordable, the RFP will assert the County’s right to accept all or a portion of the recommended consultant’s proposal. The consultant’s fee is funded by a General Fund allocation included in the Fiscal Year 2006-07 Adopted Final Budget.

Respectfully submitted,

APPROVED:

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PENELOPE CLARKE, Administrator  
Countywide Services Agency

TERRY SCHUTTEN  
County Executive