



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

WILLIAM T FUJIOKA
Chief Executive Officer

DATE: May 29, 2014
TIME: 1:00 p.m.
LOCATION: Kenneth Hahn Hall of Administration, Room 830

AGENDA

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

1. Call to order – Gevork Simdjian
 - A) **Board Letter – APPROVE CONTRACT WITH CDW GOVERNMENT LLC FOR DATA CENTER LICENSING TECHNICAL SUPPORT SERVICES**
CDC/CIO – Sean Rogan and Richard Sanchez or designee(s)
 - B) **Board Letter – APPROVE THE PURCHASE OF A LASERFICHE SOFTWARE, RECORDS MANAGEMENT FROM LASERFICHE AND RELATED HARDWARE FROM CDWG**
CDC/CIO – Sean Rogan and Richard Sanchez or designee(s)
 - C) **Board Letter – APPROVE CONTRACT WITH MYTHICS, INC. FOR ORACLE PEOPLESOFT UPGRADE AND SUPPORT SERVICES**
CDC/CIO – Sean Rogan and Richard Sanchez or designee(s)
 - D) **Board Letter – APPROVE CONTRACT WITH XEROX FOR MANAGED PRINT SOLUTION SERVICES**
CDC/CIO – Sean Rogan and Richard Sanchez or designee(s)
 - E) **Assessor Risk Management Presentation**
ASR – Sharon Moller or designee
2. Public Comment

CONTINUED ON PAGE 2

NOTICE OF CLOSED SESSION

CS-1 CONFERENCE WITH LEGAL COUNSEL - ANTICIPATED LITIGATION

(Paragraph (2) of subdivision (d) of Government Code Section 54956.9)

Significant exposure to litigation (thirty cases)

Claims brought by multiple cities for reimbursement related to the decision in *City of Alhambra v. County of Los Angeles*

3. Adjournment

June 17, 2014

Honorable Board of Commissioners
Community Development Commission of the
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Commissioners:

**APPROVE CONTRACT WITH CDW GOVERNMENT LLC FOR DATA CENTER
LICENSING TECHNICAL SUPPORT SERVICES
(ALL DISTRICTS) (3 VOTE)**

CIO RECOMMENDATION: (X) APPROVE

SUBJECT

This letter is requesting approval of a Contract with CDW Government LLC, to provide data center licensing technical support services for the Community Development Commission.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Find that approval of the Contract is not subject to the California Environmental Quality Act (CEQA) because it is not defined as a project under CEQA and does not have the potential for causing a significant effect on the environment.
2. Authorize the Executive Director, or his designee, to execute, amend, and if necessary terminate a Contract and all related documents with CDW Government LLC (CDWG), for data center licensing technical support services, using up to \$230,450.41 included in the Community Development Commission's (Commission) approved Fiscal Year 2014-2015 budget for this purpose.
3. Authorize the Executive Director, or his designee, to extend the term of the Contract by up to four additional years, in one year increments, at an annual cost of \$230,450.41 for year two and \$271,450.41 for years three, four and five.

4. Authorize the Executive Director, or his designee, to use up to an additional ten percent per year for unforeseen costs as needed; the total maximum contract sum for the first year, the four option years and the ten percent contingency is \$1,402,777.26.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this action is to purchase the data center licensing technical support services through CDWG to meet the Commission's data center operation needs.

CDWG will provide Cisco SMARTNet, Blue Coat and VMWare services to continue maintenance and technical support for the Commission's Cisco and network equipment. The services will include maintenance and technical support on network equipment such as routers, servers, switches and other communication equipment located at Commission headquarters and remote sites. The services will begin July 1, 2014 and extend through June 30, 2015, and may be extended for four additional one-year terms.

FISCAL IMPACT / FINANCING

There is no impact on the County General Fund. The Contract will be funded with \$230,450.41 included in the Commission's budget for the maintenance of the first year. If extended, the costs of for support and maintenance will be \$230,450.41 for year two, and \$271,450.41 per year for years three, four and five. A 10% contingency of \$127,525.21 is being set aside for additional maintenance renewal licenses, if needed, over the full term of the Contract.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Chief Information Office (CIO) has reviewed this request and recommends approval. The CIO Analysis is attached (Attachment A). The Contract and Statement of Work have been reviewed by County Counsel, and are attached in substantially final form (Attachment B).

CONTRACTING PROCESS

The data center licensing technical support services will be purchased under the National Intergovernmental Purchasing Alliance (National IPA) Technology Solutions Agreement (#130733). The National IPA Technology Solutions Agreement was a formal Request for Proposals led by the City of Tucson, Arizona's Department of Procurement, and awarded in May 2013 to offer the lowest prices possible for state and local government entities, public and private primary, secondary, and higher education entities, non-profit entities, and agencies for the public benefit customers in the United States. The City of Tucson, as the Principal Procurement Agency, has partnered with National IPA to generate the resultant Master Agreement (Cooperative Agreement). The Commission reviewed the Cooperative Agreement procurement to determine

compliance with the Commission's procurement requirements and 24 CFR 85.36 known as the "Common Rule" for U.S. Department of Housing and Urban Development (HUD) funded projects and services.

ENVIRONMENTAL DOCUMENTATION

Computer software purchases are exempt from the National Environmental Policy Act pursuant to 24 Code of Federal Regulations, Part 58, Section 58.35 (b)(3), because they involve activities that will not have a physical impact on or result in any physical changes to the environment. These activities are not subject to the provisions of CEQA pursuant to State CEQA Guidelines 15060(c)(3) and 15378, because they are not defined as a project under CEQA and do not have the potential for causing a significant effect on the environment.

IMPACT ON CURRENT SERVICES AND PROJECTS

The maintenance service on current equipment is necessary to make the Commission's information technology network infrastructure fully operational for conducting daily business with minimal disruption to end users. By continuing maintenance on the current equipment, the Commission's network administrators can easily access replacement parts and receive telephone/email support and software updates along with documentation.

Respectfully submitted,

Reviewed by:

SEAN ROGAN
Executive Director
COMMUNITY DEVELOPMENT COMMISSION
COUNTY OF LOS ANGELES

RICHARD SANCHEZ
Chief Information Officer
COUNTY OF LOS ANGELES

SR:MF:mr

Attachments: 2

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

June 17, 2014

Honorable Board of Commissioners
Community Development Commission of the
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Commissioners:

**APPROVE THE PURCHASE OF A LASERFICHE SOFTWARE, RECORDS
MANAGEMENT FROM LASERFICHE AND RELATED HARDWARE FROM CDWG
(ALL DISTRICTS) (3 VOTE)**

CIO RECOMMENDATION: (X) APPROVE

SUBJECT

This letter is requesting approval of a Contract with Laserfiche for Rio Enterprise Content Management (ECM) software for the Community Development Commission. This letter is also requesting approval to purchase related hardware from CDW Government LLC. The new software and hardware will meet all records management needs throughout the organization.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Find that approval of a Contract with Laserfiche is not subject to the California Environmental Quality Act (CEQA) because it is not defined as a project under CEQA and does not have the potential for causing a significant effect on the environment.
2. Authorize the Executive Director, or his designee, to execute, amend and, if necessary, terminate a Contract and all related documents with Laserfiche for Rio Enterprise Content Management software, in the amount of \$378,972 included in the Community Development Commission's (Commission) approved Fiscal Year 2013-2014 budget for this purpose.

3. Authorize the Executive Director, or his designee, to extend the Contract by up to four additional years, for software license support maintenance and records management professional services, at a cost of \$343,348 for year two, \$289,473 for year three, and \$93,348 per year for years four and five.
4. Authorize the Executive Director, or his designee, to use up to ten percent contingency of \$119,849 for unforeseen costs as needed; the total Laserfiche Software and Professional Services maximum contract sum for the five years and the ten percent contingency is \$1,318,338.
5. Authorize the Executive Director, or his designee, to execute a purchase order with CWD Government LLC (CDWG), in the amount of \$131,333, for hardware related to the Commission's records management implementation, and to use up to ten percent contingency of \$13,133 for unforeseen costs as needed; the total maximum purchase amount will not exceed \$144,466.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this action is to purchase the Laserfiche Rio software solution through Laserfiche to meet the Commission's document imaging needs. The Commission has outgrown the current version of its Laserfiche imaging software solution due to technology changes and data growth. The Commission's imaging document methodology requires restructure, including Active Directory, workflows, security and retention policy, and filing location structure. The Laserfiche Rio Enterprise Content Management (ECM) provides the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes. By combining comprehensive ECM functionality with business process management (BPM), security and auditing tools, Laserfiche Rio will provide the Commission with a solid ECM infrastructure.

FISCAL IMPACT / FINANCING

There is no impact on the County general fund. If fully extended, the total five year cost will be \$1,462,804, which includes the software and records management implementation services, as well as hardware and support maintenance and a 10% contingency. The first year's expense is included in the Commission's approved Fiscal Year 2013-2014 budget, and funds for future years will be included in the annual budget approval process.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Chief Information Office (CIO) has reviewed this request and recommends approval. The CIO Analysis is attached (Attachment A). The Contract and Statement of Work have been reviewed by County Counsel, and are attached in substantially final form (Attachment B).

CONTRACTING PROCESS

The Laserfiche Rio software and records management services will be purchased under General Services Administration (GSA) Information Technology (IT) Schedule 70 – innovative information technology products, services and solutions, Contract # GS-35F-0435P. The GSA was a formal Request for Proposals led by the U.S. General Services Administration, and awarded in November 17, 2013 to offer the lowest prices possible for state and local governments to use Federal Supply Schedules to acquire automated data processing equipment, software, supplies, support equipment, and services.

The related records management hardware will be purchased from CDWG under the National Intergovernmental Purchasing Alliance (National IPA) Technology Solutions Agreement (#130733). The National IPA Technology Solutions Agreement was a formal Request for Proposals led by the City of Tucson, Arizona's Department of Procurement, and awarded in May 2013 to offer the lowest prices possible for state and local government entities, public and private primary, secondary, and higher education entities, non-profit entities, and agencies for the public benefit customers in the United States. The City of Tucson, as the Principal Procurement Agency, has partnered with National IPA to generate the resultant Master Agreement (Cooperative Agreement). The Commission reviewed the Cooperative Agreement procurement to determine compliance with the Commission's procurement requirements and 24 CFR 85.36 known as the "Common Rule" for U.S. Department of Housing and Urban Development (HUD) funded projects and services.

ENVIRONMENTAL DOCUMENTATION

Computer software purchases are exempt from the National Environmental Policy Act pursuant to 24 Code of Federal Regulations, Part 58, Section 58.35 (b)(3), because they involve activities that will not have a physical impact on or result in any physical changes to the environment. These activities are also not subject to the provisions of CEQA pursuant to State CEQA Guidelines 15060(c)(3) and 15378, because they are not defined as a project under CEQA and do not have the potential for causing a significant effect on the environment.

IMPACT ON CURRENT SERVICES AND PROJECTS

The purchase of the Laserfiche Rio software will improve the efficiency of Commission business processes and maximize the return on the Commission technology investments. The Rio software will share and enforce best practices by automating manual processes, including content classification and filing, build a common, enterprise-wide ECM infrastructure.

Respectfully submitted,

Reviewed by:

SEAN ROGAN
Executive Director
COMMUNITY DEVELOPMENT COMMISSION
COUNTY OF LOS ANGELES

RICHARD SANCHEZ
Chief Information Officer
COUNTY OF LOS ANGELES

SR:MF:mr

Attachments: 2

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

June 17, 2014

Honorable Board of Commissioners
Community Development Commission of the
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Commissioners:

**APPROVE CONTRACT WITH MYTHICS, INC. FOR ORACLE PEOPLESOFT
UPGRADE AND SUPPORT SERVICES
(ALL DISTRICTS) (3 VOTE)**

CIO RECOMMENDATION: (X) APPROVE

SUBJECT

This letter is requesting approval of a Contract with Mythics, Inc, to provide an upgrade to version 9.2 of Oracle PeopleSoft Financials and Supply Chain Management and PeopleSoft Human Capital Management for the Community Development Commission.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Find that the approval of a Contract with Mythics, Inc. (Mythics) for a PeopleSoft upgrade is not subject to the California Environmental Quality Act (CEQA) because it is not defined as a project under CEQA and does not have the potential for causing a significant effect on the environment.
2. Authorize the Executive Director, or his designee, to execute, amend, and if necessary terminate a Contract and all related documents with Mythics, for Oracle PeopleSoft upgrade and support services, using up to \$2,699,893.52.
3. Authorize the Executive Director, or his designee, to incorporate up to \$2,699.893.52 in Commission General Funds, as needed, into the Commission's Fiscal Year 2014-2015 approved budget.

4. Authorize the Executive Director, or his designee, to extend the term of the Contract by up to four additional years, in one year increments, for license support at a cost of \$146,259.04 for year two and 1% increase per year for years three through five.
5. Authorize the Executive Director, or his designee, to use up to an additional ten percent contingency for unforeseen costs as needed; the total maximum contract sum for the five years including the ten percent contingency is \$3,623,140.24.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this action is to purchase the Oracle PeopleSoft upgrade and support services through Mythics to meet the Commission's Finance and Human Capital Management needs.

The Commission is currently running PeopleSoft Financials and Supply Chain Management (FSCM) version 8.4 and PeopleSoft Human Capital Management (HCM) version 9.0. Both applications are using PeopleTools version 8.49. The objective is to upgrade both the FSCM and HCM pillars to version 9.2 and to upgrade PeopleTools to the latest supported version available at time of project initiation.

As part of the upgrade the ePerformance, Supplier Contract Management module, eProcurement module, and Accounts Payable invoice approval process will be implemented. ePerformance is part of the HCM pillar of modules, and is used to streamline performance activities and evaluations. The upgrade will also position the Commission to take advantage of HCM and FSCM features/modules they currently are not using, or are not taking full advantage of the capabilities that maximizes the value from the investment the Commission has made. Mythics and the Commission are jointly building a roadmap that will guide the implementation or reengineering of functions and features that will be built off of the foundation of this upgrade.

FISCAL IMPACT / FINANCING

There is no impact on the County General Fund. The Contract will be funded with \$2,699,893.52 in Commission General Funds to be incorporated as needed into the Commission's approved Fiscal Year 2014-15 budget. Funds for future years will be included in the annual budget approval process. A 10% contingency of \$329,376.39 is being set aside for unforeseen costs as needed.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Chief Information Office (CIO) has reviewed this request and recommends approval. The CIO Analysis is attached (Attachment A). The Contract and Statement of Work have been reviewed by County Counsel, and are attached in substantially final form (Attachment B).

CONTRACTING PROCESS

The Oracle PeopleSoft 9.2 upgrade and support services will be purchased under the General Services Administration (GSA) Information Technology (IT) Schedule 70 – innovative information technology products, services and solutions, Contract #GS-35G-0153M. The GSA was a formal Request for Proposals led by the U.S. General Services Administration, and awarded in November 17, 2013 to offer the lowest prices possible for state and local governments to use Federal Supply Schedules to acquire automated data processing equipment, software, supplies, support equipment, and services.

ENVIRONMENTAL DOCUMENTATION

Computer software purchases are exempt from the National Environmental Policy Act pursuant to 24 Code of Federal Regulations, Part 58, Section 58.35 (b)(3), because they involve activities that will not have a physical impact on or result in any physical changes to the environment. These activities are not subject to the provisions of CEQA pursuant to State CEQA Guidelines 15060(c)(3) and 15378, because they are not defined as a project under CEQA and do not have the potential for causing a significant effect on the environment.

IMPACT ON CURRENT SERVICES AND PROJECTS

The purchase of the Oracle PeopleSoft upgrade and support services will improve the efficiency of Commission business processes and maximize the return on the Commission technology investments. The Oracle PeopleSoft upgrade and support services will reduce administrative costs and meet the Commission's core business requirements for Finance, Human Capital Management and Procurement.

Respectfully submitted,

Reviewed by:

SEAN ROGAN
Executive Director
COMMUNITY DEVELOPMENT COMMISSION
COUNTY OF LOS ANGELES

RICHARD SANCHEZ
Chief Information Officer
COUNTY OF LOS ANGELES

SR:MF:mr

Attachments: 2

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

June 17, 2014

Honorable Board of Commissioners
Community Development Commission of the
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Commissioners:

**APPROVE CONTRACT WITH XEROX FOR MANAGED PRINT SOLUTION
SERVICES
(ALL DISTRICTS) (3 VOTE)**

CIO RECOMMENDATION: (X) APPROVE

SUBJECT

This letter is requesting approval of a Contract with Xerox Corporation, to provide lease copier equipment and managed print solution services for the Community Development Commission and Housing Authority. The new print solution will meet the needs throughout the organization.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Find that approval of a Contract with Xerox Corporation (Xerox) is not subject to the California Environmental Quality Act (CEQA) because it is not defined as a project under CEQA and does not have the potential for causing a significant effect on the environment.
2. Authorize the Executive Director, or his designee, to execute, amend, and if necessary terminate a Contract and all related documents with Xerox, for print solution services and associated lease services, using up to \$197,937.59 included in the Community Development Commission's (Commission) approved Fiscal Year 2014-2015 budget for this purpose.

3. Authorize the Executive Director, or his designee, to extend the term of the Contract by up to four additional years, in one year increments, at an annual cost of \$197,937.59.
4. Authorize the Executive Director, or his designee, to use up to an additional ten percent per year for unforeseen costs as needed; the total maximum contract sum for the first year, the four option years and the ten percent contingency is \$1,088,656.75.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this action is to purchase the Print Solution Services solution through Xerox to meet the Commission's managed print solution needs.

The Commission has outdated equipment and continual technical support is being provided. The print solution services will eliminate the downtime required in order to test, select, implement, and re-train users on multiple copier devices. The purchase will standardize all copiers, the interface will be the same for users, and inventory supplies will be available. Newer devices are needed to take advantage of the latest technologies available, such as follow-me printing, mobile printing and report accounting.

FISCAL IMPACT / FINANCING

There is no impact on the County General Fund. The Contract will be funded with \$197,937.59 included in the Commission's budget for the copier, parts, supplies, and maintenance for the first year. The annual lease agreement will be \$197,937.59 per year for up to four additional years. A ten percent contingency of \$98,968.80 is being set aside for additional services, if needed, over the full term of the Contract.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Chief Information Office (CIO) has reviewed this request and recommends approval. The CIO Analysis is attached (Attachment A). The Contract and Statement of Work have been reviewed by County Counsel, and are attached in substantially final form (Attachment B).

CONTRACTING PROCESS

The services will be purchased under the Los Angeles County Master Agreement Number MA-IS-1140174, Xerox Photocopy Equipment. The Los Angeles County Master Agreement was processed by the Internal Services Department, Department of Purchasing and Contracts, and awarded in January 2011, to offer the lowest prices possible for governmental entities, states, counties, cities, special districts, political

subdivisions, school districts, higher education, and other municipalities (participating public agencies).

ENVIRONMENTAL DOCUMENTATION

The proposed activities are exempt from the National Environmental Policy Act pursuant to 24 Code of Federal Regulations, Part 58, Section 58.35 (b)(3), because they involve activities that will not have a physical impact on or result in any physical changes to the environment. These activities are not subject to the provisions of CEQA pursuant to State CEQA Guidelines 15060(c)(3) and 15378, because they are not defined as a project under CEQA and do not have the potential for causing a significant effect on the environment.

IMPACT ON CURRENT SERVICES AND PROJECTS

The purchase of print solution services will improve the efficiency of Commission and Housing Authority business processes and maximize the return on our technology investments. The services will reduce administrative costs and provide future accounting capabilities.

Respectfully submitted,

Reviewed by:

SEAN ROGAN
Executive Director
COMMUNITY DEVELOPMENT COMMISSION
COUNTY OF LOS ANGELES

RICHARD SANCHEZ
Chief Information Officer
COUNTY OF LOS ANGELES

SR:MF:mr

Attachments: 2

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

OFFICE OF THE ASSESSOR

Risk Management Plan: FY 2013-14

This Risk Management Plan describes risks, trends, and mitigation measures planned to address these issues. Risk issues are identified through evaluations of business operations and review of claim trends.

Note: This document replaces the Risk Exposure Cost Avoidance Plan (RECAP) and the Departmental Risk Management Overview issued for presentations to Board Deputies.

APPROVALS:

Steven Hernandez

Risk Management Coordinator

Signature

Date

Sharon Moller

Department Head

Signature

Date

Overview of Department Risk Management Program

The Office of the Assessor is responsible for setting assessed values, in the form of an annual assessment roll, on more than 2.4 million taxable residential and commercial real estate parcels and on nearly 308,000 unsecured properties. The roll is used to calculate property revenues for 88 cities, 102 school districts, hundreds of special districts, and for County government.

The department's risk management program consists of analyzing, overseeing and setting up measures to lessen risk and exposures. In recent years, the Department has taken measures to improve its Vehicle Safety Program and to reduce the number of preventable auto accidents by mileage permittees and related expenses. Measures were also taken to reduce work-related injuries and related cost.

Risk Management Coordinator:	Steven Hernandez
Safety Officer/Coordinator:	Dat Dang
Return-to-Work Coordinator:	Arlene Santos

Risk Issues, Plans, and Mitigation Measures

RISK MANAGEMENT ISSUE #1
<p>Issue:</p> <p>Augment existing risk management efforts and minimize Worker's Comp-related expenses through training, print shop air quality mitigation, implementation of a new ergonomics task work project, and instituting an automotive safety committee and review board</p>
<p>Risk Management Plan /Mitigation /Goals and Accomplishments:</p> <ul style="list-style-type: none"> • Back Safety and Materials Handling Training was provided in March 2014 to employees who have to bend and or lift heavier objects while performing their regular job duties. The goal of the training was awareness increase, injury prevention, and keeping worker's compensation claims and related expenses at a minimum. • Refresher Ergonomics Training will be provided in June 2014 to clerical staff whose primary job duty is data entry. • The Ergonomic Task Force Project was implemented In October 2013 according to which all ergonomics equipment related to industrial accident claims is purchased through the Department and not through the Third Party Administrator. The goal was to increase control and minimize expenses. • Ergonomics Program Policies and Procedures review and discussion with CEO Risk Management aimed at improvements is planned for July 2014. • An additional air filtration machine was purchased and installed in the print shop in room B77 at the end of 2013 aimed at ensuring employee safety and compliance with CalOSHA requirements. • A noise survey in the print shops and the mail room to ensure employee safety is planned for July 2014. • An Automotive Safety Committee and Review Board Program was instituted at the end of 2013 aiming at: <ul style="list-style-type: none"> ○ Minimizing the number of vehicle accidents ○ Establishing automotive safety as an integral part of the job performance ○ Installing a sense of vehicle safety awareness and driver responsibility ○ Reducing accident costs ○ Reducing personal injuries ○ Promoting driver safety and user-safe driving practices
Responsible Party: Elena Klunder
Completion Date: See above

Statistical Information (***) data to be provided when available)

Claim Performance (data provided by CEO; see footnotes)				
Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
WORKERS' COMPENSATION				
1. Number of Workers' Compensation claims filed during the period	27	35	26	29.3
2. Number of employees as of June 30	1331	1317	1298	1,315.3
3. Workers' Compensation Claim Report Rate (number of claims reported per 100 employees) for the period	2.0	2.7	2.0	2.2
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments)	11.7	11.2	11.4	11.4
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments, excluding Fire, Probation, Sheriff)	6.7	6.83	6.86	6.8
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (Fire, Probation, Sheriff only)	25.0	22.8	23.46	23.8
4. Workers' Compensation expense paid during the period (including final accounting of allocated and unallocated expenses)	\$973,482	\$847,609	\$886,846	902,645.7
5. Workers' Compensation Expense Rate (expenses paid per current employee) for the period	\$731	\$644	\$683	686.1
Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments)	\$3,266	\$3,505	\$4	2,258.3
Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments, excluding Fire, Probation, Sheriff)	\$2,179	\$2,258	\$2,273	2,236.7
Benchmark: Countywide Average Workers' Compensation Expense Rate (Fire, Probation, Sheriff only)	\$6,167	\$6,822	\$7,241	\$6,743.33
6. Salary Continuation and Labor Code 4850 paid during the period (100%IA, 70%IA, MegaIA)	\$80,608.00	\$46,325.00	\$24,955.00	\$50,629.33
AUTOMOBILE LIABILITY				
7. Number of Automobile Liability claims filed during the period	2	5	8	5.0
8. Automobile Liability indemnity (OC) paid during the period	\$18,155	\$5,462	\$10,056	\$11,224
9. Automobile Liability legal fees and costs (SS) paid during the period	\$23,219	\$150	\$135	\$7,835
GENERAL LIABILITY				
10. Number of General Liability claims filed during the period	11	17	35	21.0
11. General Liability indemnity (OC) paid during the period	\$1,000	\$0	\$1,424	\$808
12. General Liability legal fees and costs (SS) paid during the period	\$298,837	\$182,014	\$258,056	\$246,302
Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average

MEDICAL MALPRACTICE				
13. Number of Medical Malpractice claims filed during the period	n/a	n/a	n/a	n/a
14. Medical Malpractice indemnity (OC) paid during the period	n/a	n/a	n/a	n/a
15. Medical Malpractice legal fees and costs (SS) paid during the period	n/a	n/a	n/a	n/a
TOTAL CLAIMS AND EXPENSE				
16. Total number of claims filed during the period	40	57	69	55.3
17. Total expenses paid during the period	\$1,395,301	\$1,081,560	\$1,181,472	\$1,219,444
18. Department operating budget	\$160,900,000	\$153,007,000	\$155,486,000	\$156,464,333
19. Cost of Risk (% total expenses paid / operating budget)	0.87%	0.71%	0.76%	0.78%
Benchmark: Countywide Cost of Risk	2.10%	2.21%	2.19%	2.17%

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

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

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
DEPARTMENT-OWNED VEHICLES				
20. Number of Department-owned vehicles as of June 30	8	8	8	8.0
21. Total number of vehicle accidents involving Department-owned (or leased) vehicles	2	0	0	0.7
22. Total cost paid for damage involving Department-owned (or leased) vehicles (not including third party claim/damage cost)	\$0	\$0	\$0	\$0
23. Number of miles driven by Department-owned (or leased) vehicles	74,320	75,777	60,711	70,269.3
24. Number of vehicle accidents involving Department-owned (or leased) vehicles per 100,000 miles	2.69	0.00	0.00	0.90
Benchmark: Countywide	1.60	1.78	***	1.69
PERMITTEE DRIVERS				
25. Number of Department permittee drivers as of June 30	825	851	828	834.7
26. Total number of vehicle accidents involving permittee drivers	13	6	9	9.3
27. Total cost paid for damage involving vehicles driven by permittee drivers (not including third party claim/damage cost)	\$10,196	\$5,435	\$10,373	\$8,668
28. Number of permittee miles driven during period	1,780,006	1,915,310	1,852,359	1,849,225.0
29. Number of vehicle accidents involving permittee drivers per 100,000 miles	0.73	0.31	0.49	0.5
Benchmark: Countywide	1.95	2.02	***	1.99

Return-to-Work Performance (industrial and non-industrial)

(data maintained at the department level)

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
30. Number of active return-to-work cases as of June 30	27	29	26	27.3
31. Number of employees on medical leave (excluding pregnancy)	56	73	45	58.0
32. Number of employees on work hardening transitional assignment agreements as of June 30	6	0	4	3.3
33. Number of employees on conditional assignment agreements as of June 30	0	0	0	0.0
34. Number of return-to-work cases closed in the prior year	10	20	14	14.7

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

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
35. Number of active claims as of June 30	0	0	1	0.3
36. Number of closed claims reaching maximum benefit duration during the fiscal year	0	0	0	0.0
37. Number of claims converted to LTD during the fiscal year	0	0	0	0.0
38. Number of new claims during the fiscal year	3	0	3	2.0
39. Number of lost workdays paid under STD during the fiscal year	133	0	74	69.0
40. Number of lost calendar days, including elimination period, for closed claims	260	0	80	113.3
41. Total payments for all claims paid during the fiscal year	\$25,000	\$0	\$24,148	\$16,383
42. Number of paid lost workdays for closed claims	159	0	51	70.0

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

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
43. Number of active claims as of June 30	22	21	22	21.7
44. Number of claims opened during the fiscal year	13	4	7	8.0
45. Total payments for all claims paid during the fiscal year	\$437,875	\$512,775	\$471,457	\$474,036
46. Total payments to date on claims closed during the fiscal year	\$109,114	\$91,976	\$475,981	\$225,690

Liability Claim:	A document submitted by a third party in accordance with statutory requirements, and alleging personal injury, bodily injury, property damage, or other losses sustained due to the acts or omissions of the County, its employees, officers, or agents. This is the total number of open/closed claims that were filed during the period. A claim includes all lawsuits and claims, but does not include incident reporting, unless a claim is opened as a result of the incident report.
General Liability Claim:	Claim arising when negligent acts and/or omissions result in bodily injury and/or property damage on the premises of a business, when someone is injured as the result of using the product manufactured or distributed by a business, or when someone is injured in the general operation of a business.
Vehicle Liability Claim:	Claim arising from negligent operation of a motor vehicle involving third party damage to property and/or people.
Medical Malpractice Claim:	Claim arising from professional negligence by act or omission by a health care provider in which care provided deviates from accepted standards of practice in the medical community and causes injury <i>or death</i> to the patient.
Indemnity Cost (OC):	Amount of money paid to compensate claimant and/or plaintiffs for damages, including their attorney fees and cost that are paid by the County. Also referred to as the settlement amount. Cost listed as (OC) in RMIS.
Legal Fees and Costs (SS):	Amount of money paid for defense counsel (in-house and/or panel attorney) for a claim that is paid by the County. Cost listed as (SS) in RMIS.
Total Paid:	This is the actual amount of money paid on a claim during the reporting period. This is not the amount agreed to or discussed in settlement, but the actual amount of money disbursed on the claim, to include both indemnity (OC) and legal fees and costs (SS).
Workers' Compensation Claim:	Claim filed by Department employee for injury and/or illness that arose out of the course and scope of employment and provides compensation and medical care for employees who are injured in the course of employment, in exchange for mandatory relinquishment of the employee's right to sue his or her employer for the tort of negligence.
Salary Continuation / Labor Code 4850:	Supplemental salary replacement benefits paid in excess of indemnity benefits provided by the workers' compensation system according to County Code or State of California law.
Active Return-to-Work Case:	Employee is off work due to an industrial or non-industrial disability. Employee is working in any temporary modified/alternative position pending resolution of work status. Employee has a pending request for reasonable accommodation. Any situation where the department determines risk exposure requires ongoing action or monitoring. Additional information about return-to-work can be found in the Return-to-Work Desk Reference Manual at http://ceo.lacounty.gov/RTW/rtw_default.htm.
Return-to-Work Cases Closed:	Employee has returned to usual and customary position with or without work restriction (and department has no risk exposure concerns). Employee has returned to a permanent modified/alternative position and has demonstrated the ability to perform the essential functions of the position with or without a reasonable accommodation.
Work Hardening Transitional Assignment Agreement:	An agreement between the employer and employee that allows an employee to return to work in an assignment, performing functions other than those usually assigned, and is intended to allow an employee the opportunity to recover from their injury/illness while continuing to work. This agreement is temporary and can be revisited every 12 weeks up until the employee becomes Permanent and Stationary (P&S) or has achieved Maximum Medical Improvement (MMI).
Conditional Assignment Agreement:	An agreement between the employer and employee that allows an employee to work in a temporary assignment while the department conducts a department-wide or

	Countywide search for a compatible position. This status is determined when an employee with an Industrial Injury/Illness becomes Permanent and Stationary (P&S) or has reached Maximum Medical Improvement (MMI); or an employee with a Non-Industrial Injury/Illness obtains a work restriction (either temporary or permanent). If a position cannot be identified within the employee's department, then a Countywide Job Search shall be conducted.
Vehicle Accident:	An accident involving a Department-owned/leased vehicle and/or a permittee-owned vehicle (including drivers classified as occasional drivers) that resulted in damage or any other type of loss to persons, property, etc.
Department-Owned / Leased Vehicles:	Vehicles driven by County employees owned or leased by the Department or County. These are not the drivers' personal vehicles.
Number of Miles Driven During Period:	Actual number of miles driven by Departmental drivers for County-related activity (course and scope of work).
Permittee Driver:	County employee who is participating in the County permittee driver program and is certified/approved to drive a non-Department-owned vehicle for work purposes.
Risk Management Information System (RMIS):	The County's risk management and claims administration management system with ad-hoc reporting capabilities, which supports County claims administration and financial, statistical, and loss prevention functions.
Cost of Risk:	Percentage of Total Paid / Department Operating Budget.