



DEPARTMENT OF
REGISTRAR-RECORDER/COUNTY CLERK

CONNOR B. McCORMACK
REGISTRAR-RECORDER/COUNTY CLERK

May 3, 2004

TO: EACH SUPERVISOR

FROM: Conny B. McCormack, Registrar-Recorder/County Clerk

**PUBLIC SERVICE RECOGNITION WEEK – LOOK WHAT OUR STAFF
ACCOMPLISHED DURING THE PAST YEAR!**

The attached memo was sent today to all our departmental staff to recognize and thank them for the extraordinary accomplishments that we achieved together during the past year. What an amazing year it was, from the challenge of conducting the unexpected statewide Recall Election in October 2003 to shattering all records for property document filings with almost four million filed!

Also, I would like to take this opportunity during Public Service Recognition Week to thank each of you for your leadership and continual support of our department in these challenging times.

Attachment

c: CAO



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May 3, 2004

TO: All RR/CC Staff

FROM: Conny B. McCormack
Registrar-Recorder/County Clerk

SUBJECT: **PUBLIC SERVICE RECOGNITION WEEK – MAY 3, 2004 TO MAY 9, 2004**

In connection with Public Service Recognition Week, May 3, 2004 through May 9, 2004, I would like to take this opportunity to express my sincere thanks to all of you for making this past year greatly productive. Together, we accomplished remarkable achievements during the year.

The Recorder/County Clerk Bureau had another record breaking year by recording close to 4 million documents this past year, an increase of 22% from the prior year. Additionally, the Bureau met the challenges associated with the implementation of SB 247.

Collectively, the Election Preparation and Election Services Bureaus conducted 3 major elections (the Gubernatorial Recall in October 2003, the Consolidated Elections in November 2003 and the Presidential Primary in March 2004) along with several city elections. They also made the transition to the InkaVote voting system a successful one.

Our achievements of course could not have been done without the expertise from the Technical Services Bureau. They were instrumental in the development of new programs and systems that were required to achieve the expected levels of customer satisfaction. The departmental web site, viewed by many worldwide, is informational, current and user-friendly.

In light of the budget crisis facing the County, the Administrative Bureau maintained our facilities and resources and ensured our employees performed admirably. The bureau did a tremendous job balancing budgets, increasing security measures, and providing guidance and staff. I am delighted with the bureau's ability to meet the high recruiting demands for the elections and their hard work in obtaining ample parking for our ever growing staff.

We continue to make great strides in keeping up with the constant demand from the public. Records reflect the level of customer service we provide is extraordinary, and I am extremely proud of the public's opinion of our Department. This is all due to your efforts!

I take pleasure in serving as the Registrar-Recorder/County Clerk because of the great efforts you have put forth in making service and workforce excellence your main concerns.

Again, thank you for all your endless hard work and dedication.