

**County of Santa Clara
Board of Supervisors
Supervisorial District Four
Supervisor Ken Yeager**

THIS RELATES TO
4.7.09 Item No. 8
Supplemental Information No.
1



BOS4-040709-03

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Reviewed by: John Mills
Chief of Staff

DATE: April 7, 2009

TO: Board of Supervisors

FROM: *Ken Yeager*
Ken Yeager
Supervisor, District 4

SUBJECT: Referral regarding moving toward "paperless" transactions throughout the County organization

RECOMMENDED ACTION

Refer to the Administration and County Counsel a request to report back to the Finance and Government Operations Committee with all proposed recommendations for moving toward "paperless" transactions, wherever possible, throughout the County organization.

REASONS FOR RECOMMENDATION

The purpose of this referral is twofold. The first purpose is to understand the challenges and benefits of moving towards a "less-paper" environment. The second purpose is to request a report-back to provide a framework, representative inventory of paper documents and recommendations regarding an approach to implementation with associated costs and resource requirements.

Given all of the services that the County performs both internally and externally, it seems that it would be beneficial overall if both staff and the public could interact more with the County organization electronically. Doing more on-line versus manually would reduce effort and errors and would provide efficiencies. The Chief Information Officer needs to work with departments to determine what is needed to expedite the reduction of manual paperwork by using electronic means to accomplish the entry, workflow, approval, storage and management of commonly used forms. Some examples include human resources paperwork for new and current employees, and organizational surveys. Many functions within the County require hand-written forms, and there are many benefits to further examining technology to better reflect the capabilities within the Capital of Silicon Valley. In addition much paper is used to communicate information to employees with their paychecks and it would be preferred if it could all be sent electronically instead, including the paycheck receipt.

This change would serve to both reduce staff time in inputting data and would also greatly reduce paper usage. It would provide better in-take and distribution of information via electronic mechanisms in addition to reducing inaccurate form data, reduction of lost forms, decrease in overall processing time, manual filing, searching capabilities, and eventually improving the process of timely deletion of documents (records retention). In a time of shrinking financial resources and limited staff resources, it seems like a logical change to embrace.

The Clerk of the Board and her office have made recent changes to their processes, and it is admirable to see how much paper can be saved with more being done electronically. In addition the County Executive's Office has recently introduced an effort to encourage employees to reduce paper usage throughout the organization. Furthermore, time and process improvements have been documented with the use of our Employee Service Agency's on-line application process and their on-line employee directory, and our Department of Correction's on-line Visitation and Registration system. It would be to our benefit to investigate and invest in the utilization of technology to reduce costs associated with manual paper processes and to reduce the County's impact on the environment by reducing our overall consumption of paper.