



DEAN C. LOGAN
Registrar-Recorder/County Clerk

September 24, 2021

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

Fesia Davenport, Chief Executive Officer

FROM: Dean C. Logan  Registrar-Recorder/County Clerk

REOPENING OF REGISTRAR-RECORDER/COUNTY CLERK FACILITIES

This is to notify your Board that the Registrar-Recorder/County Clerk will be opening our doors to the public beginning October 1, 2021, primarily through an appointment-based service model. With an expansion of service options and availability, there will remain limitations on the number of customers that can be served per day and that limitation will vary depending on the service.

As you are aware, County facilities were closed on March 16, 2020 as a precautionary measure to slow the spread of COVID-19. Despite the pandemic and facility closures, Registrar-Recorder/County Clerk services have continued. Throughout this period, employee and community health and well-being remained paramount in our efforts to continue service delivery.

On Monday, September 27, 2021, we will begin a multimodal communication campaign to the public (e.g., social media, website, physical signage, etc.) notifying County residents of our re-opening, the requirement to schedule an appointment in advance, and the associated public health protocols. The first available in-person appointment will start on Friday, October 1, 2021.

The Department will continue to align with all local and State Public Health guidelines including:

- Signage encouraging self-health checks for symptoms
- Mandated face coverings for the public and employees

- Limited use of break and conference rooms
- Limit on the number of persons permitted in the building, per transaction
- Physical distancing, where operationally feasible
- Routine cleaning of high touched surfaces
- Daily communication with employees on safety precautions

To manage facility capacity and further reduce foot traffic, we will expand the use of our appointment system for most public facing services. Constituents that arrive at our facility without an appointment will be given onsite assistance to schedule an appointment or have the option to drop off their filings, applications, and or documents for processing and return via USPS. On a case by case basis, services will be provided to walk-up constituents with extenuating circumstances.

All District Office locations will resume services exclusively by appointment, with the exception of our Van Nuys and Florence-Firestone offices, which will remain closed due to ongoing construction.

Telework has been and will continue to be utilized to ensure compliance with capacity guidelines and to maintain productivity.

Next week, we will reach out to your assigned deputies with additional details to assist your offices in responding to constituent queries.

Should you have questions or require additional information, please feel free to contact me at (562) 462-2716 or email: dlogan@rrcc.lacounty.gov.

DL:JG