



Our Mission

To provide the County and its citizens easy access to information; and guidance to facilitate fair, equitable and open participation in the decision and policy making of Orange County government.

“Where service and information are at your fingertips”

Clerk of the Board of Supervisors

Business Plan 2011



CLERK OF THE BOARD OF SUPERVISORS

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Darlene J. Bloom, CCB

Clerk of the Board

January 2011

Dear Readers:

We are pleased to present the Orange County Clerk of the Board's 2011 Performance Measure Update.

The Clerk of the Board (COB) measures success in public outreach, accuracy, meeting statutory deadlines, and customer satisfaction.

COB is the official repository of County records and provides administrative support to the Board of Supervisors, the governing boards of certain districts and authorities and the Assessment Appeals Boards and Hearing Officers. The majority of its functions are defined and mandated by various California Statutes, Revenue and Taxation Codes, County Ordinances, Board Resolutions, County Rules of Procedure and by Board of Supervisors' policy.

The Clerk of the Board Department is ever changing in our efforts to provide and ensure its service to the citizens of Orange County, as reflected in our Mission Statement: to provide the County and its citizens easy access to information, and guidance in order to facilitate fair, equitable and open participation in the decision and policy making of Orange County government.

As always, we look forward to serving Orange County.

Sincerely,

Darlene J. Bloom
Clerk of the Board

PERFORMANCE MEASURE: Percent of Accurate Agenda Titles

WHAT: Measurement of COB's accuracy and training.

WHY: This measurement assesses the COB's quality and accuracy in preparing the agenda in compliance with Brown Act requirements, and identifies areas and issues that require training for staff in COB and County agencies/departments.

FY 09-10 Results	FY 10-11 Plan	FY 10-11 Anticipated Results	FY 11-12 Plan	How are we doing?
99.7%	99.5%	96%	96%	COB will have a difficult time maintaining our previous low error rate due to a more aggressive tracking and reporting of errors and loss of two positions.

PERFORMANCE MEASURE: Percent of Accurately Completed and Timely Filed Assessment Appeals Applications*

WHAT: Indicator of taxpayers' and agents' understanding of applications and process.

WHY: This measurement assesses the success of the COB's training and outreach efforts to the public and tax agents and the use of our online e-file application.

FY 09-10 Results	FY 10-11 Plan	FY 10-11 Anticipated Results	FY 11-12 Plan	How are we doing?
91.2% for 2009 88% for 2010	85%	40%	85%	The online e-file system was not operational for over half of the filing period in 10-11. Applicants used the standard form, resulting in a dramatic increase in errors. We expect 11-12 error rate to return to normal.

* Assessment Appeals Statistics measured for filing year (July 2nd – July 1st).

PERFORMANCE MEASURE: Percent of Assessment Appeal Claims Decided or Waived Within Two-Year Deadline*

WHAT: Indicator of success managing caseload to ensure required actions are taken before legal deadline.

WHY: This measurement assesses whether the COB's current policies and procedures and staffing levels result in processing all appeals within the statutory deadline.

FY 09-10 Results	FY 10-11 Plan	FY 10-11 Anticipated Results	FY 11-12 Plan	How are we doing?
100% for 2008 87.7% for 2009 (year 2 still in progress)	100%	100%	100%	Meeting anticipated goal due to quality tracking of database information and appeals even though filings increased 400% from just a few years ago.

* Assessment Appeals Statistics measured for filing year (July 2nd – July 1st).

PERFORMANCE MEASURE: Percent of Assessment Appeals Hearings Held or Scheduled Within One Year Of Filing*

WHAT: Indicator of efficiency in processing and scheduling appeals.

WHY: This measures the COB's success in meeting its customer service goal and guidance of 2nd year protective filing.

FY 09-10 Results	FY 10-11 Plan	FY 10-11 Anticipated Results	FY 11-12 Plan	How are we doing?
12.2% for 2010 (as of 11/10; in progress; filing period finished 9/15/10) 81.5% for 2009	95%	75%	75%	With 3 straight years of increased filings, COB will not be able to handle all appeals within one year.

* Assessment Appeals Statistics measured for filing year (July 2nd – July 1st).

PERFORMANCE MEASURE: (Assessment Appeals Public Workshop Outreach) Percent of Attendees Who Agreed Workshop Was Overall Satisfactory - Results of Customer Satisfaction Surveys.

WHAT: Measurement of success in meeting clients' needs.

WHY: The results assess the COB's success in meeting the needs of its customers in a professional and courteous manner.

FY 09-10 Results	FY 10-11 Plan	FY 10-11 Anticipated Results	FY 11-12 Plan	How are we doing?
96.2%	95%	95%	95%	Overall COB has received favorable ratings from over 95% of respondents over past several years.

PERFORMANCE MEASURE: Results of Customer Satisfaction Surveys (COB Department)

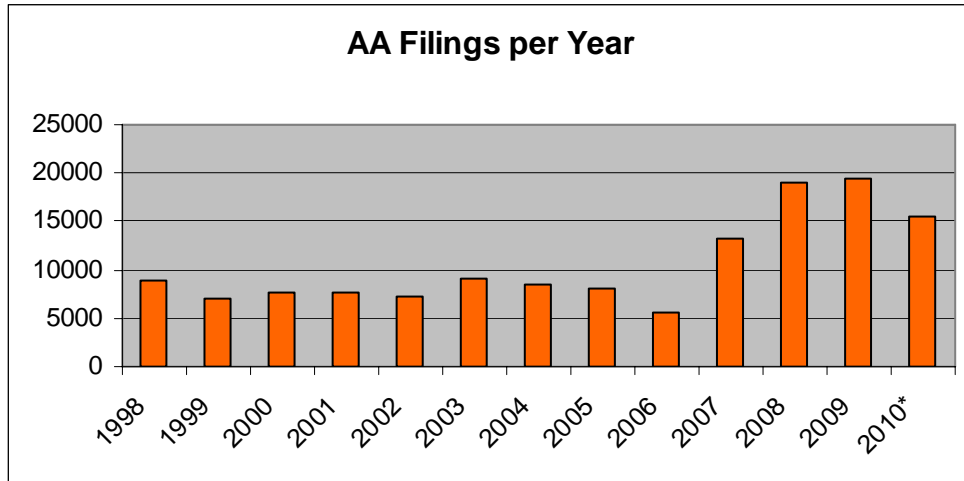
WHAT: Measurement of success in meeting clients' needs.

WHY: The results assess the COB's success in meeting the needs of its customers in a professional and courteous manner.

FY 09-10 Results	FY 10-11 Plan	FY 10-11 Anticipated Results	FY 11-12 Plan	How are we doing?
96% for 2009 100% for 2010	100%	100%	100%	Overall COB has received favorable ratings from respondents over past several years.

Assessment Appeals Filings per Year

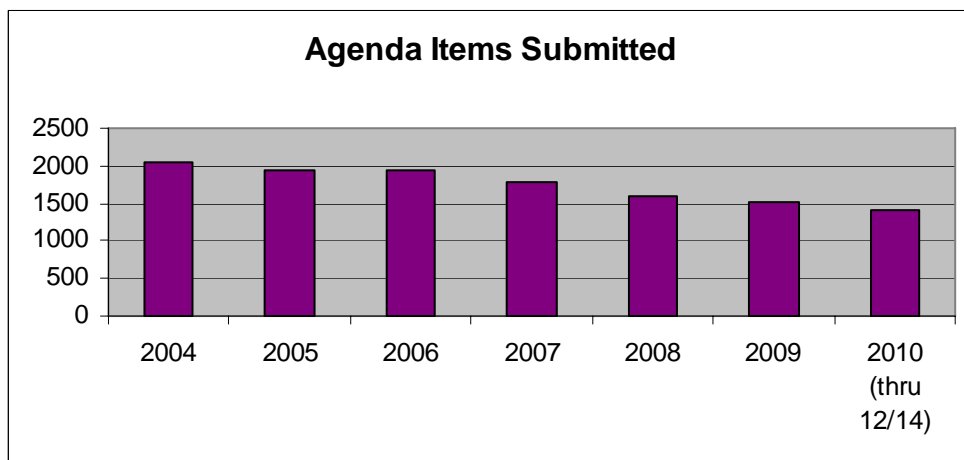
Clerk of the Board receives all assessment appeals filed by Orange County property owners. The number of 2009 year appeals filed is 19,360. This year the appeals are at 15,500 thru 9/30/10, and are estimated to again be at 19,000. This is over 4 times greater than just a few years ago.



*2010 still in progress

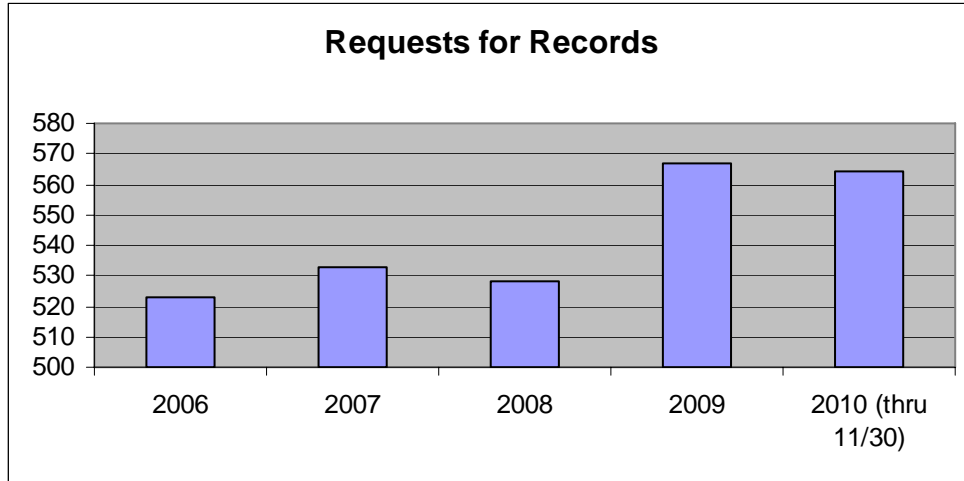
Agenda Items Submitted

COB processes approximately 1500 agenda items or more each year for the BOS meetings. This includes creating titles for each item; distributing agenda items to all Board Offices, CEO, Grand Jury and County Counsel; creating a minute order for each item; processing contracts and distributing to departments; and preparing each item for scanning into Agenda Works.



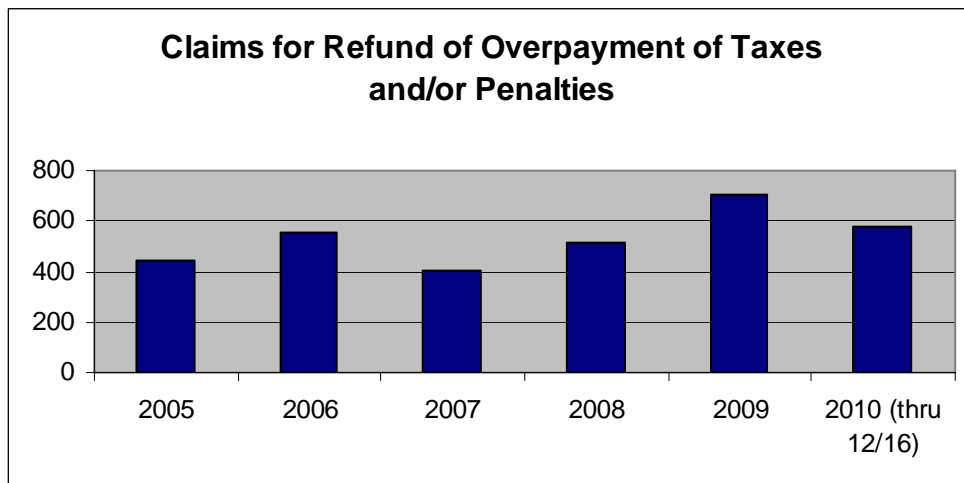
Requests for Records

COB receives requests for County BOS records. We receive over 500 requests per year via letter, email, phone and walk-ins. Many requests require several hours or even days of research by our staff.



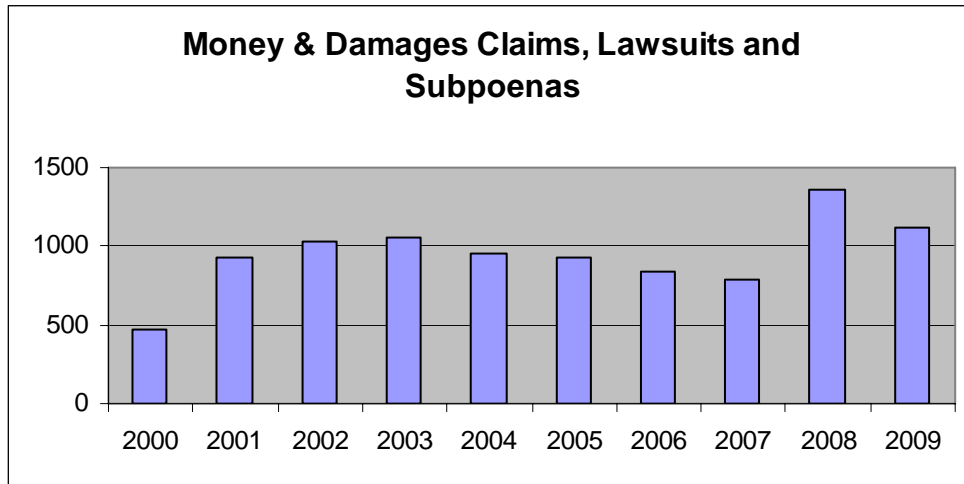
Claims for Refund of Overpayment of Taxes and/or Penalties Paid

COB also receives all requests for refund of tax claims. When a tax payer feels a penalty for late payment was applied to their property in error or when they feel they have overpaid their property taxes (for example a double payment), they are able to file a claim for refund. Over the last few years we have received over 500 claims each year and received over 700 in 2009.



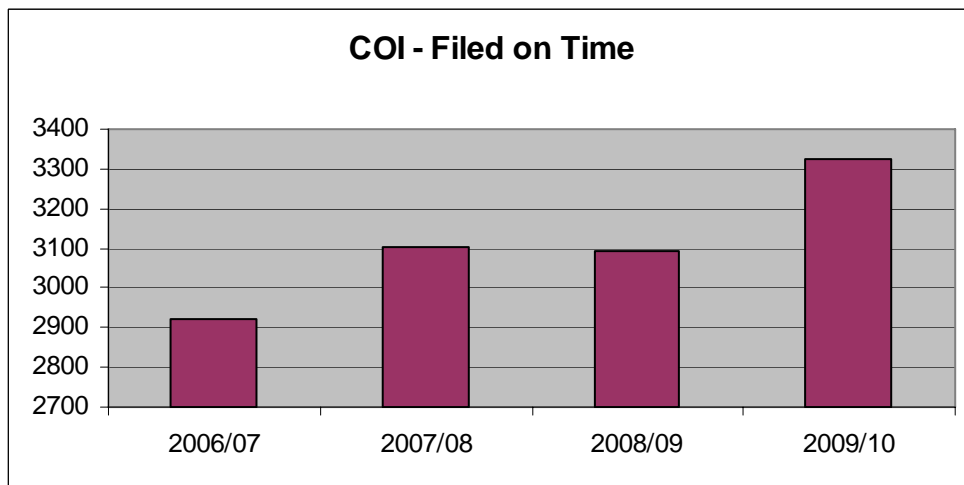
Money & Damages Claims, Lawsuits and Subpoenas

COB is the central location for claims against the County to be served. Over the last 2 years we have received over 1100 claims, lawsuits and subpoenas.



Conflict of Interest Filings

COB maintains the Conflict of Interest (COI) filings of approximately 3500 individuals and receives approximately 5000 filings annually. On behalf of the Board of Supervisors, the COB is the COI code reviewing body for 174 different entities; and has processed 67 code amendments this past year.



The graph above only shows filers you have filed on time and does not include those who have filed late or those who have not filed at all.