

059 - CLERK-RECORDER

Operational Summary

Mission:

The Clerk-Recorder Department's mission is to provide a reliable repository for public records and to provide efficient service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and ethical performance. Public records will be readily accessible in a convenient manner while safeguarding confidentiality and the security of those records.

Strategic Goals:

- Provide prompt and reliable service to the public.
- Enhance public records accessibility.
- Safeguard security over the public's records.

Key Outcome Indicators:

Performance Measure	2006 Business Plan Results	2007 Business Plan Target	How are we doing?
CONTINUE CUSTOMER SATISFACTION SURVEYS AND INCREASE OUR CUSTOMER AND CLIENT OUTREACH EFFORTS. What: Surveys and presentations measure customer satisfaction and ensure that we address customer needs. Why: Quality customer service is our top priority.	Survey results are 98% positive.	Survey results are targeted to be at least 98% above standard. Five outreach presentations will be planned.	In 2006 the Clerk-Recorder Department received over 4,000 comments and inquires. 98% of the responses were positive and the average rating was "outstanding" or "very good." Public outreach is continuing to expand.
THE DEPARTMENT WILL CONTINUE TO INCREASE INTERNET ACCESS TO OUR FUNCTIONS. What: This measurement provides higher levels of transactions with minimal staffing increases. Why: The public has faster more efficient access to documents, automated data entry and forms.	The number of Recording sites increased to 140. The department implemented a counter and internet application for fictitious business name statement filings.	The department will increase Recording Sites to 150 and implement counter and Internet access for the department's units.	Use of electronic recording and online operations are expanding annually.
ENHANCE THE DEPARTMENT'S RECORDS MANAGEMENT PLAN TO UPGRADE THE ORANGE COUNTY ARCHIVAL MATERIAL. What: Upgrade the Archives program. Why: Upgrading the Archives program will preserve county records.	The Archives acquired the original Santa Ana newspaper collection 1925-1929, as well as a collection of Orange County history books.	Acquire additional material for the Archives collection, including non-governmental material and non-paper items.	A full-time Archivist and assistant are cataloging and promoting the Archives.

At a Glance:

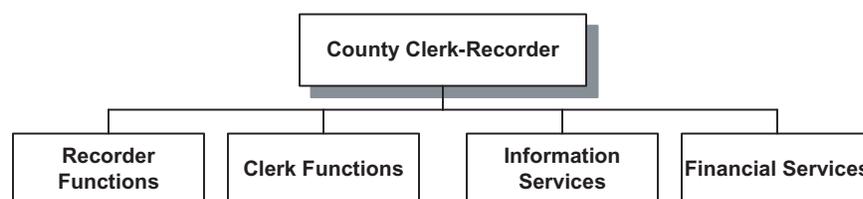
Total FY 2006-2007 Projected Expend + Encumb:	9,958,294
Total Recommended FY 2007-2008	10,657,610
Percent of County General Fund:	0.354243%
Total Employees:	102.00



FY 2006-07 Key Project Accomplishments:

- We redesigned and implemented enhancements to our website. On average, we experience over 2,000 daily hits on our website, which makes the Clerk-Recorder Department's website one of the County of Orange's most visited sites.
- As part of the department's improvements, we enhanced our customer inquiry Web system to deliver faster, more accurate responses to our customers. Last year, over 1,300 inquiries were received and responded to by the department.
- In 2006, nearly 5,000 customers applied for and made appointments using their personal computers to obtain certified copies of birth, death and marriage certificates through the department's online Vital Records Application and Appointment System. It was the system's first full year in operation.
- The department continued to enhance its telephone and customer response operations system. We receive approximately 300 calls per day and they are all handled by our customer service representatives.
- In February 2006, the department opened up its South Orange County Branch Office, located in the Laguna Hills Civic Center. We served almost 15,000 customers during the year and the number of people using this branch office continues to increase as awareness and the population grows.
- Archives converted over 5,000 historical photographs that were deteriorating, and they are now available to the public.
- Archives made eight historical presentations at the Board of Supervisors meetings on topics ranging from the birth of several Orange County cities, the founding of the Orange County Airport, the history of Knott's Berry Farm and the development of the county's freeway system.
- The Clerk-Recorder continues to serve an instrumental role in helping the California Attorney General's staff establish guidelines to certify Electronic Recording systems throughout the state.
- The Clerk-Recorder Department performed a record number of marriage ceremonies in FY 2006-2007.
- The Clerk-Recorder Department processed a record number of passport applications.
- The Clerk-Recorder department converted nearly 21 million official and vital record documents from paper to digital format. This not only ensures the preservation of these documents, but also greatly reduces the retrieval, handling and processing of these documents for our customers.

Organizational Summary



County Clerk-Administration - The Clerk-Recorder is an elected official who, with the administrative staff, directs the activities of the department in satisfying the needs of the public regarding the recordation of various real property documents, filing of birth, death and marriage records, issuing marriage licenses, and filing Fictitious Business Names and other documents.

Recorder Functions - This division assists the public and title companies in recording documents pertaining to real property transactions. Included in this process is the examination of documents to determine ability to record, recording and indexing documents, and optically imaging all recorded documents for storage and retrieval.

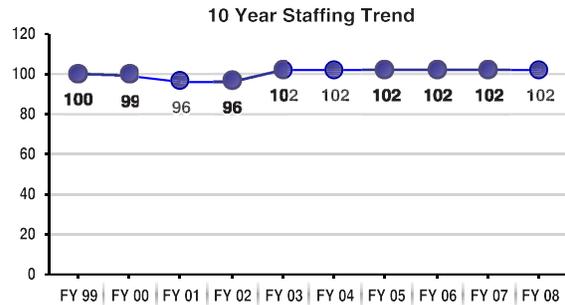
Clerk Functions - This division is responsible for issuing marriage licenses and performing civil wedding ceremonies. It also registers Notary Publics, Process Servers, Professional Photocopiers, and Unlawful Detainer Assistants; files documents related to Fictitious Business Name registrations and Environmental Impact Reports; and produces copies of recorded documents and issues birth, death, and marriage certificates.

The Archives division identifies, collects, preserves, arranges, maintains records of historical significance relevant to the County and County government, and educates the public as to their use. The Archives serves as both a repository for these unique documents and as a resource center open to the public.

Information Services - This division provides technical and user support for all automated systems within the department. Staff provides short and long term automation planning, systems installation, user training, systems maintenance, and telecommunications support.

Financial Services - This division is responsible for the fiscal integrity of the department through the assessment of funding needs and fiscal issues that may impact department activities. This includes budget planning, development, monitoring and implementation; oversight of expenditures and revenues; purchasing and deposit of funds; and payroll.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- No new positions were added in FY 2006-2007, and no new positions are requested for FY 2007-2008.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Clerk-Recorder Department will continue to review costs of operation, maximize service to the public, and contribute revenues in excess of expenses to the County General Fund.

Proposed Budget History:

Sources and Uses	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected ⁽¹⁾ At 6/30/07	Recommended	Projected Amount	Projected Percent
Total Positions	102	102	102	102	0	0.00
Total Revenues	15,488,880	16,621,494	16,208,710	16,408,026	199,316	1.23
Total Requirements	8,585,914	10,371,078	10,757,682	10,657,610	(100,072)	-0.93
Net County Cost	(6,902,966)	(6,250,416)	(5,451,028)	(5,750,416)	(299,388)	5.49

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2006-07 projected requirements included in "At a Glance" (Which exclude these).

Columns may not total correctly due to rounding.

Detailed budget by expense category and by activity is presented for agency: Clerk-Recorder in the Appendix on page A557

Highlights of Key Trends:

- The department continues to experience an increase in electronic document recordings, marriage ceremonies, and passport applications (due to the new travel

requirements established by the federal government).



Budget Units Under Agency Control:

No.	Agency Name	County Clerk- Administration	Recorder Functions	Clerk Functions	Information Services	Financial Services	Total
059	Clerk-Recorder	4,563,701	3,033,620	1,459,428	1,050,925	549,936	10,657,610
12D	Clerk Recorder's Special Revenue Fund	4,494,358	0	0	0	0	4,494,358
	Total	9,058,059	3,033,620	1,459,428	1,050,925	549,936	15,151,968

059 - Clerk-Recorder

Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected ⁽¹⁾ At 6/30/07	Recommended	Projected Amount	Percent
Taxes	\$ (105,166)	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Licenses, Permits & Franchises	475,364	485,000	485,000	484,733	(267)	-0.06
Charges For Services	14,661,525	12,987,997	12,987,997	12,219,129	(768,868)	-5.92
Miscellaneous Revenues	5,539	8,746	8,746	8,741	(5)	-0.06
Other Financing Sources	451,619	3,139,751	2,726,967	3,695,423	968,456	35.51
Total Revenues	15,488,880	16,621,494	16,208,710	16,408,026	199,316	1.23
Salaries & Benefits	6,127,129	6,745,456	6,745,456	6,893,489	148,033	2.19
Services & Supplies	2,320,121	3,234,735	3,698,124	3,358,302	(339,822)	-9.19
Fixed Assets	249,602	504,350	427,565	523,616	96,051	22.46
Intrafund Transfers	(110,939)	(113,463)	(113,463)	(117,797)	(4,334)	3.82
Total Requirements	8,585,914	10,371,078	10,757,682	10,657,610	(100,072)	-0.93
Net County Cost	\$ (6,902,966)	\$ (6,250,416)	\$ (5,451,028)	\$ (5,750,416)	\$ (299,388)	5.49%

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2006-07 projected requirements included in "At a Glance" (Which exclude these).

Columns may not total correctly due to rounding.

Proposed Budget Summary of County Clerk-Administration:

Revenues/Appropriations	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected ⁽¹⁾ At 6/30/07	Recommended	Projected Amount	Percent
Taxes	\$ (105,166)	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Licenses, Permits & Franchises	475,364	485,000	485,000	484,733	(267)	-0.06
Charges For Services	14,661,525	12,339,829	12,987,997	12,219,129	(768,868)	-5.92
Miscellaneous Revenues	5,539	8,746	8,746	8,741	(5)	-0.06
Other Financing Sources	451,619	3,139,751	2,726,967	3,695,423	968,456	35.51
Total Revenues	15,488,880	15,973,326	16,208,710	16,408,026	199,316	1.23
Salaries & Benefits	1,034,308	1,076,476	1,034,315	1,233,957	199,642	19.30
Services & Supplies	1,984,227	2,181,960	2,782,984	3,084,171	301,187	10.82
Fixed Assets	45,473	350,000	290,224	363,370	73,146	25.20
Intrafund Transfers	(110,939)	(113,463)	(113,463)	(117,797)	(4,334)	3.82
Total Requirements	2,953,068	3,494,973	3,994,060	4,563,701	569,641	14.26
Net County Cost	\$ (12,535,812)	\$ (12,478,353)	\$ (12,214,650)	\$ (11,844,325)	\$ 370,325	-3.03%



Proposed Budget Summary of Recorder Functions:

Revenues/Appropriations	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected ⁽¹⁾ At 6/30/07	Recommended	Projected Amount	Percent
Charges For Services	\$ 0	\$ 648,168	\$ 0	\$ 0	\$ 0	0.00%
Total Revenues	0	648,168	0	0	0	0.00
Salaries & Benefits	2,778,782	3,190,719	3,091,905	3,028,237	(63,668)	-2.06
Services & Supplies	2,695	0	7,327	5,383	(1,944)	-26.53
Total Requirements	2,781,477	3,190,719	3,099,232	3,033,620	(65,612)	-2.12
Net County Cost	\$ 2,781,477	\$ 2,542,551	\$ 3,099,232	\$ 3,033,620	\$ (65,612)	-2.12%

Proposed Budget Summary of Clerk Functions:

Revenues/Appropriations	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected ⁽¹⁾ At 6/30/07	Recommended	Projected Amount	Percent
Salaries & Benefits	\$ 1,235,580	\$ 1,328,176	\$ 1,386,874	\$ 1,453,730	\$ 66,856	4.82%
Services & Supplies	28,519	0	4,548	5,698	1,150	25.29
Fixed Assets	28,554	0	0	0	0	0.00
Total Requirements	1,292,653	1,328,176	1,391,422	1,459,428	68,006	4.89
Net County Cost	\$ 1,292,653	\$ 1,328,176	\$ 1,391,422	\$ 1,459,428	\$ 68,006	4.89%

Proposed Budget Summary of Information Services:

Revenues/Appropriations	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected ⁽¹⁾ At 6/30/07	Recommended	Projected Amount	Percent
Salaries & Benefits	\$ 608,756	\$ 637,149	\$ 679,365	\$ 636,144	\$ (43,221)	-6.36%
Services & Supplies	299,220	1,049,775	898,916	254,535	(644,381)	-71.68
Fixed Assets	175,576	154,350	137,341	160,246	22,905	16.68
Total Requirements	1,083,552	1,841,274	1,715,622	1,050,925	(664,697)	-38.74
Net County Cost	\$ 1,083,552	\$ 1,841,274	\$ 1,715,622	\$ 1,050,925	\$ (664,697)	-38.74%

Proposed Budget Summary of Financial Services:

Revenues/Appropriations	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected ⁽¹⁾ At 6/30/07	Recommended	Projected Amount	Percent
Salaries & Benefits	\$ 469,704	\$ 512,936	\$ 552,997	\$ 541,421	\$ (11,576)	-2.09%
Services & Supplies	5,460	3,000	4,349	8,515	4,166	95.79
Total Requirements	475,164	515,936	557,346	549,936	(7,410)	-1.33
Net County Cost	\$ 475,164	\$ 515,936	\$ 557,346	\$ 549,936	\$ (7,410)	-1.33%