

2007 BUSINESS PLAN

TOM DALY

ORANGE COUNTY CLERK-RECORDER

TABLE OF CONTENTS

	Page
I. Executive Summary	2
II. Mission & 2007 Department Goals	4
III. 2007 Operational Plan	8
IV. Appendices	19
A. Management Team	20
B. Labor Management Committee	21
C. Business Plan Team	22
D. 2006 Accomplishments	23
E. Organization Chart	25

I. EXECUTIVE SUMMARY

The Clerk-Recorder Department's 2007 Business Plan is an overview of the services the department provides, a listing of the year 2006 accomplishments, goals for 2007 and the strategies to achieve those goals.

The Clerk-Recorder Department has 102 authorized full-time staff positions. The department provides a variety of services, including the examining, recording and maintaining of documents associated with the establishment and ownership of land within the county; issuing and maintaining of birth, death and marriage certificates; issuing marriage licenses and performing civil wedding ceremonies; filing of fictitious business name statements; registering process servers and legal document assistants; filing notary public oaths and bonds; processing passport applications; and oversight of the Orange County Archives.

During the past year, we handled a tremendous volume of transactions in the majority of our business areas, continued our financially prudent operation, and once again received high marks from the public and our industry customers for our services.

As always, customer service is a constant, everyday priority. For calendar year 2006, the Clerk-Recorder Department served over 52,000 walk-in customers and received nearly 100,000 telephone calls. We are proud to report that in recent surveys and customer feedback, approximately 98% of respondents had positive comments regarding their experience and rated our services either "excellent" or "very good." The department also received high marks in the areas of customer assistance, efficiency and overall performance.

Looking forward to 2007, the Clerk-Recorder Department will continue to be an innovative leader in implementing technological applications for safe, yet enhanced access to public records.

At the same time, the department will continue addressing and developing solutions to the challenge of improved protection and safeguarding of those public records.

We would like to highlight some of our accomplishments in 2006:

- We redesigned and implemented enhancements to our website, including changing the name to “ocrecorder.com.” 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 Webmaster 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 live customer service representatives.
- In February, 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.
- Last year, the Archives also converted over 5,000 historical photographs that were deteriorating and are now available to the public.
- Also in 2006, the 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.
- Finally, we converted nearly 21 million of our 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.

Other accomplishments for the department’s operation are listed in the Appendices.

II. MISSION & 2007 DEPARTMENT GOALS

A. Mission Statement

“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.”

B. 2007 Department Goals

Building on our 2006 achievements, the department will continue to strive for excellence in serving our customers. To that end, the Clerk-Recorder Department’s goals for 2007 are to:

1. Provide prompt and reliable service to the public
2. Enhance access to public records
3. Increase the security of public records

Listed on the following pages are the descriptions, key outcome indicators and indicator results.

GOAL #1: PROVIDE PROMPT AND RELIABLE SERVICE TO THE PUBLIC

Key Outcome Indicator: Continue receiving customer input and satisfaction surveys, which rate overall value of our service to the public.

The value of the service the department provides is a key component of our mission statement. One method in which to rate our service is to encourage public response, input and feedback for our services.

Our department staff strives to provide the best customer service possible. The Clerk-Recorder Department diligently monitors and analyzes feedback received from the public and our customers regarding the quality of our service.

In 2006, we received over 4,000 customer responses and customer comment cards. Ninety-eight percent of the responses were positive and the average comment card rating category was “outstanding” or “very good.”

With over 800,000 hits to our website annually, we have maximized the opportunity for customer responses with our online survey comments and inquiries available on the department’s Webmaster. We have also implemented 25 public customer terminals with an online customer survey.

Key Outcome Indicator Reporting for Goal #1:

Outcome Indicator	FY 05-06 Results	FY 06-07 Plan	FY 06-07 Anticipated Results	FY 07-08 Plan	How are we doing?
What/Why: Survey forms and customer responses measure customer satisfaction and ensure best practices in addressing customer needs.	Survey results are 98% positive.	Survey results are to be 98% positive.	Survey results are anticipated to be 98% positive.	Survey results are targeted to be 98% positive.	In 2006, we received over 4,000 responses and comments, including 1,300 Webmaster inquiries. 98% of the cards and responses were positive and the average card category rating was “outstanding” or “very good.”

GOAL #2: ENHANCE ACCESS TO PUBLIC RECORDS

Key Outcome Indicator: The percentage of documents that have been recorded electronically.

In an effort to maintain the highest level of service, the department will continue to automate the major functions within the Clerk-Recorder Department's areas of responsibility. In the coming year, the department will continue to redesign and implement enhancements to our electronic recording operations for increased efficiency and public accessibility.

Due to these expanded efforts, the department increased the percentage of those documents processed electronically for the fifth straight year. In addition, for the latter part of 2006, the department surpassed the 50% mark of its documents that were recorded electronically.

One of the year's highlights of enhancing public records accessibility was by successfully increasing the number of users of our Electronic Recording System, which currently represents approximately 90% of the title companies in Orange County.

Key Outcome Indicator Reporting for Goal #2:

Outcome Indicator	FY 05-06 Results	FY 06-07 Plan	FY 06-07 Anticipated Results	FY 07-08 Plan	How are we doing?
<i>What/Why:</i> Increase the percentage of recordings processed electronically to make public accessibility of the documents faster and more efficient.	46% of the total recordings submitted were processed electronically.	At least 48% of the total recordings submitted will be processed electronically.	52% of the total recordings submitted will be processed electronically.	At least 54% of the total recordings will be submitted electronically.	For the 2006 calendar year, 51% of the documents were submitted electronically.

GOAL #3: INCREASE THE SECURITY OF PUBLIC RECORDS

Key Outcome Indicator: Number of records converted to alternate media for increased preservation and safekeeping.

In 2006, the department converted nearly 21 million of our official and vital records, including fictitious business names and indices to digital format. This conversion ensured a greater degree of preservation and safekeeping of documents for our customers. These conversions also enhanced the security involved with access to public records, allowing for the strengthening of security audits and better production of supervisor reports and logs.

In addition, the department is involved with two other efforts for the increasing of security of public records. One is the department's role as a member of the state Attorney General's Electronic Advisory Committee. This committee will establish operational guidelines and security protocol in certifying Electronic Recording systems throughout the state. The department is also looking to develop and share ownership of a "multi-county" electronic recording system for a more efficient, secure and cost-effective recording process. This system will extend electronic recording services to private and public customers in participating counties.

Also, to better protect real property owners in Orange County, the department is in the process of establishing a program that will notify homeowners via a courtesy notice when a property transfer document that affects their property is recorded. This will assist property owners in the prevention of any potential real property fraud activities. Approximately 100,000 such notices are anticipated to be mailed in 2007, based on historic volume.

Key Outcome Indicator Reporting for Goal #3:

Outcome Indicator	FY 05-06 Results	FY 06-07 Plan	FY 06-07 Anticipated Results	FY 07-08 Plan	How are we doing?
What/Why: Number of documents converted to digital format to enhance the security of those documents.	1. Over 250,000 clerk documents were converted to digital images. 2. 1.1 million paper property documents were converted to digital images. 3. 19 million property images were converted from microfilm to computer images.	1. 85,000 vital records will be processed to digital images. 2. 41,000 notary registrations will be converted to digital format. 3. 12,000 oath of office paper certificates will be converted to digital images.	Over 20 million documents, including vital records, recordable documents and fictitious business names are targeted for conversion to digital images.	Continue conversion of most major function areas of the department to digital format.	In 2006, the department converted nearly 21 million images and documents to alternate digitized media to increase public access and preservation.

III. 2007 OPERATIONAL PLAN

Before addressing the challenges and strategies for the department's 2007 goals, the following is a brief overview of the functions and operations of the Clerk-Recorder Department.

The Clerk-Recorder Department is comprised of two (2) major divisions:

- Recorder Services and Systems
- Clerk Services, Archives, and Administration

The Clerk-Recorder Department is responsible for examining and recording all documents presented for recording that deal with establishing ownership of land in the county, and maintains a permanent record and index of all documents for public access.

The department maintains and provides for the public certified copies of birth, death, and marriage certificates. In addition, the department issues marriage licenses, performs civil wedding ceremonies, files fictitious business name statements, processes passport applications, files notary public oaths and bonds, and registers professional photocopiers, process servers and unlawful detainer assistants. The department also oversees the Orange County Archives.

There are 102 authorized full-time Clerk-Recorder Department staff positions. When compared to similar sized departments in other large counties, Orange County has one of the lowest staff-to-population ratios in California. This is primarily due to the department's focus on enhanced automation and employee cross-training program.

The quality of our department staff continues to increase. Cross training, teamwork and commitment to public service make our employees the department's most valuable asset. Over the past year, staff resources have been stretched due to the continuing volume of real property recordings and requests for documents. Our employees commitment to "getting the job done," coupled with the use of extra-help staff for the heavy volume of work, ensures the public that documents will be processed in a timely manner.

Focus

The focus of this year is in the area of enhanced automation to expand access to public records, streamline operations for faster, more cost efficient services, and maximize document security to reduce opportunities for identity theft and fraud.

We continue to focus on new automation techniques and public outreach to enhance service levels for the general public and our users.

Clients

The department provides services to the public at large, including current and past Orange County residents. Other specific clients are referenced below:

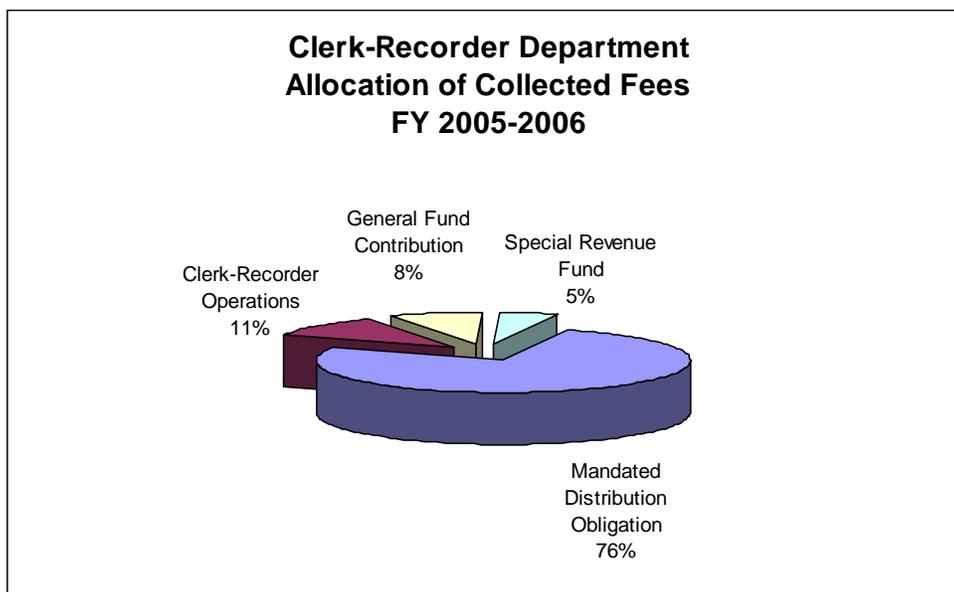
1. External:
 - Title and escrow companies
 - Lending institutions
 - Business owners
 - Contractors and sub-contractors
 - Notary publics in the county
 - Internal Revenue Service and Franchise Tax Board
 - Parents registering their children for school or sports teams use
 - State agencies and Orange County cities that share in revenue collection from various units in the office
 - Historians, genealogists and researchers
 - State Attorney General's Office
 - Orange County Grand Jury
 - Orange County Center for Demographic Research
2. County of Orange:
 - Board of Supervisors
 - County Executive Office
 - Tax Collector-Treasurer
 - Health Care Agency
 - Assessor's Office
 - Historical Commission
 - District Attorney's Office
 - Department of Child Support Services
 - Sheriff-Coroner's Office

Regarding the issues of concern to our clients, identity and real estate fraud continues to be an industry-wide concern. Enhanced interaction with client groups, including the California Attorney General's Office, the District Attorney's Office, other county agencies, local police departments and the Orange County Grand Jury are currently underway to address this growing concern.

Financial Resources

The FY 2005-06 gross revenue for the department was approximately \$81 million. Most of these dollars were distributed as a mandatory pass-through for other governmental services. This gross revenue amount is broken down into four major components with a brief explanation for each category:

Revenue Category	Percentage of Gross Revenue
<p>I. Mandated Distribution Obligation</p> <p>Mandated by state statute, portions of fees collected for the various department services, include, but are not limited to: marriage licenses, fictitious business names, vital records, recording of real property documents are required by law to be distributed to other various government programs, such as Domestic Violence, Victim Witness and Family Conciliation Courts.</p>	76%
<p>II. Clerk-Recorder Operations</p> <p>This is the annual operations budget or appropriations for the actual running of the department. This includes all costs associated with salaries, services and supplies, fixed assets and applicable costs.</p>	11%
<p>III. General Fund Contribution</p> <p>This is the budgeted contribution to the County's general fund and is expressed as a negative net county cost to the department.</p>	8%
<p>IV. Special Revenue Fund</p> <p>These are the funds established by state statute for specific uses by the department. They are divided into three distinct categories: Health Statistics, Micrographics and Enhancement.</p>	5%



Below is an example of a state mandated pass-through regarding the cost of a public marriage license. A public marriage license costs \$61.50 to the public, of which our department retains \$26.50 to offset the cost of our operations. The other \$35.00 is disbursed by the Clerk-Recorder Department to other government entities as mandated by state statute. Not all fees collected by the department are uniform in the disbursement to other governmental entities. Each fee has a distinct disbursement allocation according to applicable state law.

DISTRIBUTION OF PUBLIC MARRIAGE LICENSE FEE

Price to the Public	Family Conciliation Court	Domestic Violence	Orange County Victim Witness	State Vital Statistic Fund	County Clerk-Recorder
\$61.50	\$5.00	\$23.00	\$5.00	\$2.00	\$26.50

Building on our 2006 achievements, the department will continue to address the following three goals in 2007:

GOAL #1 - Provide prompt and reliable service to the public.

Challenges

Providing services in local communities and reducing the number of trips to the downtown area to conduct business continues to be a challenge for the convenience of our customers.

Another challenge for the department is the continuing pursuit of locating additional office space in our current building. Employee working and public access space is limited. As the number of customers we serve continues to increase, the volume of records, documents and other office equipment we are required to maintain also continues to grow.

Developing a means to disseminate a description of our services (e.g., recording of real property documents, issuing of marriage licenses, providing birth, death and marriage certificates, etc.) to the public also continues to be a priority for the department. This is important for the general public in order to have the easiest and most accessible information to obtain our services. Determining the most effective outlet and process for community outreach, media vehicles and other external entities to highlight our services will continually be addressed.

Another challenge is the continual attracting, training, and retaining of reliable staff for serving the public. We are constantly seeking and on the lookout for good potential employees.

Strategy for Goal #1

The concept of providing a branch office has been a goal of the department for several years. With limited public transportation, challenging parking opportunities and often long commute times to downtown Santa Ana, branch offices are viewed as an ideal model to serve a greater portion of the public by bringing the service to them as opposed to requiring the public to come to one location.

To address this issue in 2006, the Clerk-Recorder Department opened its South County branch office at the Laguna Hills Civic Center. To date, the office has served almost 15,000 customers.

Also in 2006, we improved our customer service/telephone operating system. Our customers now have the opportunity to speak to a “live” person with the implementation of the new phone program. In addition, an improved response system on our website will enhance customer information and responses, both in our operations functions as well as the Archives website.

We also added an Internet Application and Appointment system to our Vital Records Section. This allows our customers to apply for certified copies of birth, death

and marriage certificates via their computers. Our customers have the ability to set up an appointment through this new system in order to pick up their copies in our office. This not only reduces the data entry requirements for our staff, but dramatically reduces the pick up time for our customers, from 20 minutes to 5 minutes.

We will continue to move forward to incorporate digital photo technology to capture, import and store photo ID cards for the following four registrations: Process Server, Legal Document Assistant, Unlawful Detainer Assistant and Professional Photo Copier.

In addition, the department continues to serve its growing number of customers in its Passport Application Unit since its establishment in 2004. We anticipate a significant increase in customers requiring our Passport Application services this calendar year due to the new travel requirements established by the federal government.

The department will continue to hire and train diverse staff to ensure bilingual skills, especially Spanish and Vietnamese, to meet the needs of our ever-expanding ethnic community and to ensure good communication with our diverse clients.

Finally, we will continue to educate the public and clients regarding the Clerk-Recorder Department services and prevention of identity and real estate fraud through an upgraded confirmation notice system, an outreach community effort and additional information on our website.

Outcome Indicator for Goal #1:

We will continue to make available and encourage completion of the customer opinion survey forms and increase our customer and client outreach efforts. The department will also continue to monitor the number of transactions submitted through the Internet.

Outcome Indicator Reporting for Goal #1:

Performance Measure	FY 05-06 Results	FY 06-07 Plan	FY 06-07 Anticipated Results	FY 07-08 Plan	How Are We Doing?
<p>What/Why:</p> <p>a. Survey forms and customer responses measure satisfaction and ensure best practices in addressing current and future needs.</p> <p>b. Schedule at least one outreach presentation each quarter.</p>	<p>a. Survey results and responses are 98% positive.</p> <p>b. One presentation was provided.</p>	<p>a. Survey results and responses are targeted to be 98% positive.</p> <p>b. Two presentations will be provided.</p>	<p>a. Survey results and responses are targeted to be 98% positive.</p> <p>b. Three presentations are anticipated.</p>	<p>a. Survey results and responses are targeted to be 98% positive.</p> <p>b. Five presentations will be planned.</p>	<p>a. In 2006, we received over 4,000 comments and inquiries. 98% of the responses were positive and the average card category rating was “outstanding” or “very good.”</p> <p>b. Public outreach is continuing to expand.</p>

GOAL #2 - Enhance access to public records.***Challenges***

Utilization of the Internet for transacting the heavy volume of our business is necessary and provides for a cost effective means of conducting our activities. However, it is important to ensure that methods encompass the highest level of security for the accurate and safe transmission of documents, as well as data security for those individuals wanting to access information and records. The demand by the general public to make records more accessible is sometimes in conflict with the need to minimize opportunities for misuse of these same records. Our office continues to work diligently to ensure a balance.

Strategy for Goal #2

The department will continue to play an active role in the State Attorney General's Electronic Recording Committee, which will assist in the establishment of guidelines for certifying an Electronic Recording System.

In conjunction with this effort, we will continue in 2007 to upgrade our current electronic recording system to include the capability for submitters to electronically record with Orange County, as well as other California counties accepting electronic documents through one system. The department also continues to increase the actual number of electronic recording submitters.

We are continuing to review our implementation of the online Vital Record Appointment System in 2006. As mentioned earlier, the system allows the public to complete and submit their Vital Record application over the Internet. An appointment can be scheduled and orders processed and available for pick up at specific times. To date, there have been no reported security issues from the utilization of this system.

We plan to upgrade our Grantor/Grantee system to better build our electronic repository of information and images for recorded documents. It will include a streamlined system to quickly scan bar coded documents and check for consistency between the number of pages and the bar code label. Images will then be sent to quality control where the image can be repositioned, pages deleted, etc.

Another one of our strategies for 2007 is to upgrade our current Fictitious Business Name Statement Filing System. The system will include a streamlined data entry component that will eliminate the current need to index each filing. In addition, we will also incorporate an online Fictitious Business Name System that will allow the public to complete and file their fictitious business name statement over the Internet. The public will also have the capability to look up existing fictitious business names and eventually allow the public to submit and file a fictitious business name statement electronically.

Outcome Indicator for Goal #2:

The department will continue to increase Internet access to our functions, including maximizing the utilization of the public and industry users for our electronic recording process.

Outcome Indicator Reporting for Goal #2:

Performance Measure	FY 05-06 Results	FY 06-07 Plan	FY 06-07 Anticipated Results	FY 07-08 Plan	How Are We Doing?
<p><i>What/Why:</i></p> <p>a. Increase the number utilizing electronic recording to make public accessibility of the documents faster and more efficient.</p> <p>b. Establish Internet access so customers can more easily complete forms for automated data entry and submission.</p>	<p>a. 82 Recording Sites</p> <p>b. Increased the number of available terminals in the marriage area by seven.</p>	<p>a. 112 Recording Sites</p> <p>b. Increase the number of available terminals in the vital records area by five.</p>	<p>a. 140 Recording Sites</p> <p>b. Implement a counter and Internet application for fictitious business name filings.</p>	<p>a. 150 Recording Sites</p> <p>b. Implement counter and Internet access for department units.</p>	<p>a. Use of Electronic Recording is expanding annually.</p> <p>b. Online operations are expanding within the department.</p>

GOAL #3 - Increase the security of public records.***Challenges***

It is important to monitor both state and federal legislation in regards to public record security. The Clerk-Recorder Department is leading efforts to ensure Orange County's interests are protected in this area by cooperating with the State Attorney General's Office, participating in statewide professional organizations and working with our county's legislative delegation.

The Archives also faces the challenge of identifying and protecting records of long-term value. They must assist other county departments in determining which documents have historical value.

Recent legislation requires all persons entrusted with secure access to an electronic recording delivery system must submit fingerprints to the State Attorney General for a criminal records check. No person shall be granted secure access to our electronic recording delivery system if he or she has been convicted of a felony, a misdemeanor related to theft, fraud or if he or she has pending criminal charges for any of these crimes. These requirements will change the way we currently do business, as well as how we hire and promote staff.

The department is reviewing automated options for ease of implementation, enhancing information on the website and working with statewide organizations to ensure consistent implementation practices.

Strategy for Goal #3

We will continue to improve our Grantor/Grantee system to build our electronic repository of information and images for recorded documents. It will include a streamlined system to quickly scan bar coded documents and check for consistency between the number of pages and the bar code label. Images will then be sent to quality control where the image can be repositioned, pages deleted, etc.

In 2007, the department will continue to increase the security of our public records and resume its efforts with security consultants to identify areas of potential system vulnerability.

We also plan to update our Memorandum of Understanding (MOU) with our electronically submitting customers covering user/provider responsibilities in electronic recording to include additional security measures when necessary.

Also within the Archives Unit, we plan to create a digital audio/video archive collection or oral history program. It is important to document and preserve the stories/interviews of those individuals who have knowledge of county history, which has long-term historical value.

Outcome Indicator for Goal #3:

Because of the historical importance, we will enhance the Clerk-Recorder Department’s records management plan to upgrade and enhance the Orange County archival material.

Outcome Indicator Reporting for Goal #3:

Performance Measure	FY 05-06 Results	FY 06-07 Plan	FY 06-07 Anticipated Results	FY 07-08 Plan	How Are We Doing?
<p>What/Why:</p> <p>a. Upgrade the Archives program in order to preserve county records.</p>	<p>a. The Archives acquired three new collections: official records microfilm, 1926-1953 O.C. bankruptcy documents and naturalization documents, 1919-1983.</p>	<p>a. Acquire at least two new collections, including non-governmental material and non-paper items.</p>	<p>a. The Archives acquired the original Santa Ana newspaper, 1925-1929, as well as collection of Orange County history books.</p>	<p>a. Acquire additional material for the Archives collection, including non-governmental material and non-paper items.</p>	<p>a. Full-time Archivist and assistant are cataloging and promoting the Archives.</p>

IV. APPENDICES

- A. Management Team**

- B. Labor Management Committee**

- C. Business Plan Team**

- D. 2006 Accomplishments**

- E. Organization Chart**

A. MANAGEMENT TEAM***Tom Daly, County Clerk-Recorder***

Oversees the attainment of goals and provides direction to all department operations.

Renee Ramirez, Assistant Clerk-Recorder

Assists the Clerk-Recorder in planning, directing and organizing the operations of the Document Recording, Imaging, Official Records, Marriage License, Fictitious Business, Vital Records and Data Entry areas.

Phillip Tsunoda, Director of External Affairs

Assists the Clerk-Recorder in planning, directing and organizing all external issues to the department, including intergovernmental and community relations and interaction with the media.

Jean Pasco, Director of the Orange County Archives

Provides leadership and direction to assist the County Clerk-Recorder in planning, directing and organizing the operations of the Archives.

Paul Lanning, Administrative Manager

Organizes the operations of Information Systems, Purchasing, Human Resources and Financial Services.

B. LABOR MANAGEMENT COMMITTEE (LMC)

Tom Daly, Sponsor - Encourages LMC activities and monitors team progress.

Renee Ramirez, Management Team Leader - Manages the team, builds commitment and leads the team in problem solving.

Darcy Ebberts, Labor Team Member - Builds commitment, provides problem solving, develops ideas, actively participates in process, assists in cost-saving suggestions and provides input to the Business Plan.

Lou Porras, OCEA Representative - Focuses on process and guides the team into selecting tools and methodologies.

C. BUSINESS PLAN TEAM

Tom Daly - County Clerk-Recorder

Phillip Tsunoda – Director, External Affairs

David Cabrera – Office Specialist

Gloria Garcia – Staff Specialist

D. 2006 ACCOMPLISHMENTS

Archives Unit

- The Archives made eight presentations to the Board of Supervisors on a variety of topics, including the history of several Orange County cities, the founding of the Orange County Airport, the history of Knott's Berry Farm and the development of the local freeway system.
- The Archives acquired and catalogued the following collections:
 - Adolph Schoepe Papers, 1947-1972
 - Naturalization Records, 1889-1944
 - Fictitious Business Names, 1889-1979
 - Doctor's Certificates, 1980-1990
 - Video tape collection of aviation history, 1980-1990
 - Assorted documents, including a summary of unemployment relief efforts in Orange County, 1934-1936
- 1,100 researchers and visitors were assisted.
- The Archives responded to 3,950 telephone and e-mail inquiries.
- The Archives updated its informational brochure outlining the various collections and services it offers.
- The Archives also made numerous presentations and speaking engagements to various historical groups in Orange County throughout the year.

Recorder Functions

- Improved notification process and readability of Abstracts of Judgments and Mechanics Liens recorded with the department.
- The Clerk-Recorder Department electronically provided the Assessor's Office with changes of property ownership title, parcel maps, etc., used to review property values and land splits.
- In 2006, the number of title and insurance companies, city and other government entities that record electronically has grown from 82 in 2003 to 140 users. Electronic Recording (ER) customers submit an average of 2,500 documents daily, with the total number of electronically recorded documents exceeding 3.4 million since implementation in 1997.

Clerk Functions

- The department converted approximately 1.8 million official record images from microfilm to TIFF image.
- 9,469 notary oaths of office filings were converted from paper to TIFF image. This enhances and accelerates the retrieval, handling and processing time involved in issuing a copy from 15 minutes to 5 minutes.
- The department had a record number of marriage licenses issued and marriage ceremonies performed in fiscal year 2005-06. The department is also on pace to surpass the number of marriage ceremonies in fiscal year 2006-07.

ORGANIZATION CHART

