

# 011 - CLERK OF THE BOARD

## Operational Summary

### Mission:

The Mission of the Clerk of the Board of Supervisors is 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.

### Strategic Goals:

- Facilitate the decision and policy making of Orange County government.
- Ensure the assessment appeals process is fair, timely and equitable; and promote public understanding of the process.
- Ensure records are maintained, legislative history of the County is preserved and documents are readily available to our clients.

### Key Outcome Indicators:

| Performance Measure   | 2006 Business Plan   | 2007 Business Plan  | How are we doing?  |
|---|--|---|--|
|   | Results  | Target  |  |
| <b>PERCENT OF ACCURATE BOARD OF SUPERVISORS AGENDA TITLES.</b><br><b>What:</b> Measurement of COB's accuracy and training.<br><b>Why:</b> Indicator of COB's compliance with Brown Act and identifies areas requiring training.   | 99.2% of published agenda titles were accurate with no errors.   | 99.25% of agenda titles are published with no errors.                     | COB has consistently maintained a high level of accuracy.  |
| <b>PERCENT OF ACCURATELY COMPLETED AND TIMELY FILED ASSESSMENT APPEALS APPLICATIONS.</b><br><b>What:</b> Indicator of taxpayers' and agents' understanding of applications and process.<br><b>Why:</b> Measures success of the COB's training and outreach efforts to the public and tax agents.                          | 87.5% of 2005 and 79% of 2006 (in progress) applications were completed accurately and timely filed.                                       | 88% of applications accurately completed and timely filed.                | The State mandated form can be confusing to taxpayers. Increased use of e-filing and continued outreach should improve these statistics. |
| <b>PERCENT OF ASSESSMENT APPEAL CLAIMS DECIDED OR WAIVED WITHIN 2 YEAR DEADLINE.</b><br><b>What:</b> Indicator of success managing caseload to ensure required actions are taken before legal deadline.<br><b>Why:</b> Assesses whether procedures & staffing result in processing appeals within the statutory deadline. | Although the 2 year deadline has not yet expired for all of the 2005 filings, 99.7% of the appeals have been resolved or waivers received. | 100% of appeals resolved or waivers filed, excluding cases in litigation. | COB meeting goal due to manageable number of filings and quality tracking of database information and appeals.                           |

### At a Glance:

|   |           |
|---|-----------|
| Total FY 2006-2007 Projected Expend + Encumb: | 2,840,793 |
| Total Recommended FY 2007-2008                | 3,072,361 |
| Percent of County General Fund:               | 0.102121% |
| Total Employees:                              | 33.00     |



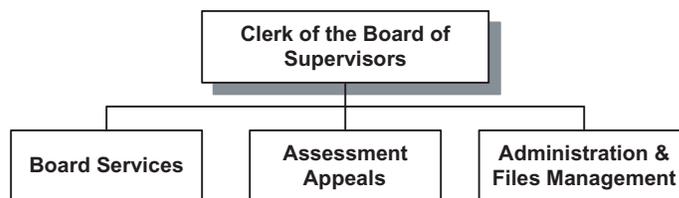
### Key Outcome Indicators: (Continued)

| Performance Measure   | 2006 Business Plan   | 2007 Business Plan   | How are we doing?  |
|---|--|--|--|
|   | Results  | Target   |  |
| <b>PERCENT OF ASSESSMENT APPEALS HEARINGS HELD OR SCHEDULED WITHIN ONE YEAR OF FILING.</b><br><b>What:</b> Indicator of efficiency in processing and scheduling appeals.<br><b>Why:</b> Measures COB's success in meeting its customer service goal & guidance of 2nd yr protective filing. | 98.8% of 2005 filings held initial hearings within one year, excluding those with applicant waivers filed. | 95% of hearings scheduled within one year, excluding filings with applicant waivers. | With anticipated increased filings, COB may have some difficulties in providing this level of service. |
| <b>RESULTS OF CUSTOMER SATISFACTION SURVEYS (COB DEPT AND ASSESSMENT APPEALS OUTREACH).</b><br><b>What:</b> Measurement of success in meeting clients' needs.<br><b>Why:</b> Assesses COB's success in meeting the needs of its customers in a professional and courteous manner.           | COB has received favorable ratings from 93%-100% of respondents.   | 97% rating of services as good or outstanding.                                       | COB has consistently received favorable ratings from its clients.                                      |

### FY 2006-07 Key Project Accomplishments:

- Continued participation with property tax administration departments in development of new Orange County Assessment Tax System
- Increased usage of e-filing for assessment appeals applications
- Implemented new Conflict of Interest tracking system and began internal modifications and development discussions in preparation of future online Form 700 e-filing capabilities
- Restructured County Conflict of Interest code
- Implemented E-Agenda Search Engine where County Agencies/Departments may research and review Board of Supervisors agenda items back to 01/01/99
- Developed Department Disaster Recovery Plan
- Planned and hosted California Clerk of the Board of Supervisors Association annual conference

### Organizational Summary



**COB - Executive** - Provides leadership and vision, management oversight and direction to all COB functions; performs administrative functions including budget preparation and monitoring, strategic financial projections, human resources, legislative analysis, prepares business plan and monitors progress in meeting goals and performance indicators.

**Board Services** - Prepares and publishes agendas for Board of Supervisors and other authorities in accordance with legal requirements for public meetings; records and publishes actions taken by the Board; maintains official rosters of Boards, Commissions and Committees; processes legal publications, postings and notices; receives and administers bid

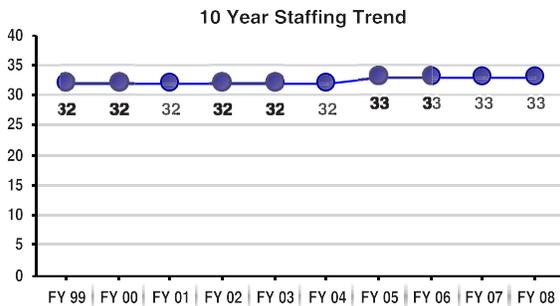


openings for County projects; administers oaths of office for various elected and appointed officials and employees; serves as filing officer for Statement of Economic Interest forms; receives and processes claims, summons and complaints against the County.

**Assessment Appeals** - Receives and processes assessment appeal applications; schedules hearings in accordance with legal requirements; prepares minutes and processes actions of the Appeals Boards and Hearing Officers; provides assistance and education on the assessment appeals process to the general public and professional groups through workshops, brochures and the Internet.

**Administration/Files Mgmt** - Provides files management for all records that the Clerk of the Board is required to maintain; assists County staff and the public with research and retrieval of information; provides technical knowledge and coordination in development and implementation of automation projects; provides end-user system support services; performs purchasing, petty cash and payroll functions for COB and the Board of Supervisors Offices.

**Ten Year Staffing Trend:**



**Ten Year Staffing Trend Highlights:**

- Even with increased workload and additional responsibilities and services, Clerk of the Board has maintained level staffing requirements for over ten years and has virtually eliminated the use of extra and temporary help. This has been accomplished primarily through automation of previously labor-intensive activities. Increase of one position in FY 04-05 was due to the transfer from the County Executive Office of the position supporting the Board Chairman.

**Budget Summary**

**Plan for Support of the County's Strategic Priorities:**

Through use of automation developed and implemented over the past 10 years, COB has been able to reduce ongoing operational costs and maintain level staffing. This has been accomplished while at the same time enhancing the availability of information and documents both internal to the County and to the general public. COB will continue to pursue cost savings and revenue enhancements where efficient and cost-effective. Ideas implemented include online filing of assessment appeals applications, online availability of agenda staff reports and backup and search and retrieval capability for historical agenda documents for County Agencies/Departments through Intranet.

**Changes Included in the Recommended Base Budget:**

The recommended base budget meets the Net County Cost limit established for the Department while allowing the Department to continue to provide its existing level of services.

**Requested Budget Augmentations and Related Performance Results:**

| Unit Amount   | Description  | Performance Plan   | BRASS Ser. |
|---|--|--|------------|
| <b>Increase Net County Cost for Market Adjustments</b><br>Amount:\$ 107,884                               | Funding of classification, market and equity adjustments.                            | Resolution of classification, recruitment and retention issues.                      | 2301       |
| <b>Increase Net County Cost for Hall of Administration 5th Floor Conference Rooms</b><br>Amount:\$ 75,000 | The HOA 5th floor conference/break rooms require refurbishing for improved function. | To provide functional and ergonomic conference and break rooms within limited space. | 2307       |



## 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<br>As of 3/31/07 | Projected <sup>(1)</sup><br>At 6/30/07 | Recommended  | Projected<br>Amount      | Projected<br>Percent |
| Total Positions    | 33           | 33                      | 33                                     | 33           | 0                        | 0.00                 |
| Total Revenues     | 157,379      | 164,703                 | 158,602                                | 172,018      | 13,416                   | 8.46                 |
| Total Requirements | 2,551,162    | 2,924,380               | 2,859,034                              | 3,072,361    | 213,327                  | 7.46                 |
| Net County Cost    | 2,393,783    | 2,759,677               | 2,700,432                              | 2,900,343    | 199,911                  | 7.40                 |

(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 of the Board in the Appendix on page A511

## Highlights of Key Trends:

- The Department continues to focus on new automation techniques and public outreach efforts to enhance service levels to both its public and internal clients.

- If real estate values decline, it may result in increased assessment appeal filings.

## Budget Units Under Agency Control:

| No. | Agency Name        | COB - Executive | Board Services | Assessment Appeals | Administration/Files Mgmt | Total     |
|-----|--------------------|-----------------|----------------|--------------------|---------------------------|-----------|
| 011 | Clerk of the Board | 442,439         | 1,045,997      | 1,015,061          | 568,864                   | 3,072,361 |
|     | Total              | 442,439         | 1,045,997      | 1,015,061          | 568,864                   | 3,072,361 |

## 011 - Clerk of the Board

### Summary of Proposed Budget by Revenue and Expense Category:

| Revenues/Appropriations   | FY 2005-2006        |                         | FY 2006-2007                           |                     | FY 2007-2008        |              | Change from FY 2006-2007 |  |
|---------------------------|---------------------|-------------------------|--|---------------------|---------------------|--------------|--------------------------|--|
|                           | Actual              | Budget<br>As of 3/31/07 | Projected <sup>(1)</sup><br>At 6/30/07 | Recommended         | Projected<br>Amount | Percent      |                          |  |
| Charges For Services      | \$ 155,458          | \$ 163,203              | \$ 158,071                             | \$ 171,768          | \$ 13,697           | 8.67%        |                          |  |
| Miscellaneous Revenues    | 1,921               | 1,500                   | 531                                    | 250                 | (281)               | -52.92       |                          |  |
| <b>Total Revenues</b>     | <b>157,379</b>      | <b>164,703</b>          | <b>158,602</b>                         | <b>172,018</b>      | <b>13,416</b>       | <b>8.46</b>  |                          |  |
| Salaries & Benefits       | 1,871,021           | 2,273,387               | 2,199,841                              | 2,303,716           | 103,875             | 4.72         |                          |  |
| Services & Supplies       | 682,764             | 653,393                 | 662,769                                | 772,345             | 109,576             | 16.53        |                          |  |
| Intrafund Transfers       | (2,623)             | (2,400)                 | (3,576)                                | (3,700)             | (124)               | 3.47         |                          |  |
| <b>Total Requirements</b> | <b>2,551,162</b>    | <b>2,924,380</b>        | <b>2,859,034</b>                       | <b>3,072,361</b>    | <b>213,327</b>      | <b>7.46</b>  |                          |  |
| <b>Net County Cost</b>    | <b>\$ 2,393,783</b> | <b>\$ 2,759,677</b>     | <b>\$ 2,700,432</b>                    | <b>\$ 2,900,343</b> | <b>\$ 199,911</b>   | <b>7.40%</b> |                          |  |

(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 COB - Executive:

| Revenues/Appropriations   | FY 2005-2006      |                         | FY 2006-2007                           |                   | FY 2007-2008        |                | Change from FY 2006-2007 |  |
|---------------------------|-------------------|-------------------------|--|-------------------|---------------------|----------------|--------------------------|--|
|                           | Actual            | Budget<br>As of 3/31/07 | Projected <sup>(1)</sup><br>At 6/30/07 | Recommended       | Projected<br>Amount | Percent        |                          |  |
| Charges For Services      | \$ 189            | \$ 0                    | \$ 0                                   | \$ 0              | \$ 0                | 0.00%          |                          |  |
| Miscellaneous Revenues    | 805               | 1,000                   | 40                                     | 0                 | (40)                | -100.00        |                          |  |
| <b>Total Revenues</b>     | <b>994</b>        | <b>1,000</b>            | <b>40</b>                              | <b>0</b>          | <b>(40)</b>         | <b>-100.00</b> |                          |  |
| Salaries & Benefits       | 365,365           | 407,053                 | 399,614                                | 388,977           | (10,637)            | -2.66          |                          |  |
| Services & Supplies       | 121,994           | 58,524                  | 63,195                                 | 53,462            | (9,733)             | -15.40         |                          |  |
| <b>Total Requirements</b> | <b>487,359</b>    | <b>465,577</b>          | <b>462,809</b>                         | <b>442,439</b>    | <b>(20,370)</b>     | <b>-4.40</b>   |                          |  |
| <b>Net County Cost</b>    | <b>\$ 486,365</b> | <b>\$ 464,577</b>       | <b>\$ 462,769</b>                      | <b>\$ 442,439</b> | <b>\$ (20,330)</b>  | <b>-4.39%</b>  |                          |  |

### Proposed Budget Summary of Board Services:

| Revenues/Appropriations | FY 2005-2006  |                         | FY 2006-2007                           |               | FY 2007-2008        |             | Change from FY 2006-2007 |  |
|-------------------------|---------------|-------------------------|--|---------------|---------------------|-------------|--------------------------|--|
|                         | Actual        | Budget<br>As of 3/31/07 | Projected <sup>(1)</sup><br>At 6/30/07 | Recommended   | Projected<br>Amount | Percent     |                          |  |
| Charges For Services    | \$ 9,425      | \$ 8,100                | \$ 9,373                               | \$ 9,903      | \$ 530              | 5.65%       |                          |  |
| Miscellaneous Revenues  | 1,116         | 500                     | 477                                    | 250           | (227)               | -47.59      |                          |  |
| <b>Total Revenues</b>   | <b>10,541</b> | <b>8,600</b>            | <b>9,850</b>                           | <b>10,153</b> | <b>303</b>          | <b>3.08</b> |                          |  |
| Salaries & Benefits     | 449,871       | 572,235                 | 592,608                                | 720,198       | 127,590             | 21.53       |                          |  |

### Proposed Budget Summary of Board Services:

| Revenues/Appropriations   | FY 2005-2006      | FY 2006-2007            | FY 2006-2007                           | FY 2007-2008        | Change from FY 2006-2007 |               |
|---------------------------|-------------------|-------------------------|--|---------------------|--------------------------|---------------|
|                           | Actual            | Budget<br>As of 3/31/07 | Projected <sup>(1)</sup><br>At 6/30/07 | Recommended         | Projected<br>Amount      | Percent       |
| Services & Supplies       | 177,135           | 253,761                 | 211,492                                | 329,499             | 118,007                  | 55.80         |
| Intrafund Transfers       | (2,623)           | (2,400)                 | (3,576)                                | (3,700)             | (124)                    | 3.47          |
| <b>Total Requirements</b> | <b>624,382</b>    | <b>823,596</b>          | <b>800,524</b>                         | <b>1,045,997</b>    | <b>245,473</b>           | <b>30.66</b>  |
| <b>Net County Cost</b>    | <b>\$ 613,841</b> | <b>\$ 814,996</b>       | <b>\$ 790,674</b>                      | <b>\$ 1,035,844</b> | <b>\$ 245,170</b>        | <b>31.01%</b> |

### Proposed Budget Summary of Assessment Appeals:

| Revenues/Appropriations   | FY 2005-2006      | FY 2006-2007            | FY 2006-2007                           | FY 2007-2008      | Change from FY 2006-2007 |               |
|---------------------------|-------------------|-------------------------|--|-------------------|--------------------------|---------------|
|                           | Actual            | Budget<br>As of 3/31/07 | Projected <sup>(1)</sup><br>At 6/30/07 | Recommended       | Projected<br>Amount      | Percent       |
| Charges For Services      | \$ 143,175        | \$ 148,698              | \$ 148,698                             | \$ 160,798        | \$ 12,100                | 8.14%         |
| <b>Total Revenues</b>     | <b>143,175</b>    | <b>148,698</b>          | <b>148,698</b>                         | <b>160,798</b>    | <b>12,100</b>            | <b>8.14</b>   |
| Salaries & Benefits       | 607,320           | 743,052                 | 704,193                                | 687,480           | (16,713)                 | -2.37         |
| Services & Supplies       | 370,418           | 322,765                 | 369,641                                | 327,581           | (42,060)                 | -11.38        |
| <b>Total Requirements</b> | <b>977,738</b>    | <b>1,065,817</b>        | <b>1,073,834</b>                       | <b>1,015,061</b>  | <b>(58,773)</b>          | <b>-5.47</b>  |
| <b>Net County Cost</b>    | <b>\$ 834,563</b> | <b>\$ 917,119</b>       | <b>\$ 925,136</b>                      | <b>\$ 854,263</b> | <b>\$ (70,873)</b>       | <b>-7.66%</b> |

### Proposed Budget Summary of Administration/Files Mgt:

| Revenues/Appropriations   | FY 2005-2006      | FY 2006-2007            | FY 2006-2007                           | FY 2007-2008      | Change from FY 2006-2007 |                 |
|---------------------------|-------------------|-------------------------|--|-------------------|--------------------------|-----------------|
|                           | Actual            | Budget<br>As of 3/31/07 | Projected <sup>(1)</sup><br>At 6/30/07 | Recommended       | Projected<br>Amount      | Percent         |
| Charges For Services      | \$ 2,670          | \$ 6,405                | \$ 0                                   | \$ 1,067          | \$ 1,067                 | 0.00%           |
| Miscellaneous Revenues    | 0                 | 0                       | 14                                     | 0                 | (14)                     | -100.00         |
| <b>Total Revenues</b>     | <b>2,670</b>      | <b>6,405</b>            | <b>14</b>                              | <b>1,067</b>      | <b>1,053</b>             | <b>7,521.43</b> |
| Salaries & Benefits       | 448,465           | 551,047                 | 503,426                                | 507,061           | 3,635                    | 0.72            |
| Services & Supplies       | 13,218            | 18,343                  | 18,441                                 | 61,803            | 43,362                   | 235.14          |
| <b>Total Requirements</b> | <b>461,682</b>    | <b>569,390</b>          | <b>521,867</b>                         | <b>568,864</b>    | <b>46,997</b>            | <b>9.01</b>     |
| <b>Net County Cost</b>    | <b>\$ 459,012</b> | <b>\$ 562,985</b>       | <b>\$ 521,853</b>                      | <b>\$ 567,797</b> | <b>\$ 45,944</b>         | <b>8.80%</b>    |