



## County of Orange

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[www.ocgov.com](http://www.ocgov.com)

2011



# 50

THINGS WE HAVE DONE  
FOR YOU LATELY



## COUNTY OF ORANGE

## Fifty Things We Have Done For You Lately

1. Provided employment and training services to 151,688 customers through the One-Stop Center System.
2. Formed rapid deployment teams to serve polling places in need of assistance within five to seven minutes, ensuring that voting never stops.
3. Adjusted the value of 191,000 properties that were eligible for a Market Value reduction in time for 2010 property tax bills.
4. Offered residents previously owned paint, pesticides, pool cleaners, and other products at four regional Household Hazardous Waste Collection Centers. In 2009, this program redistributed 18,217 pounds of reusable materials, free of charge.
5. Successfully secured eight gang injunctions in six cities to enjoin hundreds of gang members from terrorizing the community and acting as a public nuisance.
6. Audited and paid more than 125,000 invoices for goods and services received by County departments providing direct services to OC citizens.
7. Implemented a successful new Countywide financial/purchasing system both on-time and on-budget.
8. Conducted mass vaccination clinics in 5 separate Orange County locations, where H1N1 vaccines were provided to 9,059 high risk individuals.
9. Collected and distributed over \$180.8 million in child support payments.
10. Provided 57,197 trips for older adults to non-emergency medical appointments.
11. Hosted a successful Literary Orange 2010 featuring internationally known author Dean Koontz.
12. Created a Self-Help Center in the Child Support Services lobby for customer use.
13. Received and processed for hearing over 19,000 appeals of property assessment.
14. Created a system to allow recording of property documents in multiple counties in California using a single portal.
15. Helped to open a courtroom in the Main Jail facility (CJ1) in 2009 to provide cost savings to taxpayers by eliminating the need for the Sheriff's Department to transport inmates to courtrooms throughout the county. It has also provided clients in custody greater access to their Public Defenders.
16. Launched new non-stop air service from Orange County to Honolulu and Maui.



# Fifty Things We Have Done For You Lately

- 17. Provided care and refuge for over 15,000 animals from 18 cities and unincorporated areas of Orange County while adopting over 5,000 animals into new forever homes.
- 18. Served approximately 1.8 million congregate and home delivered meals.
- 19. Provided monthly rental assistance to over 11,000 low-income households, totaling more than 25,000 people for the entire year.
- 20. Responded to over 20,000 calls for animal care and control services.
- 21. Accepted a gift of 20,000 acres of Irvine Ranch open space for preservation and guided recreation.



- 22. Officiated about 7,500 weddings at three locations in the historic Old County Courthouse in Santa Ana, the Laguna Hills Civic Center and historic downtown Fullerton.
- 23. Held Caspers Adventure Day, which at nearly 1,000 visitors was the largest event in the history of the park.

- 24. Maintained 320 miles of road and 309 miles of flood channel.
- 25. Provided a safe, nurturing environment at the First Step Assessment Center to approximately 1,733 children who were just removed from their homes because of potential abuse or neglect. Of these children, 48% were successfully diverted from entering Orangewood Children's Home.
- 26. Refurbished 11 branch libraries to enhance patron's library experience.
- 27. Disbursed approximately 335,000 payment checks.
- 28. Supervised minors on probation who completed 73,591 hours of community service in 2009.
- 29. Determined the taxable value of more than 1 million units of property.
- 30. Provided the launch ramp used by nearly 19,000 boats in Dana Point Harbor during FY 2009-10.



- 31. Conducted community workshops on how to file an assessment appeal and how to prepare for your hearing

- 32. Increased aggressive prosecution of major fraud cases including workers' compensation, insurance, real estate, and mortgage fraud.
- 33. Began posting new and enhanced inspection seals at over 15,000 retail food facilities in Orange County.
- 34. Heightened awareness of County services and recruitment opportunities through diverse activities including involvement with educational institutions and Veteran's organizations.
- 35. Finalized an agreement with Immigration and Customs Enforcement to house Federal Detainees in Sheriff's Department correctional facilities; a deal projected to bring Orange County over \$30 million in revenue.
- 36. Installed free Wi-Fi hot spots in the Thomas F. Riley Terminal at John Wayne Airport, providing Internet access to passengers in all concourses, concession and retail areas.
- 37. Saved millions of dollars by implementing new Memorandum of Understanding language in the County's contracts with labor unions that changes the way overtime pay is calculated from an "hours paid" to an "hours worked" basis.
- 38. Distributed approximately 28,000 sandbags for various Orange County projects and protection measures, including more than 6,000 to canyon residents.
- 39. Performed an audit that resulted in a number of key reforms in the County's Planning division, including the revision and lowering of fees charged to the public for construction and development permits.
- 40. Collected over \$3 million in restitution on behalf of crime victims during FY 2008-09.
- 41. Implemented targeted outreach strategies and tactics to ensure the County continues to mirror the available workforce.
- 42. Established payment plans for delinquent taxpayers in danger of having property sold by the County.

- 43. Confiscated 654 firearms and other dangerous weapons from probationers in 2009.
- 44. Arranged for the personal care and/or financial needs of nearly 1,000 conservatees found unable to do so by the court.
- 45. Maintained a 90 percent felony conviction rate in criminal cases.
- 46. Removed more than 2 million square feet of graffiti from Orange County.
- 47. Established Orange County as the only elections jurisdiction in the nation moving toward a paperless poll worker relationship management system, saving thousands of dollars each election.
- 48. Achieved 100% compliance with state-mandated timeframes for response to abuse reported to Adult Protective Services.
- 49. Operated a jail system that houses an average of 65,000 inmates a year, holding an average of 6,000 per day.



- 50. Extended office hours during peak portions of tax seasons to make it more convenient for Orange County taxpayers to make payments in person.