

# OC CITIZENS' REPORT



December 16, 2011

## About the OC Citizens' Report

The Auditor-Controller Department is proud to present you with its 9th Annual OC Citizens' Report for the fiscal year (FY) ended June 30, 2011. This report provides an overview of the County's financial condition and a brief analysis of where the County revenues come from and where those dollars are spent. It also provides an outline of trends in the local economy and how our economy compares to neighboring counties, the state and the nation.

Most of the information in this report is drawn from the financial information appearing in the FY 2010-11 Comprehensive Annual Financial Report (CAFR). The CAFR is a more detailed and complete financial presentation prepared in conformance with Generally Accepted Accounting Principles (GAAP) and was audited by the County's independent auditors, receiving an unqualified (clean) opinion. While the financial data in the OC Citizens' Report conforms with GAAP, the statistical, economic and demographic data are taken from various sources and are not GAAP-basis data. Both the CAFR and the OC Citizens' Report are available for viewing at the Auditor-Controller's website at <http://egov.ocgov.com/ocgov/Auditor-Controller - David Sundstrom/Financial Statements>.

## Financial Highlights for FY 2010-11

The County prepares two sets of financial statements that measure its finances differently. The government-wide statements present a long-term perspective of the County's assets, liabilities, with the difference between the two reported as net assets, as well as its operations. The fund statements provide a short-term perspective of individual fund's assets, liabilities, and fund balance, which represents the excess of what the County owns over what the County owes, as well as the resources flowing in and out during the fiscal year. The General Fund is the chief operating fund of the County.

### Here are highlights of the County's financial activities during FY 2010-11:

- Total net assets increased by \$225 million, or 5% as compared to last year.
- Long-term debt decreased by \$95 million, or 12% during the current fiscal year.
- The County's governmental funds reported combined ending fund balances of \$1.8 billion, an increase of \$59 million, or more than 3% in comparison with the prior year.
- General Fund revenues and other financing sources ended the year 13% below budget.
- General Fund expenditures and other financing sources ended the year 16% below budget.

## Board of Supervisors

Janet Nguyen, 1st District  
John M. W. Moorlach, 2nd District  
Bill Campbell, 3rd District  
Shawn Nelson, 4th District  
Patricia C. Bates, 5th District

## County Auditor-Controller

David Sundstrom, CPA

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# MESSAGE FROM YOUR AUDITOR-CONTROLLER



It is my pleasure to present to you the OC Citizens' Report for fiscal year 2010-11. During this year, the economy in Orange County continued to show signs of a slow recovery. Orange County's unemployment rate improved, decreasing by 1% and is the lowest of the Southern California Counties and 4th lowest of all California counties.

The County anticipates continued impacts from an economic environment that continues to be less than predictable, particularly because the impacts of the State's financial distress are not fully known at this time. The FY 2011-12 State budget balanced a \$26.7 billion shortfall with \$11.1 billion in cuts, an assumption that improved economic activity will increase baseline revenues by \$4 billion, an additional revenue increase of \$9 billion, \$3.1 billion in borrowing and transfers with a reserve balance of \$500 million. The budget also established "trigger reductions" which were tiered based on revenue performance relative to budget. It is likely that these trigger cuts will impact the county. The final State budget also includes \$5.6 billion in funding to realign certain public safety and health and human service programs to counties. Funding for realignment will be from dedicated revenue from state sales tax and vehicle license fees; however the lack of a dedicated funding stream increases the long-term risk to the County.

In order to address identified budget issues and prepare for the continued uncertainty of the general and local economy, the County has continued to reduce its budget. The County began an early trending down of non-mandated spending and programs in late 2007, followed by targeted cuts in FY 2008-09, 2009-10, and 2010-11. This resulted in 2%, 8%, and 5% decreases in discretionary spending that was implemented County-wide in fiscal years 2008-09, 2009-10, and 2010-11, respectively. An additional 5% reduction was implemented for FY 2011-2012. Results of those efforts are evident in this year's fund level financial statements. Revenues outpaced expenditures in governmental funds, resulting in an increase to fund balances of \$59 million. Governmental fund revenues finished the year 13% below budget, and expenditures finished the year 29% below budget.

Early action has been critical to ensure baseline services are met and that the County continues to experience financial stability. The County will continue to proactively address the economic downturn collaboratively with departments by carefully monitoring programs and financial operations to ensure that the County continues to provide outstanding cost-effective regional public services.

The bond rating agencies have responded favorably to the actions that have been taken to stabilize County finances. The County of Orange has not experienced any downgrades nor is the County on credit watch by any of the rating agencies. In June 2011, the County received the best available short-term for its 2011-12 Tax and Revenue Anticipation Notes and had its long-term issuer rating confirmed.

Effective January 31, 2012, I will no longer be with the County of Orange. I was offered an opportunity to serve as the Sonoma County Auditor-Controller/Treasurer-Tax Collector, which I accepted. The Sonoma position allows me to return to Northern California and be closer to the rest of my family.

It has been an honor and pleasure to serve as the Auditor-Controller for the citizens of Orange County these past thirteen years. I am proud of the County's accomplishments over the years and am privileged to have been part of the team that helped the County emerge from its prior fiscal distress. I hope that you find this report both useful and informative.

Sincerely,

A handwritten signature in black ink, appearing to read "David Sundstrom". The signature is stylized and cursive.

David Sundstrom, CPA  
Auditor-Controller

**BOARD OF SUPERVISORS**



**Bill Campbell**  
Board Chairman, 3rd District Supervisor  
(714) 834-3330, Bill.Campbell@ocgov.com

Anaheim, (portions of), Irvine (portions of), Orange, Tustin, Villa Park, Yorba Linda



**Janet Nguyen**  
1st District Supervisor  
(714) 834-3110, Janet.Nguyen@ocgov.com

Fountain Valley (portions of), Garden Grove, Santa Ana, Westminster



**John M. W. Moorlach**  
Vice Chairman, 2nd District Supervisor  
(714) 834-3220, John.Moorlach@ocgov.com

Buena Park (portions of), Costa Mesa, Cypress, Fountain Valley (portions of), Huntington Beach, La Palma, Los Alamitos, Newport Beach, Seal Beach, Stanton



**Shawn Nelson**  
4th District Supervisor  
(714) 834-3440, Shawn.Nelson@ocgov.com

Anaheim, (portions of), Brea, Buena Park (portions of), Fullerton, La Habra, Placentia



**Patricia C. Bates**  
5th District Supervisor  
(714) 834-3550, Pat.Bates@ocgov.com

Aliso Viejo, Dana Point, Irvine (portions of), Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Mission Viejo, Rancho Santa Margarita, San Clemente, San Juan Capistrano

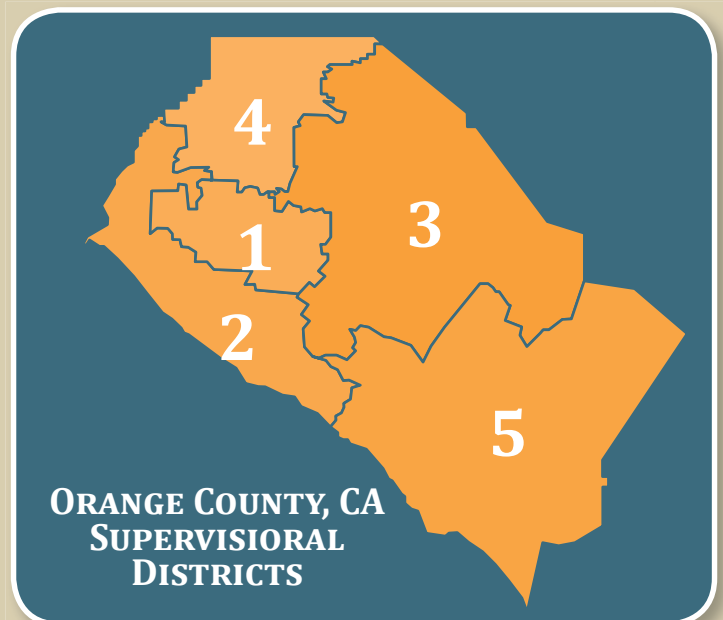
**MISSION STATEMENT**

*“Making Orange County a safe, healthy, and fulfilling place to live, work, and play, today and for generations to come, by providing outstanding, cost-effective regional public services.”*

The County of Orange is a charter county that is governed by a five-member Board of Supervisors who represent districts that are each approximately equal in population. The Supervisorial Districts map shows the boundaries of the County and the areas governed by each member of the Board.

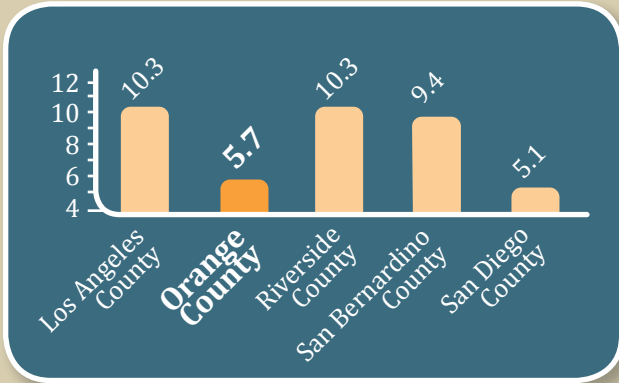
A County Executive Officer oversees 18 County Departments, and elected department heads oversee seven County Departments. The Auditor Controller is one of the seven elected County officials. The County provides a full range of services countywide, which include affordable housing; agricultural commissioner; airport; child protection & social services; child support services; clerk-recorder; coroner & forensic services; district attorney; elections & voter registration; environmental/regulatory health; flood control & transportation; grand jury; harbors, beaches & parks; disaster preparedness; indigent medical services; jails & juvenile facilities; juvenile justice commission; landfills & solid waste disposal; law enforcement; probationary supervision; public assistance; public defender/alternate defense; public & mental health; senior services; tax assessment collection & appeals; veterans services; libraries; animal control; public health; behavioral health; public housing; and weights & measures. Visit the County of Orange website at <http://egov.ocgov.com/ocgov> for additional information about the County and to access available services.

Orange County’s economy has routinely outperformed local surrounding counties, the state and national economies (in annual percentage growth), and in fact, ranks higher (in absolute dollars) than the economies of the majority of the world’s countries. Recent external indicators show a leveling off in the local economy and various internal indicators also show slight recovery of the County’s economy. First, job growth is expected to improve in 2011 compared to 2010 (1.5% compared to -1.3%). However, year-to-year home sales prices have reversed in trend from 2.9% in 2010 to -4.5% in 2011. Second, changes in taxable sales in Orange County have continued to show improvement from 3.0% in 2010 to an expected 6.6% in 2011.



# DEMOGRAPHICS AND ECONOMY

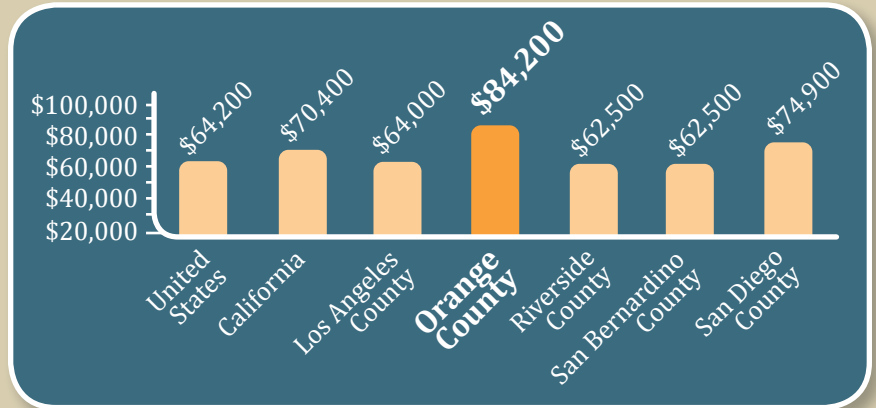
## COMPARISON OF COUNTY EMPLOYEES PER 1,000 CITIZENS



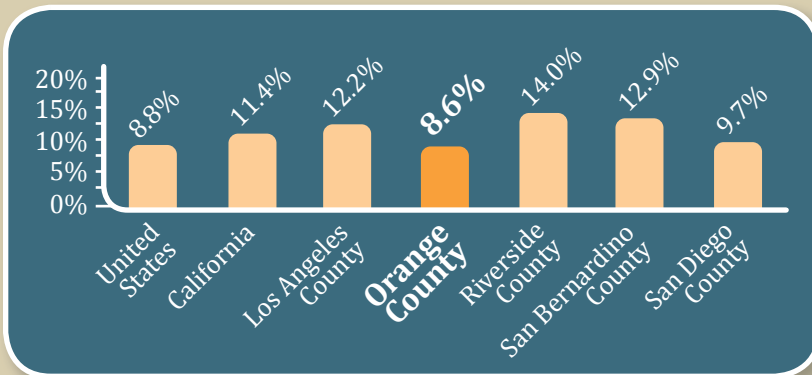
Orange County ranks as the third most populous county in the State of California with a population of 3,029,859 (at January 1, 2011), an increase of 0.7% when compared with the previous year. As of June 30, 2011, Orange County employed an estimated 5.7 employees per 1,000 citizens, which provides a measure of service levels to citizens.

The median family income for 2011 in Orange County was \$84,200, which is higher than surrounding counties and the nation. The growth of median family income for 2011 relative to 2010 decreased by 3.44%, while the statewide decrease was 0.85%. Both are above the nationwide decrease of 0.31%.

## COMPARISON OF MEDIAN FAMILY INCOME



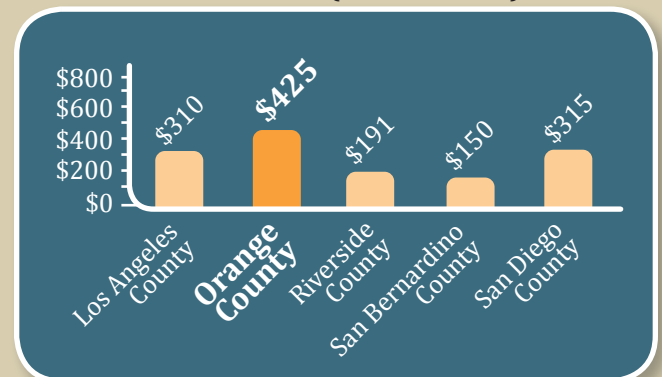
## COMPARISON OF UNEMPLOYMENT RATES



The unemployment rate in Orange County continues to be below that of all surrounding counties. The County's unemployment rate in 2011 was 8.6%, compared to the nationwide rate of 8.8%. This represents a decrease from the prior year's rate of 9.6%. The County's job growth is expected to increase by 1.5% in 2011, resulting in approximately 20,000 more jobs relative to 2010.

The median price for new and existing homes was \$425,000 in 2011, representing a 4.5% decrease relative to 2010. This decrease is a reversal in trend when compared to the same time in 2010 when home prices increased by 2.9% in 2010 relative to 2009. This change in trend is also reflected in other Southern California counties as well. The actual median sales price in Orange County continues to exceed all surrounding counties.

## COMPARISON OF MEDIAN HOME SALES PRICE (IN THOUSANDS)



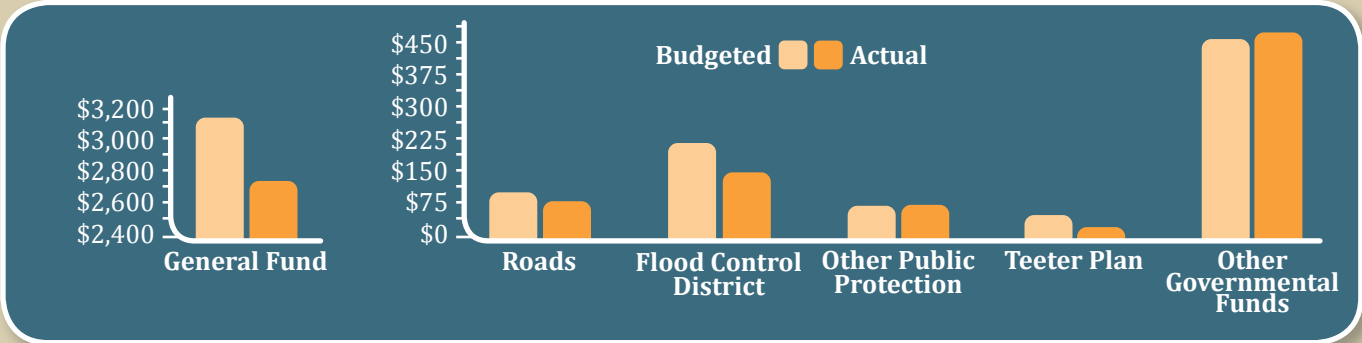
# BUDGETARY HIGHLIGHTS

The County's budget and accounting systems for governmental funds are reported on a modified accrual basis, which presents the short-term perspective of the County's financial activities. The fiscal year begins on July 1. Revenues are budgeted in the amount expected to be received or as they are applicable to the fiscal year. Expenditures are budgeted at an amount sufficient for 12 months if they are ongoing and in their full amount if they are one-time items. The Board of Supervisors adopts the budget which becomes the spending plan for County departments. Actual revenues and expenditures are monitored during the year and reported to the Board of Supervisors on a quarterly basis. The budget may be modified based on these quarterly reports to reflect new assumptions or events.

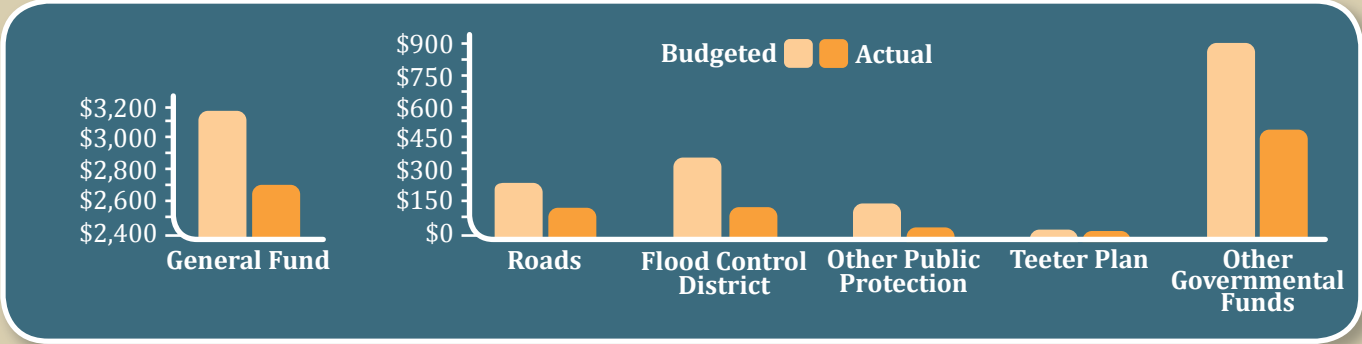
For governmental funds, revenues for FY 2010-11 were \$3.5 billion, or 13% below budget and expenditures were \$3.4 billion or 29% below budget.

The tables below show the budgeted revenues and expenditures compared to actual results for all governmental funds.

**REVENUES (DOLLAR AMOUNTS IN MILLIONS)**



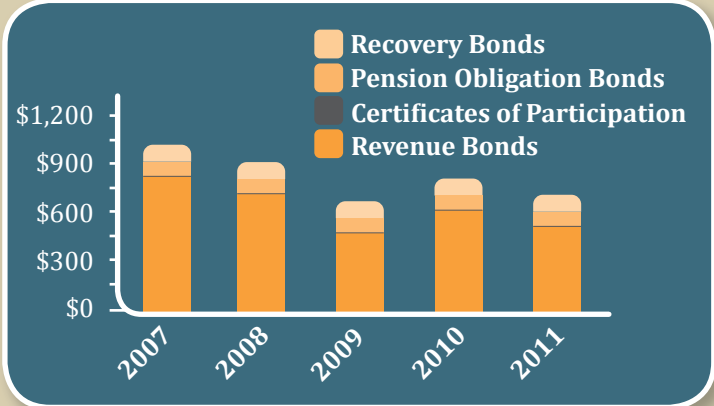
**EXPENDITURES (DOLLAR AMOUNTS IN MILLIONS)**



## County Debt

At June 30, 2011, the County's outstanding long-term debt totaled \$699 million, excluding capital lease obligations, compensated absences and other liabilities. During the year, the County's outstanding bond obligations decreased by 12%, which is attributable to the retirement of \$95 million of bond obligations, including \$66 million of bankruptcy related debt. The accompanying chart shows a five year comparison of the County's long-term debt.

**(DOLLAR AMOUNTS IN MILLIONS)**



# STATEMENT OF NET ASSETS

The Statement of Net Assets presents the County's financial position from a long-term perspective. It reports all of the County's assets and liabilities, with the difference between the two reported as net assets. Over time, increases or decreases in net assets may serve as a useful indicator of whether the County's financial position is improving or deteriorating.

## STATEMENT OF NET ASSETS (DOLLAR AMOUNTS IN MILLIONS)

	Fiscal Years		
	2011	2010	Change
<b>ASSETS</b>			
Current and other assets	\$ 3,872	\$ 3,620	7%
Capital assets	3,483	3,288	6%
<b>Total assets</b>	<b>7,355</b>	<b>6,908</b>	<b>6%</b>
<b>LIABILITIES</b>			
Long-term liabilities	1,489	1,554	(4)%
Other liabilities	847	560	51%
<b>Total liabilities</b>	<b>2,336</b>	<b>2,114</b>	<b>11%</b>
<b>NET ASSETS</b>			
Invested in capital assets, net of related debt	3,218	3,098	4%
Restricted	1,561	1,385	13%
Unrestricted	240	312	(23)%
<b>TOTAL NET ASSETS</b>	<b>\$ 5,019</b>	<b>\$ 4,795</b>	<b>5%</b>

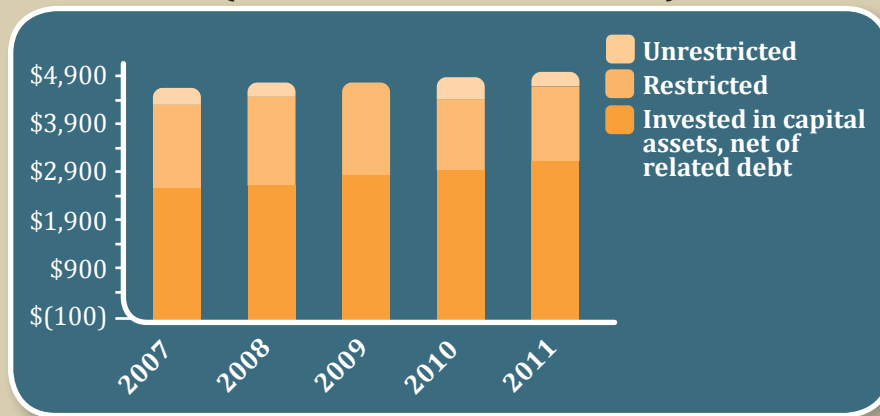
## Net Assets Components

The largest component of the County's net assets, about 64% or \$3.2 billion, was invested in capital assets, less any related outstanding debt used to acquire those assets. Even though the County's investment in capital assets is reported net of related debt, the capital assets themselves cannot be used to liquidate the County's debt, and so the resources needed to pay these liabilities must be provided from other resources.

\$1.6 billion or 31% of the County's net assets are restricted. Restricted means that these resources are subject to external restrictions on how they may be used. External restrictions include those imposed by grantors, contributors, laws/regulations of other governments, or restrictions imposed by law through constitutional provision or legislation, including those passed by the County itself.

The final component of net assets is unrestricted net assets. Unrestricted net assets are resources that can be used to meet ongoing obligations to citizens and creditors. Unrestricted net assets totaled \$240 million, compared to \$312 million in FY 2009-10.

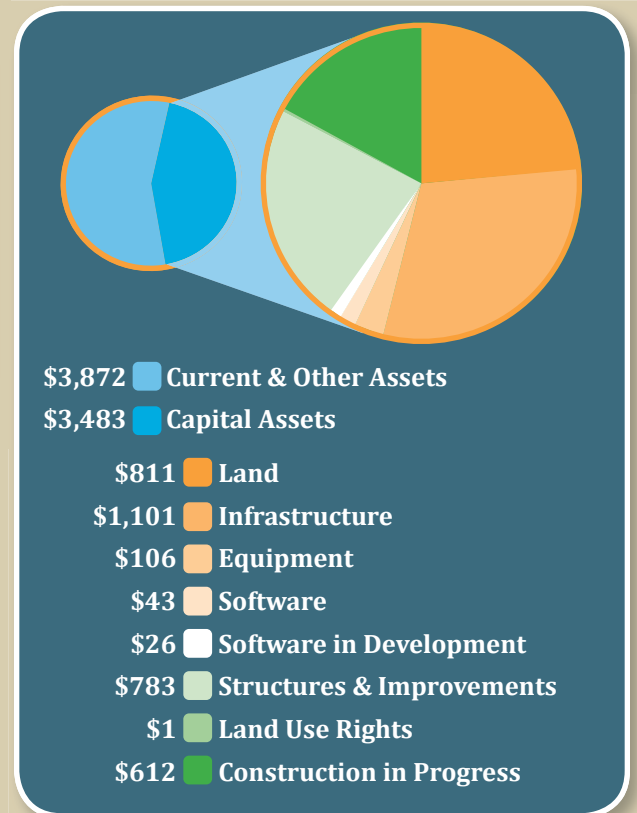
## FIVE YEAR COMPARISON OF NET ASSETS (DOLLAR AMOUNTS IN MILLIONS)



## Capital Assets

At June 30, 2011, the County's assets totaled \$7.4 billion. Approximately \$3.9 billion represent current and other assets while \$3.5 billion are capital assets. Capital assets include land, structures and improvements, equipment, infrastructure, and intangible assets that are used to provide services to the citizens of Orange County. Capital assets are reported at cost, and depreciated/amortized over their estimated useful lives.

## CAPITAL ASSETS (DOLLAR AMOUNTS IN MILLIONS)



# STATEMENT OF ACTIVITIES

This section reports the fiscal year's financial activities from a long-term perspective. It is designed to provide a summary of the financial health and stability of the County. Information contained within this section should provide the reader with a general understanding of how available resources are used to provide services.

As of June 30, 2011, the County's revenues for the year totaled \$3.7 billion, an increase of \$234 million from the previous year while expenses totaled \$3.4 billion, an increase of \$111 million from last year's total expenses. The significant increase in revenues is primarily a result of an increase in capital grants and contributions of \$153.6 million due mainly to the donation of 20,000 acres of open space land to OC Parks from the Irvine Company and an increase in State reimbursements for construction costs for the Santa Ana Mainstem Project.

## CHANGES OF NET ASSETS - PRIMARY GOVERNMENT (DOLLAR AMOUNTS IN MILLIONS)

Fiscal Years Ending June 30	2011	2010	2009	2008	2007
<b>Revenues (by Source)</b>					
<b>Program Revenues:</b>					
Charges for Services	\$ 795	\$ 718	\$ 750	\$ 751	\$ 743
Operating Grants & Contributions	1,707	1,743	1,642	1,736	1,760
Capital Grants & Contributions	177	25	101	61	76
<b>General Revenues:</b>					
Property Taxes	492	476	457	462	454
Property Taxes in Lieu of Motor Vehicle License Fees	228	230	233	224	207
Other Taxes	84	93	94	84	55
Grants & Contributions Not Restricted to Specific Programs	27	10	28	24	2
State Allocations of Motor Vehicle License Fees	50	47	50	55	58
Other General Revenues	95	79	81	127	189
<b>Total Revenues</b>	<b>3,655</b>	<b>3,421</b>	<b>3,436</b>	<b>3,524</b>	<b>3,544</b>
<b>Expenses (by Function)</b>					
General Government	224	165	268	264	282
Public Protection	1,175	1,161	1,231	1,164	1,055
Public Ways & Facilities	136	120	109	132	97
Health & Sanitation	586	579	593	576	527
Public Assistance	931	931	899	863	795
Education	40	41	41	38	33
Recreation & Cultural Services	102	91	82	75	80
Interest in Long-Term Debt	54	54	60	76	66
Airport	88	92	92	87	91
Waste Management	94	85	79	102	85
<b>Total Expenses</b>	<b>3,430</b>	<b>3,319</b>	<b>3,454</b>	<b>3,377</b>	<b>3,111</b>
Special Items	-	-	-	(7)	-
Increase/(Decrease) in Net Assets	225	102	(18)	140	433
Net Assets - Beginning of the Year, as Restated	4,794	4,693	4,673	4,545	4,143
<b>Net Assets - End of Year</b>	<b>\$ 5,019</b>	<b>\$ 4,795</b>	<b>\$ 4,655</b>	<b>\$ 4,685</b>	<b>\$ 4,576</b>

Expenses increased primarily due to the recording of \$58.2 million of bad debt expense in governmental activities for state mandated cost reimbursements not expected to be received. In addition, increases in salary and employee benefit costs of \$29 million for overtime usage to backfill vacant positions, retirement, health insurance, and workers' compensation also contributed to the increase in expenses for FY 2010-11. The overall effect of operations was an increase in net assets of \$225 million.

## Revenues

**Program Revenues** are derived directly from the program itself or from parties outside the County's taxpayers or citizenry.

- **Operating Grants and Contributions** are monies received from parties outside the County and are generally restricted to one or more specific programs.
- **Charges for Services** are revenues that arise from charges to customers or applicants who purchase, use, or directly benefit from the goods, services, or privileges provided.
- **Capital Grants and Contributions** are monies received for capital purposes, to purchase, construct, or renovate capital assets associated with a specific program.

**General Revenues** are taxes and other items, such as unrestricted investment earnings.

## Expenses

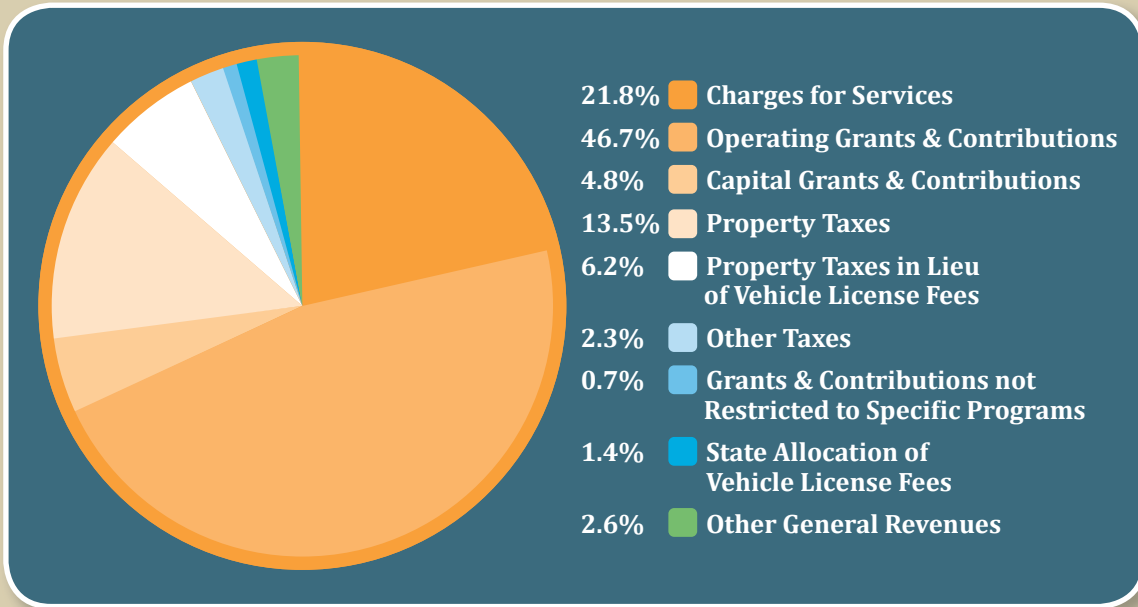
Expenses are classified by function.

- **General Government** includes expenses incurred for the Board of Supervisors, Clerk of the Board, Assessor, Auditor-Controller, County Executive Office, County Counsel, Clerk-Recorder, Human Resources, Internal Audit, Performance Audit, Registrar of Voters, and Treasurer-Tax Collector.
- **Public Protection** consists of Flood Control, Sheriff-Coroner, District Attorney, Probation, Trial Courts, Sheriff Court Operations, Grand Jury, Child Support Services, Public Defender and Alternate Defense.

*\*Readers wanting more detailed financial information should refer to the County's FY 2010-2011 Comprehensive Annual Financial Report (CAFR) available at the Auditor-Controller's website at: <http://egov.ocgov.com/ocgov/Auditor-Controller> - David Sundstrom/Financial Statements*

# STATEMENT OF ACTIVITIES (CONTINUED)

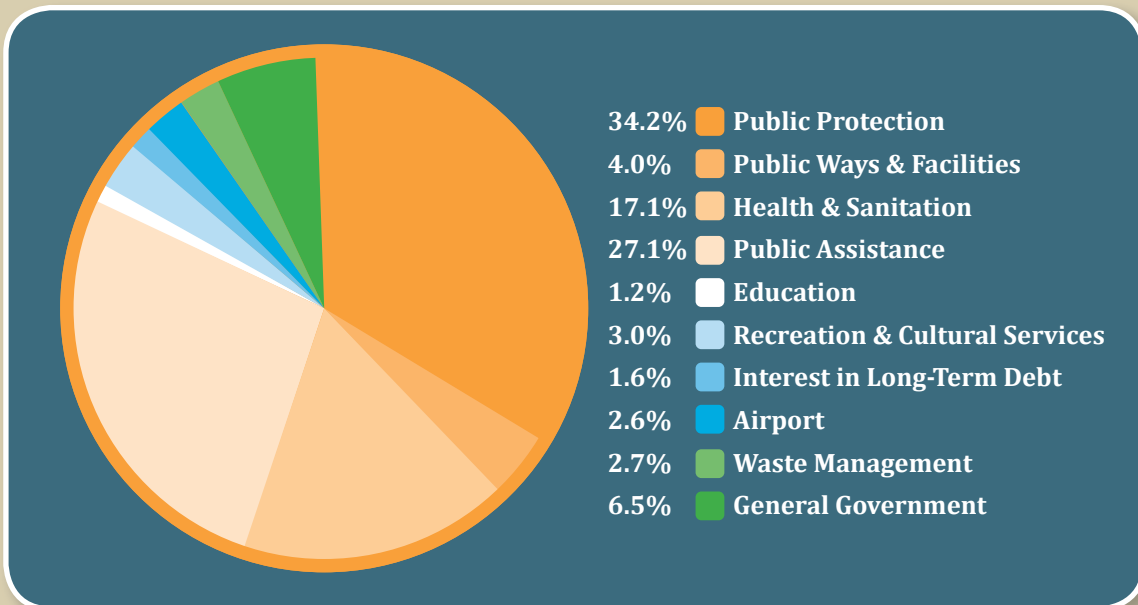
## WHERE THE MONEY COMES FROM:



## Expenses (Continued)

- **Public Ways and Facilities** consists of repairs and maintenance of public roads and parking facilities under the OC Public Works Department.
- **Health and Sanitation** includes indigent medical services, maintenance of public health care emergency medical services programs and environmental health.
- **Public Assistance** consists of Social Services and Housing and Community Services.
- **Education** reflects the operating costs of providing library services, as well as building public libraries.
- **Recreation and Cultural Services** represents the operating and capital asset related expenses for the harbors, beaches and parks.
- **Interest on Long-Term Debt** accounts for indirect expense of interest paid on general long-term debt incurred by the governmental functions.
- **Airport** accounts for major construction and self-supporting aviation-related activities at John Wayne Airport.
- **Waste Management** accounts for the operation, expansion, and closing of existing landfills and the opening of new landfills.

## WHERE THE MONEY GOES:



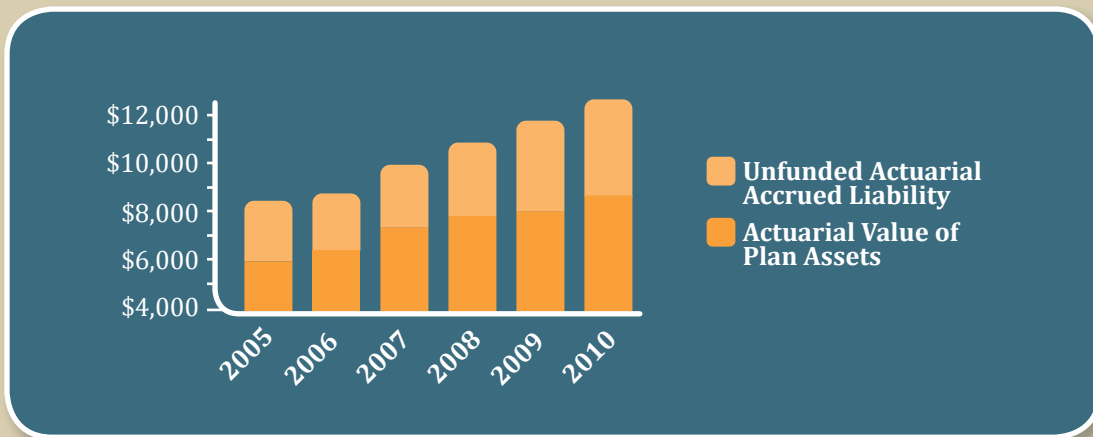


**Pension**

The County of Orange is typical of most state and local entities in that we provide a pension plan with defined benefits and partially paid retiree medical benefits for our employees. In addition to supporting a secure retirement for our employees, these benefits are an important component of the total compensation package the County offers to attract and retain the skilled workforce needed to protect and promote the general welfare of our citizens. Accounting standards issued by the Governmental Accounting Standards Board (GASB) require state and local governments to report their liabilities for future pension costs and other postemployment benefits (OPEB) such as retiree medical benefits. Also, in order to comply with these accounting standards, the County utilizes actuarial valuations to get estimates of the value of plan assets using assumptions about the probability of occurrence of events far into the future.

Concerns have been raised about the public sector’s ability to meet the rising costs of providing its retirees with promised retirement benefits once the future costs of these benefits are known. In an effort to respond to their concerns, the County has approved multi-year labor agreements that include pension reform, no general salary increases and reductions in overtime costs with the Orange County Employees Association and several other bargaining units. The pension reform provides new and existing employees the option of selecting a new retirement benefit formula that would significantly reduce retirement benefit costs for employees and the County. The County continues working with the Internal Revenue Service to implement regulatory changes that are required for existing employees to select the new benefit formula

**ORANGE COUNTY EMPLOYEE’S RETIREMENT SYSTEM SCHEDULE OF FUNDING PROGRESS FOR YEARS ENDED DEC. 31 (DOLLAR AMOUNTS IN MILLIONS)**



For pension benefits, substantially all County employees participate in the Orange County Employees Retirement System (OCERS), an independent, defined-benefit retirement plan governed by the Board of Retirement, which is independent of the County Board of Supervisors. The OCERS Board supervises the investment of OCERS assets and the distribution of benefits to retired employees. The OCERS Board also determines the annual required contribution (ARC) of the County to fund the pension benefits. The ARC consists primarily of two components: the normal cost (future cost of benefits earned in the current year) and the amortized portion of the unfunded actuarial accrued liability (UAAL). The UAAL represents the amount of obligation for prior service that is not covered by plan assets. Plan assets are restricted in a trust and can only be used to pay plan benefits. The County’s funding policy is to fully fund the ARC, which is combined with employee contributions and investment income in order to provide its members with full benefits. The Schedule of Funding Progress presents multi-year trend information on the funding status of the Pension Plan. Over the past year, OCERS funding ratio increased from 68.8% in December 31, 2009, to 69.8% as of December 31, 2010.

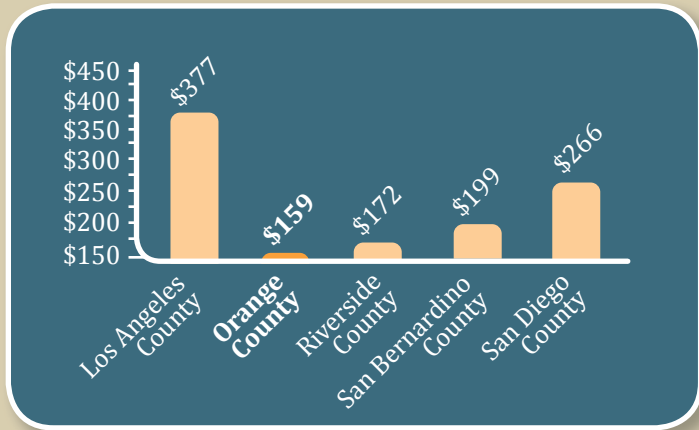
# YOUR PROPERTY TAX DOLLARS

Property tax is a major source of revenue for local government in California. In FY 2010-11, \$5.9 billion in property tax was allocated to county government, cities, schools, redevelopment agencies and special districts in Orange County. County government relies on property tax as the main source of revenue to pay for county-wide services.

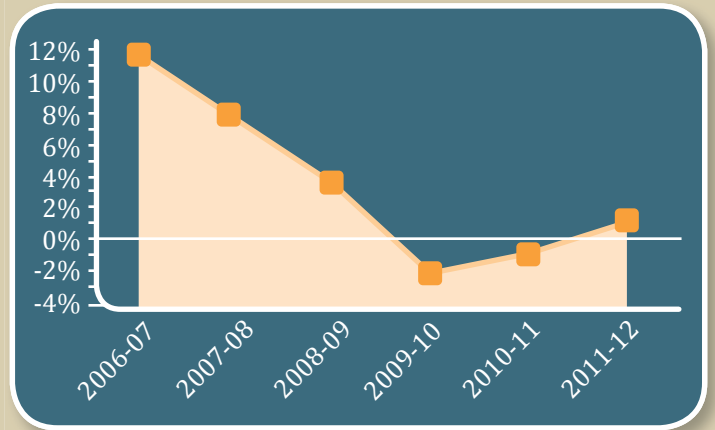
Orange County's General Fund receives the lowest share of property tax of all counties in the state. This is due to the property tax allocation formulas legislated in 1979 that reflected Orange County's more rural character at the time. Even with legislation addressing this inequity, the property tax per capita received by Orange County's General Fund is the lowest of the surrounding Southern California counties. The chart at the bottom compares FY 2010-11 property taxes allocated for county government in the surrounding Southern California counties.

Changes in assessed value have a corresponding impact on property tax assessments. The chart on the bottom shows the trend in assessed value over the past five years. Economic conditions have depressed assessed values resulting in a decreasing rate of growth and an actual decrease in FY 2009-10. Assessed value decreased again in 2010-11, but by only .5%. With improving economic and market conditions, 2011-12 assessed value improved, increasing by 0.95%. Orange County's total assessment roll for 2011-12 is valued at \$424.8 billion.

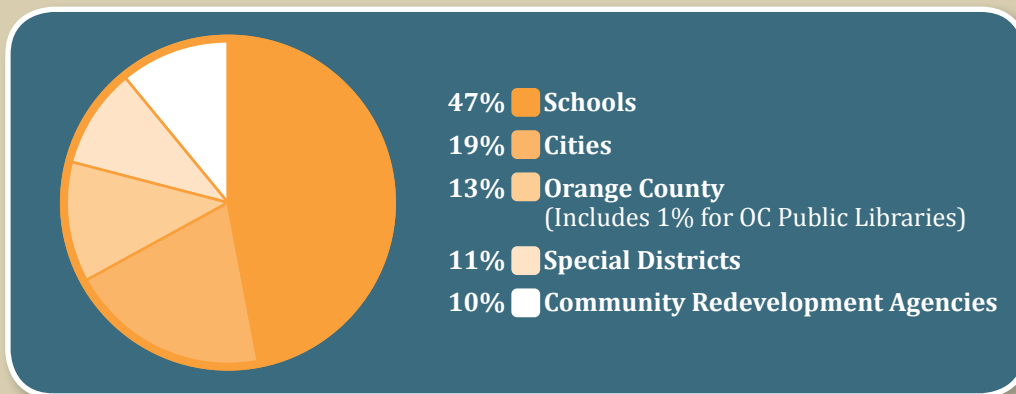
**COUNTY GENERAL FUND SHARE OF PROPERTY TAXES PER CAPITA**



**GROWTH PERCENTAGES IN ASSESSED VALUES FOR THE LAST FIVE FISCAL YEARS**



**WHERE THE TYPICAL ORANGE COUNTY PROPERTY TAX DOLLAR GOES...**



## What We've Done for You Lately

1. Conducted mass vaccination clinics in 5 separate Orange County locations, where H1N1 vaccines were provided to 9,059 high risk individuals.
2. Provided 57,197 trips for older adults to non-emergency medical appointments.
3. Launched new non-stop air service from Orange County to Honolulu and Maui.
4. Provided care and refuge for over 15,000 animals from 18 cities and unincorporated areas of Orange County, while adopting 5,000 animals into new forever homes.
5. Provided monthly rental assistance to over 11,000 low-income households totaling more than 25,000 people for the entire year.
6. Accepted a gift of 20,000 acres of Irvine Ranch open space for preservation and guided recreation.
7. Created a new viewing platform at Limestone Canyon Wilderness Park for visitors to observe the park's pristine geological formations or "miniature Grand Canyon" of Orange County.
8. Maintained 320 miles of road and 309 miles of flood channel.



SOURCE: COUNTY EXECUTIVE OFFICE 2011 BUSINESS PLAN



SOURCE: OC DANA POINT HARBOR 2011 BUSINESS PLAN

9. Increased aggressive prosecutions of major fraud cases including workers' compensation, insurance, real estate and mortgage fraud.
10. Achieved 100% compliance with state-mandated time frames for response to abuse reported to Adult Protective Services.
11. Increased the volume of recyclables collected with the expansion of "Recycling On the Go" programs.
12. Provided employment and training services to 151,688 customers through the One-Stop Center.
13. Formed rapid deployment teams to serve polling places in need of assistance within five to seven minutes, ensuring that voting never stops.
14. Officiated 7,500 weddings at the historic Old County Courthouse in Santa Ana, the Laguna Hills Civic Center and historic downtown Fullerton.
15. Refurbished 11 branch libraries to enhance patron's library experience.



## What We've Done for You Lately (Continued)

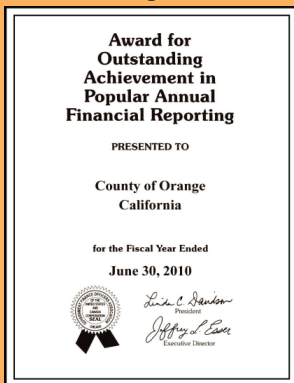
- 16. Heightened awareness of County services and recruitment opportunities through diverse activities including involvement with educational institutions and Veteran's organizations.
- 17. Removed more than 2 million square feet of graffiti.
- 18. Exceeded a 90 percent felony conviction rate in criminal cases.
- 19. Provided social services and assistance to 218,995 children, affecting lives of 1 out of every 4 children in Orange County.
- 20. Distributed Women, Infants, and Children (WIC) fruit and vegetable vouchers in an effort to prevent obesity and improve nutritional status of Orange County children.



SOURCE: HEALTH CARE AGENCY 2011 BUSINESS PLAN

## Outstanding Achievement Award

The Government Finance Association (GFOA) of the United States and Canada has given an Award of Outstanding Achievement in Popular Annual Reporting to Orange County, California for its Popular Annual Financial Report for the fiscal year ended June 30, 2010. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports. The award for Outstanding Achievement in Popular Annual Financial Reporting is good for one year. The published report must reflect the program standards of creativity, presentation, understandability and reader appeal.



- 21. Held Caspers Adventure Day at Caspers Wilderness Park in San Juan Capistrano, which at nearly 1,000 visitors was the largest event in the history of the park.
- 22. Conducted community workshops on how to file a property tax assessment appeal and how to prepare for your hearing.
- 23. Began posting new and enhanced inspection seals at over 15,000 retail food facilities in Orange County.
- 24. 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.
- 25. Established payment plans for delinquent taxpayers in danger of having property sold by the County.

The following sources were used to compile this report: Economic & Business Review, Chapman University, June 2011; DataQuick Information System; U.S. Department of Housing and Urban Development Department; California Employee Development Department; California Association of Realtors; California Department of Finance; California State Controller's Office; Facts and Figures 2011; County of Orange 2010-11 Fourth Quarter Budget Report; County of San Diego Adopted Operational Plan, 2010-11 to 2011-12; County of Los Angeles 2010-11 Final Budget; San Bernardino County 2010-11 Final Budget; Riverside County Final Budget 2010-11; Orange County Business Council; County of Orange 2010-11 Comprehensive Annual Financial Report; County of Orange, 50 Things We Have Done for You Lately; Orange County Website at <http://egov.ocgov.com>; PAFR Designed by Peter Dibble, Volunteer Graphic Artist; Photography Courtesy of: OC Parks