



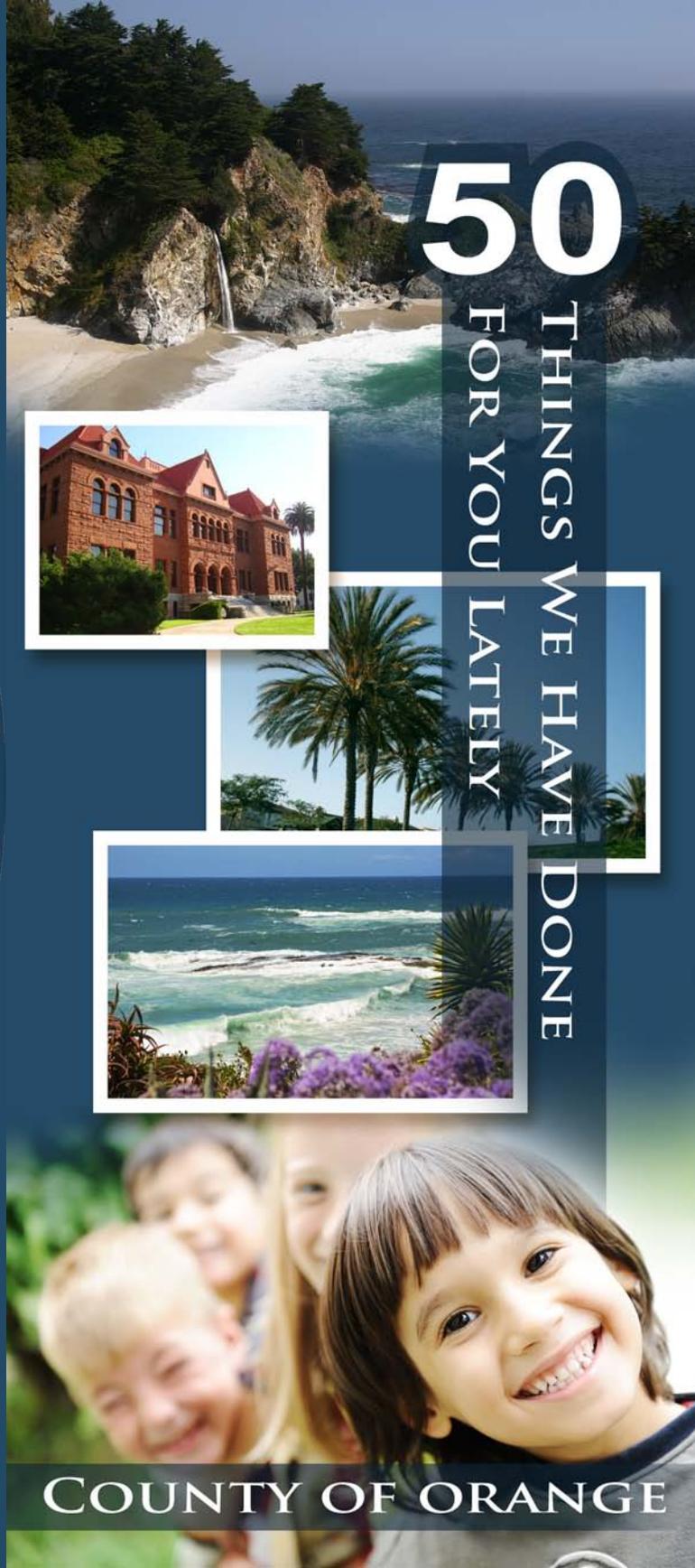
County of Orange

Hall of Administration
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Santa Ana, CA 92701

www.ocgov.com

2012

COUNTY OF ORANGE



Fifty Things We Have Done For You Lately

- 1 Raised approximately \$588,000 in just one employee giving campaign for Orange County United Way, which directly supports 92 agencies with 97 programs serving thousands of local families.
- 2 Utilized information gathered through the 2010 U.S. Census and worked for months to review proposals and solicit public comments to approve new County Supervisorial Districts that will be in effect for the next ten years.
- 3 Received final certification of the Local Coastal Program Amendment for the Dana Point Harbor Revitalization Plan.
- 4 Completed construction of the Health Care Agency's new Mental Health Campus in the City of Orange, which consists of a Wellness Center, Crisis Residential Center, as well as an Education and Training Center.
- 5 Collected and distributed over \$181 million in child support payments.
- 6 Hosted a successful Literary Orange 2012 featuring internationally known author Paula McLain.
- 7 Served 8.6 million passengers at John Wayne Airport during Calendar Year 2011.
- 8 Expanded the size of O'Neill Regional Park through a donation of 400 acres of land from Rancho Mission Viejo.
- 9 Completed a year-long project to streamline the process for obtaining birth certificates in Orange County, providing nearly 85,000 copies in just one calendar year.
- 10 Approved the final Ten Year Plan to End Homelessness in Orange County and provided financial support to hire an Executive Director for the Ending Homelessness 2020 Board.
- 11 Provided Medi-Cal, Food Stamp, CalWORKs and Child Welfare Services to more than 440,000 children, adults and seniors in just one month.
- 12 Teamed with the Federal Bureau of Investigation and local law enforcement to open the Orange County Regional Computer Forensics Laboratory in the fight against cybercrime.
- 13 Received and processed for hearing over 19,000 appeals of property assessment.
- 14 Remodeled the first floor public service area of our Child Support Services office in Santa Ana to increase the interview space from 13 booths to 34 offices for enhanced communication between customers and case workers.
- 15 Expanded the use of social media to quickly disseminate election results as well as recruit and train poll workers.
- 16 Increased the chances of reuniting lost dogs and their owners with the Dog License Amnesty Program, a period during which past due fees and penalties were waved and 3,500 dog licenses were issued in just the first few days.
- 17 Saved customers about 5 million driving miles by opening a convenient south Orange County Clerk-Recorder branch office, which has served more than 160,000 visitors and married nearly 9,000 couples since opening.
- 18 Opened Terminal and Parking Structure C at John Wayne Airport in 2011, providing new facilities and services to passengers that include six gates, security screening checkpoints, concessions, and 2,200 additional spaces.
- 19 Merged learning with fun through the creation of the EcoChallenge exhibit at the Discovery Science Center in Santa Ana, where approximately 400,000 visitors each year learn to better reduce, reuse, and recycle.



Fifty Things We Have Done For You Lately

- 20** Doubled the number of digital materials available for checkout at OC Public Libraries branches from 3,636 in 2010 to 8,073 in 2011.
- 21** Accepted and maintained 20,000 acres of protected open space donated by the Irvine Company for preservation and guided recreation.



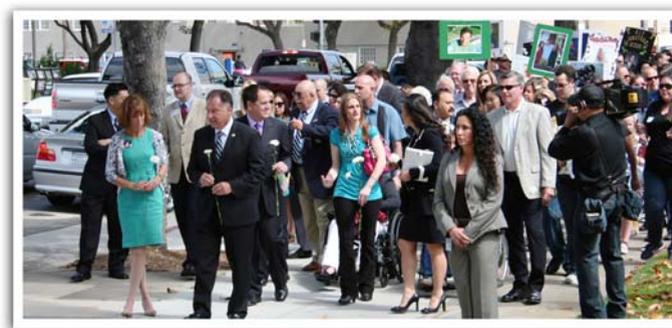
- 22** Implemented the Post Release Community Supervision Program required under Assembly Bill 109, which shifted responsibility for certain adult felony offenders from the state to Orange County.
- 23** Provided free benefit claims counseling, information and referral assistance to nearly 1,500 veterans and their families, dependents and survivors in just one calendar year.
- 24** Implemented a new cashiering system and expanded the public service counter at the Treasurer's Santa Ana Civic Center location from 3 to 10 stations to process all forms of property tax payments.
- 25** Gave more than 115,000 students hands-on marine sciences experience last year at OC Dana Point Harbor's Ocean Institute facilities that included Sea Explorer cruises, tours of the historical Brig "Pilgrim" and "Spirit of Dana Point" tall ship as well as tide pool excursions.
- 26** Obtained approval from the Board of Supervisors to reorganize existing departments into OC Infrastructure,

achieving a cost savings of approximately \$14.5 million.

- 27** Provided an independent avenue for the public to express concerns or complaints about law enforcement personnel through the Office of Independent Review.
- 28** Conducted Community Clean-Up Days in Midway City and in an Unincorporated area near Stanton to promote safer, cleaner and healthier communities.
- 29** Accepted more than 50,000 pre-applications for the OC Housing Authority's Section 8 Housing Waiting List during a two week period in February 2012.
- 30** Launched a custom Internet portal for overseas and military voters that allows voters to download, print and vote their ballots, print return envelopes and review answers to frequently asked questions.
- 31** Created the Historical Sheet Music Digital Collection project, which digitized over 400 pieces of full-color sheet music owned by the Cypress Branch Library. This music collection represents public domain songs published before 1923 and is a valuable resource for musicians, historians and residents alike.
- 32** Provided a Materials Exchange Program within the Onsite Household Hazardous Waste Collection Center at Prima Deshecha Landfill in San Juan Capistrano where residents exchanged 21,577 pounds of materials for home projects at no charge in just one calendar year.
- 33** Helped local businesses build their eco-friendly brand while networking and promoting to a crowd of more than 3,000 attendees at the annual OC Green Fair event in the Santa Ana Civic Center.



- 34** Assisted 1 in every 436 Orange County adults who are low-income, frail, disabled and/or blind and require in-home support to perform the activities of daily living.
- 35** Restored the borrowing privileges of customers who were unable to check-out library material due to outstanding fines while encouraging the return of overdue material throughout "Amnesty Week," a period during which 6,717 items valued at nearly \$168,000 were returned to OC Public Libraries' shelves.
- 36** Located three missing Orange County children through the County's AlertOC mass notification system, which was used to quickly provide subscribers with descriptions of each minor.
- 37** Matched nearly 41,000 individuals with volunteer opportunities inside our agencies and departments in one fiscal year at an estimated \$19 million in avoided costs for County government.
- 38** Opened The Center for Opportunity, Reentry & Education, an adult day reporting center, in April 2010 to provide education and employment preparation and referral services to offenders over the age of 18.
- 39** Broke ground on a new landfill gas-to-energy generating plant at the Olinda Alpha Landfill in Brea that will produce an anticipated 31 megawatts of electricity once completed.
- 40** Marched with over 400 victims, family members, friends, law enforcement officers, and community leaders to honor and celebrate the lives of murdered and surviving victims at an annual event hosted by the Orange County District Attorney in April of 2012.



- 41** Provided shelter beds for almost 1,700 homeless individuals at two Armory locations during Fiscal Year 2011-12.
- 42** Conducted 35,000 inspections at retail food facilities to ensure that food served to the public is safely prepared and served, preventing food-borne illnesses.
- 43** Opened a new Customs facility for international arrivals from destinations in Mexico. John Wayne Airport also features non-stop international service to Vancouver and Calgary, Canada.
- 44** Launched a SmartPhone application to allow residents of Unincorporated Orange County to report potholes, graffiti and other repair issues directly to OC Public Works.
- 45** Successfully operated Orange County's election operations, one of the largest and most complex in the nation, with more combined registered voters than 21 individual states.
- 46** Activated the Emergency Operations Center five times in 2011, combining resources and staff from throughout our County agencies and departments to prepare for and respond to severe local winter storms, extreme heat conditions, an earthquake, and the coastal impacts caused by the tsunami that struck Japan.
- 47** Provided services designed to reunite families to approximately 1 in every 342 Orange County children.
- 48** Protected public safety by prosecuting more than 70,000 cases a year with a felony conviction rate of over 90%.
- 49** Removed more than 2 million square feet of graffiti from throughout Orange County.
- 50** Successfully adopted over 10,000 cats, dogs and other animals into lifetime homes through the programs of OC Animal Care.

