

CLERK-RECORDER DEPARTMENT

2009 Update to the 2008 Business Plan



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ORANGE COUNTY CLERK-RECORDER

Clerk-Recorder

2009 Update to 2008 Business Plan – Performance Measures

There were no changes in 2009 to the Department's goals and strategies reported in the 2008 Business Plan. Please refer to the 2008 Business plan for 2008 performance measurements and below for updates to those measurements:

Performance Measure	2008 Business Plan Results	2009 Business Plan Target	How are we doing?
ACHIEVE A 90% OR BETTER RATING OF "OUTSTANDING" OR "GOOD" ON CUSTOMER SATISFACTION SURVEY. What: Measures customer satisfaction with department service and performance. Why: Providing quality customer service is the department's top priority.	Customer satisfaction survey results are more than 90%	Achieve a 90% or better positive rating on customer satisfaction surveys.	Customers indicate the department is providing efficient and excellent customer service.
ACHIEVE A RATE OF AT LEAST 50% FOR ELECTRONICALLY RECORDED DOCUMENTS. What: Measures how effective Department is using technology to efficiently record official documents. Why: It improves the efficiency of department operations and faster service to department customers	Electronic recordings were 66% of total recorded documents.	Achieve a rate of 68% for electronically recorded documents.	The Department is expanding its use of technology to provide faster and more efficient service.
MAINTAIN AN ACCURACY RATING OF 99.4% OR BETTER ON RECORDED DOCUMENTS. What: Measures the accuracy of Department's recording services. Why: Demonstrates the quality of department services, and increases customer confidence.	Department achieved an accuracy rate of 99.7% on recorded documents.	Achieve at an accuracy rate of at least 99.5% on recorded documents.	The department is maintaining a high accuracy rate with its recording services and it is taking measures to protect against identity theft.