

COUNTY RECORDS

Fiscal Year 2008 2nd Quarter

Goal Statement

To administer the Official Records System for the citizens of Broward County for the purposes of recording and cataloging recordable public records and collection of established fees; and to ensure compliance with Florida law as it relates to the retention and disposal of public records.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of documents recorded	482,575	380,363	950,600	
Number of customers served (research assistance)	26,853	20,036	50,000	
Number of pages filmed/scanned	2,969,768	2,115,113	4,420,000	
Number of documents recorded electronically	20,055	21,463	45,000	
Average number of documents recorded per document recorder per day	108	113	117	
Percent of time routine research requests were responded to within one working day	98	98	98	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percent of recorded documents received over the counter and returned directly to the customer	93	98	93	
Percent of certified copy requests received via the Internet	N/A	0	10	3
Percent of records requests responded to electronically	40	55	40	
Percent of recorded documents where payment is rendered electronically	4	6	5	
Number of checks deemed non-negotiable	21	16	50	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.
- 3 This measure cannot yet be reported because it relates to a new feature that has not been implemented.

**COUNTY RECORDS
VALUE ADJUSTMENT BOARD**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To manage the Administrative Review Process, on behalf of the Value Adjustment Board, for the taxpayers of Broward County in order to provide a means for taxpayers to appeal the assessments placed on their property by the Property Appraiser's Office.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of folios confirmed by the VAB	1,543	N/A	7,000	1
Number of hearings rescheduled	4,766	1,826	6,000	
Average cost to VAB per hearing scheduled that are resolved by the Property Appraiser's Office (dollars)	26	26	25	
Average cost of folios confirmed by the VAB (dollars)	72	N/A	73	1
Percentage of cases completed by June 1	N/A	75	90	2
Percentage of petitions received electronically	N/A	0	10	
Number of folios scheduled for hearing and resolved prior to hearing	1,341	853	2,200	
Number of folios scheduled for hearing and heard by a Special Magistrate	4,775	4,745	7,000	
Percentage of hearings re-scheduled within 30 days of request	N/A	N/A	95	1
Number of non-scheduled petitions processed by the VAB	13,942	3,717	15,000	

Notes

- 1 These measures are not available due to AXIA system problems which are being addressed with the vendor.
- 2 Percentage of cases completed by March 31