

COUNTY RECORDS

Fiscal Year 2008

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	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Number of documents recorded	1,056,173	939,230	950,600	760,691	-19%	1
Number of customers served (research assistance)	58,102	52,538	50,000	39,432	-25%	1
Number of pages filmed/scanned	4,634,109	6,493,904	4,420,000	6,689,789	3%	
Number of documents recorded electronically	N/A	40,733	45,000	44,942	10%	
Average number of documents recorded per document recorder per day	117	111	117	117	5%	
Percent of time routine research requests were responded to within one working day	98	98	98	98	0%	
External customer satisfaction rating	N/A	N/A	N/A	4.86	N/A	2
Percent of recorded documents received over the counter and returned directly to the customer	94	96	93	98	2%	
Percent of certified copy requests received via the Internet	N/A	N/A	10	N/A	N/A	3
Percent of records requests responded to electronically	N/A	44	40	47	7%	
Percent of recorded documents where payment is rendered electronically	N/A	4	5	6	47%	4
Number of checks deemed non-negotiable	N/A	42	50	41	-2%	

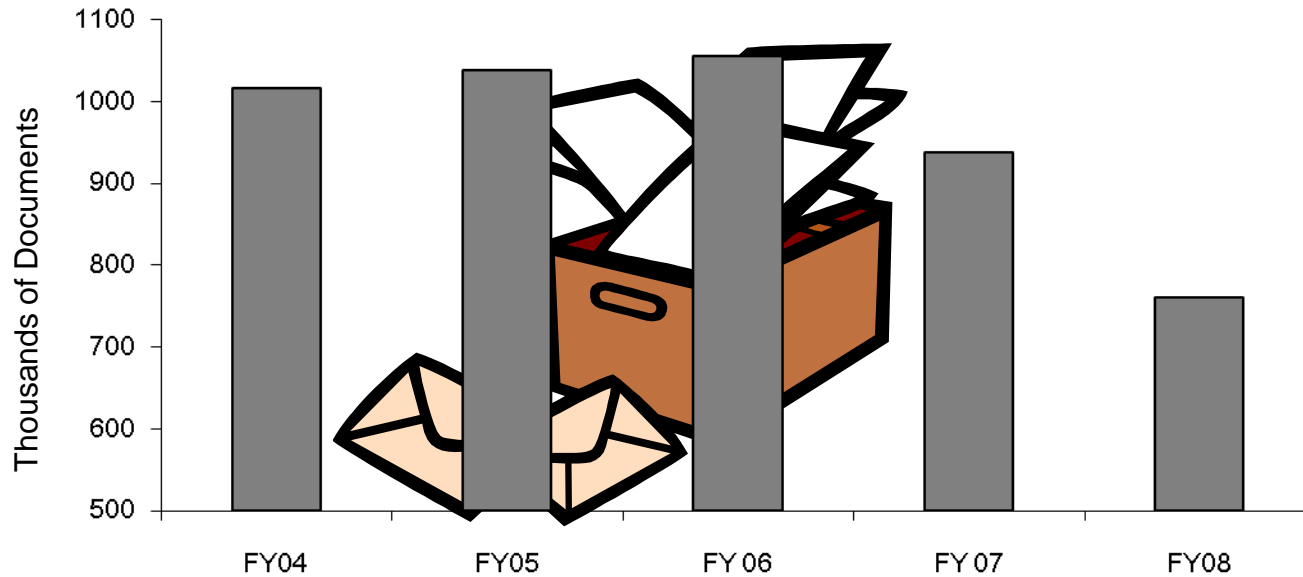
Explanation of variances greater than 15 percent:

- 1 These measures are lower than FY 2007 due to the downturn in the housing market (and the general economy), which has resulted in fewer documents being recorded in County Records. Additionally, with fewer properties changing hands, there has been a corresponding decrease in the number of research requests.
- 2 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.
- 3 This measure cannot be reported as it relates to a feature that has not yet been implemented.
- 4 This measure is higher than FY 2007 due to the reduction of overall recording volume. While the total number of documents recorded has fallen significantly, the number of documents recorded electronically has not, thus creating a larger percentage of documents recorded electronically.

COUNTY RECORDS
(Continued)

Fiscal Year 2008

Documents Recorded



Recorded documents continued to decline during fiscal year 2008 due to the slowdown in the South Florida housing market.

**COUNTY RECORDS
VALUE ADJUSTMENT BOARD**

Fiscal Year 2008

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	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Number of folios confirmed by the VAB	8,532	7,798	7,000	9,326	20%	1
Number of hearings rescheduled	N/A	N/A	6,000	3,406	N/A	2
Average cost to VAB per hearing scheduled that are resolved by the Property Appraiser's Office (dollars)	N/A	26	25	26	0%	
Average cost of folios confirmed by the VAB (dollars)	N/A	76	73	87	14%	
Percentage of cases completed by June 1	N/A	N/A	90	81	N/A	
Percentage of petitions received electronically	N/A	1	0	10	900%	3
Number of folios scheduled for hearing and resolved prior to hearing	N/A	3,305	2,200	1,688	-49%	4
Number of folios scheduled for hearing and heard by a Special Magistrate	N/A	12,288	7,000	12,812	4%	
Percentage of hearings re-scheduled within 30 days of request	N/A	N/A	95	98	N/A	
Number of non-scheduled petitions processed by the VAB	N/A	14,801	15,000	13,774	-7%	

Explanation of variances greater than 15 percent:

- 1** This measure has increased due to more cases going to hearing by a Special Magistrate and less cases being resolved by the Property Appraiser.
- 2** Accurate data for prior years is not available due to the miscoding of the software system. This issue has been resolved for FY 2008 onwards.
- 3** This measure is higher due to AXIA coming online this fiscal year. More customers and agents are learning about the online capabilities and are beginning to take advantage of it.
- 4** This measure has decreased due to the Property Appraiser resolving fewer cases prior to hearing.