

COUNTY RECORDS

Fiscal Year 2006 - 3rd 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 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected	
Number of documents recorded	766,566	802,522	935,000	
Number of customers served (research assistance)	41,228	44,087	49,450	
Number of pages filmed/scanned	3,609,525	3,531,029	4,315,000	
Average number of documents recorded per document recorder per day	120	119	118	
Percent of time routine research requests were responded to within one working day	98	98	97	
External customer satisfaction rating (%)	96	N/A	96	1
Percent of recorded documents received over the counter and returned directly to the customer	N/A	94	82	

Notes

1 Customer satisfaction survey will be conducted in the 4th quarter.

**COUNTY RECORDS
VALUE ADJUSTMENT BOARD**

Fiscal Year 2006 - 3rd 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 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected	
Number of folios confirmed by the VAB	13,027	6,498	28,000	1
Average number of parcels heard per hearing date	14	16	15	
Percentage of cases completed by March 31	89	65	90	2
Number of hearings resolved	16,149	13,012	15,000	3

Notes

- 1 This measure is lower than this time last year due to a change in procedure whereby cases that are resolved by the Property Appraiser are no longer sent to the VAB to be confirmed.
- 2 This measure is less than last year due to fewer cases being resolved by the Property Appraiser.
- 3 This measure is lower than this time last year due to actions of the Property Appraiser's Office.