

COUNTY RECORDS

Fiscal Year 2007 - 1st 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Number of documents recorded	242,823	234,541	980,000	
Number of customers served (research assistance)	11,988	12,605	48,000	
Number of pages filmed/scanned	1,193,756	1,363,943	4,750,000	
Number of documents recorded electronically	N/A	9,609	45,000	1
Average number of documents recorded per document recorder per day	117	106	118	
Percent of time routine research requests were responded to within one working day	98	98	98	
External customer satisfaction rating (%)	N/A	N/A	96	
Percent of recorded documents received over the counter and returned directly to the customer	93	93	90	
Percent of certified copy requests received via the Internet	N/A	0	10	2
Percent of records requests responded to electronically	N/A	40	40	1
Percent of recorded documents where payment is rendered electronically	N/A	4	5	1
Number of checks deemed non-negotiable	N/A	6	60	1

Notes

- 1 These measures are new for FY 07
- 2 This measure is lower than projected because the new feature in the system is not yet implemented.

**COUNTY RECORDS
VALUE ADJUSTMENT BOARD**

Fiscal Year 2007 - 1st 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Number of folios confirmed by the VAB	0	85	6,000	
Number of hearings rescheduled.	N/A	1,440	4,500	
Percent of petitioners who accept special magistrate recommendations and do not file an appeal	N/A	100	100	
Average cost to VAB per hearing scheduled that are resolved by the Property Appraiser's Office (dollars).	N/A	26	25	
Average cost of folios confirmed by the VAB (dollars).	N/A	71	75	
Percentage of cases completed by March 31	N/A	N/A	90	
Percentage of petitions received electronically	N/A	0	10	1
Number of folios scheduled for hearing and resolved prior to hearing	N/A	358	2,200	
Number of folios scheduled for hearing and heard by a Special Magistrate	N/A	1,081	6,800	
Percentage of hearings re-scheduled within 30 days of request	N/A	N/A	95	2
Number of non-scheduled petitions	N/A	11,255	15,880	

Notes

- 1 This measure is lower than projected since the new system has not been implemented.
- 2 This measure cannot be reported because the system that was intended to track it will not be used for scheduling until FY 08.