

Quarterly Performance Measurement Report



Department: Finance and Administrative Services

Division: Accounting

Section: Administration

Goal Statement:

To maintain accurate financial records and provide financial information and reports to management, the State and other interested parties; and to pay the customers and employees of the County; all to comply with applicable statutes and policies.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of daily vendor calls	6	6	6	20
Average number of days to pay invoice from invoice date	40	30	40	45
Cost per check/direct deposit	2.65	3.15	2.65	3.10
External customer satisfaction rating	N/A	N/A	N/A	3.25
	This measure is new for FY2009 and will be reported in the fourth quarter.			
Number of credit card transactions	13,098	12,560	13,098	60,000
Number of invoices processed	29,491	21,716	29,491	100,000
Number of paychecks and direct deposits per fiscal year	38,827	39,908	38,827	170,000
Percent of time all financial reporting deadlines are met	96	86	96	75
Receipt of GFOA Certificate of Excellence in Financial Reporting	N/A	N/A	N/A	Yes
	This measure will be reported in the fourth quarter.			
Vendor checks per FTE	670	N/A	670	4,000
	This is a new measure.			

Department: Finance and Administrative Services

Division: County Records

Section: County Records

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 Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of calendar days between receipt and recordation of documents	7.9	3.1	7.9	2.5
	This measure has increased due to the backlog from court closings.			
Average number of days from meeting to minutes completion	16	N/A	16	18
	This is a new measure.			
Average number of documents recorded per FTE in the Recording section per day	44	N/A	44	52
	There was a new calculating methodology implemented in FY 08. During FY 09, staff were retasked to the legislatively mandated redaction project.			
External customer satisfaction rating	N/A	N/A	N/A	4.00
	This measure will be reported in the fourth quarter. 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 is shown as "N/A" because the survey questions and calculation methodology have changed.			
Number of checks deemed non-negotiable per 100,000 checks	13.0	N/A	13.0	13.5
	This is a new measure.			
Number of customers served (Official records research assistance)	10,410	10,788	10,410	43,674
Number of documents deemed unrecordable	5,526	N/A	5,526	49,000
	This is a new measure.			
Number of Public Records/research requests	796	593	796	2,400
	This measure has increased due to higher demand for research requests.			
Number of records boxes received per employee per day at the Records Warehouse	32	N/A	32	23
	This is a new measure.			
Number of Summary Minutes produced	13	N/A	13	110
	This is a new measure.			
Number of Verbatim Minutes produced	18	N/A	18	67
	This is a new measure.			
Percentage of total documents recorded electronically	5	6	5	5
Total documents recorded	150,627	183,903	150,627	757,016
	This measure has declined due to a substantial decline in housing market.			

Department: Finance and Administrative Services

Division: County Records/Value Adjustment Board

Section: County Records/Value Adjustment Board

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 Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average cost of folios confirmed by the VAB (dollars)	71	N/A	71	97
	Figures were not available for this measure last FY Q1.			
External customer satisfaction rating	N/A	N/A	N/A	3.50
	This measure will be reported in the fourth quarter			
Number of folios confirmed by the VAB	1,463	N/A	1,463	7,000
	Figures were not available for this measure last FY Q1.			
Number of folios scheduled for hearings and heard by a special magistrate	1,241	815	1,241	11,405
	This measure is higher than the previous year's quarter because this year combines two tax cycles running concurrently.			
Number of hearings rescheduled	1,258	694	1,258	6,000
	This measure is higher than the previous year's quarter because this year combines two tax cycles running concurrently.			
Percentage of cases completed by June 1st	N/A	N/A	N/A	90
	This measure will be reported in the third quarter			
Percentage of petitions received electronically	0	0	0	2
	This measure will be reported in the fourth quarter.			

Department: Finance and Administrative Services

Division: Enterprise Technology Services

Section: Administration

Goal Statement:

To facilitate the delivery of efficient, cost-effective and responsible quality Information Technology (IT) services to customers.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of business days to process an ETS Purchase Requisition	1	2	1	2
Average number of days to resolve known computer vulnerabilities (patch)	12	N/A	12	20
	This is a new measure.			
Cost to produce, audit, and distribute a monthly Telephone Use Statement (\$)	38.00	N/A	38.00	56.20
	This is a new measure.			
IT Security compliance audits completed	2	N/A	2	22
	This is a new measure.			
Number of telephone service requests completed	N/A	N/A	N/A	744
	Due to the implementation of a new Service Desk ticket tracking software, this measure was not able to be tracked in Q1 of FY 2009.			

Department: Finance and Administrative Services

Division: Enterprise Technology Services

Section: Application Services

Goal Statement:

To promote e-government applications by enabling easy access to Broward County data and services. Provide timely and quality service to all county agencies for maintenance and enhancement of existing information system applications.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of days to correct defects before application delivery	2	N/A	2	5
	This is a new measure.			
Average number of defects found per application before delivery	6	N/A	6	30
	This is a new measure.			
Average number of hours per complex application developed	1,138	N/A	1,138	1,200
	This is a new measure.			
Number of application code reviews	1	N/A	1	6
	This is a new measure.			
Percentage of direct hours logged to web development to support e-government	23	38	23	50

The loss of four positions in Application Services over the last two years has reduced the capability of producing e-government applications.

Department: Finance and Administrative Services

Division: Enterprise Technology Services

Section: Customer Program Office

Goal Statement:

To provide enterprise information technology (IT) project portfolio management, manage customer and vendor relationships, provide skilled IT project management, customer service assistance, technology training, develop integrated IT policies, and translate IT policies into executable processes for dissemination to the IT workforce.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average cost per trouble ticket resolved (\$)	22.77	24.73	22.77	29.12
Average time per call of Trouble Tickets resolved by Level 1 Service Desk support personnel (minutes)	9	11	9	10
Cost per in-house training class per student (\$)	22.86	28.90	22.86	59.00
Internal customer satisfaction rating	4.47	4.59	4.47	4.00
Number of calls to the ETS Service Desk	5,851	5,528	5,851	25,000
Number of Trouble Tickets generated	5,444	4,914	5,444	21,000
Percentage of projects completed on time and within budget	71	79	71	80
Percentage of Service Desk calls answered in less than one minute	95	96	95	99
Percentage of Service Desk calls resolved on first contact	50	54	50	80

The measure decreased due to the addition of telecom calls and system generated "automatic" calls generated from the service desk monitoring system; these items frequently cannot be resolved on first contact and often require more time to investigate.

Department: Finance and Administrative Services

Division: Enterprise Technology Services

Section: Infrastructure Services

Goal Statement:

To provide service and support for the Broward County infrastructure, enabling the delivery of services to all County agencies in a fast and non-disruptive manner.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of incidents closed per Onsite FTE	363	N/A	363	220
	This is a new measure.			
Number of service calls requiring parts	39	N/A	39	475
	This is a new measure. The initial performance measure estimate was much higher than actual results.			
Percentage of core network accessibility (24X7)	100	100	100	99
Percentage of internal application platforms available during normal business hours (Advantage Financials, BC-Net, Cyborg, Etc.)	100	100	100	99
Percentage of Internet (Broward.org) accessibility (24X7)	100	100	100	100
Percentage of internet application platforms available (24X7)	100	100	100	99
Problem Priority 1 Incidents resolved within 4 hours	83	N/A	83	90
	This is a new measure.			

Department: Finance and Administrative Services

Division: Human Resources/Employee Benefits Fund

Section: Employee Assistance Program

Goal Statement:

To provide assistance to Broward County employees and their families to improve their quality of life both at home and on the job.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Current active cases/month	228	220	228	200
Internal customer satisfaction rating	4.87	N/A	4.87	5.00
	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.			
Number of active cases per professional per month	76	73	76	67
Number of office visits	176	164	176	750
Number of Organizational Interventions	63	61	63	200
Number of training classes	9	6	9	40
Office visits per counselor	59	55	59	250
Percentage of cases resolved prior to obtaining a referral	39	24	39	35
Percentage of clients that follow through and accept a referral	57	63	57	50
Training evaluation rating (%)	4.38	N/A	4.38	4.85
	This measure was reported on a different scale in FY2008.			

Department: Finance and Administrative Services

Division: Human Resources/Employee Benefits Fund

Section: Employee Benefits Administration

Goal Statement:

To provide a comprehensive, affordable and accessible employee benefit program for Broward County employees in order to provide maximum service and best use of these benefits.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of clients per program	48	45	48	40
Average staff time per benefits form transaction, excluding Open Enrollment (minutes)	30	N/A	30	30
	This is a new measure in FY09.			
Average staff time per paper copy of an Open Enrollment form (minutes)	20	N/A	20	20
	This is a new measure in FY09.			
Benefit plan assistance contacts per 100 benefit-eligible employees	20	N/A	20	109
	This is a new measure in FY09.			
Employee Benefits Programs evaluation rating by employees	N/A	N/A	N/A	90
	This measure is reported annually.			
Internal customer satisfaction rating	N/A	N/A	N/A	4.00
	This measure is reported annually.			
Number of benefit transaction forms processed per Customer Service staff member	86	161	86	417
Number of employees participating in a health, wellness or lifestyle program or seminar per 100 benefit-eligible employees	7.24	N/A	7.24	32.00
	This measure was not reported properly in FY08.			
Percent of employees utilizing the online open enrollment system	68	64	68	65

Department: Finance and Administrative Services

Division: Human Resources/General Fund

Section: Human Resources/Learning and Organizational Development

Goal Statement:

To provide learning opportunities, and consulting, coaching, and facilitation services in order to prepare the employees and managers of Broward County Government to efficiently and effectively serve the citizens and visitors of Broward County.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average learning hours received by County employees per Learning and Organizational Development staff member	763	N/A	763	5,000
	This is a new measure for FY09.			
Number of learning events offered	47	N/A	47	300
	This is a new measure for FY09.			
Number of training hours per FTE	0.76	N/A	0.76	8.00
	This is a modified measure for FY09; based on 6,000 employees.			
Percentage of employees rating completed training as helpful in their job	98	N/A	98	91
	This is a new measure for FY09.			
Percentage of the workforce provided with training	10	N/A	10	85
	This is a new measure for FY09; based on 6,000 employees.			

Department: Finance and Administrative Services

Division: Human Resources/General Fund

Section: Human Resources/General Services

Goal Statement:

To effectively develop, manage, and improve Broward County's Human Resource (HR) programs for citizens and County employees to ensure equal employment opportunity, and sound business practices in an ethical, cost effective, and innovative manner.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of days from receipt of an approved requisition to referral of candidates for tested job classifications	13	15	13	22
Formal position reviews	15	53	15	90
Number of candidate referral lists sent to agencies	131	175	131	500
Percent of new hires retained after one year of employment	117	N/A	117	88
Personnel transactions processed	1,048	1,445	1,048	4,500

Department: Finance and Administrative Services

Division: Purchasing

Section: Administration

Goal Statement:

To procure goods and services in an efficient manner as required by County Departments and Divisions enabling them to perform their functions to the citizenry in timely manner, supportive of the Sheltered Market Program (SBE), and to track the progress of capital construction projects in the County.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of calendar days to process construction awards >\$250,000	314	423	314	370
	The reduction in processing times from the same period last year resulted from the implementation of organizational changes, personnel efficiency and the establishment of process improvement benchmarks. The process improvements have resulted in substantial reduction of processing times for CAFs and other solicitation processes currently being handled by the Division.			
Average number of calendar days to process construction awards >\$30,000 <\$250,000	160	166	160	150
Average number of calendar days to process non-construction awards >\$250,000	193	192	193	200
Average number of calendar days to process non-construction awards >\$30,000 <\$250,000	104	153	104	130
	During the first quarter FY09, 43% of the awards made in this category were processed in 30 days or less, whereas, during the first quarter FY '08, 22% of the awards were processed in 30 days or less. A larger percentage of sole source, emergencies, piggybacks, two-party agreement executions, and memberships, dues or advertising comprised this category during 2009, thus reducing the overall processing time.			
Average number of calendar days to process quotations <\$30,000	57	62	57	65
Dollar value of goods sold as surplus (auction or sale)	21,297	79,237	21,297	1,350,000
	This measure has decreased from last year's first quarter because of the lack of major sales taking place during this time.			
Internal customer satisfaction rating	N/A	N/A	N/A	3.80
	This measure reported in the fourth quarter.			
Percent of Master Agreements renewed/replaced prior to expiration	91	N/A	91	75
	This is a new measure.			
Small Business Enterprises (SBE) solicited (notified)	4,629	6,070	4,629	25,000
	This measure had declined due to a reduction in the number of professional positions making solicitations.			
Solicitations processed per professional position	6	11	6	46
	This measure has declined due to the decrease in solicitations, SBE solicitations, and awards during this first quarter.			
Total awards issued centrally (including SBEs)	325	343	325	1,570
Total awards issued centrally (including SBEs) per professional position	11	N/A	11	54
	This measure has declined due to the decrease in solicitations, SBE solicitations, and awards during this first quarter.			

Department: Finance and Administrative Services

Division: Purchasing

Section: Administration

Goal Statement:

To procure goods and services in an efficient manner as required by County Departments and Divisions enabling them to perform their functions to the citizenry in a timely manner, supportive of the Sheltered Market Program (SBE), and to track the progress of capital construction projects in the County.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Total awards issued centrally to SBEs	65	75	65	475
	This measure has declined due to the decrease in solicitations, SBE solicitations, and awards during this first quarter.			
Training events scheduled	32	N/A	32	100
	Training events last year included only PMIS training.			

Department: Finance and Administrative Services

Division: Revenue Collection

Section: Administration/Treasury

Goal Statement:

To provide investment, cash management, debt management and arbitrage calculation services in order to increase income for the County and fulfill contractual expectations of bond investors nationwide.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Bank reconciliations performed per employee	105	106	105	426
Cash receipts monitored (in billions)	3.06	3.09	3.06	4.97
Earn interest above the 3-month Treasury rate	404.00	125.60	404.00	1.00
			This measure has increased because the 3-month Treasury rate fell with the lowering of the Fed Funds rate to .25% while the portfolio for Broward County did not encounter the same rate reduction.	
Return on investments	0.0274	0.0474	0.0274	0.0277
			This measure decreased due to Fed's action of lowering the Fed Funds rate to .25%, causing the yield on Broward County Portfolio to be lower during the quarter.	
Total interest income earned (in millions)	18.1	31.5	18.1	69.3
			This measure has decreased because the Fed lowered the Fed Funds rate to .25% during the quarter, causing the yield on Broward County Portfolio to be lower.	

Department: Finance and Administrative Services

Division: Revenue Collection

Section: Auto Tags

Goal Statement:

To responsively serve our customers through successful partnerships, thereby providing the public with efficient methods and service relative to the registration and title processing for motor vehicles and vessels. To ensure chain of ownership and payment of mandated taxes and fees per State Statute and Department of Highway Safety and Motor Vehicles rules and regulations.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Customer wait time (minutes)	15	11	15	60
Percentage of e-commerce transactions to total transactions processed	21.4	15.9	21.4	20.0
Total transactions completed	564,974	634,046	564,974	2,711,588
Transactions per employee	7,739	7,459	7,739	37,660

Department: Finance and Administrative Services

Division: Revenue Collection

Section: Enforcement/Personal Property

Goal Statement:

To collect and process delinquent personal property taxes, in accordance with state Statutes, Rules and Regulations.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Cost per thousand of current personal property tax collected (dollars)	70	30	70	50
Delinquent amount collected versus total outstanding delinquency (%)	80	79	80	80
External customer satisfaction rating	4.32	N/A	4.32	4.50
	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 is shown as "N/A" because the survey questions and calculation methodology have changed.			
Overall percentage of collection for the past seven personal property tax rolls	98	99	98	98
Tax collected on delinquent personal property taxes (dollars)	1,113,854	2,992,018	1,113,854	20,000,000
	This measure is lower than the previous year due to the introduction of the \$25,000 exemption as well as being heavily seasonal.			

Department: Finance and Administrative Services

Division: Revenue Collection

Section: Taxes/Licenses

Goal Statement:

To collect and process current ad valorem and non-ad valorem assessments on behalf of taxing authorities, local business taxes, hunting and fishing license fees, other state and county license fees, and other debts owed to Broward County; in accordance with State Statutes, Rules and Regulations and Broward County ordinances.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Ad Valorem tax bills processed	571,406	604,072	571,406	650,000
Collection cost per parcel	0.07	N/A	0.07	0.90
	This is a new measure.			
External customer satisfaction rating	5.00	5.00	5.00	4.50
Local business tax customers	13,772	15,449	13,772	82,000
Local business tax revenues	638,831	708,062	638,831	4,000,000
Percent of payments processed within 24 hours	50	N/A	50	100
	This is a new measure.			
Percent of payments processed within 3 working days from receipt	83	N/A	83	100
	This is a new measure.			
Percentage of tax certificates to current tax roll	N/A	N/A	N/A	7.00
	This measure will be reported in the third quarter.			

Department: Finance and Administrative Services

Division: Revenue Collection

Section: Tourist Development Tax

Goal Statement:

To administer, audit and enforce the collection of Tourist Development Taxes pursuant to applicable laws and ordinances relating to this tax for the purpose of supporting the tourism activities of the Greater Fort Lauderdale Convention and Visitors Bureau and the debt service requirements (construction costs) of the County Civic Arena and Broward County Convention Center.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Expense as a percent of collections	N/A	N/A	N/A	1.00
	This measure reported in fourth quarter.			
External customer satisfaction rating	N/A	N/A	N/A	4.50
	This measure reported in the fourth quarter.			
Total number of tax transactions processed per tax tag clerk	1,323	1,256	1,323	5,000
Total revenue collected (in millions)	7.7	8.1	7.7	43.5

Department: Finance and Administrative Services

Division: Risk Management

Section: Risk Management/Administration

Goal Statement:

To provide and effectively manage in accordance with State Statutes, the County's Self Insurance Program at the lowest possible cost and in the best interests of the citizens and employees of Broward County and to ensure the safety and well-being of all County employees and the citizenry visiting County property.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Automobile liability claims closed as a percentage of claims opened annually	N/A	N/A	N/A	100
	This measure is reported annually.			
Average number of liability claims closed per claim adjuster annually	N/A	N/A	N/A	110
	This measure is reported annually.			
Average number of WC claims closed per claim adjuster annually	N/A	N/A	N/A	200
	This measure is reported annually.			
General Liability claims closed as a percentage of claims opened annually	N/A	N/A	N/A	100
	This measure is reported annually.			
Mass Transit claims closed as a percentage of claims opened annually	N/A	N/A	N/A	90
	This measure is reported annually.			
New Auto liability (AL) claims processed and administered	11	20	11	80
New General liability (GL) claims processed and administered	17	39	17	175
New Mass Transit (MT) claims processed and administered	25	66	25	220
New Workers' Compensation (WC) claims processed and administered	272	324	272	1,400
Number of assessments conducted	3	N/A	3	48
	This measure is new for FY 2009			
Number of training sessions provided	65	N/A	65	160
	This measure is new for FY 2009			
Percentage of accident/incident reports reviewed within 5 business days of receipt	100	25	100	100
Percentage of authorized County drivers reviewed monthly for invalid licenses and suspensions	99	99	99	100
Percentage of criminal background checks input into the database within 2 days of receipt	98	94	98	95
Percentage of medical exam results input into the database within 2 days of receipt	98	84	98	92
Percentage of workers' compensation indemnity payments paid within seven days of due date	95	99	95	99
Percentage of workers' compensation medical bills paid within 45 days from receipt per State mandate	100	99	100	99
Percentage recovery for property damage	N/A	N/A	N/A	78
	This measure is reported annually.			
Percentage recovery for vehicle damage	N/A	N/A	N/A	85
	This measure is reported annually.			

Goal Statement:

To provide and effectively manage in accordance with State Statutes, the County's Self Insurance Program at the lowest possible cost and in the best interests of the citizens and employees of Broward County and to ensure the safety and well-being of all County employees and the citizenry visiting County property.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Safety and occupational health consultations via phone/email	321	125	321	1,200
Workers' Compensation claims closed as a percentage of claims opened annually	N/A	N/A	N/A	90

This measure is reported annually.

Goal Statement:

To provide and manage the reserves for Worker's Compensation, general liability, medical malpractice, mass transit liability, and auto liability to satisfy self-insurance funding requirements and to ensure adequate funds for purchasing commercial insurance.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Liability self-insurance costs per capita	N/A	N/A	N/A	1.91
	This measure is reported annually.			
Workers' Compensation Internal customer satisfaction rating	N/A	N/A	N/A	4.25
	This measure is reported annually.			
Workers' Compensation self-insurance costs per employee (dollars)	N/A	N/A	N/A	2,033.00
	This measure is reported annually.			