

SCORECARD DETAIL-Property Appraisal

Details - Base View

None Initiatives Processes

Base

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Improved Customer Satisfaction with the Property Appraisal Process</u>					
<u>Percentage of calls responded to within 72 hours</u>	Apr 2010	70 %	95 %	63 %	95 %
<u>Percentage of Public Service Requests resolved in 30 days.</u>	Apr 2010	100.0 %	95.0 %	100.0 %	95.0 %
<u>Continue the Department's Citizen Education & Outreach Program</u>					
<u>How Many Workshops/Public Appearances</u>	Apr 2010	16	10	78	75

2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Meet Budget Targets (Property Appraisal)</u>					
<u>Expen: Total (Property Appraisal)</u>	FY10 Q3	\$6,084 K	\$7,039 K	\$19,637 K	\$21,117 K
<u>Revenue: Total (Property Appraisal)</u>	FY10 Q3	\$0 K	\$7,039 K	\$0 K	\$21,117 K
<u>Positions: Full-Time Filled (Prop. App.)</u>	FY10 Q3	352	(347 - 371)	n/a	(n/a - n/a)

3.0 Internal

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Determine Agriculture Classification for all qualified properties</u>					
<u>Number of AG field inspections</u>	May 2010	320	300	3,091	3,050
<u>Number of timely original AG applications processed</u>	May 2010	20	0	870	0
<u>Mass Appraisal of Tangible Personal Property</u>					
<u>Number of Tangible Personal Property Inspections</u>	Apr 2010	0	0	82,783	80,000
<u>Number of timely Tangible Personal Property Returns processed by June 15</u>	Apr 2010	10,099	11,000	14,088	16,000
<u>Exemption applications</u>					
<u>Number of timely exemption</u>	Apr 2010	6,528	6,000	65,813	67,000

applications processed

Value Adjustment Board Hearings

<u>Number of Legal Hearing Boards completed</u>	Mar 2010	▼ 5	8	▼ 31	40
<u>Number of Value Hearing Boards completed</u>	Mar 2010	▼ 69	70	▲ 480	480

Mass Appraisal of Real Estate

<u>Number of inspections for new buildings</u>	Sep 2009	▲ 207	30	▲ 11,974	10,240
<u>Number of inspections for other new construction</u>	Sep 2009	▼ 275	400	▲ 10,548	7,650

Enhance equity in the assessment roll (Sortie)

<u>Coefficient of Dispersion</u>	FY07	▲ 11.33	(8.00 - 15.00)	n/a	(n/a - n/a)
<u>Price Related Differential</u>	FY07	▲ 1.004	(0.980 - 1.030)	n/a	(n/a - n/a)
<u>Property Roll Approval Standard</u>	FY08	▲ 95.8 %	93.0 %	n/a	n/a
<u>Recorded ownership changes processed on Assessment Roll by the State reporting date of January 31</u>	Mar 2010	▼ 7 %	100 %	97 %	n/a

Implementing a Computer Aided Mass Appraisal system

<u>Percent of Business Analysis and System Design Completed</u>	FY07 Q4	▲ 100 %	100 %	■ 93 %	98 %
<u>Percent of Data Converted</u>	FY07 Q4	99 %	n/a	98 %	n/a

4.0 Learning and Growth

There are no objectives linked to this Perspective

[Scorecard Exception Report](#) [Business Plan Reports](#)

Scorecard Owners: [Lampley, Gloria](#) [Saiz, Marcus](#) [Solis, Lazaro](#)

Linked Objects

[Hide All](#)

Child Scorecards

There are no scorecards linked at this time.

Parent Scorecards

Owners

Objectives

	Owners
<u>Continue the Department's Citizen Education & Outreach Program</u>	<u>Lampley, Gloria</u> <u>Postell, Michael</u> <u>Solis, Lazaro</u>
<u>Determine Agriculture Classification for all qualified properties</u>	<u>Postell, Michael</u>
<u>Mass Appraisal of Tangible Personal Property</u>	<u>Lampley, Gloria</u> <u>Postell, Michael</u> <u>Solis, Lazaro</u>
<u>Exemption applications</u>	<u>Lampley, Gloria</u> <u>Postell, Michael</u>
<u>Value Adjustment Board Hearings</u>	<u>Lampley, Gloria</u> <u>Postell, Michael</u>
<u>Mass Appraisal of Real Estate</u>	<u>Lampley, Gloria</u> <u>Postell, Michael</u>
<u>(ES8.2.1.43) Meet Budget Targets (Property Appraisal)</u>	<u>Postell, Michael</u> <u>Solis, Lazaro</u>
<u>(ES1.4.1) Improved Customer Satisfaction with the Property Appraisal Process</u>	<u>Lampley, Gloria</u> <u>Solis, Lazaro</u>
<u>(ES8.5.2) Enhance equity in the assessment roll (Sortie)</u>	<u>Postell, Michael</u> <u>Solis, Lazaro</u>
<u>(ES8.5.4) Implementing a Computer Aided Mass Appraisal system</u>	<u>Solis, Lazaro</u>

Program Groups

There are no program groups linked at this time.

Initiatives

	Type	As Of	\$ 🕒 ✓ ! 🎯	%	Status	Owners
<u>Produce a Yearly Certified Assessment Roll</u>		n/a		n/a	n/a	<u>Solis, Lazaro</u> <u>Saiz, Marcus</u> <u>Postell, Michael</u> <u>Lampley, Gloria</u>
<u>Develop workplan to comply with 5 year inspection mandate</u>		06/30/2007		80%	In Progress	<u>Postell, Michael</u> <u>Lampley, Gloria</u>
<u>Complete CAMA System Implementation</u>		12/31/2008		50%	In Progress	<u>Lampley, Gloria</u> <u>Solis, Lazaro</u>
<u>Expand Customer Satisfaction Surveys</u>		12/31/2007		30%	In Progress	<u>Solis, Lazaro</u> <u>Saiz, Marcus</u> <u>Postell, Michael</u> <u>Lampley, Gloria</u>
<u>Develop Department-wide Training Program</u>		12/31/2007		40%	In Progress	<u>Solis, Lazaro</u> <u>Saiz, Marcus</u> <u>Postell, Michael</u> <u>Lampley, Gloria</u>

Processes

There are no processes linked at this time.

Action Items			Show Details  
Due Date	Status	Action	Owners
No Action Items to Report			
	Open		Overdue

Comments		 
Author/Date	Comment	Show All
There are no comments at this time.		

External Links	
 Business Plan	

Attached Documents			
	Last Updated	Checked Out By	
  2008-09 Business Plan	02/26/2008	[Check Out]	

Customer Perspective

Objective Name **Owner(s)**

Improved Customer Satisfaction with the Property Appraisal Process

Gloria Lampley Lazaro Solis

This supports strategic outcomes ES8-5 and ES1-4.

Initiatives Linked To Objective **Owner(s)**

Expand Public Service Request Tracking System	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis
Transition to 311 Answer Center	Gloria Lampley Michael Postell
Implement Customer Feedback Plan	Gloria Lampley Michael Postell Lazaro Solis
Expand Customer Satisfaction Surveys	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis

GrandParent Objectives

Enable County departments and their service partners to deliver quality customer service

(ES8) Ensure the financial viability of the County through sound financial management practices

Parent Objectives

(ES1.4) Satisfied customers

(ES8.5) Effective County tax collection and property appraisal process

Measure **Owner(s)**

Percentage of calls responded to within 72 hours

Gloria Lampley Michael Postell Lazaro Solis

Percentage of Department's response to public service telephone calls forwarded from the County's 311 Call Center within 72 hours

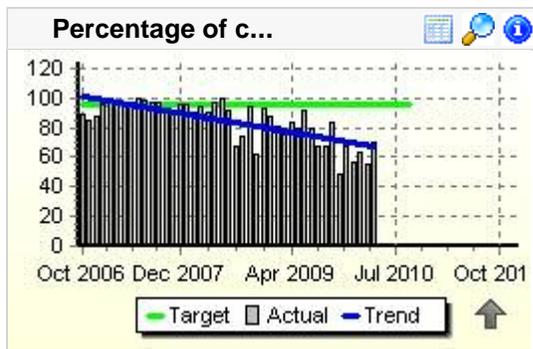
Performance

Ind	Actual	Target	Variance	Date
☑	70 %	95 %	(25) %	Apr 2010

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure	Owner(s)
---------	----------

Percentage of Public Service Requests resolved in 30 days.

Michael Postell Lazaro Solis Gloria Lampley

Public service requests resolved within 30 days consist of correspondence, in-person, PA-WEB page, and telephone.

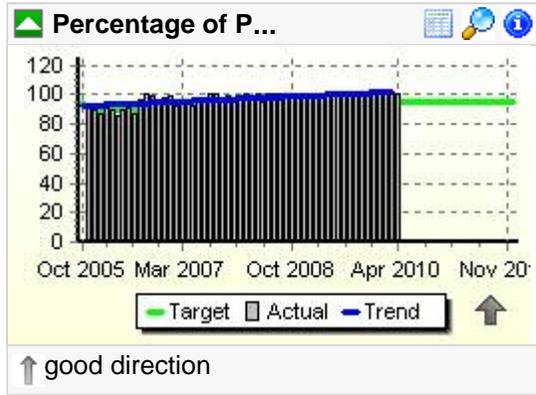
Performance				
-------------	--	--	--	--

Ind	Actual	Target	Variance	Date
▲	100.0 %	95.0 %	5.0 %	Apr 2010

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Child Measures Linked To Measure				
----------------------------------	--	--	--	--

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name

Owner(s)

Continue the Department's Citizen Education & Outreach Program

Gloria Lampley Michael Postell Lazaro Solis

Expand the Department's "Citizen Education and Outreach" program through the utilization of informational flyers provided by mail, media and other agencies; informational programs on Miami-Dade television; and improving citizen awareness through staff attendance at community and taxpayer meetings.

Initiatives Linked To Objective

Owner(s)

Continue to improve Outreach Program Survey

Gloria Lampley
Michael Postell
Lazaro Solis

Conduct a Minimum of 50 Workshops/Public Appearances per Year

Gloria Lampley
Marcus Saiz
Lazaro Solis

GrandParent Objectives

Parent Objectives

Measure

Owner(s)

How Many Workshops/Public Appearances

Gloria Lampley Lazaro Solis

The number of workshops and public appearances in support of the Department's citizen education and outreach program.

Performance

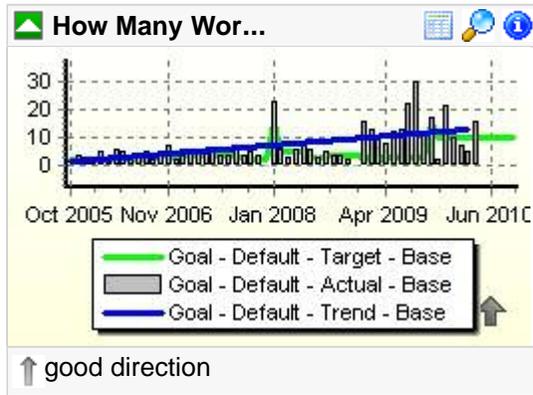
Ind	Actual	Target	Variance	Date
	16	10	6	Apr 2010

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Financial Perspective

Objective Name	Owner(s)
Meet Budget Targets (Property Appraisal)	Michael Postell Lazaro Solis

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measure	Owner(s)
Expen: Total (Property Appraisal)	Gloria Lampley Marcus Saiz

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance

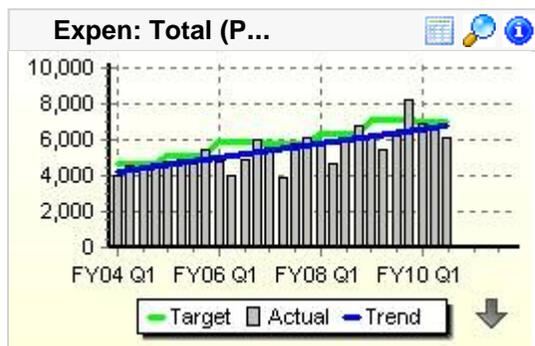
Ind	Actual	Target	Variance	Date
▲	\$6,084 K	\$7,039 K	\$955 K	FY10 Q3

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Expen: Personnel (Prop. App.)	\$6,084	\$6,331	FY10 Q3
▲	Expen: Other Operating (Prop. App.)	\$(485)	\$655	FY10 Q3
■	Expen: Capital (Prop. App.)	\$56	\$53	FY10 Q3
▲	Expen: Non-Operating (Prop. App.)	\$0 K	\$0 K	FY10 Q3



Measure

Owner(s)

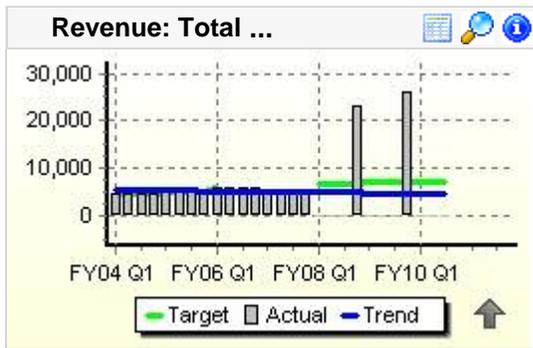
Revenue: Total (Property Appraisal)

Gloria Lampley Marcus Saiz

Total revenue in \$1,000s (from FAMIS)

Performance

Ind	Actual	Target	Variance	Date
▼	\$0 K	\$7,039 K	\$(7,039) K	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Revenue: Carryover (Prop. App.)	\$0 K	\$0 K	FY10 Q3
▼	Revenue: General Fund (Prop. App.)	\$0 K	\$7,039 K	FY10 Q3
▲	Revenue: Proprietary (Prop. App.)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Federal (Prop. App.)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: State (Prop. App.)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Interagency/Intra-departmental (Prop. App.)	\$0 K	\$0 K	FY10 Q3

Measure

Owner(s)

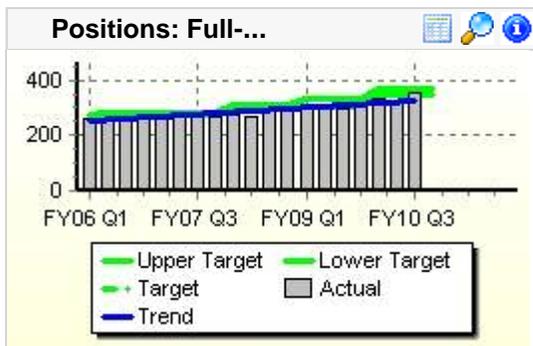
Positions: Full-Time Filled (Prop. App.)

Gloria Lampley Marcus Saiz

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

Performance

Ind	Actual	Target	Variance	Date
▲	352	371	(19)	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------

Internal Perspective

Objective Name	Owner(s)
Determine Agriculture Classification for all qualified properties	Michael Postell

Initiatives Linked To Objective	Owner(s)
Increased presence at the South Dade Government Center	Michael Postell
Produce a Yearly Certified Assessment Roll	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis

GrandParent Objectives

Parent Objectives

Measure	Owner(s)
Number of AG field inspections	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis

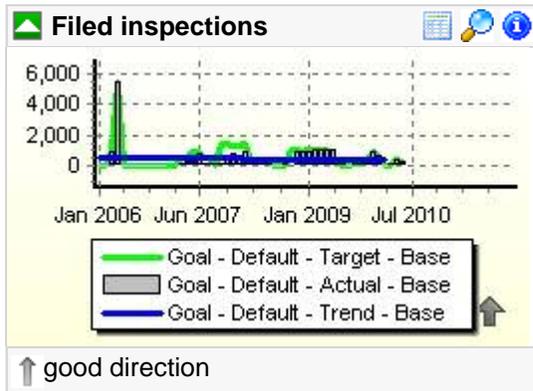
Perform field inspections for properties receiving agriculture classification to determine eligibility for renewal.

Performance				
Ind	Actual	Target	Variance	Date
▲	320	300	20	May 2010

Initiatives Linked To Measure

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure**Owner(s)**

Number of timely original AG applications processed

Gloria Lampley Michael Postell Marcus Saiz

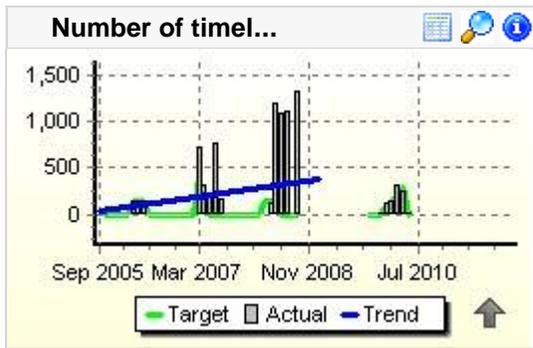
Process all original applications for Agriculture classification to determine eligibility.

Performance**Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
▲	20	0	20	May 2010

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name	Owner(s)
----------------	----------

Mass Appraisal of Tangible Personal Property	Gloria Lampley Michael Postell Lazaro Solis Property Appraisal All Miami-Dade ASE
----------------------------------------------	-----------------------------------------------------------------------------------

review all tangible personal property in Mimai-Dade County to include field inspections and processing Tangible returns.

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
---------------------------------	----------	------------------------

Produce a Yearly Certified Aseessment Roll	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis
--------------------------------------------	------------------------------------------------------------------

Parent Objectives

Measure	Owner(s)
---------	----------

Number of Tangible Personal Property Inspections	Gloria Lampley Michael Postell Lazaro Solis
--------------------------------------------------	---------------------------------------------

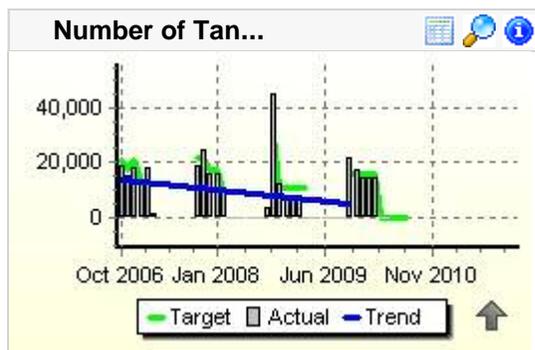
Inspect all businesses for tangible personal property by February 15 to determine 1. new business property 2. location of tangible personal property 3. closures

Performance	Initiatives Linked To Measure	Owner(s)
-------------	-------------------------------	----------

Ind	Actual	Target	Variance	Date
	0	0	0	Apr 2010

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure

Owner(s)

Number of timely Tangible Personal Property Returns processed by June 15

Gloria Lampley Michael Postell Lazaro Solis

Annually process all timely tangible personal property returns filed by businesses in Miami-Dade County.

Performance

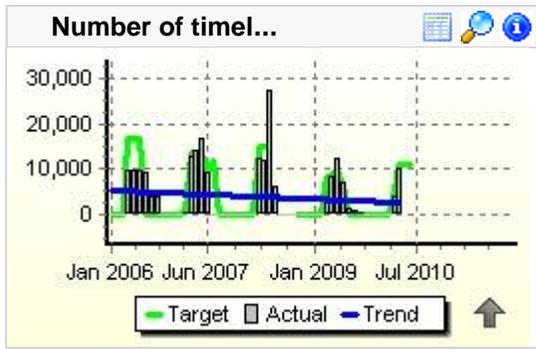
Initiatives Linked To Measure

Owner(s)

Ind	Actual	Target	Variance	Date
▼	10,099	11,000	(901)	Apr 2010

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name	Owner(s)
----------------	----------

Exemption applications	Gloria Lampley Michael Postell Property Appraisal All Miami-Dade ASE
------------------------	----------------------------------------------------------------------

Receive and process all timely exemption applications resulting in either a denial or grant

Initiatives Linked To Objective	Owner(s)
---------------------------------	----------

Produce a Yearly Certified Assessment Roll	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis
--------------------------------------------	------------------------------------------------------------------

GrandParent Objectives

Parent Objectives

Measure	Owner(s)
---------	----------

Number of timely exemption applications processed	Gloria Lampley Michael Postell
---------------------------------------------------	--------------------------------

Process all timely exemption applications and grant on the tax roll if eligible

Performance

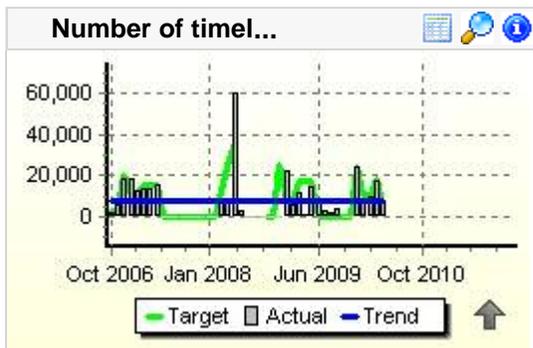
Ind	Actual	Target	Variance	Date
▲	6,528	6,000	528	Apr 2010

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Improve SSN to Homestead Exemption ratio	Michael Postell
------------------------------------------	-----------------

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name**Owner(s)**

Value Adjustment Board Hearings Gloria Lampley Michael Postell Property Appraisal All Miami-Dade ASE

Prepare for and attend all value and legal hearings appealed through the Value Adjustment Board.

Initiatives Linked To Objective**Owner(s)**

Produce a Yearly Certified Assessment Roll

Gloria Lampley
Michael Postell
Marcus Saiz
Lazaro Solis

GrandParent Objectives**Parent Objectives****Measure****Owner(s)**

Number of Legal Hearing Boards completed Gloria Lampley Michael Postell Lazaro Solis

Prepare for and attend legal hearings related to exemptions and substantially complete. Due to reschedules allowed by law, these cases were carried over at the request of petitioners.

Performance

Ind	Actual	Target	Variance	Date
<input checked="" type="checkbox"/>	5	8	(3)	Mar 2010

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure

Owner(s)

Number of Value Hearing Boards completed

Gloria Lampley Michael Postell Lazaro Solis

Prepare for and attend hearings related to value appeals with the Value Adjustment Board. Due to reschedules allowed by law, these cases were carried over at the request of petitioners.

Performance

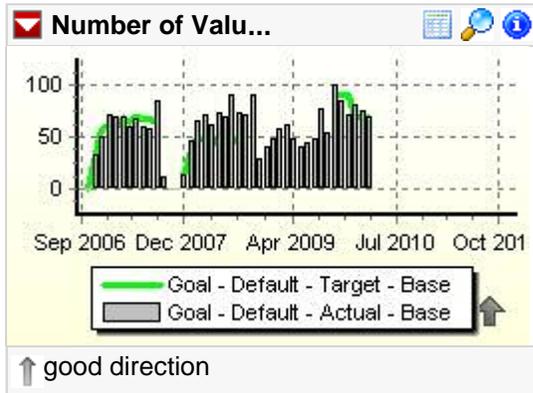
Ind	Actual	Target	Variance	Date
▼	69	70	(1)	Mar 2010

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name

Owner(s)

Mass Appraisal of Real Estate

Gloria Lampley Michael Postell Property Appraisal All Miami-Dade ASE

mass appraise all real estate in Miami-Dade County as of January 1 for proeprty status and condition

Initiatives Linked To Objective

Owner(s)

Produce a Yearly Certified Assessment Roll

Gloria Lampley
Michael Postell
Marcus Saiz
Lazaro Solis

GrandParent Objectives

Parent Objectives

Measure

Owner(s)

Number of inspections for new buildings

Gloria Lampley Michael Postell Lazaro Solis

Review new building construction via various jurisdiction permits and determine substantially complete. If so, identify key characteristics and value the improvements.

Performance

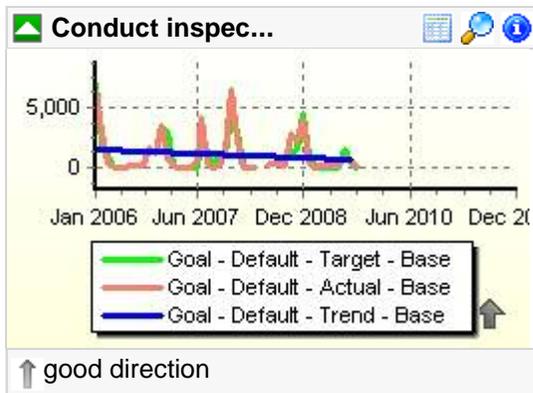
Initiatives Linked To Measure

Owner(s)

Ind	Actual	Target	Variance	Date
▲	207	30	177	Sep 2009

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure

Owner(s)

Number of inspections for other new construction

Gloria Lampley Michael Postell Lazaro Solis

inspect properties for permitted construction for items such as additions and pools.

Performance

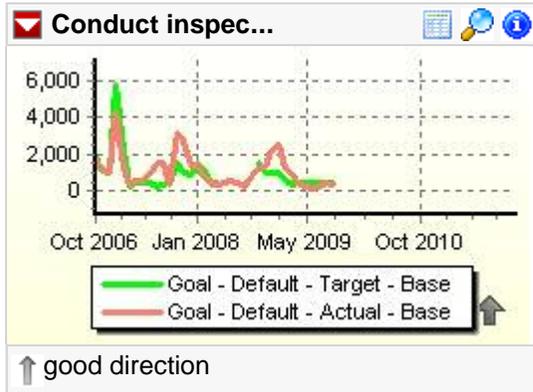
Initiatives Linked To Measure

Owner(s)

Ind	Actual	Target	Variance	Date
▼	275	400	(125)	Sep 2009

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name

Owner(s)

Enhance equity in the assessment roll (Sortie)

Michael Postell Lazaro Solis

Initiatives Linked To Objective

Owner(s)

Produce a Yearly Certified Assessment Roll

Gloria Lampley
Michael Postell
Marcus Saiz
Lazaro Solis

GrandParent Objectives

(ES8)Ensure the financial viability of the County through sound financial management practices

Parent Objectives

(ES8.5) Effective County tax collection and property appraisal process

Measure

Owner(s)

Coefficient of Dispersion

Gloria Lampley Michael Postell Lazaro Solis

The average deviation of a group of numbers from the median. In other words, similar properties should have similar values.

Performance

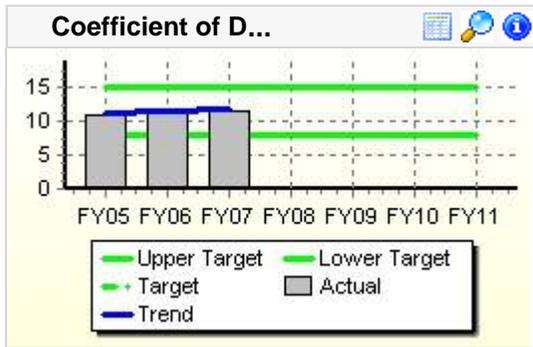
Ind	Actual	Target	Variance	Date
▲	11.33	n/a	n/a	FY07

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Coefficient of Dispersion for stratum 1	10.70	n/a	FY07
▲	Coefficient of Dispersion for stratum 2	12.80	n/a	FY07
▲	Coefficient of Dispersion for stratum 6	10.50	n/a	FY07



Measure

Owner(s)

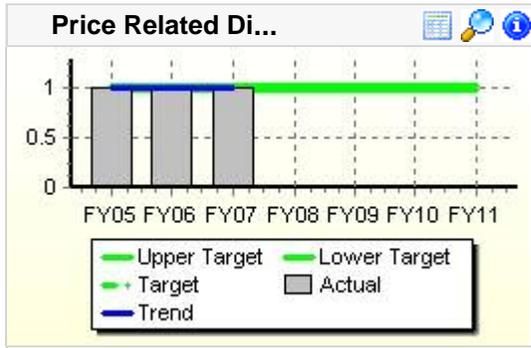
Price Related Differential

Gloria Lampley Michael Postell Lazaro Solis

The price related differential is the mean divided by the weighted mean. PRD above 1.03 indicate assessment regressivity and PRDs below indicate progressivity. In other words, this measure ensures that low and high value properties have the same level of assessment.

Performance

Ind	Actual	Target	Variance	Date
▲	1.004	1.000	0.004	FY07



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Price Related Differential for Stratum 1	1.008	1.000	FY07
▲	Price Related Differential for Stratum 2	1.014	1.000	FY07
▲	Price Related Differential for Stratum 6	0.989	1.000	FY07

Measure

Owner(s)

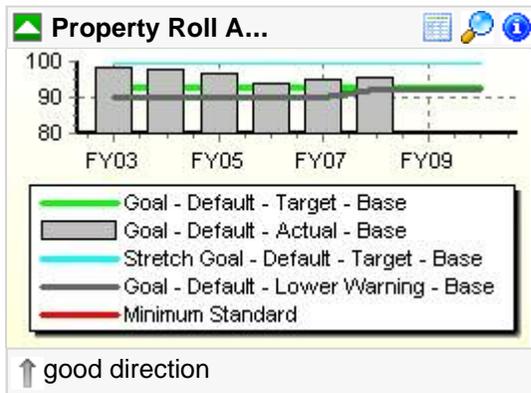
Property Roll Approval Standard

Gloria Lampley Marcus Saiz Lazaro Solis

Department of Revenue's Overall Level of Assessment to Sales Ratio that is no less than 90%

Performance

Ind	Actual	Target	Variance	Date
▲	95.8 %	93.0 %	2.8 %	FY08



Initiatives Linked To Measure

Owner(s)

Complete Real Estate Inspection & Processing Cycle	Gloria Lampley Marcus Saiz Lazaro Solis
Process Property Ownership & Sales Information	Gloria Lampley Marcus Saiz Lazaro Solis
Completion of sales analysis/pricing cycle	Gloria Lampley Marcus Saiz
Completion of Personal Property Field Inspections	Gloria Lampley Lazaro Solis
Review Tangible Personal Property Returns	Gloria Lampley Lazaro Solis
Processing of exemption applications	Gloria Lampley Michael Postell

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------

Measure

Owner(s)

Recorded ownership changes processed on Assessment Roll by the State reporting date of January 31

Michael Postell

Percent of property ownership and sales data processed by April 1

Performance

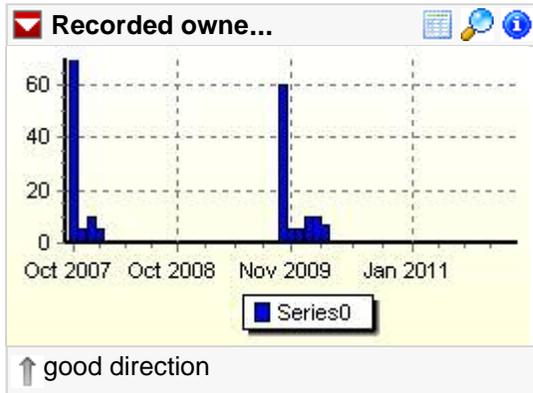
Ind	Actual	Target	Variance	Date
▼	7 %	100 %	(93) %	Mar 2010

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name

Owner(s)

Implementing a Computer Aided Mass Appraisal system

Lazaro Solis

This project aligns with County strategic outcomes ES8-4 and ES8-5. The CAMA system will improve the organization's daily business transactions and database processes.

Initiatives Linked To Objective

Owner(s)

Perform Focus Group Parallel Testing	Lazaro Solis
Complete initial electronic data conversion	Gloria Lampley Lazaro Solis
Complete analysis and design	Gloria Lampley Lazaro Solis
Complete CAMA System Implementation	Gloria Lampley Lazaro Solis
Complete user training	Gloria Lampley Lazaro Solis

GrandParent Objectives

(ES8)Ensure the financial viability of the County through sound financial management practices

(ES8)Ensure the financial viability of the County through sound financial management practices

Parent Objectives

(ES8.4) Cohesive, standardized countywide financial systems and processes

(ES8.5) Effective County tax collection and property appraisal process

Measure

Owner(s)

Percent of Business Analysis and System Design Completed

Gloria Lampley Marcus Saiz Lazaro Solis

The amount of business analysis and system design required in order to implement the CAMA System. The progress will be reflected as a percentage.

Performance

Ind	Actual	Target	Variance	Date
▲	100 %	100 %	0 %	FY07 Q4

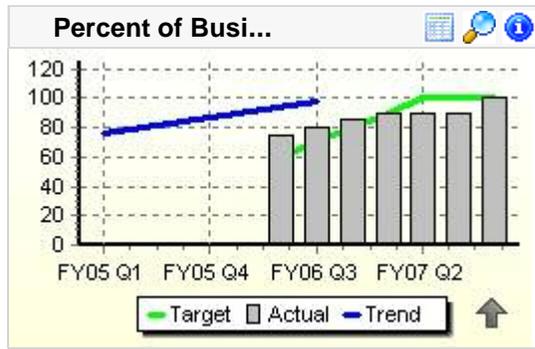
Initiatives Linked To Measure

Owner(s)

Complete analysis and design	Gloria Lampley Lazaro Solis
------------------------------	--------------------------------

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure**Owner(s)**

Percent of Data Converted

Gloria Lampley Marcus Saiz Lazaro Solis

How much of the mainframe and distributed system data has been converted; shown as a percentage.

Performance

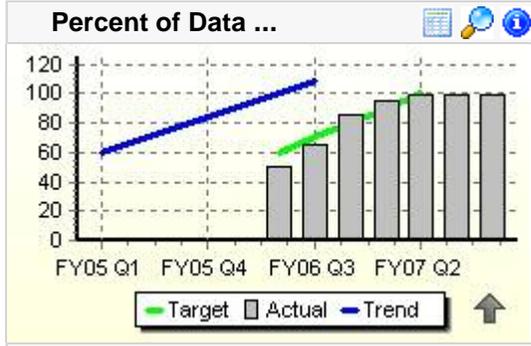
Ind	Actual	Target	Variance	Date
	99 %	n/a	n/a	FY07 Q4

Initiatives Linked To Measure**Owner(s)**

Complete initial electronic data conversion

Gloria Lampley
Lazaro Solis**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Initiatives Linked To Scorecard

	Type	As Of	\$ 🏆 ✓ ! 🎯	%	Status	Owners
Produce a Yearly Certified Assessment Roll		n/a		n/a	n/a	Solis, Lazaro Saiz, Marcus Postell, Michael Lampley, Gloria
Develop workplan to comply with 5 year inspection mandate		06/30/2007		80%	In Progress	Postell, Michael Lampley, Gloria
Complete CAMA System Implementation		12/31/2008		50%	In Progress	Lampley, Gloria Solis, Lazaro
Expand Customer Satisfaction Surveys		12/31/2007		30%	In Progress	Solis, Lazaro Saiz, Marcus Postell, Michael Lampley, Gloria
Develop Department-wide Training Program		12/31/2007		40%	In Progress	Solis, Lazaro Saiz, Marcus Postell, Michael Lampley, Gloria

Open Action Items For Scorecard

Due Date	Action	Status	Owner(s)

