

Clerk of the Board 2009 Performance Measure Updates

Performance Measure	07-08 Results	08-09 Plan	08-09 Anticipated Results	09-10 Plan	How are we doing??
PERCENT OF ACCURATE AGENDA TITLES What: Measurement of COB's accuracy and training. Why: This measurement assesses the COB's quality and accuracy in preparing the agenda in compliance with Brown Act requirements, and identifies areas and issues that require training for staff in COB and agencies/departments.	COB 99.2%	99.25%	99.25%	99.5%	COB rate continues to remain high. COB met 07-08 plan of 99.25%
PERCENT OF ACCURATELY COMPLETED AND TIMELY FILED ASSESSMENT APPEALS APPLICATIONS* What: Indicator of taxpayers' and agents' understanding of applications and process. Why: This measurement assesses the success of the COB's training and outreach efforts to the public and tax agents and the use of our inline e-file application. * Assessment Appeals Statistics measured in filing year (July 2nd – July 1st).	84.7% for 2007 filing year 78% for 2008 filing year (still in progress)	88%	88%	88%	Filings have more than tripled over the past 2 years with many first time filers. The State mandated form can be confusing to taxpayers. Marketed use of our online AAB e-file and continued outreach will improve these statistics.
PERCENT OF ASSESSMENT APPEAL CLAIMS DECIDED OR WAIVED WITHIN TWO-YEAR DEADLINE* What: Indicator of success managing caseload to ensure required actions are taken before legal deadline. Why: This measurement assesses whether the COB's current policies and procedures and staffing levels result in processing all appeals within the statutory deadline. * Assessment Appeals Statistics measured in filing year (July 2nd – July 1st).	90.3% for 2007 filing year (2-year deadline still in progress)	100%	100%	100%	Meeting anticipated goal due to quality tracking of database information and appeals. Even more than tripling of the number of appeals, COB monitoring to ensure 2 yr. deadline is met will be of the highest priority.

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PERCENT OF ASSESSMENT APPEALS HEARINGS HELD OR SCHEDULED WITHIN ONE YEAR OF FILING* What: Indicator of efficiency in processing and scheduling appeals. Why: This measures the COB's success in meeting its customer service goal and guidance of 2 nd year protective filing. * Assessment Appeals Statistics measured in filing year (July 2nd – July 1st).	99.8% for 2007 filing year 100% for 2008 filing year	85%	85%	85%	From 2006 to 2008 filings have more than tripled. With this large of an increase over the past 2 years, COB will have some difficulties in providing level of service
(ASSESSMENT APPEALS PUBLIC WORKSHOP OUTREACH) PERCENT OF ATTENDEES WHO AGREED WORKSHOP WAS OVERALL SATISFACTORY - RESULTS OF CUSTOMER SATISFACTION SURVEYS; What: Measurement of success in meeting clients' needs. Why: The results assess the COB's success in meeting the needs of its customers in a professional and courteous manner.	97% for AA Public Workshop Outreach	95% AA Public Workshop Outreach	95% AA Public Workshop Outreach	95%	Overall COB has received favorable ratings from 97% of respondents over past 2 years. Attendance has grown from 30-40 people to 100-300 people per session.
RESULTS OF CUSTOMER SATISFACTION SURVEYS (COB DEPARTMENT) What: Measurement of success in meeting clients' needs. Why: The results assess the COB's success in meeting the needs of its customers in a professional and courteous manner.	100% for All COB Dept. customer survey	100% for COB Dept. customer survey	100% for COB Dept. customer survey	100%	Overall COB has received favorable ratings from 100% of respondents over past 2 years.