

Performance Measures

Monterey County

Assessor

County Clerk

Recorder

September 16, 2014

Board of Supervisors



Assessor

- Locates all taxable property in the County
- Determines Proper Ownership
- Establishes value of all property
- Applies all legal exemptions
- Prepares annual assessment roll

County Clerk-Recorder

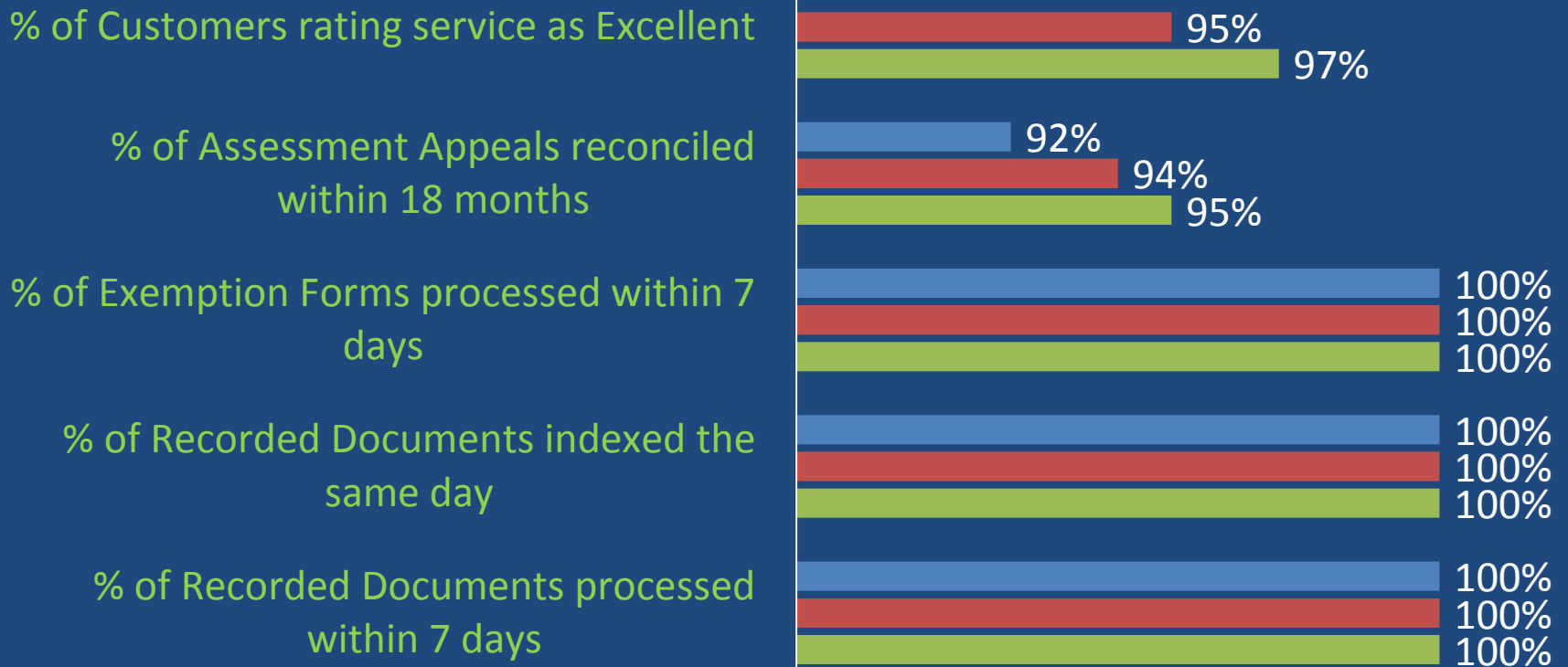
- Creates, maintains and has custody of official records including deeds, notices of default, liens, subdivision maps...
- Maintains a record of births, deaths and marriages.
- Issues Marriage licenses.
- Issues Fictitious Business Names.

Strategic Initiatives

- Streamline Operations for greater accountability and efficiency of service delivery.
- Produce cost savings with an accurate and timely assessment roll.
- Provide quality customer service in a courteous and professional manner.

Effectiveness Measures

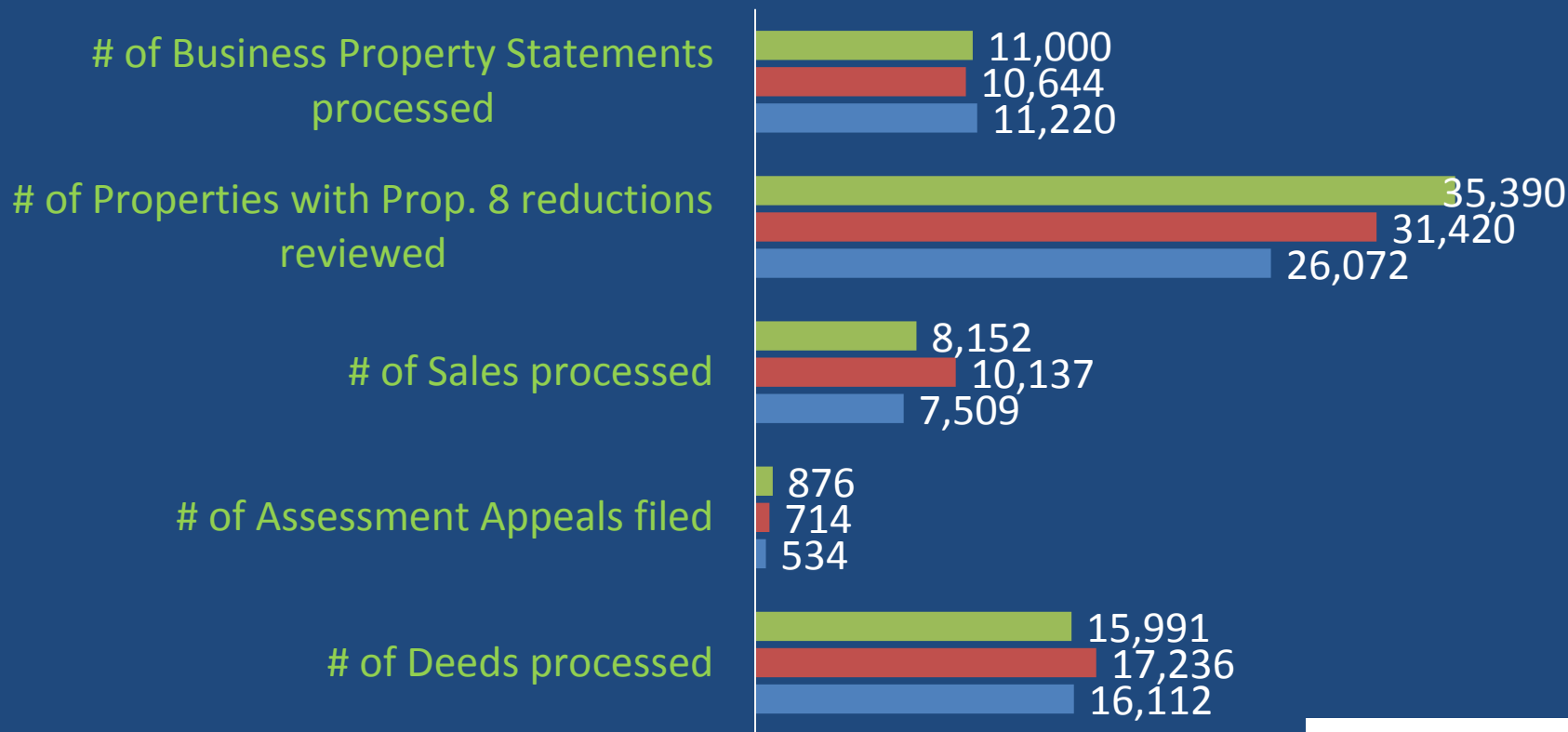
■ FY 2011-12 ■ FY 2012-13 ■ FY 2013-14



Output/Workload Measures

Assessor

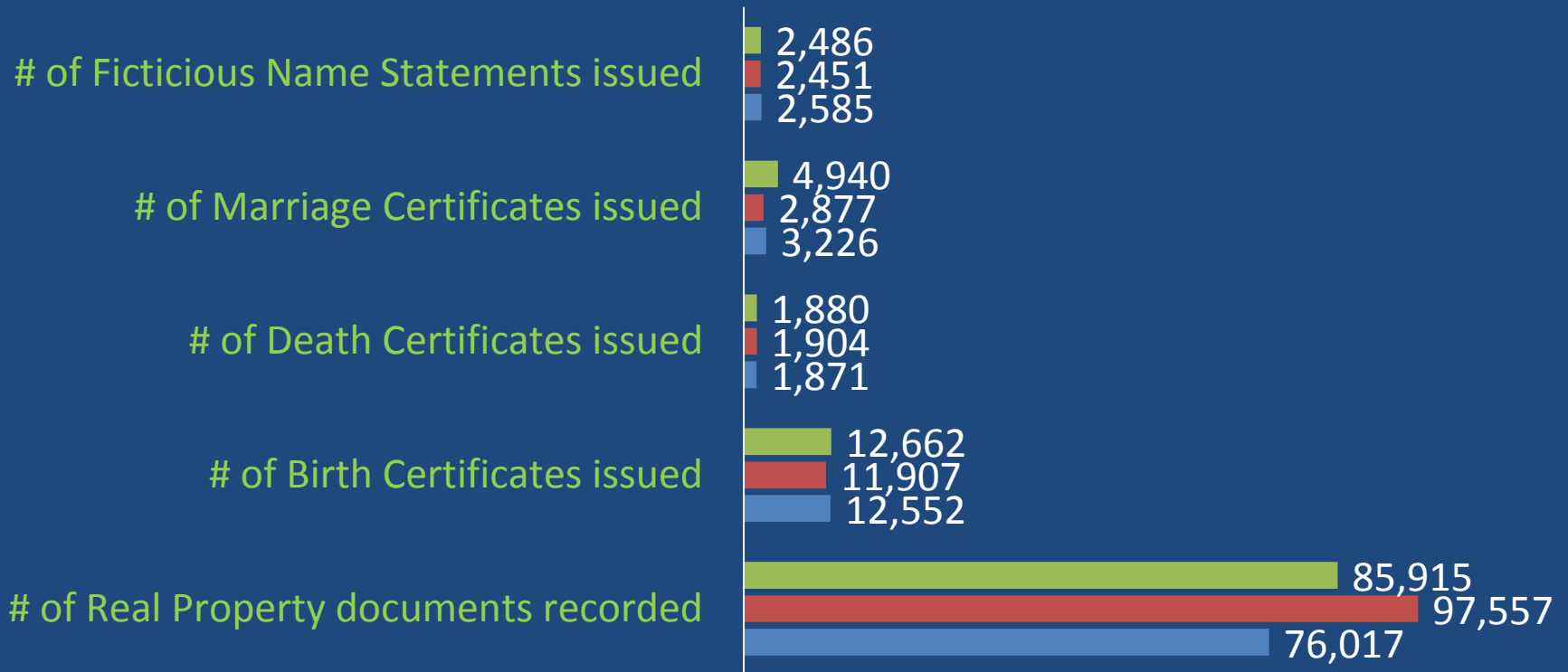
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Output/Workload Measures

County Clerk/Recorder

■ FY 2011-12 ■ FY 2012-13 ■ FY 2013-14



Customer Service Survey Comments

- “Marina helped me immensely – best customer service I have experienced in decades! Janel was also very helpful.”
- “Anahi was fantastic! Polite, Professional, and dedicated to customer service. A true Public Servant!!!”
- “Emma helped us so much. What a woman. She goes the extra mile.”
- “Anjelique guided us thru the whole process and made everything go smoothly. Great experience today!”
- “Griselda, Ana, and Becca exceeded my expectations and went the extra mile for me today. The quality, communication, and teamwork was AWESOME!”

Questions

