

OFFICE OF PROFESSIONAL STANDARDS

Fiscal Year 2007 - 1st Quarter

Goal Statement

To protect the integrity of Broward County Government services by promoting accountability, effectiveness and efficiency in County programs, activities and employees.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Number of complaints and requests for assistance processed	12	11	75	
Number of formal whistleblower complaints processed	6	8	18	
Number of referrals to other agencies for action	38	26	100	
Number of operational reviews and/or investigations initiated and completed.	1	5	16	
Average cost per completed investigation	N/A	384	572	
Internal customer satisfaction rating %	N/A	0	90	1
Percent of whistleblower cases closed within 90 days	N/A	0	95	2

Notes

1. Customer Satisfaction rating Program will be instituted in the 3rd quarter
2. Percent closed within 90 days: Due to organizational changes and vacancies, this goal was not met.