

OFFICE OF PROFESSIONAL STANDARDS

Fiscal Year 2007 - 3rd 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	43	41	75
Number of formal whistleblower complaints processed	12	22	18
Number of referrals to other agencies for action	115	70	100
Number of operational reviews and/or investigations initiated and completed.	16	14	16
Average cost per completed investigation	N/A	640	572
Internal customer satisfaction rating %	N/A	0	90
Percent of whistleblower cases closed within 90 days	N/A	0	95