

ENVIRONMENTAL MONITORING

Fiscal Year 2008

1st Quarter

Goal Statement

To provide high quality analytical data through sampling, benchmarking, and laboratory analysis to Broward County agencies for the monitoring, assessment, and protection of the environment.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of sites sampled	602	644	2,100	
Number of analyses performed by Environmental Monitoring laboratory	3,328	3,899	10,000	
Number of analyses performed per employee	291	374	940	
Number of data points collected remotely	230,629	132,460	700,000	
Percent of laboratory analysis results reported within 14 days of sampling	63	58	65	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Passing rate on NELAC certification tests	95	99	93	
Number of coastal water quality monitoring sites established	N/A	4	4	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.