

Quarterly Performance Measurement Report



Department: Environmental Protection and Growth Management Department

Division: Development and Environmental Regulation

Section: Development Management

Goal Statement:

To sustain and enhance the quality of life in Broward County by ensuring impacts of development are addressed through provision of adequate facilities, services and safeguards; by ensuring the County's water resources, wetlands and aquatic resources are protected through cost-effective regulatory programs; and by preserving, relocating and replacing trees in a cooperative effort with cities to build and maintain the County's urban forest.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average cost of agenda item presented to the County Commission	2,870	N/A	2,870	2,350
	New measure			
Average cost of walk-in customer served for development review services	73	N/A	73	81
	New measure			
Average cost of walk-in customer served for environmental review services	60	N/A	60	63
	New measure			
Average customer wait time (minutes)	10	N/A	10	20
	New measure			
Customer satisfaction rating	N/A	N/A	N/A	3.00
	This measure is reported annually.			
External customer satisfaction rating	4.89	5.00	4.89	4.65
Impact/concurrency fees collected (millions of dollars)	0.7	2.0	0.7	11.0
Inspections per FTE	181	192	181	240
	This is a new measure for FY 2009, however, FY 2008 data was available			
Inspections Performed	226	240	226	1,200
	This is a new measure for FY 2009, however, FY 2008 data was available			
Licenses Issued/renewed (Tree Removal)	35	29	35	350
	This is a new measure for FY 2009, however, FY 2008 data was available			
Licenses processed per FTE	28	23	28	70
	This is a new measure for FY 2009, however, FY 2008 data was available			
Licenses processed per FTE	19	28	19	100
Number of agenda items presented to the County Commission	41	52	41	277
Number of construction reviews processed	1,006	1,337	1,006	6,143
Number of licenses/permits issued	111	173	111	600
Number of licenses/permits issued/renewed	205	296	205	1,000
Number of regulatory inspections performed	191	201	191	800

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Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Number of regulatory inspections performed	86	93	86	500
	This is a new measure for FY 2009, however, FY 2008 data was available			
Number of violations addressed via enforcement actions	81	124	81	100
Number of violations addressed via enforcement actions	17	N/A	17	75
	This is a new measure for FY 2009.			
Number of walk-in customers served	3,475	3,994	3,475	16,637
	New measure, however, FY 08 data was available			
Percent of inspected facilities found to be in compliance with permit/license conditions	99	99	99	98
Percent of inspected facilities in compliance with permit/license conditions	84	96	84	90
	This is a new measure for FY 2009, however, FY 2008 data was available			
Percentage of inspections conducted electronically	100	100	100	90
Percentage of municipal storm sewer systems monitored found meeting surface water quality standards	99	99	99	99

Department: Environmental Protection and Growth Management Department

Division: Emergency Management

Section: Emergency Management

Goal Statement:

To safeguard lives and property through effective emergency management by coordination of public and private resources, development of response plans, implementation of emergency operations, and preparation through training and education.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average staff hours per extremely hazardous materials site inspected	8	10	8	8
Customer satisfaction rating for other programs	4.50	N/A	4.50	4.50
	An internal form was used last year which was mandated by the Federal Govt. for NIMS classes. This year the data conforms to the County collection standards.			
Customer satisfaction with emergency preparedness training	100	100	100	95
Number of 302 extremely hazardous materials facilities inspected by EMD staff	43	N/A	43	78
	This measure is new for FY 2009.			
Number of Continuity of Operations Planning plans that are received from County agencies and reviewed by EMD staff	0	N/A	0	50
	This measure is new for FY 2009.			
Number of functional and tabletop drills conducted to evaluate emergency support functions and operational procedures	0	4	0	30
	This measure is lower that this time last year because there were no drills during this quarter, however, drills are planned for the remaining reporting quarters.			
Number of health care facility emergency management plans updated and reviewed	63	35	63	310
	This measure is new for FY 2009 but historical information exists.			
Number of individuals completing National Incident Management System (NIMS), Emergency Management Preparedness and Operational readiness training	103	60	103	1,000
Number of mitigation projects submitted and reviewed by county agencies for potential grant funding	0	N/A	0	5
	This measure is new for FY 2009. There were no new projects for this quarter, however new projects are anticipated for the remaining reporting quarters.			

Department: Environmental Protection and Growth Management Department

Division: Environmental Monitoring and Enforcement

Section: Environmental Monitoring

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 Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Customer satisfaction rating	N/A	N/A	N/A	4.50
	This measure is reported annually.			
Median days to settlement agreement or final order	181	154	181	180
Number of analyses performed by Environmental Monitoring laboratory	1,013	3,899	1,013	12,000
	This measure is lower than this time last year because laboratory operations were temporarily suspended due to relocation to new facility.			
Number of analyses performed per employee	135	374	135	1,200
	This measure is lower than this time last year because laboratory operations were temporarily suspended due to relocation to new facility.			
Number of Coastal Water Quality sites monitored	4	4	4	4
Number of complaints/notifications processed	293	286	293	1,500
Number of data points collected remotely	137,526	132,460	137,526	700,000
Number of enforcement actions processed	63	87	63	333
Number of enforcement actions processed per manager	13	17	13	66
Number of NELAC certified parameters	309	318	309	311
Number of sites sampled	234	644	234	2,500
	This measure is lower than this time last year because laboratory operations were temporarily suspended due to relocation to new facility.			
Passing rate of Soil and Water Proficiency Tests required by NELAC 2/yr (Lab Accreditation Organization)	96	99	96	93
Percent of laboratory analysis results reported within 14 days of sampling	89	58	89	65
Percent of time-sensitive enforcement/contractual samples completed within 14 days	66	51	66	85
Percentage of complaints processed within 1 business day	100	100	100	100
Percentage of penalties collected	65	90	65	85

Department: Environmental Protection and Growth Management Department

Division: Housing Finance and Community Development

Section: Housing Administration

Goal Statement:

To develop and administer procedures for the Housing and Community Development Division to ensure efficient and effective operations.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
External customer satisfaction rating	4.75	N/A	4.75	4.75
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.				
Number of affordable housing presentations to local governments, non-profits and developers	5	5	5	30
Number of constructed affordable rental units, assisted with Federal and State grants	10	0	10	75
Staff hours per preparation and completion of one bond transaction	60	60	60	60

Department: Environmental Protection and Growth Management Department

Division: Housing Finance and Community Development

Section: Housing Fiscal Management

Goal Statement:

To prepare financial statements, process subrecipient invoice processing, and monitor compliance of programs to ensure financial integrity and comply with regulatory requirements.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average staff hours per Housing Finance Authority financial statement	16	16	16	16
Number of audited Financial Statements for the Housing Finance Authority with significant issues	0	0	0	0
Number of federally-funded projects monitored for compliance with agreements and regulations	22	3	22	121
Number of Housing Finance Authority multifamily projects monitored for compliance with the Land Use Restriction Agreements	10	10	10	42
Percentage of billing processed for payment within 4 business days	90	87	90	89

Department: Environmental Protection and Growth Management Department

Division: Housing Finance and Community Development

Section: Housing Planning and Contract Management

Goal Statement:

To develop and implement plans to provide services to clients, creating and preserving affordable housing and improving public services and community facilities.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of municipal contracts administered per staff member	41	10	41	22
External customer satisfaction rating	4.25	N/A	4.25	4.50
	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.			
Number of funded day care centers, elderly services and other public services	15	0	15	12
Number of organizations funded to provide multi-family and single family affordable housing	14	2	14	3
Number of signed contracts with cities to provide maintenance of the existing housing stock	22	1	22	34
Number of signed contracts with organizations providing water, sewer, road, parks and other infrastructure/capabilities	25	0	25	30
Total number of municipal contracts	87	75	87	90

Department: Environmental Protection and Growth Management Department

Division: Housing Finance and Community Development

Section: Housing Program Management

Goal Statement:

To fund and administer housing programs to increase and preserve the supply of affordable housing units (rental and owner occupied) for low, very low and moderate income residents.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average staff hours per home repair inspection	2	2	2	2
External customer satisfaction rating	4.50	N/A	4.50	4.75
	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.			
Number of income-qualified homeowners provided with housing rehabilitation services	97	62	97	120
Number of income-qualified potential homeowners that have been provided with down payment and closing costs assistance	25	56	25	80
Number of residents receiving foreclosure prevention counseling	119	122	119	20
Number of workshops to provide education on homeownership	1	5	1	10

Department: Environmental Protection and Growth Management Department

Division: Licensing, Elevator and Regulatory

Section: Central Examining Board

Goal Statement:

To ensure sound construction by verifying that tradespersons are licensed, qualified, and that complaints are handled professionally in order to protect consumers and to ensure good construction methods are implemented.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
External customer satisfaction rating	4.82	4.85	4.82	4.00
Number of cases processed by Nuisance Abatement Board staff	0	0	0	4
	No cases presented before the Nuisance Abatement Board in 1st quarter FY2009 or FY2008.			
Number of certificates of competency renewed	718	N/A	718	4,800
	FY 08 measure was the total (New and Renewed) Certificates of Competency issued. Only Renewed Certificates are being reported. The license renewal cycle starts in June explaining the low count for the quarter.			
Number of certificates of competency renewed per support staff	14	N/A	14	250
	FY 08 measure was the total (New and Renewed) Certificates of Competency issued per support staff. This per staff production is only for Renewed certificates.			
Number of citations issued to licensed/unlicensed contractors	222	263	222	800
Number of complaints against licensed contractors per investigator	10	14	10	175
Number of complaints against unlicensed contractors per investigator	27	42	27	210
Number of complaints received against licensed contractors	58	95	58	350
Number of complaints received against unlicensed contractors	160	296	160	1,050
Number of contractor complaint cases resolved via mediation reimbursement	4	23	4	360
Number of new certificates of competency issued	54	N/A	54	1,000
	FY 08 measure was the total (New and Renewed) Certificates of Competency issued. Only New Certificates are being reported.			
Number of new certificates of competency issued per support staff	193	N/A	193	1,200
	FY 08 measure was the total (New and Renewed) Certificates of Competency issued per support staff. This per staff production is only for new certificates.			
Number of outreach activities educating the public about contractor fraud	2	2	2	12
Percent of cases complying voluntarily or by Nuisance Abatement Board action	0	0	0	100
	No cases presented before the Nuisance Abatement Board in 1st quarter FY2009 or FY2008.			

Department: Environmental Protection and Growth Management Department

Division: Licensing, Elevator and Regulatory

Section: Elevator Inspections

Goal Statement:

To establish elevator safety and quality service for Broward County citizens through the review of plans, issuance of construction permits, performance of inspections, witnessing of annual testing, and processing and issuance of Certificates of Operation.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Elevator installations not complying with notices to correct violations within 30 days	128	107	128	500
External customer satisfaction rating	4.71	4.85	4.71	4.00
Inspections performed per inspector	393	354	393	1,333
Number of inspections performed	1,866	1,653	1,866	12,000
Number of new certificates of operation issued	158	76	158	400
Number of plans reviewed	159	49	159	150
Number of renewal certificates of operation issued	184	135	184	8,800
Number of witnessed tests on elevators performed	2,062	1,529	2,062	5,500
Plans reviewed per plan reviewer	80	25	80	75

Department: Environmental Protection and Growth Management Department

Division: Licensing, Elevator and Regulatory

Section: Permitting, Licensing and Consumer Protection/Regulatory

Goal Statement:

To regulate auto repair, auto body, and paint shops to ensure the public's health, safety and welfare through compliance with all regulations. To process, prepare and investigate applications for certificates, permits, and chauffeurs' registrations to ensure that the public receives clean, efficient, and safe taxi/limousine service. To protect consumers from unfair and deceptive trade practices when engaging the services of a moving company.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
External customer satisfaction rating	5.00	5.00	5.00	4.50
Number of auto repair and auto body shops inspected	1,045	954	1,045	5,000
Number of auto repair, and auto body and paint shop applications processed	1,333	1,085	1,333	2,400
Number of auto repair, auto body paint shops inspected per inspector	261	239	261	1,000
Number of auto repair/auto body complaints	67	0	67	270
	New performance measure for FY09. NA for prior FY.			
Number of chauffeur applications processed	932	853	932	3,300
Number of inspections conducted on for-hire vehicles	5,437	4,677	5,437	15,000
Number of moving complaints	16	0	16	21
	New performance measure for FY09. NA for prior FY.			
Number of moving registrations processed	61	56	61	120
Number of notices of violation issued to auto repair/body shops	425	640	425	2,500
Number of unlicensed vehicles receiving citations	100	0	100	150
	New performance measure for FY09. NA for prior FY.			
Number of walk in customers assisted per Consumer Service representative	393	471	393	1,800
Percent of citations upheld at hearings	95	92	95	90
Percent of identifiable auto repair and auto body shops licensed and in full compliance	61	68	61	68
Percentage of taxis and luxury sedans, vans, and limousines in full compliance (permitted)	100	0	100	100
	New performance measure for FY09. NA for prior FY.			

Department: Environmental Protection and Growth Management Department

Division: Metropolitan Planning Organization

Section: Metropolitan Planning Organization

Goal Statement:

To develop and administer plans and programs for Broward County and the Metropolitan Planning Organization (MPO) to maintain eligibility and secure federal and state funding for transportation systems in Broward County.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Community outreach efforts	9	3	9	19
	This measure is higher than this time last year due to the Broward 2035 Long Range Transportation Plan (LRTP) Update, which included public workshops, public meetings, and mailings to explain the process and receive public input on the LRTP update.			
Internal customer satisfaction rating	N/A	N/A	N/A	4.50
	Measure reported once per year (4th qtr)			
Number of agenda items that specifically address alternative modes	1	3	1	20
	This measure is lower than this time last year due to the cancellation of the October 27, 2008, TCC meeting. This resulting in only one meeting during the first quarter as opposed to the usual two.			
Percentage of corridor studies that include safety issues/measures for bicycle and pedestrian traffic	100	100	100	100
Percentage of plans or studies approved within one TCC meeting	100	100	100	100
Percentage of prioritized projects that use safety measures as a category	100	100	100	100
Percentage of Unified Planning Work Program (UPWP) studies funded for alternative modes	90	90	90	50

Department: Environmental Protection and Growth Management Department

Division: Natural Resources Planning and Management

Section: Beach and Marine Resources

Goal Statement:

To protect, restore, and enhance, for the benefit of Broward County residents, visitors and ecosystems, the quality, abundance and diversity of the County's natural resources through coordinated management efforts, including research, planning, monitoring, project implementation, and outreach activities.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Attendance at Water Matters Day	N/A	N/A	N/A	4,000
	This measure is reported annually.			
Cumulative number of sites certified under NatureScape Broward Initiative	2,516	2,026	2,516	2,254
Number of coral reef monitoring events per year	22	21	22	55
Number of miles of beach renourished	0	0	0	1
Number of NatureScape Irrigation Service Inspections	54	63	54	200
Number of Water Resources workshops held and presentations made	21	20	21	90
Percent of mooring buoys in a safe and operable condition	88	90	88	90
Percent of publicly accessible County beaches that are of adequate dimensions to provide storm protection, recreational opportunities, and sea turtle nesting habitat	94	97	94	90
Percent of sea turtle nests laid experiencing disorientation events	0	0	0	20
Percentage of municipalities/water control districts participating in coordinated water resource management efforts	90	87	90	95
Percentage of water demand reduction for large irrigation users implementing NatureScape Irrigation Service recommendations	37	17	37	20
Watercraft-related manatee mortality	1	1	1	2

Department: Environmental Protection and Growth Management Department

Division: Permitting, Licensing and Consumer Pro/Special Purpose Fund

Section: Building Code Services

Goal Statement:

To provide the public in unincorporated Broward County, cities and other organizations under interlocal agreement an acceptable level of life safety through the enforcement of the Florida Building Code (FBC) and applicable state or national codes pertaining to construction methods, plans review, issuance of permits, performance of inspections, and issuance of Certificates of Occupancy.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Certificates of Occupancy issued	39	55	39	200
	Decline due to downturn in construction industry and economic slowdown.			
External customer satisfaction rating	4.85	4.45	4.85	4.00
Number of inspections performed for contract cities	10,494	18,301	10,494	75,000
	Decline due to downturn in construction industry and economic slowdown.			
Number of inspections performed for full service cities	4,222	6,298	4,222	22,000
	Decline due to downturn in construction industry and economic slowdown.			
Number of inspections performed per inspector (contract cities)	477	555	477	2,000
	Decline due to downturn in construction industry and economic slowdown.			
Number of inspections performed per inspector (full service)	422	420	422	2,000
Number of plans reviewed for contract cities	5,282	8,747	5,282	32,000
	Decline due to downturn in construction industry and economic slowdown.			
Number of plans reviewed for full service cities	2,198	2,863	2,198	9,000
	Decline due to downturn in construction industry and economic slowdown.			
Number of plans reviewed per plans examiner (contract cities)	440	603	440	2,200
	Decline due to downturn in construction industry and economic slowdown.			
Number of plans reviewed per plans examiner (full service)	440	477	440	1,500
Percent of plan reviews reviewed within 15 days	100	100	100	90
Percentage of FBC permit inspections performed within 24 hours of request	100	99	100	95
Permits issued	1,206	1,461	1,206	6,000
	Decline due to downturn in construction industry and economic slowdown.			

Department: Environmental Protection and Growth Management Department

Division: Permitting, Licensing and Consumer Pro/Special Purpose Fund

Section: Building Code Services-Admin/Support

Goal Statement:

To provide administrative planning, implementation, coordination and support to the Division's operational sections and programs to provide the general public with an acceptable level of safety, health, and welfare.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average wait time per customer at Permit Counter (minutes)	12	14	12	14
Customer research requests completed	103	277	103	1,500
Customer research requests processed per support staff	52	139	52	750
Number of customer-requested documents reproduced	1,091	623	1,091	6,000
Number of customers provided service at BCS Permit Counter	2,595	2,209	2,595	14,000
Number of customers provided service at BCS Permit Counter per support staff	433	442	433	2,333
Number of documents reproduced per support staff	546	312	546	3,000
Percent compliance with public record retention standards	100	100	100	100
Percentage of information on requested research inquiries provided within 2 working days	100	83	100	90

Department: Environmental Protection and Growth Management Department

Division: Permitting, Licensing and Consumer Protection

Section: Consumer Protection

Goal Statement:

To provide consumer protection and education to the public in order to prevent or stop unfair and deceptive trade practices.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average number of written complaints processed per consumer analyst per year	78	52	78	300
	This measure shows an increase when compared to the same quarter last fiscal year due to an increased workload per analyst because of one position vacancy throughout the quarter.			
Dollar value of refunds and services returned to consumers	141,322	140,835	141,322	750,000
External customer satisfaction	4.50	4.00	4.50	4.00
Number of educational and outreach programs	18	16	18	85
Number of phone calls/public contacts	18,144	19,765	18,144	85,000
Number of written complaints received	465	389	465	2,300
Percent of written complaints closed within 30 days	57	52	57	75
Volume of internet correspondence	583	614	583	2,400

Department: Environmental Protection and Growth Management Department

Division: Permitting, Licensing and Consumer Protection/MSD Fund

Section: Zoning Code Services

Goal Statement:

To promote and protect the health, safety, and welfare of the residents of Broward County through the enforcement of the Broward County Zoning Code and the Broward County Code of Ordinances.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Average clearing and disposal cost per lot (\$)	214	184	214	350
Community standards inspections	75	114	75	500
Customers served at zoning counter	521	123	521	1,000
External customer satisfaction rating	4.81	4.85	4.81	4.00
Junk property inspections	10	21	10	150
Land clearance inspections	464	304	464	575
Lots cleared by vendors	50	15	50	100
Number of zoning permits reviewed	389	86	389	900
Percent of complaints inspected within three (3) days	100	100	100	85
Percentage of cases complying prior to presentation before the code enforcement board	100	0	100	80
Percentage of permit applications reviewed within five days of intake	97	86	97	85
Zoning permit inspections	101	96	101	400

Department: Environmental Protection and Growth Management Department

Division: Planning and Redevelopment

Section: Planning and Redevelopment

Goal Statement:

To optimize efficient utilization of public resources and facilitate successful private investment through planning and redevelopment initiatives to create sustainable living and working environments for residents.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Number of annual meetings to discuss growth management issues	1	N/A	1	4
	This measure is new for FY2009.			
Number of comprehensive plan amendments/DRI review process per FTE	8	N/A	8	10
	This measure is new for FY2009.			
Number of county-wide elections supported by GIS	1	N/A	1	2
	This measure is new for FY2009.			
Number of demographic/ economic data requests processed annually	80	N/A	80	350
	This measure is new for FY2009.			
Number of enterprise GIS datasets maintained	30	N/A	30	116
Number of hours for emergency management support	60	N/A	60	600
	This measure is new for FY 2009			
Number of intergovernmental Transit/Housing Oriented Redevelopment (THOR) plans that are authorized	0	N/A	0	3
	This measure is new for FY2009.			
Number of street segments added/updated for 911	2,500	N/A	2,500	10,000
	This measure is new for FY 2009			
Percentage of amendments to the Broward County Land Use Plan, Unincorporated Area Land Use Plan and other elements of the Comprehensive Plan in compliance and recertified, as appropriate within 6 months of adoption	95	95	95	95
Percentage of county agencies utilizing GIS technology	70	50	70	70
Percentage of plans and reviews completed within mandated deadlines	95	90	95	100

Department: Environmental Protection and Growth Management Department

Division: Pollution Prevention, Remediation and Air Quality

Section: Air Quality

Goal Statement:

To protect human health by sustaining and enhancing the overall air quality in Broward County for its residents and visitors through environmental regulation, air quality planning and monitoring, and outreach efforts.

Performance Measure	2009 Quarter 1	Prior Year Quarter 1	2009 Year to Date	2009 Annual Projection
Annual program cost per site	1,594	N/A	1,594	1,712
	This measure is new for FY 08			
Capture rate of valid electronically-collected ambient air monitoring data	98	93	98	95
Cumulative percent of contaminated sites reaching site rehabilitation completion	48	46	48	49
Customer satisfaction rating	4.60	4.70	4.60	4.70
Facility licenses maintained per coordinator	1,150	1,164	1,150	1,160
Inspections performed per FTE	127	133	127	362
Inspections performed per FTE	37	36	37	130
Inspections performed per FTE per year	45	58	45	234
Meet ozone standard (parts per million)	0.07	0.07	0.07	0.08
Meet PM2.5 Standard (micrograms per cubic meter)	21	21	21	35
Number of active ambient air monitors	45	47	45	50
Number of air quality licenses/permits issued/renewed	30	23	30	104
Number of businesses applying for Emerald Award	14	5	14	10
Number of licenses/permits issued/renewed	707	894	707	3,332
Number of licenses/permits issues/renewed	298	270	298	120
Number of outreach/educational activities	26	9	26	95
Number of regulatory inspections (closures)	36	23	36	162
Number of regulatory inspections (complaints)	95	170	95	628
Number of regulatory inspections performed	208	292	208	1,200
Number of regulatory inspections performed	1,587	2,086	1,587	2,710
Number of regulatory inspections performed	150	146	150	519
Number of violations addressed via enforcement actions	405	703	405	1,352
Number of violations addressed via enforcement actions	27	21	27	200
Percent of days when the outdoor air quality is good	95	93	95	85
Percent of inspected facilities found to be in compliance with permit/license conditions	73	66	73	76
Percentage of facilities and projects in compliance with permit/license conditions	97	100	97	90
Percentage of regulatory inspections processed electronically	36	38	36	45
Sites managed per FTE	48	48	48	52