

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Average cost of agenda item presented to the County Commission	3,065	N/A	2,994	2,350
	This measure applies to the Development Management program and is a new measure for FY2009.			
Average cost of walk-in customer served for development review services	86	N/A	78	81
	This measure applies to the Development Management program and is a new measure for FY2009.			
Average cost of walk-in customer served for environmental review services	67	N/A	63	63
	This measure applies to the Development Management program and is a new measure for FY2009.			
Average customer wait time (minutes)	13	N/A	12	20
	This measure applies to the Development Management program and is a new measure for FY2009.			
Customer satisfaction rating	N/A	N/A	N/A	3.00
	This measure applies to the Water and Engineering Licensing program and is reported annually.			
External customer satisfaction rating	4.52	5.00	4.71	4.65
	This measure applies to the Development Management program.			
Impact/concurrency fees collected (millions of dollars)	1.1	3.2	1.8	11.0
	This measure applies to the Development Management program.			
Inspections per FTE	191	186	372	240
	This measure applies to the Tree Preservation program.			
Inspections Performed	239	232	465	1,200
	This measure applies to the Tree Preservation program.			
Licenses Issued/renewed (Tree Removal)	32	27	67	350
	This measure applies to the Tree Preservation program.			
Licenses processed per FTE	26	22	26	70
	This measure applies to the Tree Preservation program.			
Licenses processed per FTE	28	35	47	100
	This measure applies to the Water and Engineering Licensing program.			
Number of agenda items presented to the County Commission	43	52	84	277
	This measure applies to the Development Management program.			

Department: Environmental Protection and Growth Management Department

Division: Development and Environmental Regulation

Section: Development Management

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Performance Measure	2009 Quarter 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Number of construction reviews processed	879	1,235	1,885	6,143
	This measure applies to the Development Management program.			
Number of licenses/permits issued	143	139	254	600
	This measure applies to the Aquatic and Wetland Resources program.			
Number of licenses/permits issued/renewed	299	364	504	1,000
	This measure applies to the Water and Engineering Licensing program.			
Number of regulatory inspections performed	157	259	348	800
	This measure applies to the Water and Engineering Licensing program.			
Number of regulatory inspections performed	164	103	164	500
	This measure applies to the Aquatic and Wetland Resources program.			
Number of violations addressed via enforcement actions	95	168	176	100
	This measure applies to the Water and Engineering Licensing program.			
Number of violations addressed via enforcement actions	27	4	27	75
	This measure applies to the Aquatic and Wetland Resources program.			
Number of walk-in customers served	3,542	4,176	7,017	16,637
	This measure applies to the Development Management program. This measure is newly reported for FY2009, however, FY2008 data was available and is shown for comparison.			
Percent of inspected facilities found to be in compliance with permit/license conditions	99	99	99	98
	This measure applies to the Water and Engineering Licensing program.			
Percent of inspected facilities in compliance with permit/license conditions	81	88	82	90
	This measure applies to the Tree Preservation program.			
Percentage of inspections conducted electronically	100	100	100	90
	This measure applies to the Water and Engineering Licensing program.			
Percentage of municipal storm sewer systems monitored found meeting surface water quality standards	99	99	99	99
	This measure applies to the Water and Engineering Licensing program.			

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 2	Prior Year Quarter 2	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
	This is a new measure FY 2009			
Customer satisfaction with emergency preparedness training	95	100	99	95
Number of 302 extremely hazardous materials facilities inspected by EMD staff	36	N/A	79	78
	This is a new measure for FY 2009.			
Number of Continuity of Operations Planning plans that are received from County agencies and reviewed by EMD staff	1	5	1	50
	This measure is lower that this time last year because a majority of COOP plans are scheduled to be tested in the 3rd and 4th quarter instead of the 1st and 2nd quarter.			
Number of functional and tabletop drills conducted to evaluate emergency support functions and operational procedures	4	21	4	30
	This measure is lower that this time last year due to a majority of drills being scheduled later this year than in prior years.			
Number of health care facility emergency management plans updated and reviewed	91	42	154	310
Number of individuals completing National Incident Management System (NIMS), Emergency Management Preparedness and Operational readiness training	72	186	175	1,000
Number of mitigation projects submitted and reviewed by county agencies for potential grant funding	7	0	7	5

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Customer satisfaction rating	4.50	4.40	N/A	4.50
	Measure reported annually			
Median days to settlement agreement or final order	168	154	181	180
Number of analyses performed by Environmental Monitoring laboratory	1,263	4,054	2,276	12,000
Number of analyses performed per employee	123	358	258	1,200
Number of Coastal Water Quality sites monitored	4	4	8	4
Number of complaints/notifications processed	340	327	633	1,500
Number of data points collected remotely	260,698	128,694	398,224	700,000
Number of enforcement actions processed	50	68	113	333
Number of enforcement actions processed per manager	10	14	23	66
Number of NELAC certified parameters	306	309	615	311
Number of sites sampled	432	609	666	2,500
Passing rate of Soil and Water Proficiency Tests required by NELAC 2/yr (Lab Accreditation Organization)	91	96	94	93
Percent of laboratory analysis results reported within 14 days of sampling	68	64	77	65
Percent of time-sensitive enforcement/contractual samples completed within 14 days	38	66	33	85
Percentage of complaints processed within 1 business day	99	100	100	100
Percentage of penalties collected	76	65	67	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
External customer satisfaction rating	4.75	4.50	4.75	4.75
Number of affordable housing presentations to local governments, non-profits and developers	5	5	10	30
Number of constructed affordable rental units, assisted with Federal and State grants	2	0	12	75
Staff hours per preparation and completion of one bond transaction	60	0	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 2	Prior Year Quarter 2	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	9	6	31	121
Number of Housing Finance Authority multifamily projects monitored for compliance with the Land Use Restriction Agreements	13	13	23	42
Percentage of billing processed for payment within 4 business days	89	86	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Average number of municipal contracts administered per staff member	19	22	30	22
External customer satisfaction rating	4.25	4.50	4.25	4.50
Number of funded day care centers, elderly services and other public services	3	18	18	12
Number of organizations funded to provide multi-family and single family affordable housing	4	10	18	3
Number of signed contracts with cities to provide maintenance of the existing housing stock	14	13	36	34
Number of signed contracts with organizations providing water, sewer, road, parks and other infrastructure/capabilities	12	9	37	30
Total number of municipal contracts	38	11	125	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Average staff hours per home repair inspection	2	2	2	2
External customer satisfaction rating	4.50	4.50	4.50	4.75
Number of income-qualified homeowners provided with housing rehabilitation services	91	37	188	120
Number of income-qualified potential homeowners that have been provided with down payment and closing costs assistance	24	25	49	80
Number of residents receiving foreclosure prevention counseling	154	130	273	20
Number of workshops to provide education on homeownership	2	1	3	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
External customer satisfaction rating	4.85	4.50	4.83	4.00
Number of cases processed by Nuisance Abatement Board staff	0	0	0	4
Number of certificates of competency renewed	125	N/A	843	4,800
Number of certificates of competency renewed per support staff	31	N/A	45	250
Number of citations issued to licensed/unlicensed contractors	306	523	528	800
Number of complaints against licensed contractors per investigator	11	9	21	175
Number of complaints against unlicensed contractors per investigator	36	22	63	210
Number of complaints received against licensed contractors	62	88	120	350
Number of complaints received against unlicensed contractors	243	216	403	1,050
Number of contractor complaint cases resolved via mediation reimbursement	15	41	19	360
Number of new certificates of competency issued	146	394	200	1,000
Number of new certificates of competency issued per support staff	36	99	229	1,200
	This measure was impacted by the relocation to GCW and emphasis on preparing for renewals in June.			
Number of outreach activities educating the public about contractor fraud	4	6	6	12
Percent of cases complying voluntarily or by Nuisance Abatement Board action	0	0	0	100

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Elevator installations not complying with notices to correct violations within 30 days	861	484	989	500
External customer satisfaction rating	4.90	4.75	4.83	4.00
Inspections performed per inspector	455	282	848	1,333
	This measure is showing an increase due to new state laws mandating retrofits to existing units and additional staffing.			
Number of inspections performed	4,552	2,258	6,418	12,000
	This measure is showing an increase due to new state laws mandating retrofits to existing units and additional staffing.			
Number of new certificates of operation issued	64	266	222	400
	This measure is showing a decrease due to a reduction in new construction related to the decline in the economy.			
Number of plans reviewed	224	151	383	150
	This measure is showing an increase due to new state laws mandating retrofits to existing units.			
Number of renewal certificates of operation issued	1,245	89	1,429	8,800
	This measure is showing an increase due to new state laws mandating retrofits to existing units and additional staffing.			
Number of witnessed tests on elevators performed	2,343	1,920	4,405	5,500
	This measure is showing an increase due to new state laws mandating retrofits to existing units and additional staffing.			
Plans reviewed per plan reviewer	112	76	192	75
	This measure is showing an increase due to new state laws mandating retrofits to existing units and additional staffing.			

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
External customer satisfaction rating	4.50	4.50	4.50	4.50
Number of auto repair and auto body shops inspected	1,123	1,582	2,168	5,000
Number of auto repair, and auto body and paint shop applications processed	535	397	1,868	2,400
Number of auto repair, auto body paint shops inspected per inspector	281	316	542	1,000
Number of auto repair/auto body complaints	50	N/A	117	270
Number of chauffeur applications processed	995	994	1,927	3,300
Number of inspections conducted on for-hire vehicles	4,150	5,401	9,587	15,000
Number of moving complaints	6	N/A	22	21
Number of moving registrations processed	31	22	92	120
Number of notices of violation issued to auto repair/body shops	514	741	939	2,500
Number of unlicensed vehicles receiving citations	112	N/A	212	150
Number of walk in customers assisted per Consumer Service representative	622	546	1,015	1,800
Percent of citations upheld at hearings	95	95	95	90
Percent of identifiable auto repair and auto body shops licensed and in full compliance	79	76	70	68
Percentage of taxis and luxury sedans, vans, and limousines in full compliance (permitted)	100	N/A	100	100

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Community outreach efforts	5	4	14	19
Internal customer satisfaction rating	N/A	N/A	N/A	4.50
	Measure reported annually in the fourth quarter.			
Number of agenda items that specifically address alternative modes	6	7	7	20
Percentage of corridor studies that include safety issues/measures for bicycle and pedestrian traffic	N/A	N/A	N/A	100
	Measure reported annually (Q3)			
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	N/A	N/A	N/A	100
	Measure reported annually in the fourth quarter.			
Percentage of Unified Planning Work Program (UPWP) studies funded for alternative modes	N/A	N/A	N/A	50
	Measure reported annually in the third quarter.			

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Attendance at Water Matters Day	3,200	3,000	3,200	4,000
Cumulative number of sites certified under NatureScape Broward Initiative	61	91	2,577	2,254
Number of coral reef monitoring events per year	12	3	34	55
Number of miles of beach renourished	0	0	0	1
Number of NatureScape Irrigation Service Inspections	39	59	93	200
Number of Water Resources workshops held and presentations made	26	25	47	90
Percent of mooring buoys in a safe and operable condition	90	93	89	90
Percent of publicly accessible County beaches that are of adequate dimensions to provide storm protection, recreational opportunities, and sea turtle nesting habitat	93	95	93	90
Percent of sea turtle nests laid experiencing disorientation events	0	N/A	10	20
	No nests hatched in 2nd quarter.			
Percentage of municipalities/water control districts participating in coordinated water resource management efforts	90	87	90	95
	Measure is a reflection of the cumulative level of Integrated Water Resource Plan (IWRP) participation achieved throughout the year.			
Percentage of water demand reduction for large irrigation users implementing NatureScape Irrigation Service recommendations	13	22	25	20
Watercraft-related manatee mortality	2	2	3	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Certificates of Occupancy issued	28	51	67	200
External customer satisfaction rating	4.90	4.55	4.87	4.00
Number of inspections performed for contract cities	8,498	13,854	18,992	75,000
Number of inspections performed for full service cities	3,842	5,672	8,064	22,000
Number of inspections performed per inspector (contract cities)	531	402	1,008	2,000
Number of inspections performed per inspector (full service)	256	378	678	2,000
Number of plans reviewed for contract cities	5,129	8,037	10,411	32,000
Number of plans reviewed for full service cities	1,837	3,133	4,035	9,000
Number of plans reviewed per plans examiner (contract cities)	256	1,476	696	2,200
Number of plans reviewed per plans examiner (full service)	167	285	607	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	100	100	95
Permits issued	1,153	1,554	2,359	6,000

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Average wait time per customer at Permit Counter (minutes)	14	12	13	14
Customer research requests completed	833	199	936	1,500
Customer research requests processed per support staff	416	100	468	750
Number of customer-requested documents reproduced	2,180	1,739	3,271	6,000
Number of customers provided service at BCS Permit Counter	2,904	4,271	5,499	14,000
Number of customers provided service at BCS Permit Counter per support staff	323	534	756	2,333
Number of documents reproduced per support staff	1,090	870	1,636	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	38	95	69	90

The criteria of a complete research request has been refined and corrected and is reflected in the percentage moving forward from FY2009 Q2.

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Average number of written complaints processed per consumer analyst per year	51	51	65	300
Dollar value of refunds and services returned to consumers	74,533	99,933	215,855	750,000
External customer satisfaction	4.50	4.00	4.50	4.00
Number of educational and outreach programs	24	24	42	85
Number of phone calls/public contacts	18,563	21,221	36,707	85,000
Number of written complaints received	408	346	873	2,300
Percent of written complaints closed within 30 days	53	53	55	75
Volume of internet correspondence	657	637	1,240	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Average clearing and disposal cost per lot (\$)	183	211	198	350
Community standards inspections	102	141	177	500
Customers served at zoning counter	323	227	844	1,000
External customer satisfaction rating	4.90	4.50	4.85	4.00
Junk property inspections	17	18	27	150
Land clearance inspections	287	376	751	575
Lots cleared by vendors	19	13	69	100
Number of zoning permits reviewed	438	95	827	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	0	0	0	80
Percentage of permit applications reviewed within five days of intake	96	86	96	85
Zoning permit inspections	101	96	202	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Number of annual meetings to discuss growth management issues	3	N/A	4	4
	This measure is new for FY 2009.			
Number of comprehensive plan amendments/DRI review process per FTE	5	N/A	13	10
	This measure is new for FY 2009.			
Number of county-wide elections supported by GIS	0	N/A	1	2
	This measure is new for FY 2009.			
Number of demographic/ economic data requests processed annually	86	N/A	166	350
	This measure is new for FY 2009.			
Number of enterprise GIS datasets maintained	30	N/A	60	116
	This measure is new for FY 2009.			
Number of hours for emergency management support	150	N/A	210	600
	This measure is new for FY 2009.			
Number of intergovernmental Transit/Housing Oriented Redevelopment (THOR) plans that are authorized	2	N/A	2	3
	This measure is new for FY 2009.			
Number of street segments added/updated for 911	2,500	N/A	5,000	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
	This measure is new for FY 2009.			
Percentage of plans and reviews completed within mandated deadlines	100	90	90	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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Annual program cost per site	1,657	N/A	1,626	1,712
	Measure not collected in FY08			
Capture rate of valid electronically-collected ambient air monitoring data	95	93	97	95
Cumulative percent of contaminated sites reaching site rehabilitation completion	49	47	49	49
Customer satisfaction rating	4.50	4.70	4.40	4.70
Facility licenses maintained per coordinator	1,146	1,169	1,148	1,160
Inspections performed per FTE	127	126	254	362
	This measure applies to the Pollution Prevention and Remediation program.			
Inspections performed per FTE	33	30	33	130
Inspections performed per FTE per year	50	36	95	234
	Increase inspections due to implementation of un-permitted program. This measure applies to the Air Quality program.			
Meet ozone standard (parts per million)	0.07	0.07	0.07	0.08
	Ozone standard was satisfied in Q2 (standard is 0.075 or less). This measure applies to the Air Quality program.			
Meet US EPA's standard for fine particle pollution in ambient (outside) air	21	20	21	35
	Fine particle pollution standard was satisfied in Q2 (standard is 35 or less). This measure applies to the Air Quality program.			
Number of active ambient air monitors	45	49	45	50
Number of air quality licenses/permits issued/renewed	20	28	50	104
Number of businesses applying for Emerald Award	2	0	16	10
Number of licenses/permits issued/renewed	801	838	1,508	3,332
	This measure applies to the Pollution Prevention and Remediation program.			
Number of licenses/permits issues/renewed	63	36	361	120
Number of outreach/educational activities	18	23	44	95
Number of regulatory inspections (closures)	22	54	58	162
Number of regulatory inspections (complaints)	111	147	206	628
Number of regulatory inspections performed	232	182	232	1,200
	Increase inspections due to implementation of un-permitted program.			
Number of regulatory inspections performed	1,591	1,706	3,178	2,710
	This measure applies to the Pollution Prevention and Remediation program.			
Number of regulatory inspections performed	132	119	132	519

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 2	Prior Year Quarter 2	2009 Year to Date	2009 Annual Projection
Number of violations addressed via enforcement actions	694	923	1,099	1,352
	This measure applies to the Pollution Prevention and Remediation program.			
Number of violations addressed via enforcement actions	50	35	50	200
	This measure applies to the Air Quality program.			
Percent of days when the outdoor air quality is good	95	92	96	85
	This measure applies to the Air Quality program.			
Percent of inspected facilities found to be in compliance with permit/license conditions	68	66	78	76
	This measure applies to the Pollution Prevention and Remediation program.			
Percentage of facilities and projects in compliance with permit/license conditions	95	96	97	90
	This measure applies to the Air Quality program.			
Percentage of regulatory inspections processed electronically	54	40	46	45
	Increase inspections due to implementatin of un-permitted program. This measure applies to the Air Quality program.			
Sites managed per FTE	58	62	58	52