

**BUILDING CODE SERVICES  
CENTRAL EXAMINING BOARDS**

**Fiscal Year 2005**

**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.

<b>Performance Measures</b>	<b>FY03 Actual</b>	<b>FY04 Actual</b>	<b>FY05 Budget</b>	<b>FY05 Actual</b>	<b>% Change FY04 - FY05</b>	<b>Variance Number</b>
Number of Certificates of Competency issued,new & renew	4,316	5,937	6,000	4,376	-26%	<b>1</b>
Number of complaints against licensed contractors	843	435	900	354	-19%	<b>2</b>
Number of complaints against unlicensed contractors	674	470	1,600	1,133	141%	<b>3</b>
Percentage of Certificates of Competency issued within two days of receipt	96	N/A	96	98	N/A	
Customer satisfaction rating (%)	63	N/A	100	76	N/A	

**Explanation of variances greater than 15 percent:**

- 1** This measure decreased due to implementation issues with a new business application.
- 2** This measure decreased due to streamlined procedures implemented which resulted in the elimination of unsupportable complaints being processed.
- 3** This measure decreased due to a new proactive approach of canvassing neighborhoods and a new marketing strategy which informs the public of services available.

**BUILDING CODE SERVICES  
ELEVATOR INSPECTION**

**Fiscal Year 2005**

**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 for elevators throughout Broward County through conformance to the Elevator Safety Code, Florida Building Code, and the Section 399.061 and 399.13 of the Florida State Statutes.

<b>Performance Measures</b>	<b>FY03 Actual</b>	<b>FY04 Actual</b>	<b>FY05 Budget</b>	<b>FY05 Actual</b>	<b>% Change FY04 - FY05</b>	<b>Variance Number</b>
Number of plans reviewed	820	808	820	718	-11%	
Number of inspections performed	N/A	6,447	5,500	14,199	120%	<b>1</b>
Number of new certificates of operation issued	379	347	380	470	35%	<b>2</b>
Number of renewal certificates of operation issued	8,861	3,282	8,900	5,002	52%	<b>3</b>
Number of witnessed tests on elevators performed	N/A	2,697	3,000	6,335	135%	<b>4</b>

**Explanation of variances greater than 15 percent:**

- 1** The measure has increased due to the availability of new software providing more accurate information on expired elevator permits and additional staff hired to conduct inspections.
- 2** The measure has increased due to new elevators being put into service.
- 3** The measure has increased due to the total number of elevators currently being licensed.
- 4** The measure has increased due to the total number of new elevators being licensed and additional staff that is now available to perform the witness testing.

**BUILDING CODE SERVICES  
ADMINISTRATIVE SUPPORT SERVICES**

**Fiscal Year 2005**

**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.

<b>Performance Measures</b>	<b>FY03 Actual</b>	<b>FY04 Actual</b>	<b>FY05 Projected</b>	<b>FY05 Actual</b>	<b>% Change FY04 - FY05</b>	<b>Variance Number</b>
Microfilm copies made	9,867	5,905	1,820	8,089	37%	<b>1</b>
Customer research requests	3,971	3,348	4,000	2,591	-23%	<b>2</b>
Percentage of information on requested research inquiries provided within 16 hours	100	43	100	84	96%	<b>3</b>
Number of pages scanned	0	9,252	10,000	153,070	1554%	<b>4</b>

**Explanation of variances greater than 15 percent:**

- 1** The measure has increased due to additional requests for larger plans which result in multiple microfilm copies made.
- 2** The measure has decreased based on fluctuations in customers' demand for this type of service.
- 3** The measure has increased due to the assistance of temporary staff in expediting requested research inquiries.
- 4** This measure has increased due to the agency's effort to convert paper documents into an electronic format in order to maximize document management.