

OFFICE OF PROFESSIONAL STANDARDS

Fiscal Year 2007

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	FY05 Actual	FY06 Actual	FY07 Budget	FY07 Actual	% Change FY06-FY07	Variance Number
Number of complaints and requests for assistance processed	78	52	75	57	10%	
Number of formal whistleblower complaints processed	10	13	18	40	208%	1
Number of referrals to other agencies for action	112	141	100	108	-23%	2
Number of operational reviews and/or investigations initiated and completed.	16	18	16	20	11%	
Average cost per completed investigation	N/A	N/A	572	589	N/A	
Internal customer satisfaction rating %	N/A	N/A	90	N/A	N/A	
Percent of whistleblower cases closed within 90 days	N/A	N/A	95	3	N/A	

Explanation of variances greater than 15 percent:

- 1 This measure increased due to the high number of complaints received.
- 2 This measure decreased as a result of more inquiries processed in-house, rather than referred.