

**WASTE AND RECYCLING SERVICES**  
**MANDATORY COLLECTIONS/UNINCORPORATED GARBAGE COLLECTION & RECYCLING**

**Fiscal Year 2007**

**Goal Statement**

To provide for the efficient and reliable collection and disposal of residential solid waste, trash and recyclables for customers in unincorporated Broward County to ensure a clean environment.

<b>Performance Measures</b>	<b>FY05 Actual</b>	<b>FY06 Actual</b>	<b>FY07 Budget</b>	<b>FY07 Actual</b>	<b>% Change FY06-FY07</b>	<b>Variance Number</b>
Single family units served for garbage/trash collection and recycling	17,388	7,953	4,510	4,100	-48%	<b>1</b>
Multifamily units served for recycling	4,249	3,181	505	505	-84%	<b>1</b>
Courtesy Notice inspections	1,769	444	768	700	58%	<b>2</b>
Notice of Violation inspections	94	94	98	36	-62%	<b>3</b>
Contract cost per single family residential unit	301	290	325	312	8%	
Total cost per single family residential unit	370	398	541	503	26%	<b>4</b>
Customer complaints	132	78	30	56	-28%	<b>5</b>
Customer complaints as a percentage of residential units served	0.76	0.98	0.66	1.37	39%	<b>6</b>
Customer satisfaction rating	N/A	NA	80	81	NA	
Average pounds of recyclables per unit	240	264	240	179	-32%	<b>7</b>
Tons of trash removed in Community Cleanup events	116	32	91	37	16%	<b>8</b>
Tons of trash removed by BSO	N/A	NA	60	33	NA	
Tons of trash removed through swale enforcement	N/A	15	30	0	0%	

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

- 1** This measure is lower compared to FY06 due to annexations of unincorporated areas into neighboring municipalities.
- 2** This measure is higher compared to FY06 due to lower-than-normal activity in FY 06 after Hurricanes Katrina and Wilma.

- 3** This measure is lower compared to FY06 due to higher compliance by residents and property owners after courtesy notices were issued. In addition, this measure decreased due to an increased level of effort by compliance officers and neighborhood aides, as well as due to renewed involvement of civic associations.
- 4** This measure is higher compared to FY06 due to annexation causing a continuously decreasing number of units served, while the total fixed costs for the provision of service remaining relatively flat.
- 5** This measure is lower compared to FY06 due to the overall reduction in service areas due to annexations.
- 6** This measure is higher compared to FY06 due to the comparatively higher level of difficulty of servicing the remaining unincorporated area.
- 7** This measure is lower compared to FY06 due to a declining interest in recycling in the remaining unincorporated service areas.
- 8** This measure is higher compared to FY06 due to increased participation by neighborhood civic associations in the remaining unincorporated areas.