

POLLUTION PREVENTION & REMEDIATION

Fiscal Year 2008

Goal Statement

To protect air, water, soil and other natural resources for the residents of and visitors to Broward County by ensuring that hazardous materials and solid waste are properly managed in Broward County through environmental regulation, natural resources planning and monitoring, and outreach.

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Number of licenses/permits issued/renewed	N/A	4,057	4,680	3,819	-6%	
Number of regulatory inspections performed	N/A	8,855	7,606	8,302	-6%	
Number of business applying for Emerald Award	N/A	29	10	21	-28%	1
Number of violations addressed via enforcement actions	N/A	3,244	2,480	2,864	-12%	
Inspections performed per FTE	N/A	435	388	529	22%	2
Percentage of regulatory inspections processed and accessed electronically	N/A	100	100	100	0%	
Internal customer satisfaction rating	N/A	N/A	N/A	4.40	N/A	3
Percent of inspected facilities found to be in compliance with permit/license conditions	N/A	73	76	68	-7%	
Percent of contaminated sites reaching site rehabilitation completion	N/A	44	47	47	6%	

Explanation of variances greater than 15 percent:

- 1 This measure has decreased from FY 2007 due to the loss of four positions during FY 2008, reducing resources available to promote the program and assist the regulated community with submitting applications.
- 2 This measure is higher than FY 2007 because in FY07, only inspection work was included in the calculations. In FY 2008, both inspection work and licensing work were included.
- 3 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.