

**WASTE AND RECYCLING SERVICES
MANDATORY COLLECTIONS/MUNICIPAL GARBAGE COLLECTION**

Fiscal Year 2008

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.

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Single family units served for garbage/trash collection and recycling	7,953	4,100	4,100	4,043	-1%	
Multifamily units served for recycling	3,181	505	505	505	0%	
Courtesy Notice inspections	444	700	780	566	-19%	1
Notice of Violation inspections	20	36	40	4	-89%	2
Contract cost per single family residential unit	299	312	340	344	10%	
Total cost per single family residential unit	315	503	500	482	-4%	
Customer complaints	78	56	76	51	-9%	
Customer complaints as a percentage of residential units served	0.98	1.37	1.85	1.30	-5%	
External customer satisfaction rating	N/A	N/A	N/A	4.38	N/A	3
Average pounds of recyclables per unit	264	179	240	195	9%	
Tons of trash removed in Community Cleanup events	31	37	60	40	8%	
Tons of trash removed by BSO	N/A	33	16	46	39%	4

Explanation of variances greater than 15 percent:

- 1** This measure is lower compared to FY07 due to additional outreach efforts and education of the residents.
- 2** This measure is lower compared to FY07 due to better resident compliance after the courtesy notices and additional neighborhood sweeps by BSO inmate work crews.
- 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.
- 4** This measure is higher compared to FY07 due to extended efforts by BSO and their inmate work crews.