

**WASTE AND RECYCLING SERVICES
RESOURCE RECOVERY FUND/HOUSEHOLD HAZARDOUS WASTE PROGRAM**

Fiscal Year 2008

Goal Statement

To provide Broward County residents a cost effective program to remove Household Hazardous Waste (HHW) and heavy metals from the waste streams in order to protect the environment.

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Household hazardous waste users	19,050	21,223	20,000	24,181	14%	
Contract cost in dollars of removal for household hazardous waste per pound	0.44	0.47	0.45	0.48	2%	
Total cost per pound of removal of household hazardous waste (excluding capital)	0.92	0.94	0.92	1.00	6%	
Site-days available to users for disposal	210	271	272	272	0%	
External customer satisfaction rating	N/A	N/A	N/A	4.76	N/A	1
Pounds of household hazardous waste collected	1,302,681	1,557,796	1,667,300	1,456,994	-6%	

Explanation of variances greater than 15 percent:

- 1** 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.