

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

**Fiscal Year 2008
2nd Quarter**

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	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Single family units served for garbage/trash collection and recycling	4,100	8,086	4,100	
Multifamily units served for recycling	505	1,010	505	
Courtesy Notice inspections	373	291	780	
Notice of Violation inspections	0	4	40	
Contract cost per single family residential unit	163	165	340	
Total cost per single family residential unit	254	243	500	
Customer complaints	35	32	76	
Customer complaints as a percentage of residential units served	0.85	0.80	1.9	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Average pounds of recyclables per unit	102	99	240	
Tons of trash removed in Community Cleanup events	18	14	60	
Tons of trash removed by BSO	12	37	16	

Notes

- 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.
- 2 Measure reported annually.