

**BUILDING CODE SERVICES  
CONTRACTOR LICENSING AND ENFORCEMENT**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To ensure sound construction by verifying that tradespersons are licensed, qualified, and that complaints are handled professionally in order to protect consumers and to ensure good construction methods are implemented.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of new certificates of competency issued	1,039	1,272	4,800	
Number of new certificates of competency issued per support staff	260	318	1,200	
Number of complaints received against licensed contractors	315	183	350	
Number of complaints received against unlicensed contractors	530	512	1,050	
Number of complaints against licensed contractors per investigator	45	22	175	
Number of complaints against unlicensed contractors per investigator	76	64	210	
Number of citations issued to licensed/unlicensed contractors	432	786	800	
Number of contractor complaint cases resolved via mediation reimbursement	N/A	64	360	
Number of outreach activities educating the public about contractor fraud	7	8	12	
Number of cases processed by Nuisance Abatement Board staff	0	0	4	
Percent of cases complying voluntarily or by Nuisance Abatement Board action	0	0	100	
External customer satisfaction rating	N/A	4.50	N/A	1

**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.

## BUILDING CODE SERVICES ELEVATOR INSPECTIONS

**Fiscal Year 2008  
2nd Quarter**

### Goal Statement

To establish elevator safety and quality service for Broward County citizens through the review of plans, issuance of construction permits, performance of inspections, witnessing of annual testing, and processing and issuance of Certificates of Operation

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of plans reviewed	240	200	150	
Number of inspections performed	5,497	3,911	12,000	
Number of new certificates of operation issued	678	342	400	
Number of renewal certificates of	448	224	8,800	
Number of witnessed tests on elevators performed	1,752	3,449	5,500	
External customer satisfaction rating	N/A	4.80	N/A	1
Plans reviewed per plan reviewer	120	100	75	
Inspections performed per inspector	696	636	1,333	
Elevator installations not complying with notices to correct violations within 30 days	N/A	591	500	

### Notes

- 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.

**BUILDING CODE SERVICES  
ZONING CODE SERVICES**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To promote and protect the health, safety, and welfare of the residents of Broward County through the enforcement of the Broward County Zoning Code and the Broward County Code of Ordinances.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Land clearance inspections	318	680	575	
Junk Property Inspections	91	39	150	
Community standards inspections	114	255	500	
Percent of complaints inspected within three (3) days	100	100	85	
Customers served at zoning counter	609	350	1,000	
Number of zoning permits reviewed	126	181	200	
Zoning permit inspections	182	301	400	
External customer satisfaction rating	N/A	4.68	N/A	1
Percentage of permit applications reviewed within five days of intake	90	86	85	
Percentage of cases complying prior to presentation before the code enforcement board	100	0	80	
Lots cleared by vendors	23	28	50	
Average clearing and disposal cost per lot	838	198	250	

**Notes**

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**BUILDING CODE SERVICES  
ADMINISTRATIVE/SUPPORT**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To provide administrative planning, implementation, coordination and support to the Division's operational sections and programs to provide the general public with an acceptable level of safety, health, and welfare.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>
Number of customer requested documents reproduced	N/A	2,362	6,400
Customer research requests completed	760	476	1,500
Percentage of information on requested research inquiries provided within 2 working days	82	89	90
Number of documents reproduced per support staff	N/A	1,181	3,500
Customer research requests processed per support staff	380	238	1,000
Percent compliance with public record retention standards	100	100	100
Number of customers provided service at BCS Permit Counter	N/A	6,480	18,000
Number of customers provided service at BCS Permit Counter per support staff	N/A	976	2,000
Average wait time per customer at Permit Counter (minutes)	N/A	13	14

**BUILDING CODE SERVICES  
BUILDING CODE SERVICES**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To provide the public in unincorporated Broward County and cities under interlocal agreement an acceptable level of life safety through the enforcement of the Florida Building Code (FBC) and applicable state or national codes pertaining to construction methods, plans review, issuance of permits, performance of inspections, and issuance of Certificates of Occupancy.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of plans reviewed for full service cities	7,997	5,996	9,000	
Number of inspections performed for full service cities	21,260	11,970	45,000	
Number of plans reviewed per plans examiner (full service)	N/A	762	1,500	
Number of inspections performed per inspector (full service)	N/A	798	3,000	
Permits issued	6,233	3,015	9,000	
Certificates of Occupancy issued	105	106	200	
Percentage of FBC permit inspections performed within 24 hours of request	83	99	95	
Percent of plan reviews reviewed within 15 days	99	100	90	
Number of plans reviewed for contract cities	24,369	16,784	36,000	
Number of inspections performed for contract cities	54,473	32,155	100,000	
Number of plans reviewed per plans examiner (contract cities)	1,219	2,079	2,500	
Number of inspections performed per inspector (contract cities)	3,354	956	3,000	
External customer satisfaction rating	N/A	4.50	N/A	1

**Notes**

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