

**URBAN PLANNING AND REDEVELOPMENT
DEVELOPMENT MANAGEMENT**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To sustain and enhance the quality of life in Broward County by ensuring that the impacts of proposed developments are addressed through the provision of adequate facilities, services and safeguards.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of construction review approvals processed	3,464	3,018	7,400	
Number of environmental reviews processed per staff reviewer	1,154	1,006	2,467	
Percentage of regulation cost recovered through administrative fees	N/A	67	87	
Number of compliance reviews performed	144	162	310	
Number of agenda items presented to the County Commission	113	129	225	
Median number of working days from receiving an application to issuing the report	N/A	34	37	
External customer satisfaction rating	N/A	5.00	N/A	1
Impact and concurrency fees collected (millions of dollars)	11	5	18	2

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 This measure is low due largely to the dramatic drop in residential construction and the associated reduction in school impact fees and park impact fees.