

**Seven Florida Urban Counties
Comparative Study of
SERVICE LEVEL STANDARDS**

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SERVICE STANDARDS

Relevant Florida Statistics

This study looks at the service delivery levels of seven counties in the State of Florida. These counties are: Hillsborough County, Broward, Dade, Duval (City of Jacksonville), Orange, Palm Beach, and Pinellas. All statistics are taken from the 1999 Florida Statistical Abstract unless otherwise stated.

There are both differences and similarities between these counties, some of these are as follows:

Location:

Orange is mid-central Florida, Dade is south, coastal; Hillsborough and Pinellas lie on the central west coast; Duval is at the northern most east coastal area, Broward lies just north of Dade on the east coast, and Palm Beach lies just north of Broward on the east coast. The common factor is that six of the seven are coastal areas, with only Orange County being an inland county. The outstanding feature about Orange, of course, is that it contains the Disney World developments which creates a high level population and visitors growth rate.

Geographical size:

Palm Beach	2,223.0 square miles
Dade	1,944.5 square miles
Broward	1,208.9 square miles
Hillsborough	1,072.0 square miles
Orange	907.6 square miles
Duval	773.9 square miles
Pinellas	280 square miles

(1999 Florida Statistical Abstract, for April 1, 1998)

Population size:

Dade	2,126,702
Broward	1,490,289
Palm Beach	1,042,196
Hillsborough	967,511
Pinellas	898,784
Orange	846,328
Duval	762,846

(Bureau of Economic Research, Gainesville, FL, estimates for 1999)

Population density: (ranking from highest to lowest density)

Pinellas	1 st
Broward	2 nd
Dade	4 th
Duval	5 th
Orange	6 th
Hillsborough	7 th
Palm Beach	9 th

(1999 Florida Statistical Abstract, for April 1, 1998)

Population growth percentage change 1990 to 1998:

The growth increase in rank order from highest increase to the lowest:

Palm Beach	49.7 % increase	Dade	19.2 % increase
Orange	43.9 % increase	Duval	17.9 % increase
Hillsborough	28.9 % increase	Pinellas	16.9 % increase
Broward	23.3 % increase		

(1999 Florida Statistical Abstract, for the years 1990 to 1998)

Population: the average household size:

Ranking from the highest to the lowest:

Dade	2.78
Orange	2.56
Duval	2.54
Hillsborough	2.51
Broward	2.37
Palm Beach	2.34
Pinellas	2.19

(1999 Florida Statistical Abstract, for April 1, 1998)

Age: the median age (indicating the aging of the population) is as follows starting with the oldest population to the youngest:

Pinellas:	43.9	Dade	35.7
Palm Beach	42.2	Orange	33.4
Broward	39.5	Duval	33.3
Hillsborough	35.7		

(1999 Florida Statistical Abstract, for April 1, 1998)

Income: Personal income per capita:

Palm Beach	38,772	Hillsborough	23,719
Pinellas	28,367	Orange	23,898
Broward	27,661	Dade	21,688
Duval	24,355		

(1999 Florida Statistical Abstract, for the year 1997)

Poverty: the percentage of the County population deemed at or below the Federal guidelines of the poverty level:

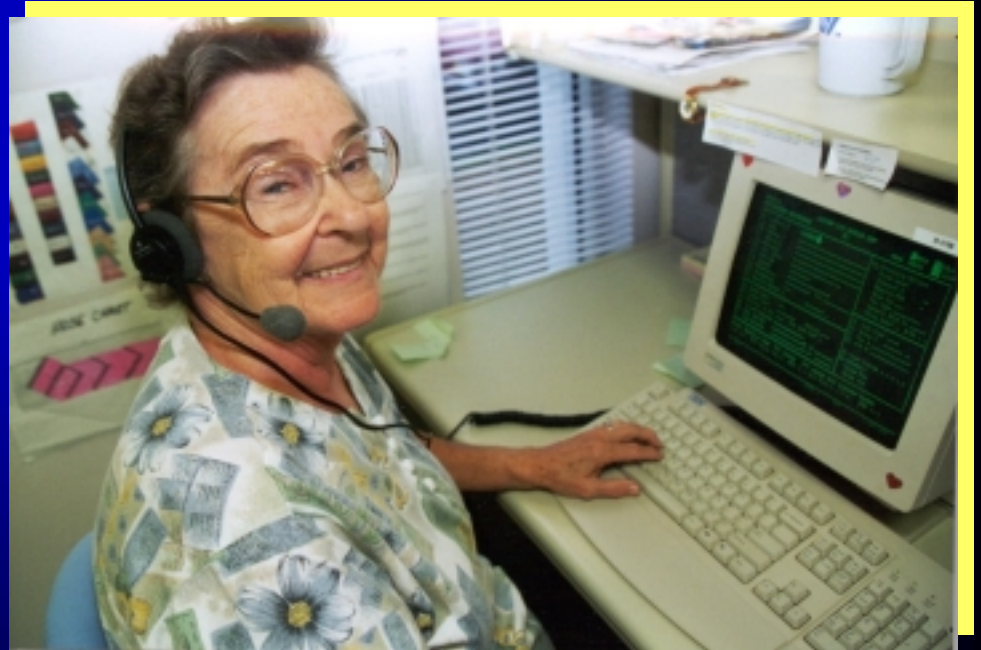
Ranking from the highest to the lowest by percent, then indicating actual number:

Dade	23.6%	=	501,902
Hillsborough	16.5%	=	159,639
Duval	14.5%	=	110,613
Orange	13.2%	=	111,715
Pinellas	12.9%	=	115,943
Broward	12.2%	=	181,815
Palm Beach	11.9%	=	124,021

(1999 Florida Statistical Abstract, for 1995)

Aging Services

- Senior nutrition
- Senior day care
- Senior volunteers



Departmental Service Standards

Aging Services

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
Total Population:	967,511	1,490,289	2,126,702	762,846	846,328	1,042,196	898,784
Unincorporated Population:	621,061	128,029	1,114,053		555,363	474,091	280,509
Average household size:	2.51	2.37	2.78	2.54	2.56	2.34	2.19
% County population growth	2.7%	2.0%	1.4%	1.4%	2.7%	3.0%	0.6%

		FY 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
In-home care to frail, functionally-impaired elderly	% of eligible clients provided Case Management	17.5%	0.7%		7.9%	13.5%		
Senior Nutrition Program	# of home-delivered hot meals per day per client	2	2		1	1		
	Average daily # home-delivered hot meals	1,305	2,951		505	500		
	# of senior clients (age 60&+) receiving home-delivered hot meals	2,005	2,938		1,035	502		
	# of congregate meals per day per client	1	1		1	1		
	Average daily # congregate meals provided to clients per day (1 per day per client)	1,288	1,512		1,150	450		
	# of senior clients (age 60&+) receiving congregate meals	2,257	6,631		2,510	418		
Licensed Senior Adult Day Care	# of senior clients (age 60&+) in licensed adult day care	393	792		91	103		
	# of senior adult clients receiving dementia in-home care	77	513		45	14		

Notes: Data from other counties has been provided by representatives of that county. The data has not been validated/verified.

Duval County is the only county which also includes the cities within. The other counties do not include its cities.

Animal Services

- Rabies vaccination
- License/registration
- Shelter/vet care
- Animal adoption
- Spay/neuter program



Departmental Service Standards

Animal Services

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
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Basic Services	Level of Service Measure	FY 99 Service Level						
		Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas

Rabies vaccination/license registration*	% of animal population licensed	24.7%	23.1%	13.3%	1.8%	15.6%	61.7%	
Animal control enforcement*	# complaints responded to per Animal Control Officer (FTE)**	1,378	1,750	2,204	1,412	1,052	38	
Shelter/veterinary care for impounded animals*	Average daily sheltered animal population	555	300	392	320	300	475	
	% impounded animals evaluated by Veterinary staff	61%	23%	38%	5%	22%		
Adoption programs for impounded animals	% of impounded animals adopted out	8%	12%	14%	8%	20%	27%	
Spay/neuter programs	% of licensed animal population spayed/neutered	68%	72%	58%	unknown	81%	unknown	

Notes: * refers to dogs and cats ** FTE: full-time equivalent Dade County licenses and registers only the canine population.
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Children's Services



- Residential services for children
- Children's emergency shelter



Children's Services

- Head Start program
- Early Head Start program



Departmental Service Standards

Children's Services

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		FY 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
	Head Start enrollment	2,711	1,750	5,944	1,932	1,579	1,488	1,326
Head Start and Early Head Start	Average daily attendance in Head Start	2,304		5,047	1,850	1,453		
	% of applicants who become enrolled	54%		84%	64%	77%	80%	
	Average daily attendance in Early Head Start	88					48	
Residential services for Children in Need of Services (CNS/FNS)	Average daily population as a % of capacity	71%				80%		
	Average # hours of individual counseling per week per child	1.25				2		
	Average # group sessions per week per child	4				7		
Child Development and Parent Education Skills	Ratio of average # program hours per parent to # parent participants	18 : 699				n/a		
Children's Emergency Shelter Residential Care	Average population as a % of capacity	95%				12%		
Treatment of Severely Emotionally Disturbed Children	# of children in SED program in the year	118				n/a		
	% of residential children discharged with improved behavior from SED	93%				n/a		
	% children discharged with improved behavior from day treatment	72%						

Notes: Broward Co.: these services are offered by the School Board, or State Agencies and Dept. of Juvenile Justice
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Community Improvement



- Code enforcement inspections
- Affordable housing, new construction
- Affordable housing, Section 8
- First-time homebuyers



Departmental Service Standards

Community Improvement

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
Square miles of Unincorporated Area:	929.5		1802			1577	
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FY 98 Service Level*

Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
Code enforcement inspections	Unincorp. population per Code Enforcement Officer	36,533		16,383	20,075	10,479	21,550	35,064
	# square miles unincorp. per Code Enforcement Officer	55		27	20	unknown	72	35
	# inspections per Code Enforcement Officer per yr.	2,147		810	538	42	unknown	3,148
Affordable housing, new construction	# of new construction units (single & multi) in the yr.	734	1,015	1,126	867	1,844	7	
Affordable housing, Section 8	Average waiting period for an applicant on the waiting list before assistance	2.5 yrs.		10 yrs.	9 mos.	2 yrs.	2 yrs.	
	# of times in past five years that applications were taken for Sect. 8 Assistance	2			6	3	1	
First-time homebuyers program	# of mortgages originated for first-time home buyers per yr.	807	784	296	763	544	648	542
	Leverage ratio of <u>public</u> funding to <u>private</u> funding	1 : 15	1 : 19.3	1 : 1.3	1 : 2	1 : 11.6	1 : 1.4	1 : 9.7

Notes: reporting is for the year 1998

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Cooperative Extension

- 4-H programs
- Agricultural programs
- Horticultural programs
- Family & consumer science programs



Departmental Service Standards

Cooperative Extension

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Basic Services	Level of Service Measure	FY 99 Service Level						
		Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas

4-H Program	% of eligible students participating in program	13%	0.2%	2%	17%	10%	10%	36%
	Total # program participants per staff FTE	6,182	176	2,053	2,054	2,586	3,484	4,300
Agricultural programs	Program participants per 1,000 population	16	64	25	1	21	41	
	Total # program participants per staff FTE	2,571		7,558	7,559	3,993	4,235	
Horticultural programs	program participants per 1,000 population	51	3	35	30	80	177	327
	Total # program participants per staff FTE	9,822	1,394	18,630	18,631	9,334	13,139	14,698
Family and Consumer Science Programs	program participants per 1,000 population	110	3	8	84	92	120	102
	Total # program participants per staff FTE	8,845	592	723	724	6,457	15,673	11,500
Overall Programs	Total # program hours (all programs, including volunteer program hours) per 1,000 population	891	143	11	85	870	29	62
	# of participants in all programs that are reached by volunteers in the year	573,898	9,629	378,954	180,179	419,520	157,613	

Notes Hillsborough Co.: funding is from the State at 54.5%, the County at 34.6%, grants at 10.9%
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Equal Opportunity

- Human Rights Ordinance implementation
- Discrimination in:
 - ✓ Housing
 - ✓ Employment
 - ✓ Public Accommodations



Departmental Service Standards

Equal Opportunity Administration

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		FY 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas

Human Rights Ordinance implementation	HRO Complaints per 1,000 population in the year	1.1	17.9	0.6	7.3	4.2		5.0
	% of inquiries that become filed complaints	3%	2%	33%	6%	18%		3%
	housing discrimination per yr.	21%	3%	19%	9%	5%	10%	6%
	% of complaints filed for employment discrimination per year	59%	95%	60%	92%	95%	5%	94%
	% of complaints filed for public accommodations discrimination per year	21%	1%	6%	0%	1%	0%	0%

Notes: Palm Beach Co.: most of the complaints are regarding disability access

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Fire Rescue



- Fire suppression
- Fire inspection
- Arson investigation



Fire Rescue

- Paramedic services



Departmental Service Standards

Fire Rescue

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FY 99 Service Level

Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
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Fire suppression	Firefighting staff per 1,000 population (unicorp.)	0.7	0.6	1.3	1.0	0.7	1.6	0.6
	Fire suppression average response time (minutes) (urban + non-urban)*	7.2 min.	5.72 min.	6.3 min.	5.5 min.	7.06 min.	6.7 min.	4.8 min.
Paramedic services	Paramedic services average response time (minutes) (urban + non-urban)*	7.7 min.	5.4 min.	6.8 min.	5.2 min.	7.06 min.	6.7 min.	4.6 min.
	% of uniformed staff qualified as paramedics	29%	67%	40%	32%	24%	29%	33%
Fire inspection	Fire inspections per year per inspector	2,334	700	538	1,067	578	944	546
	Average # months to cover all County commercial tenants	18 mos.	24 mos.	12 mos.	48 mos.	120 mos.	12 mos.	n.a
Fire investigation	% of fire investigations that are determined to be arson per year	43%	25%	75%	39%		38%	33%

Notes: Data from other counties has been provided by representatives of that county. The data has not been validated/verified.

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* "average response time" means that some calls take only 1 minute, while there may be others that take 15 minutes.

Health & Social Services



- Indigent health care
- Financial aid
- Transportation for disadvantaged
- Child care licensing and facility inspection
- Consumer protection
- Veterans affairs



Health and Social Services

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		FY 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
Indigent health care	# of clients eligible for medical services (at or below 100% poverty level)	28,383*	unknown	148,000		23,249	30,000	35,000
	# of eligible clients receiving medical services	21,632	45,559	78,451		10,099	14,791	6,000
	% of eligible clients receiving medical services	76%	unknown	53%		43%	49%	17%
	% of clients with full-range medical services**	100%	unknown	100%		100%		100%
Financial Aid for Indigent	# of households (at or below 125% of poverty level) eligible for financial aid	unknown	192,531	92,291	unknown	45,400	unknown	unknown
	# of eligible households receiving financial aid/general assistance	14,140	127,446	unknown	6,548	4,871		11,891
Transportation Disadvantaged	Population eligible for transportation disadvantaged	75,979	647,568	600,000	67,645	53,436	44,900	113,182
	Average # of door-to-door trips per month	112,150	141,757	267,637	44,000	108,333	119,477	18,000
Child care licensing & facility inspection	Frequency of inspection per child care center per year	4.8	3	4		4		3
	Frequency of inspection per family day care homes per year	4	3	2		4		25
Consumer Protection	Total # written complaints in FY99	1767	2095	2639		620		2116
	# of written complaints per 1000 population	1.8	1.4	1.2		0.7		2.4
	# of complaints investigated per 1000 population	0.3	1.6	1.2		0.7	2.3	2.3
	# of FTE's providing Consumer Protection	3.5	35	32		3	12	21
	% of filed complaints that were resolved in FY99	12.8%	unknown	97.0%		91.5%	99.6%	99.0%
	Total Cash refunds back to consumers based on mediation in FY99	\$96,392	\$393,810	\$294,558		\$187,306	\$553,400	\$372,339
	% of County Veterans served	30%	5%	3%	2%	8%		22%
Veterans Affairs	# Vets assisted per FTE per month	500	66	73	59	110.4		293

Notes: Hillsborough Co.: * per '96 Strategic Plan; ** Primary, specialty, in-patient, out-patient, hospital, emergency, and pharmaceutical care
 Data from other counties has been provided by representatives of that county. The data has not been validated/verified.
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Library Services



- Library collection
- Member registration
- Circulation of collection
- Reference questions



Departmental Service Standards

Library Services

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		FY 98 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas

Library collection*	Holdings per capita	1.5	1.6	1.8	3.1	2.0	1.7	2.1
	Library visits per capita (County facilities)	3.1	3.7	2.6	2.9	3.0	3.6	3.8
	Library buildings square feet per capita	0.4	0.5	0.3	0.4	0.5	0.3	0.4
	Hours per week facilities are open	69	76.5	85	71	71	69	73
Member registration	% of population registered	62%	75%	38%	46%	23%	48%	37%
Circulation*	Circulation per capita	4.1	4.1	2.2	4.9	4.8	5.9	6.0
Reference	Reference transactions per capita per year	2.3	2.0	3.2	1.1		1.3	1.5

Notes: *all items (books, pubs, videos, audios, etc.) These statistics are from the 1999 Statistical Report which is 1998 data.
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Medical Examiner

- Investigation by autopsy
- Inquiry of possible unnatural deaths



Departmental Service Standards

Medical Examiner

	District 13	District 17	District 11	District 3 & 4	District 9	District 15	District 6
Square miles of <u>District</u> : (land)	1072	1208.9	1944.7	5313.7	229.6	2023.0	1025.2
Total <u>District</u> Population:	967,511	1,490,289	2,126,702	1,080,792	1,003,740	1,042,196	1,225,228
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		Calendar Year 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas

Investigation by Autopsy and Inquiry of Possible Unnatural Deaths	# autopsies per Medical Examiner*	253	262	227	313	222	240	265
	# autopsies per 1,000 population in county or district	1.3	0.9	1.2	0.9	0.9	0.7	0.9
	# of autopsies to # of violent deaths**	1.8 : 1	1.5 : 1	2 : 1	1.4 : 1	1.4 : 1	1.04 : 1	1.3 : 1
	# of cremation approvals per Medical Examiner*	660	813	521	972	910	1,753	2,317
	# of investigations per investigator for out-of-state body shipment (done by ordinance)	173.8	n/a	n/a	n/a	n/a	n/a	n/a

Notes: These are districts, some comprise more than one county: District 3 & 4: Duval, Clay, Columbia, Dixie, Hamilton, Lafayette, Maidson, Nassau & Suwanee; District 6: Pinellas & Pasco; District 9: Orange District 11: Miami-Dade; District 13: Hillsborough; District 15: Palm Beach; District 17: Broward.

*Excluding courtesy appointment examiners; **Including deaths of undetermined manner

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Parks and Recreation



- Youth programs
- Adult programs



Parks & Recreation



- Park grounds-keeping
- Park building maintenance



Departmental Service Standards

Parks and Recreation

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Total Population:	967,511	1,490,289	2,126,702	762,846	846,328	1,042,196	898,784
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Average household size:	2.51	2.37	2.78	2.54	2.56	2.34	2.19
% County population growth	2.7%	2.0%	1.4%	1.4%	2.7%	3.0%	0.6%

		FY 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas

Grounds Maintenance	Total all parks/rec acres per 1000 population (including environmentally protected land managed by P/R)	55	4	7	11	20	7	18
	Percent of all acres that is environmentally protected, managed by P/R	65%	46%	41%	unknown	94%	35%	75%
	# of maintained acres per maintenance FTE	352.6	53.3	61.1	65.2	215.8	40.3	62.4
Building Maintenance	Total building square footage per 1000 population	299.2	133.4	58.8	502.8	82.7	119.7	280
	Square feet of buildings maintained per maintenance FTE	6,158	3,752		2,906	854	11,336	2,515
Youth programs	Total of all youth program hours per 1000 population	1,405.8	15.9	4.4	unknown			n/a
	Ratio of registered youth program participants on grounds to supervision (staff & volunteer)	13 : 1	110 : 1	45 : 1	3 : 1			n/a
	All youth program hours for youth Therapeutics programs per 1000 pop.	4.5	0.01	3.2	unknown			n/a
Adult programs	All adult program hours (all programs) per 1000 pop.	29.5	9.0	0.5	unknown			n/a
	All adult program hours for adult Therapeutics programs per 1000 pop.	6.4	0.4	7.1	unknown			n/a
	# registered program participants	28,551	16,208	9,756	12,500			n/a

Notes: Palm Beach does not track individual registrants they count only attendance (including beach attendance)
 Data from other counties has been provided by representatives of that county. The data has not been validated/verified.
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Planning & Growth Management

- Construction inspection
- Building permit review
- Zoning
- Construction site review
- Transportation planning



Departmental Service Standards

Planning and Growth Management

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
Total Population:	967,511	1,490,289	2,126,702	762,846	846,328	1,042,196	898,784
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		FY 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
Construction Inspection	# inspections per FTE per day compared to industry standard (Building Official's Assoc. of FL)	28/16		7/16	20/16	23/16	20/16	15/16
	% of time inspection to completion of inspection is within 1 day in FY 99	90%		99%	95%	99%	98%	100%
	Total # of building inspections in the year	233,016		171,189	188,907	337,886	244,274	86,995
Building Permit Review	Average # of days from permit application to completion of initial review for residential vertical permit	3		25	4	1	14	1.25
	Number of new residential single family building permits	5,518		5,575	3,851	5,484	2,810	771
	Average # of days to first review on commercial vertical permit	7		24	8	18.3	15.6	<10
Zoning	Average # of days to process a rezoning application from receipt to final decision	132		237	70	60-90	210	90
	Number of rezoning applications in the year	168		97	2,200	114	55	53
	Total # zoning applications per planner FTE	33.6		10.8	220	114	11	8.83
Construction Site Plan/Subdivision review and approval	Average # days to complete horizontal construction plan review	10		14	27	18.3	15.2	30
	# of horizontal construction plan reviews for commercial sites /yr.	466		13	1,043	3,611		437
	# of new residential single family building permits approved/yr.	5,518		5,574	3,851	5,484	2,810	771
	# of new multi-family building permits approved/yr.	413		236	109	624	178	22

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Public Safety

- 9-1-1 dispatch
- 9-1-1 system administration
- Emergency management



Public Safety



- Facility and court security



Departmental Service Standards

Public Safety

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
Total Population:	967,511	1,490,289	2,126,702	762,846	846,328	1,042,196	898,784
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FY 99 Service Level

Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
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911 Dispatch	9-1-1 Emergency Dispatch calls received per dispatcher (FTE)(Uninc. County)/yr.	6,001	2,667	14,447	6,450	1,830	2,241	10,401
	# emergency calls handled per dispatcher (FTE)/yr.	6,488*	2,533	3,947	8,592	unknown		2,987
	% of calls that require pre-arrival medical instruction by the dispatcher	80%		38%				
911 System Administration	Permit address verifications per FTE/yr.	944.5	13,000		unknown	unknown		300,000
Emergency Management	# professional Emergency Management staff per 1,000 population	0.006	0.007		0.010	0.008	0.016	0.009
	# of EHS (hazmat) facilities vulnerability assessments performed in FY 99	275	153		246	108		189
Facility security	Square foot of secured govt facility space per Security Officer (FTE)(round the clock security)	16,128	76,361		n/a			20,000
	Persons entering court facility per Security Officer (FTE)/yr.	59,693	12,000		n/a			9,705
	Restricted Items stopped from entry into courts/yr.	38,358	30,000		n/a			
	# of total Security Officer hours required to # Security Officer FTE's	2,016	2,615		n/a			179

Notes: * these include calls they generated for dispatch or information to more than one agency related to one call received

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Public Works

- Road maintenance
- Roadside mowing
- Traffic signal/sign maintenance
- Mosquito control
- Stormwater control



Departmental Service Standards

Public Works

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
Total Population:	967,511	1,490,289	2,126,702	762,846	846,328	1,042,196	898,784
Unincorporated Population:	621,061	128,029	1,114,053		555,363	474,091	280,509
Average household size:	2.51	2.37	2.78	2.54	2.56	2.34	2.19
% County population growth	2.7%	2.0%	1.4%	1.4%	2.7%	3.0%	0.6%

		FY 99 Service Level						
Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
Road Maintenance, road resurfacing	Total # County lane miles	6,001	1,200	8,800	6,781	2,200		1,504
	% of lane miles resurfaced/yr.	7%	69%	2%	4%	11%		2%
Roadside Mowing	Total acreage requiring mowing	6,500	712	404		22,000		3,655
	Frequency of roadway mowing/yr.	4	14	12		1		4
Traffic signal/sign maintenance	Frequency of maintenance per signal control/yr.	2	6		12	6		2
	Average # new signs/yr.	6,000	9,450		18,000	4,500		1,200
Mosquito control	Adulticide/larvicide: total acreage of responsibility	686,080	262,400	320,000	786,627	580,000		150,000
	Frequency of treatment/yr.	2.0	2.1	2.1	1.0	0.6		0.7
	% of County square mile area treated/yr.	100%	34%	26%	64%	100%		84%
Stormwater	Total culvert inventory	100,000		330		800+		
	% of total culvert inventory replaced/yr.	0.4%		0.3%				

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Solid Waste



- Solid Waste collection
- Solid Waste disposal
 - Recycling
 - Landfill operation



Departmental Service Standards

Solid Waste

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
Total Population:	967,511	1,490,289	2,126,702	762,846	846,328	1,042,196	898,784
Unincorporated Population:	621,061	128,029	1,114,053		555,363	474,091	280,509
Total Households	367,219	608,708	738,295	288,419	310,075	427,692	399,153
Average household size:	2.51	2.37	2.78	2.54	2.56	2.34	2.19
% County population growth	2.7%	2.0%	1.4%	1.4%	2.7%	3.0%	0.6%

Basic Services	Level of Service Measure	1998 Service Level*						
		Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas

Solid waste collection	Total tons <u>residential</u> collected per customer household, per yr.	1.7	1.9	2.4	1.0	2.1	*	*
	Frequency of weekly collection per residential customer**	4	2	3.2	3	4	4	2
	Number of residential customers with SW collection service in 1998	163,152	657,000	273,578	241,944	146,345	436,635	176,062
Solid waste disposal	Total tons disposed (county operation) per customer household per yr.	2.3	3.3	2.1	0.8	2.5	2.7	2.3
	Total tons countywide disposed per customer household per yr.	4.8	3.0	2.2	1.0	5.2	2.6	5.3
	% of disposed SW that is landfilled	47%	47%	44%	100%	100%	59%	18%
	% of disposed SW that is combusted	25%	53%	50%	n/a	n/a	41%	82%
	% of solid waste stream recycled	28%	32%	5.1%***		5%	32%	57%

Notes: reporting is one year behind (1998); * Palm Beach and Pinellas Counties are unable to separate out from the SW total that portion which is strictly residential
 this includes recycling pick-up; * Dade County does not include curbside recycling; n/a: Duval and Orange counties do not have an incinerator for combusting solid waste.
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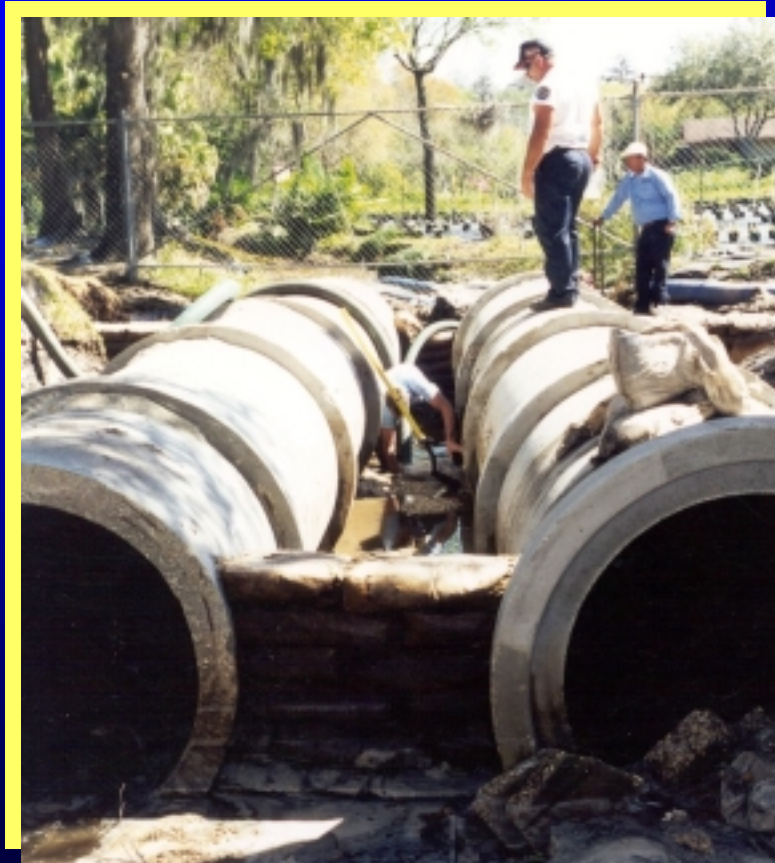
Water Department



- Potable water treatment and delivery
- Reclaimed water delivery



Water Department



- Wastewater collection and disposal



Departmental Service Standards

Water

Square miles of County: (land)	1,072.0	1,208.9	1,944.7	773.9	907.6	2,023.0	280.0
Total Population:	967,511	1,490,289	2,126,702	762,846	846,328	1,042,196	898,784
Unincorporated Population:	621,061	128,029	1,114,053		555,363	474,091	280,509
Service Area Customers (hsehd)	0	0	0		0	0	0
Average household size:	2.51	2.37	2.78	2.54	2.56	2.34	2.19
% County population growth	2.7%	2.0%	1.4%	1.4%	2.7%	3.0%	0.6%

FY 99 Service Level

Basic Services	Level of Service Measure	Hillsborough	Broward	Dade	Duval	Orange	Palm Beach	Pinellas
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Potable water treatment/delivery	Potable water produced & delivered per service area household per year(gallons)	127,546	100,716	137,581	81,000	177,150	92,984	90,863
	% of water delivered in compliance w/ permit requirements	100%	100%	100%	100%	100%	100%	100%
	Per capita service area population daily potable water consumption (gallons)	139.2	147.0	135.6	135.0	189.6	254.8	113.7
Wastewater collection/disposal	Wastewater collected/ disposed per capita service area population per year (gallons)	113	115	157	163	177		76
	% of wastewater received, treated & disposed in compliance w/ permit requirements	99.6%		100%	100%	100%	100%	100%
Reclaimed water delivery	% of wastewater reclaimed and reused	28%	9%	0%	7%	93%	18%	40%

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Seven County Comparative Study of Service Standards Methodology

Management and Budget Department, Hillsborough County July 3, 2000

This study is based upon the Hillsborough County Matrix of County Services, vol. 1, page 78 of the Recommended Fiscal Year 2001 Budget which can be found on line and downloaded from the County website: www.hillsboroughcounty.org. To find this, go to the bottom of the home page to "County Budgets". The matrix identifies the basic services of each department. Measures of these services were defined with guidance from the directors and managers of the departments. The descriptions of these measures were carefully crafted in an attempt to have clear and concise wording in order to reduce possible misinterpretation. These measures were then entered on what we titled the "Data Worksheet", a separate one for each department or major service in the study.

Hillsborough County Departments reported their levels of service on the Data Worksheet. Then, six other urban counties were identified for a comparison of service levels. Those urban counties are: Broward, Dade, Duval, Orange, Palm Beach, and Pinellas. All department counterparts in these counties received the Data Worksheet on which to report their levels of service delivery. The form also asked the respondent to identify the data source, their name, telephone and fax numbers in case we needed to contact them for clarification of the data. Time did not permit a visit to the departments in the other counties, so the information came via mail, fax, and email. The data was not verified nor validated.

This is a voluntary survey, therefore there is no requirement that the other counties respond. We encouraged counties to provide partial data if they were unable to provide complete information. Each of the county's respective administrators and budget directors have been notified of this study. They indicate support in securing complete information and a desire to receive a copy of the final report. We met with a few challenges in this process and we are addressing these as they arise.

As a result of conducting this study, we recognize that variables exist between counties. Therefore, Hillsborough County Management and Budget Department has offered to host a statewide symposium on service delivery standards. The purpose of the symposium will be to open discussion about the wording of definitions of measures so that we can move toward standardization of measures, definitions, and data gathering techniques. In order to compare services, we need to be certain that all parties understand the definitions in order to provide reliable and precise data which can be compared. There was a good response from other six counties about the proposal for a symposium. We look forward to an opportunity to discuss these matters with leaders of these and other counties in the state so that we might all benefit by learning better ways of delivering public services as efficiently and effectively as possible. If there are any questions, please contact Susan Schubert, at (813)272-6599 or by email at Schuberts@hillsboroughcounty.org.