

Public Works

Strategic Priority: An Attractive Community

Measurement Type: Effectiveness

Measure:

1) Department's overall quality service rating (Resident Survey)

2) Achieve a 90% customer satisfaction rating on janitorial services (new beginning FY2014)

	FY 2013		FY 2014		FY2015
	Goal	Actual	Goal	Actual	Goal
1) Department's overall quality service rating (Resident Survey)	93%	92%	—	—	92%
2) Achieve a 90% customer satisfaction rating on janitorial services (new beginning FY2014)			90%	83%	90%

Strategic Priority: An Attractive Community

Measurement Type: Efficiency

Measure:

3) Availability rate of all vehicles/equipment for all departments

4) Facilities routine work orders completed within 15 working days

5) Percent of hydrants inspected (new beginning FY2014)

6) Reduce total flow by 1,000 gallons per day in lift stations through I&I program (new beginning FY2015)

7) Service 400 valves per year (new beginning FY2014)

8) Pot hole repair response time

9) Perform 300 miles of street sweeping per year to meet NPDES standards (new beginning FY 2015)

10) Complete litter removal of 159 miles of road rights-of-way in five working days (new beginning FY2015)

	FY 2013		FY 2014		FY2015
	Goal	Actual	Goal	Actual	Goal
3) Availability rate of all vehicles/equipment for all departments	93%	97%	94%	93%	94%
4) Facilities routine work orders completed within 15 working days	96%	93%	90%	92%	90%
5) Percent of hydrants inspected (new beginning FY2014)			100%	100%	100%
6) Reduce total flow by 1,000 gallons per day in lift stations through I&I program (new beginning FY2015)					-365,000
7) Service 400 valves per year (new beginning FY2014)			400	1,122	750
8) Pot hole repair response time	3 days	1 day	3 days	<1 day	3 days
9) Perform 300 miles of street sweeping per year to meet NPDES standards (new beginning FY 2015)					300
10) Complete litter removal of 159 miles of road rights-of-way in five working days (new beginning FY2015)				6.6 days	5 days

Strategic Priority: An Attractive Community

Measurement Type: Workload

Measure:

11) Inspect and clean 9,600 storm drains per year (new beginning FY2015)

	FY 2013		FY 2014		FY2015
	Goal	Actual	Goal	Actual	Goal
11) Inspect and clean 9,600 storm drains per year (new beginning FY2015)					9,600

Strategic Priority: An Attractive Community

Measurement Type: Demand

Measure:

12) Number of times wastewater flow exceeds 9.79 mgd per month for three consecutive months (new beginning FY2015)

13) Water usage per capita (for Coral Springs Water District)

14) Percent of "unaccounted for" water

	FY 2013		FY 2014		FY2015
	Goal	Actual	Goal	Actual	Goal
12) Number of times wastewater flow exceeds 9.79 mgd per month for three consecutive months (new beginning FY2015)	0	0	0	0	0
13) Water usage per capita (for Coral Springs Water District)	100 gal/day	91.6 gal/day	100 gal/day	91.85 gal/day	discontinue
14) Percent of "unaccounted for" water	<10%	4.75%	<10%	5.68%	<10%