

**Public Works**

**Strategic Priority:** An Attractive Community

**Measurement Type:** Effectiveness

Measure:	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:	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:	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:	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%