

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 (<i>new beginning FY2014</i>)			90%	83%	90%

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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 (<i>new beginning FY2014</i>)			100%	100%	100%
6) Reduce total flow by 1,000 gallons per day in lift stations through I&I program (<i>new beginning FY2015</i>)					-365,000
7) Service 400 valves per year (<i>new beginning FY2014</i>)			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 (<i>new beginning FY 2015</i>)					300
10) Complete litter removal of 159 miles of road rights-of-way in five working days (<i>new beginning FY2015</i>)				6.6 days	5 days

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Measurement Type: Workload

Measure:	FY 2013		FY 2014		FY2015
	Goal	Actual	Goal	Actual	Goal
11) Inspect and clean 9,600 storm drains per year (<i>new beginning FY2015</i>)					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 (<i>new beginning FY2015</i>)	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%