

HIGHWAY CONSTRUCTION & ENGINEERING SERVICES ENGINEERING

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide professional highway and right-of-way engineering, permitting, surveying and drafting services to implement and enforce development permit construction obligations and minimum construction standards in conformity with Florida Statutes and Broward County Code, thus ensuring soundness and safety of roadway and related improvements.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of survey projects completed	51	48	100	
Design review comments returned within two weeks (%)	93	90	98	
Surveys commenced within 30 days of request (%)	47	69	90	1
Number of road right-of-way deeds prepared and processed	7	9	20	
Dollar value of road right-of-way deeds prepared and processed	42,808	55,039	122,308	
External customer satisfaction rating	N/A	N/A	100	2,3
Percent of reports completed within deadline established in Land Development Code	95	76	98	4

Notes

- 1 Surveys commenced within 30 days of request (%) increasing compared to previous FY as survey crews return to normal duties after being temporarily diverted last year to work on bus bay projects.
- 2 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.
- 3 Measure reported annually.
- 4 Percentage of reports completed within deadline has decreased slightly compared to previous FY as section personnel familiarize themselves with new reporting software.