

**TRAFFIC ENGINEERING SERVICES  
ADMINISTRATION**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To provide administrative support service to the division, ensuring continued efficiency, productivity, and compliance with County policies and goals as part of the Division-wide effort to provide a safe and efficient traffic control system for Broward County.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of training classes taken by staff per year	15	33	45	
Percent of time customers requests are initially responded to within 24 hours	95	95	95	
Number of written complaints	0	0	1	
External customer service rating	N/A	4.63	5	1
Internal customer service rating	N/A	4.60	3	1
Number of service work order requests completed per year to maintain division PC inventory	N/A	485	2,000	
Number of BC-102 forms processed per year	N/A	24	14	
Number of vehicle preventive maintenance and other work orders completed	N/A	315	600	
Purchase receipts processed	N/A	444	800	

**Notes**

- 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 have been changed because the survey questions and calculation methodology have changed.