

**HIGHWAY CONSTRUCTION & ENGINEERING SERVICES
ENGINEERING**

Fiscal Year 2008

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	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Number of survey projects completed	94	122	100	130	7%	
Design review comments returned within two weeks (%)	90	94	98	90	-4%	
Surveys commenced within 30 days of request (%)	79	60	90	88	47%	1
Number of road right-of-way deeds prepared and processed	33	16	20	17	6%	
Dollar value of road right-of-way deeds prepared and processed	202,195	97,847	100	103,962	6%	
External customer satisfaction rating	N/A	N/A	N/A	N/A	N/A	2
Percent of reports completed within deadline established in Land Development Code	68	90	0	80	-11%	

Explanation of variances greater than 15 percent:

- 1** Surveys commenced within 30 days of request (%) increased compared to the previous fiscal year due to 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.