

**FACILITIES MAINTENANCE
ADMINISTRATION/OPERATIONS**

Fiscal Year 2006 - 1st Quarter

Goal Statement

To be a cost-effective service organization protecting the real property investments of the County. To execute efficiently our responsibilities for maintenance, operation and renovation of buildings, grounds, and parking and to provide custodial care, security services and building management support which exceeds the expectations of the citizens of Broward County employees and visitors.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected	
Number of annual quality control inspections of facilities maintained	102	71	114	
Internal customer satisfaction survey (%)	N/A	N/A	85	1

Notes

1 Division survey is done in August.

**FACILITIES MAINTENANCE
MAINTENANCE**

Fiscal Year 2006 - 1st Quarter

Goal Statement

To maintain County-owned and selected leased facilities and equipment to ensure a clean and safe working environment for County employees and citizens.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Number of facilities maintained	114	114	114
Number of square feet maintained	5,750,639	5,750,639	5,942,231
Number of service requisitions processed annually	2616	4,432	12,000
Days required to complete a service requisition	50	25.6	60
Internal customer satisfaction rating (%)	NA	NA	85
Percentage of time facilities and equipment available to users and occupants	99	99	99