

**FACILITIES MANAGEMENT
ADMINISTRATION/OPERATIONS**

Fiscal Year 2006 - 2nd Quarter

Goal Statement

To be a cost effective service organization dedicated to implementing efficiencies and economies which will meet budget considerations simultaneous with our efforts to protect the real property investments of the County. To execute our responsibilities which include maintenance, operation and renovation of buildings, grounds, and parking and to provide custodial care, security services and building management support to exceed 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	172	152	114	
Internal customer satisfaction survey (%)	N/A	N/A	85	1

Notes

- 1 The survey is conducted in August.

FACILITIES MANAGEMENT MAINTENANCE

Fiscal Year 2006 - 2nd 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	116	114	114.00	
Number of square feet maintained	5,944,241	5,750,693	5,942,231	
Number of service requisitions processed annually	7,152	10,387	12,000	1
Days required to complete a service requisition	50	25.5	60	
Internal customer satisfaction rating (%)	0	0	85	2
Percentage of time facilities and equipment available to users and occupants	0	99	99	

Notes

- 1 The data have been corrected due to an error in the first quarter report.
- 2 The survey is conducted in August.