

**URBAN PLANNING AND REDEVELOPMENT DEPARTMENT
PLANNING SERVICES**

**Fiscal Year 2008
1st Quarter**

Goal Statement

To optimize efficient utilization of public resources and facilitate successful private investment through planning and redevelopment initiatives to create sustainable living and working environments for residents

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Percent of plans and reviews completed within mandated deadlines	90	90	90	
Percent of PSD responses and recommendations that receive County Administration or Broward County Commission consideration	95	95	95	
Percent of amendments to the Broward County and Unincorporated Area Land Use Plans in compliance and recertified within 6 months of adoptions	95	95	95	
Percent of County agencies using GIS under PSD license agreement	49	50	50	
Percent of PSD "work products" available electronically	80	50	80	
Internal customer satisfaction rating	N/A	4.00	N/A	1,2
External customer satisfaction rating	N/A	4.00	N/A	1,2

Notes

- 1 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.
- 2 Measure is reported in 3rd or 4th quarter.