

**TRAFFIC ENGINEERING SERVICES
ADMINISTRATION**

Fiscal Year 2005

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.

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Number of training classes taken by staff per year	N/A	N/A	75	42	N/A	
Percent of time customers requests are initially responded to within 24 hours	80	85	90	90	6%	
Number of written complaints	4	2	2	0	-100%	1
Customer service rating (%)	88	88	90	87	-1%	

Explanation of variances greater than 15 percent:

1 The measure has decreased from last year due to improved customer satisfaction.

**TRAFFIC ENGINEERING SERVICES
PLANNING & DESIGN**

Fiscal Year 2005

Goal Statement

To provide professional reviews of roadway improvement and traffic control plans to ensure that all approved plans promote safety and conform to current law, regulations, and standards.

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Number of plans reviewed	2,413	2,141	2,420	2,036	-5%	
Percentage of plans reviewed within 14 days	92	95	92	94	-1%	
Number of field inspections performed	1,137	1,451	1,200	1,572	8%	
Percent of responses within 10 days to requests for new signs and markings inspections	N/A	N/A	90	94	N/A	
Percent of time customers requests are initially responded to within 24 hours	85	N/A	90	93	N/A	

**TRAFFIC ENGINEERING SERVICES
SIGNAL SYSTEMS ENGINEERING**

Fiscal Year 2005

Goal Statement

To design, operate and maintain an effective and viable traffic signal network in order to protect motorists and pedestrians, reduce motorist travel time and aid in the efficiency of the current roadway network.

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Percent of coordinated traffic signals with coordination capability	83	81	83	83	2%	
Number of traffic signal plans designed	13	12	13	12	0%	
Number of signalized intersections retimed or evaluated	471	744	500	732	-2%	
Number of arterials retimed/evaluated	13	12	15	12	0%	
Customer timing requests	N/A	N/A	800	877	N/A	
Percentage of traffic signals on line (coordinated) compared to total number of signals scheduled for coordination	78	92	85	91	-1%	
Percent of time customers requests are initially responded to within 24 hours	90	N/A	95	96	N/A	