
















Citywide Scorecard Rollup




City of Tamarac







	Measure	Monthly Actual												FY Actual	FY Target
		Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		
Building	 Average number of business days to review building permit applications for small permit applications Plan Review	4.81	4.74	4.89	4.82	4.95	3.34	3.70	3.64	3.11	4.05	3.80	1.19	3.92	5.00
	 Average number of business days to review building permit applications for additions, alterations and new development projects Plan Review	5.41	8.42	8.15	3.84	4.84	4.68	4.97	5.48	2.78	5.66	8.09	4.91	5.60	10.00
	 Percentage of monthly inspection requests scheduled via electronic means (IVR, Click2Gov) Inspections	29.65%	38.11%	39.51%	40.90%	42.45%	41.65%	39.58%	47.78%	46.15%	48.27%	39.45%	41.80%	41.13%	50.00%
	 % agenda items successfully completed w/o revision City Clerk/ Gen. Gvt	77.00%	85.00%	81.00%	80.00%	70.00%	71.00%	80.00%	72.00%	75.00%	50.00%	50.00%	73.00%	72.00%	85.00%
	 Percentage of Public Records Requests Acknowledged within 1 day City Clerk/ Gen. Gvt	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		
 Percent of Public Information Requests completed on time City Clerk/ Gen. Gvt	86.00%	90.00%	100.00%	94.00%	79.00%	95.00%	90.00%	73.00%	88.00%	94.00%	97.00%	82.00%	89.00%	95.00%
 Percent of Commission Meeting Minutes transcribed within 3 days following a Commission Meeting City Clerk/ Gen. Gvt	100.00%	100.00%	100.00%	100.00%	85.71%	100.00%	100.00%	75.00%	60.00%	100.00%	100.00%	83.33%	90.74%	90.00%
 Agendas for regularly scheduled City Commission meetings posted and available to the public at least 72 hours prior to the meeting City Clerk/ Gen. Gvt	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	95.83%	100.00%
 Number of (volunteer) Boards & Committees Hours City Clerk/ Gen. Gvt	84.00	77.00	92.00	27.50	102.00	60.00	98.40	244.80	91.00	18.75	142.80	55.25	1,093.50	







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	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		
 Percent of dept activities completed within specific timeframes (code, bus rev, p&z, housing) Community Development	97.31%	92.65%	99.35%	82.60%	84.79%	98.36%	74.57%	100.00%	93.82%	99.73%	100.00%	99.80%	93.58%	85.00%
 Percent of Expected Business Revenue Met Business Revenue	86.12%	3.73%	1.82%	1.82%	1.59%	1.84%	1.69%	1.95%	0.58%	1.00%	0.77%	0.91%	103.82%	100.00%
 Percent of time business license issued (from application to submission) within 5 days or less (Monthly) Business Revenue	100.00%	100.00%	100.00%	100.00%	94.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.50%	100.00%
 Percentage of First Responses to all complaints within 1 day (Monthly) Code Compliance	92.59%	92.98%	96.08%	93.02%	96.08%	93.44%	98.28%	100.00%	96.23%	98.63%	100.00%	99.18%	96.38%	80.00%
 Percent of code cases brought into voluntary compliance prior to administrative/judicial process within 90 days (Quarterly) Code Compliance			60.66%			93.03%			82.47%			54.03%	72.55%	70.00%
 Percentage of Plan Reviews Completed with 3 Reviews or Less (Monthly) Planning and Zoning	97.00%	95.00%	96.00%	97.00%	98.00%	98.00%	99.00%	96.00%	96.00%	100.00%	100.00%	100.00%	97.67%	90.00%







Community Development


Comr	Measure	Monthly Actual											FY Actual	FY Target	
		Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14			Sep-14
	 Percentage of Land Development Applications (that involve new development or redevelopment) Processed in 80 business days or less (Quarterly) Planning and Zoning			84.00%			84.00%			84.00%			84.00%	84.00%	80.00%
	 Number of recipients assisted by the Housing Division through grant programs at NTP. (households that received funds from more than one funding source will only be counted once) Monthly Housing	1	1	2	5	6	0	0	3	2	2	2	1	25	12
	 Percentage of residents who find annual neighborhood meetings informative/very informative (Annual) Housing						85.71%	89.52%	78.95%					84.73%	90.00%






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	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14			
 Percentage of EFT transactions vs AP check and wire transfers. Financial Services	24.97%	45.64%	32.26%	33.58%	34.60%	41.27%	34.84%	35.74%	35.32%	34.05%	37.04%	33.96%	35.27%	40.00%	
 Citywide budget to actual % Financial Services	14.96%	22.42%	29.51%	36.86%	43.99%	50.75%	57.05%	64.89%	71.18%	79.37%	85.77%	94.38%	94.38%	95.00%	
 Number of new Bids/RFP's - Number on schedule within 90 days Financial Services	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.33%	98.00%	
 Percent of Procurements that are POs Financial Services	87.36%	88.68%	86.19%	89.96%	90.99%	85.26%	88.30%	87.41%	87.40%	86.61%	89.30%	87.98%	87.95%	65.00%	
 EMS % Return of Spontaneous Circulation-Quarterly EMS			50.00%			40.00%				57.00%			50.00%	49.25%	30.00%
 Fire/EMS Fractile Response time total (9-1-1 call to arrival on Scene in 8 minutes or less) Fire Rescue	89.87%	86.32%	86.76%	86.25%	88.23%	90.56%	90.30%	87.50%	89.75%	91.40%	89.00%	89.00%	88.74%	90.00%	

Fire Rescu	Measure	Monthly Actual											FY Actual	FY Target	
		Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14			Sep-14
	 Completion of fire inspections for commercial and multi-family residential occupancies Prevention (Inspections)	284	205	261	179	190	137	264	124	162	202	174	111	2,293	2,654
	 # TOTAL Vol. Hours Fire & Rescue Volunteers	347.00	260.50	215.75	183.00	509.00	109.25	126.25	325.00	211.75	412.75	242.25	323.00	3,265.50	
	 Percentage of those hired who have successfully completed their initial probationary period Recruitment	100.00%	100.00%			100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	83.33%	100.00%	92.59%	95.00%
	 Number of avoidable separations (sep) Labor Relations	0	0	0	1	1	1	1	2	1	0	0	0	7	6
	 Number Incidents per 100,000 miles driven (YTD) Risk	1.30	1.30	1.30	1.30	1.30	1.94	2.04	2.59	2.45	2.20	2.36	2.16	2.16	2.60
	 Workers' Comp Experience Modifier (Annual) Risk													0.78	0.85







	Measure	Monthly Actual											FY Actual	FY Target	
		Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14			Sep-14
Information Technology	 Average Amount of Time Service Desk Request is Completed (hrs) Information Technology	25.51	26.28	24.20	19.37	28.06	24.25	21.58	40.21	32.25	23.25	25.00	24.00	26.16	30.00
	 Percentage of Time IT Systems Available During Business Hours Information Technology	99.92%	99.87%	99.83%	99.90%	98.10%	99.78%	99.72%	99.84%	99.67%	99.75%	99.81%	97.78%	99.50%	99.50%
	 Backup Success Rate (%) Information Technology	85.55%	91.38%	75.63%	78.04%	77.61%	77.53%	70.74%	65.06%	67.10%	61.66%	62.25%	55.00%	72.30%	95.00%
	 IT Customer Satisfaction rate (%) Information Technology	100.00%	100.00%	100.00%	94.12%	96.15%	100.00%	92.50%	100.00%	100.00%	95.24%	100.00%	100.00%	98.17%	97.00%
Recreation	 Percentage of attendance towards capacity Parks and Recreation	87.67%	85.33%	85.00%	80.00%	89.00%	89.67%	89.33%	94.33%	92.33%	90.00%	93.33%	99.67%	89.64%	84.00%
	 Percentage of time active space (ball fields, mtg rooms) in use Parks and Recreation	71.98%	68.19%	65.46%	66.32%	71.89%	66.39%	69.51%	70.45%	66.63%	62.78%	60.20%	65.01%	67.07%	65.00%

Parks and Rec	Measure	Monthly Actual											FY Actual	FY Target	
		Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14			Sep-14
	 Passengers per Hour on the BC Transit Route Transportation Division	13.81	14.64	14.16	13.47	15.32	15.12	14.81	14.91	14.44	14.35	15.86	16.87	14.81	14.00
	 # volunteer hours Parks and Rec Volunteers	891.65	1,056.15	1,393.90	1,842.50	2,588.60	1,832.75	2,149.25	1,178.25	586.25	744.65	925.95	1,193.30	16,383.20	14,000.00
	 Percentage of Development review committee packages reviewed within 10 days Engineering	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	 Average number of pounds recycled per capita Recycling	10.74	10.65	12.74	11.72	10.44	10.44	11.26	11.05	10.96	11.52	10.37	10.91	132.80	145.00
	 Percentage of Facilities routine repairs completed in 5 days or less Facilities	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	93.00%
Public Works	 Percentage of Total Units Available Serviced In-House Fleet	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%

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	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14			
 Percentage of all PW citizen requests addressed within specified timeframes (stormwater, streets, grounds) Public Works	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14			
 % of Restorations Completed within 5 Business Days <small>Water Distribution</small>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
 Percentage of unaccounted water (will not exceed the South Florida Water Management District's standard of 10%) <small>Water Treatment Plant</small>	5.24%	4.70%	5.05%	4.11%	4.90%	4.20%	3.47%	3.19%	3.44%	2.70%	2.37%	2.70%	3.84%	7.50%	
 Percentage of water samples tested and reported to be in compliance w/ federal regs (in distribution, WTP, and raw) <small>Water Treatment Plant</small>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
 Monthly per capita water usage in gallons <small>Water Treatment Plant</small>	94.88	98.25	97.92	94.82	92.54	95.02	97.04	99.50	95.28	91.96	94.46	92.87	95.38	101.00	
 Wastewater Collection System Integrity (Collection system main blockages during the year per 100 miles of collection system piping) <small>Video Sealing Operations (Brian)</small>	0.00	0.00	0.64	0.64	0.00	1.29	0.00	0.00	0.00	0.00	0.00	0.64	3.22	2.00	

Utilities

Measure	Monthly Actual												FY Actual	FY Target	
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14			
 Sewer Overflow Rate (Collection system piping condition and effectiveness of routine maintenance) per 100 miles Video Sealing Operations (Brian)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
 Decrease Sanitary Sewer Flow (Gallons per minute flow reduced by grouting and or pipe lining procedures) Wastewater Collection	0	7	0	0	152	124	1	0	5	25	21	17	351	400	
 Number of High visibility traffic and corridor operations Broward Sheriff	2.00	1.00	1.00	1.00	1.00	2.00	1.00	1.00	1.00	1.00	1.00	2.00	15.00	20.00	
 Number of District participation in community outreach programs/meetings Broward Sheriff	8	9	14	10	10	18	15	11	7	6	6	11	125	120	
 Number of volunteer hours Broward Sheriff	570.00	389.00	414.00	381.00	142.00	426.00	487.00	375.00	286.00	323.00	307.00	478.00	4,578.00	2,900.00	
 Percentage of days minimum staffing requirements were met Broward Sheriff	88.00%	84.00%	91.00%	97.00%	96.50%	100.00%	100.00%	97.00%	100.00%	97.00%	100.00%	100.00%	95.88%	100.00%	

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