

### PALM BEACH COUNTY ENGINEERING AND PUBLIC WORKS

### STRATEGIC PLAN

# ENGINEERING INFRASTRUCTURE FOR THE FUTURE!

2023-2027



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### MOVING FROM OUTSTANDING TO A CULTURE OF EXCELLENCE!



Palm Beach County Administrator Verdenia C. Baker

The County Administrator manages an annual budget of nearly \$4.5 billion and oversees approximately 6,400 employees in more than 30 departments, divisions and offices. Together, they must work in concert to provide quality services, programs and information to the residents of Palm Beach County.

In November 2018, the Board of County Commissioners (BCC) allowed County Administrator Verdenia Baker to redefine the County's Vision and Mission to better align with the County's current trajectory. Six Strategic Priorities were also identified and serve as the basis for all County Departments to follow in their own strategic plans. Cross - Departmental Teams were created to address these strategic priorities.

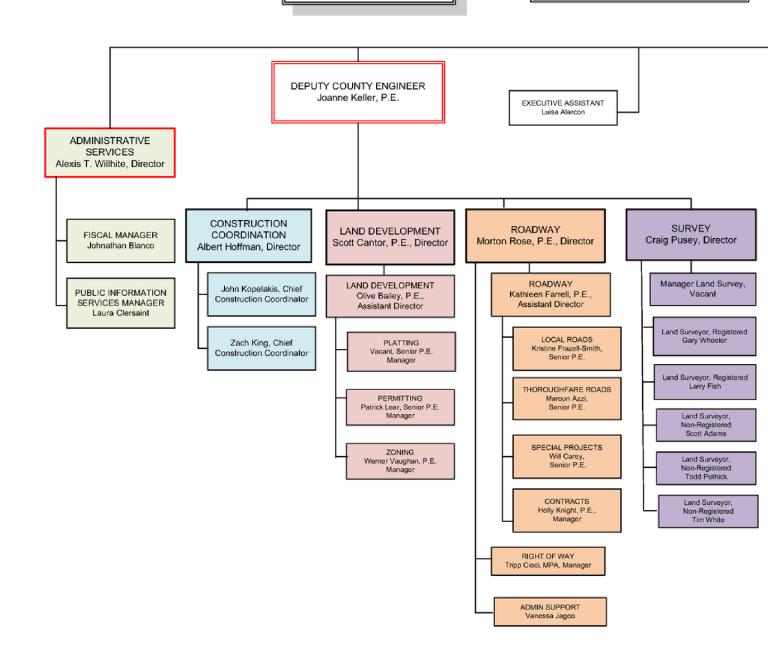


### ORGANIZATIONAL CHART



BOARD OF COUNTY COMMISSIONERS Gregg K. Weiss, Mayor Maria Sachs, Vice Mayor Maria G. Marino Michael A. Barnett Marci Woodward Sara Baxter Mack Bernard COUNTY ADMINISTRATOR
Verdenia C. Baker

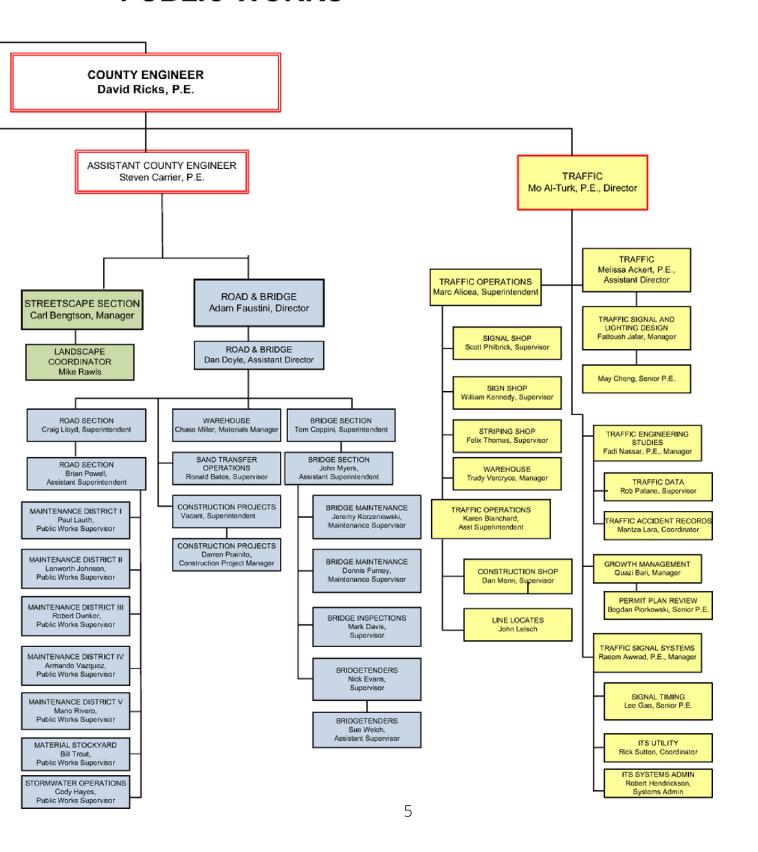
ASSISTANT COUNTY
ADMINISTRATOR
Patrick Rutter



### DEPARTMENT OF ENGINEERING AND PUBLIC WORKS

January 19, 2023

Members of the Executive Team shown in red boxes



### PALM BEACH COUNTY HISTORY

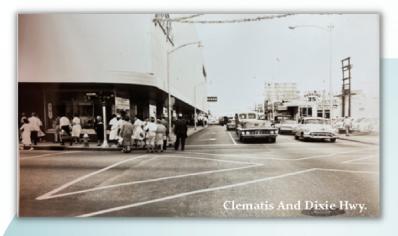
Palm Beach County has an engineer to thank for its creation! After several attempts, over several years beginning in 1907, the state approved legislation on April 30, 1909, that would officially create Palm Beach County on July 1, 1909. The man that successfully spearheaded the lobbying efforts and was able to gather the required votes for Palm Beach County to be created was an engineer named George O. Butler. He would eventually be called the "Father of Palm Beach County" and was truly an engineer by trade. Mr. Butler's firm worked on road projects such as Conners Highway, which in time became known as Southern Boulevard. Palm Beach County's secession from Dade County became known as the "County Division Movement." (Courtesy of the 2010 Spring Issue Tustenegee article written by Debi Murray, Historical Society of Palm Beach County's Chief Curator, and Archivist, Steven Erdmann)

In 1909, Palm Beach County still included portions of Broward County and Martin County. Broward County was formally established as a county itself in 1915. Palm Beach County's modern day boundary was created in 1925 when Martin County seceded, according to the Historical Society of Palm Beach County. Since then, Palm Beach County's boundary has only slightly changed over the years and generally matched what it is today.

The first County Engineer that we are aware of took office in 1911. His name was Charles H. Ruggles. Palm Beach County had at least one more County Engineer, (Roy Goodman) until County Engineer Jacob (Jake) M. Boyd took over in 1926.

In 1930, County Engineer Boyd's salary was \$4,800 for the fiscal year ending September 30, 1931. For comparison purposes, the County Attorney's salary at that time was \$4,200, the County Veterinarian, \$1,800; and the County Physician was paid \$2,400 a year. The revenue from gas tax in that same fiscal year was \$38,000.

In January 1963, when George Frost took over as County Engineer from the late Stephen R. Middleton, Mr. Frost's annual salary was \$13,968.





At that point in 1963, the County was responsible for about 350 miles of roads.

Mr. Frost resigned from his position on September 30, 1968 when his final salary was \$17,784 per year. William Hill resigned from his position as County Engineer in January 1973 with a final salary of \$23,000 per year.

In 1970, when 50 Year employee Mike Ehora began in Traffic Operations in the Engineering Department, it was located at 230 S Congress Avenue with the Signal and Signing shops as well as Road and Bridge crews, Motor Pool and an Engineering Department Auto Body Shop run by Jimmy Duggan. The Traffic Operations group had 7 employees at that time and the offices were located in a barracks building next to the airport, according to the August 10, 2017 Palm Beach Post article "Palm Beach County: Meet the man who shaped your commute."

In 2022, the County is now responsible for 3,500 lane miles of roads... a 1,000% increase from 1963! This is in addition to 40 miles of shell rock roads, 10 miles of asphalt milling roads, 1,130 miles of concrete sidewalks, 190 miles of asphalt pathways, 2,500 acres of mowing, 8 bascule bridges, 1 swing bridge, 1,307 traffic control signal devices with 70 coordinated signal systems, 1,076 traffic signals, 180 CCTV installations and 470 miles of fiber optic communications network for the County's Intelligent Transportation System.

1911 – 1916 Charles H. Ruggles County Engineer – 5 Years

1921 – 1926 County Engineer was Roy Goodman – 5 Years

1926 – 1953 Jacob (Jake) M. Boyd County Engineer – 27 Years

1953 – 1962 Stephen R. Middleton County Engineer – 9 Years

1963 – 1968 George R. Frost County Engineer – 5 Years

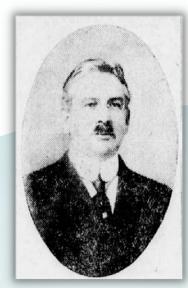
1968 – 1973 William E. Hill County Engineer – 5 Years

1973 – 1991 Herb Kahlert County Engineer – 18 Years

1991 – 2017 George T. Webb County Engineer – 26 Years

2017 - Present David L. Ricks County Engineer

First County Engineer Charles H. Ruggles Present County Engineer
David L. Ricks





Picture Courtesy of Palm Beach Post Article "Director of Chamber of Commerce" 16 Feb 1927, p11



### STRATEGIC PLAN

Engineering and Public Works is proud to serve the public by consistently providing essential and critical services for residents and businesses throughout Palm Beach County. It is essential for a Department of our magnitude and impact to have a guiding principle to ensure we are engineering infrastructure for the future.

Developing a strategic plan is an important act of self-determination. It is a plan for the future that is reflective of the needs and vision of any organization. The plan reaffirms the mission and vision of the Department, prioritizes objectives, and establishes core values to maintain while working towards achieving the vision. The strategic plan also allows the Department to be more accountable and transparent to the community.

This is the third iteration of the Engineering and Public Works' Strategic Plan. It is expected that this guide will lead us through 2027. Our mission is to provide the community with a safe, efficient, and reliable infrastructure. In order to achieve this mission, we have created three strategic teams to oversee each of the guiding principles: safety, efficiency, and reliability. The areas of focus, objectives, and performance indicators we have set will enable our Department to achieve our mission and vision while maintaining our collective core values. This strategic plan is in alignment with Palm Beach County's Mission, Vision, and Core Values. Also, it will help further Palm Beach County's strategic priorities.

The 2023 Engineering and Public Works Strategic Plan has been a collaborative effort of many employees within the Department. We appreciate each member of our team and recognize the hard work which was done to make this a reality.

We don't just do it, we do it better!

### **ENGINEERING & PUBLIC WORKS**

### **VISION**

Engineering Infrastructure for the Future





### **MISSION**

Ensuring Palm Beach County
Residents Enjoy Safe, Efficient, and
Reliable Infrastructure

### CORE VALUES INNOVATION

### **TEAMWORK**

At EPW we work together to solve problems.

### **ACCOUNTABILITY**

We always step up to the plate to get the job done. We take ownership and give credit where credit is due.

### QUALITY

We take pride in what we do. We strive to be professional, thorough, careful and courteous.

Explore when a better way presents itself.

### **POSITIVITY**

It's an attitude! At EPW, we enjoy what we do and take the time to celebrate with our team.

### INTEGRITY

We conduct ourselves in an ethical, moral, honest and honorable way.

### CROSS DEPARTMENTAL TEAMS

### SIX TEAMS, ONE MISSION

### **ECONOMIC DEVELOPMENT**

Promote economic revitalization, business development and retention by driving the creation of employment opportunities while reducing disparities and improving the quality of life for everyone.

#### **Economic Development Team:**

Co-leaders Sherry Howard (Housing and Economic Development) Paul Connell (Parks & Recreation) and Ike Powell (Youth Services Department)





### **ENVIRONMENTAL PROTECTION**

Promote programs and activities that protect, preserve and enhance natural resources while providing sustainable living and developing a climate of resilience.

#### **Environmental Protection Team:**

Co-leaders Matt King (Environmental Resources Management), Natalie Frendberg (Office of Resilience), Katelyn Armstrong (Office of Resilience) and Ron Rice (Cooperative Extension)

### **HOUSING/HOMELESSNESS**

Promote the quality of life through targeted programs that address the housing and homelessness needs of the residents of Palm Beach County.

#### **Housing & Homelessness Team:**

Co-leaders Wendy Tippett (Community Services), Adam Davis (County Library) and Carlos Serrano (Housing and Economic Development)





### **INFRASTRUCTURE**

Provide and maintain the needed structures, systems and transportation services that establish the foundation required to enhance the quality of life of every resident.

#### **Infrastructure Team:**

Co-leaders David Ricks (Engineering and Public Works), Ali Bayat (Water Utilities) Regina Hagger (Information Systems Services), and Jake Leech (Office of Resilience)

### **PUBLIC SAFETY**

To ensure a safe, secure and peaceful community.

#### **Public Safety Team:**

Co-leaders Dr. Casey Messer (Community Services Department), Rob Shelt (Public Safety Department) Jimmy Davis (Parks & Recreation) and Rochelle Wolberg (Cooperative Extension)







To address the substance use crisis and behavior disorders by providing evidence-based prevention, medication-assisted treatment, and recovery support services.

Substance Use and Behavioral Disorders Team: Co-leaders Dr. Twila Taylor (Youth Services Department), John Hulick (Community Services Department), and Lauren Young (Fire Rescue)

### **TEAM OVERLAP IN GOALS**

Engineering and Public Works is proud to serve on two Departmental Teams: The Infrastructure and the **Environmental Protection** Team.

#### **Environmental Protection**

EPW team members include: Steve Carrier and Will Carey

### Infrastructure

EPW team members include: David Ricks. Mo Al-Turk and Mary Brodbeck

#### Cross-Departmental Teams



Supporting Departments to the Teams: - Administration

- Equal Opportunity
- Information Systems Services
- Public Affairs
- Purchasing

STRATEGIC PLANNING AND PERFORMANCE MANAGEMENT



### **OVERSEES**



- 3,500 lane miles of paved roads
- 40 miles of shell rock roads
- 8 bascule bridges, 1 swing bridge
- 291 fixed bridge structures

- 10 miles of asphalt milling roads
- 1,130 miles of concrete sidewalks
- 190 miles of asphalt pathways





- 1,307 traffic control signal and flasher devices with over 70 coordinated traffic signal corridors
- 850 traffic signals with real-time monitoring (on-line)
- 180 CCTV installations
- 470 miles of fiber optic communications for Intelligent Transportation Systems (ITS) network



- 2,500 acres of right of way to mow
- Maintain 7,913 beautification trees
- Maintain over 150 miles of beautified median landscaping on State thoroughfare roadways

### **DEPARTMENT SUMMARIES**

### **EXECUTIVE OFFICE**

Responsible for Engineering and Public Works Action Center inquiries. Act as the management arm for the entire Department and the liaison between County Administration and the rest of the Department.



### **ADMINISTRATIVE SERVICES**



The Division oversees all personnel related functions and is responsible for Department-wide Policies and Procedures. It serves as the coordinator for information technology and facility needs.

The Fiscal Section is responsible for the Department's fiscal activities including revenue, grant, operating and capital budgets, grant management, accident billing, daily cashiering functions, establishing fiscal controls, developing and maintaining accounting systems and reports and purchasing.

The Public Information Services Section is responsible for record keeping of our road plans and responding to public information requests. It also serves as a printing and scanning hub for the entire Department.

### **CONSTRUCTION COORDINATION**

Administers and coordinates the construction of all County projects for thoroughfare roads, bridges, minor street improvements, and Department of Housing and Economic Development projects. Ensures that County, State, and required standards and specifications are applied and adhered to and presents final project acceptance to the Board of County Commissioners, upon completion of the projects. Inspects permits issued by other Divisions for completion.





### LAND DEVELOPMENT

Processes permit applications and reviews construction plans and plats for residential and commercial subdivisions, drainage facilities, and other construction within County rights-of-way. Reviews and prepares recommendations for approval on all re-zoning and site plan applications; ensures developments conform to the County's Unified Land Development Code (ULDC); processes, reviews, and comments on all subdivision variance applications; processes all abandonment requests; processes, reviews, and approves acceptable base building line waivers and easement encroachments; and provides reviews for proposed revisions to the County's ULDC and Comprehensive Plan.

### **ROAD & BRIDGE**

Maintains all County-owned roads, bridges, pathways, storm drainage systems, sidewalks, drainage ditches, guardrails, and retention/detention ponds. The division develops and manages a road resurfacing program, maintains and operates nine movable bridges, oversees the inspection process for all County owned bridges, and operates the north and south inlet sand transfer pumping stations.



### **ROADWAY PRODUCTION**



Administers, coordinates, schedules, and monitors the design, right-of-way acquisition, preparation of contract documents, bidding, and construction of the County's Five Year Road Program. Administers Consultant Competitive Negotiations Act (CCNA) Program; coordinates bid and award of Annual Construction Contracts; reviews Land Development permit application plans, subdivision plats, zoning and site plan applications to ensure compliance with all applicable codes and standards.

### **STREETSCAPE**

Provides well-designed and sustainable beautification in the medians of 150 miles of unincorporated thoroughfare roadways in order to supplement the urban forest and to enhance our environment.

Through design, implementation and maintenance of appropriate and aesthetically pleasing enhancement projects, the driving experience is enhanced for those traveling the beautified roads. Streetscape also controls and monitors irrigation systems using remote sensing technology that maximizes the system's efficiency and conserves water. Streetscape's beautification projects have environmental benefits sequestering over 100 tons of carbon per year and providing a net cooling effect of 85,000 room-sized air conditioners operating at 20 hours per day.



### SURVEY



In order to address the needs of the Department as well as the County and ensure that the control network is continuously maintained, County Administration agreed to create a brand new division within the Department; led by the newly created County Surveyor position. This division provides a full range of surveying services for parks, roadway design, county airports, environmental resource management, FEMA, county real estate acquisitions, Palm Beach County Sheriff's office and infrastructure projects throughout Palm Beach County. Maintains coordinates a county wide network of horizontal and vertical control monuments that is utilized by both the public and private sector for projects throughout Palm Beach County. This control network helps surveyors maintain consistency along historical boundary lines and for future design considerations and is one of the largest networks in the State of Florida. Reviews subdivision plats, boundary surveys, legal descriptions, easements, lot combinations, minor subdivisions, right-of-way dedications, abandonments and development reviews for new projects to ensure they meet county and state compliancy code requirements. Staff works with Planning and Zoning to map approved Development Review Surveys for new project applications into the GIS database for design considerations throughout the county.

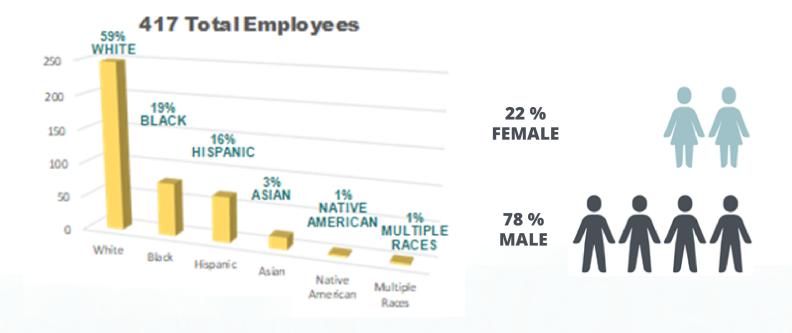
### **TRAFFIC**

Provides for the safe and efficient movement of traffic on roads under the jurisdiction of the County through professional traffic engineering. Applies best engineering practices for design, installation, and operation of traffic signals; provides active arterial traffic management, maintains traffic volume and crash data, street lighting, pavement markings and signing. Reviews design plans for compliance with the current County standards and specifications and provides engineering input to major road construction projects, land development, site planning, and transportation planning.



### **WORKFORCE PROFILE**

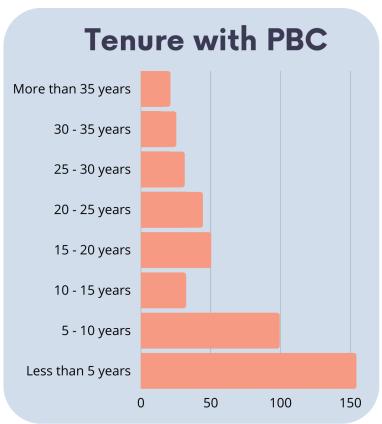
The foundation of the Department of Engineering and Public Works (Department) is comprised of a highly skilled and diverse workforce. The population in Palm Beach County has increased 13% over the past ten years from 1,320,134 in 2010 to 1,492,191 in 2020. To keep up with the growing demands, the Department has increased its number of positions and implemented several initiatives in order to continue providing high quality services.





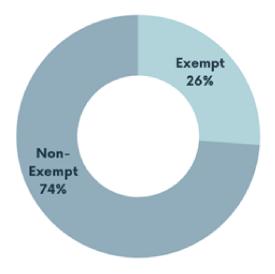
### **2022 SNAPSHOT**





### **Number of Positions**

### Exempt & Non-Exempt



### **PERFORMANCE**

### **Permits Aproved**



Approved Permits

1,221

in 2022

+280 since 2021

Total number of Right of Way, Drainage Review, Utility and Landscape permit applications approved by the Land Development Division.

Paved Roads	2019	2020	2021	2022
County Lane Miles	3,524	3,526	3,614	3,605
Paved Lane Miles	3,427	3,442	3,530	3,521

Traffic Signals

**Street Lights** 



1,307 < Maintained > 11,574

19% of the street lights are maintained in-house, 81% of the street lights are maintained through an FPL agreement, 768 traffic signals are the County's, 539 traffic signals are FDOT's.

### **SNAPSHOT**

60,144,393

### Lane Miles Resurfaced

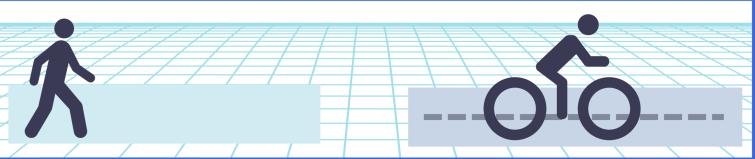
### **PBC Total Lane Miles**



164.4	<b>—</b> 2022
166.5	
252.5	2020
186.6	2019

520,706,293

Pathways Maintained	2019	2020	2021	2022
Multi-use Asphalt Pathways	193	190	197	197
Pedestrian Concrete Sidewalks	1,153	1,133	1,137	1,137



### 



Fantastic Excelerate Event 2022 Over 300 employees in attendance. Mrs. Baker and Mr. Rutter showed their gratitude and support to the team.













### **Acquiring Uniforms**

Our Uniform Committee reached their goal of obtaining uniforms, updating and revising the uniform PPMs for the Department.

#### **Social Media Creation**

The creation of our social media pages is a milestone in modernizing our lines of communication with the public as well as developing stronger relationships with other government organizations.









### Silver Beach Road Improvement Project

The Silver Beach Road improvement project resulted in enhanced safety and improved level of service for motorists, cyclists and pedestrians. The project is approximately a mile in length and it runs from just west of Congress Avenue to just east of President Barack Obama Highway and the Florida East Coast Railway Crossing. The corridor was widened from a two-lane undivided roadway to a three-lane roadway that added a new drainage system, shoulders, bike lanes, and sidewalks on both sides of the corridor. This project also upgraded impacted utilities.

The construction project contract was awarded by the Board of Commissioners in September of 2018. The project was substantially completed by May of 2021. This project was funded through Palm Beach County's Five-Year Road Program which is generally funded through impact fees, gas tax and some grant funding. The Five Year Road Program is updated by County staff and reviewed and approved twice each year by the Board of County Commissioners.







### **George Bush Boulevard Bascule Bridge**

On March 3, 2022 at 9:30pm, during a routine bridge opening, one of the shafts sheared into two pieces leaving the bridge unable to close.

The EPW team sprung into action and by March 5, Road and Bridge was already working on removing the damaged parts.

By March 8, EPW started working with infrastructure and engineering consultants to analyze, coordinate and execute repairs.

After extensive testing and inspections, George Bush Boulevard Bascule Bridge reopened to vehicular and pedestrian use on April 29.

On May 17, 2022, members of the Road and Bridge team were recognized by the BCC with a standing ovation for their exceptional efforts. Our Roadway Production Division has added a line item to the Five Year Road Program to study future replacement of George Bush Boulevard Bascule Bridge.



### **Beach Road Improvements**

Road & Bridge and Traffic Divisions teamed up with the Parks & Recreation Department to regrade the shoulders along Beach Road in the vicinity of Coral Cove Park. The road shoulders had eroded extensively in areas used heavily by residents and visitors for parking to access both east and west sides of the park.

Future improvements are in the planning stages to enhance pedestrian crossings and improve parking surfaces.











### **Roebuck Road Project**

The Roebuck Road from Jog Road to Haverhill Road project is 1.26 miles in length and provides an improved level of service for traffic from the log Road curve to just east of Haverhill Road. With a construction cost of approximately \$5.4 million dollars, the scope of work included widening of Roebuck Road from an existing two-lane to a four-lane, median divided roadway as well as installation of new drainage systems, and adding a continuous sidewalk on the north side of Roebuck Road. Expansion of the intersection at Haverhill Road included dual westbound to northbound left turn lanes. southbound right turn lanes from Haverhill Rd to Roebuck Rd, and new traffic signals.



### Bike Lanes on Sansbury's Way and Lyons Road

The upcoming Separated Bike Lane project will widen Lyons Rd/Sansbury's Way to add separated bike lanes from Forest Hill Blvd to Okeechobee Blvd. This project will create a nearly three mile-long bike lane on either side of the roadway. This project received a grant from the FDOT through the TPA in the amount of over \$4.2 million. It is expected for the contractor to begin work by the beginning of 2023 and the contract timeline is for 360 calendar days.

### Safety Fact Check After a Year at Central Blvd/University Blvd Roundabout

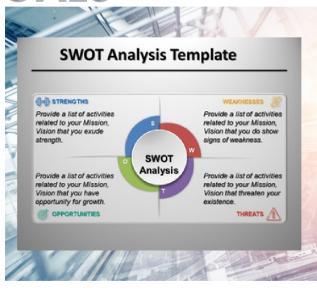
The peanut shaped roundabout at University Blvd and Central Blvd intersection was designed and constructed to address the long-term safety issues that occurred at this high crash location. It has been a year since the enhanced striping was completed on August 22, 2021 and the roundabout was fully opened for operation. The safety statistics in this past year are provided in the following summary. The statistics are compared against the data compiled from the prior nine years to determine if the intersection design is effective to mitigate the hazardous safety conditions which were encountered historically. As shown in the following table, before the roundabout was constructed, the average crash frequency is 13.1 crashes per year from 2012 to 2021. After the roundabout is constructed, the occurrence of crashes was reduced to 4 crashes in 2021-22. The total crash frequency decreased by 69%, the crash rate (per million entering vehicles) decreased by 73%, and the crash severity in terms of FDOT crash cost decreased by 53%. These empirical statistics demonstrate the significant safety benefit of the roundabout at this location.



	Crash freque	ency per year	Notes
Crash Severity Type	Aug. 22, 2012 -	Aug. 22, 2021 -	
	Aug. 21, 2021	Aug. 21, 2022	
Fatality, K	0	0	
Incapacitated Injury, A	0.6	0	
Non-Incapacitated Injury, B	3.1	1	
Possible Injury, C	2.3	0	
Property Damage Only (PDO), O	7.1	3	
Total crash frequency	13.1	4	69% reduction
Daily entering traffic	21,191	23,670	
Crash Rate (per million entering vehicles)	1.7	0.46	73% reduction
Relative crash severity in terms of crash cost determined by FDOT	15	7	53% reduction

### STRATEGIC GOALS

In 2017, the Engineering and Public Works Department began the journey of improving through the creation of a Strategic Plan. Strategic Priorities were developed to capture the voices of the Department by incorporating multiple stakeholder groups to actively determine the path forward for the Department. A series of early meetings with Department leaders and managers were held to engage them in the strategic planning process. Surveys were also provided to all employees of the Department to measure employee engagement, environmental conditions and Department strengths, weaknesses, opportunities and threats (SWOT). Over 60% of the Department's employees participated in the survey. Using the survey results and input collected from Department leaders and managers, the Department's Executive Leadership Team developed strategic goals to advance the Mission and Vision of the Department.



These Strategic Priorities were identified as directional tools to help all within the Department to improve performance, to create a culture in which all employees can flourish, and to deliver exceptional service to our customers. The Department's new Strategic Plan was rolled out to all Department employees through a series of meetings in order to include all employees of the Department and encourage participation in the implementation of the Department's new strategic plan. Employees were encouraged to join one of the teams that would champion a specific strategic goal. Champion Team leaders were chosen and five Champion Teams were established in August 2018, with each team comprised of employees from across the Department that brought together a wide variety of ideas, knowledge, energy and experience to bring the strategic plan to fruition. As each Champion Team met and objectives and performance metrics were discussed, new ideas and Department needs emerged that led to the revision of some of the initial strategic goal objectives, and teams were empowered to change their objectives within the strategic plan to address issues that employees identified as most critical to the Department. As a result, many of the objectives were met and exceeded.

Based on this proven methodology, when starting the process for this third iteration of the Engineering and Public Works' Strategic Plan, again the employees of the Department were surveyed to gather the latest information to identify strengths, weaknesses, opportunities and threats. Our mission is to provide the community with a safe, efficient, and reliable infrastructure. In order to achieve this mission, we have created three strategic teams to oversee each of the guiding principles: **safety, efficiency, and reliability**. The areas of focus, objectives, and performance indicators we have set will enable our Department to achieve our mission and vision while maintaining our collective core values. The next section of the Strategic Plan will give details on objectives and performance measures that have been carefully crafted in order to meet these three areas of focus.



Safety Team Leader Wildad Salomon



Efficiency Team Leader Scott Cantor



Reliability Team Leader Matthew R. King

PERFORMANCE MEASURE	Create a Safety Dashboard by the end of FY 2025	Number of Countywide and Departmental PPMs reviewed and added to the safety manual	Number of questionnaires received and reviewed each quarter	Number of annual safe driver recognition events held	Number of meetings held with division emergency coordinators to review protocol	Achieve APWA Certification by the end of FY 2027
SAFE	Work with ISS to create a Safety Dashboard program	Review five Countywide and/or Departmental PPMs to create an EPW safety manual each year	Create an EPW Behavioral Based Questionnaire for employees to identify possible safety improvements/ Receive and review five questionnaires each quarter	Hold annual safe driver recognition events per division	Hold quarterly meetings with division emergency coordinators to review protocol	Achieve APWA Certification
Focus			Safety Comprehensive Plan			Attain Professional Accreditations

PERFORMANCE MEASURE	Number of federally mandated annual bridge inspections completed	Number of monthly mechanical and electrical preventative maintenance visits completed on nine bascule bridges.	Number of quarterly preventative maintenance visits completed on 286 fixed bridges.	Street sweeping 130 miles/month	Number of First Aid Kits installed/reviewed throughout department	Percentage of required trainings completed
SAFE	Complete all federally-mandated annual bridge inspections	Complete monthly mechanical and electrical preventative maintenance visits on nine bascule bridges	Complete quarterly preventative maintenance visits on 286 fixed bridges	Ensure all streets are swept to the safety of the traveling public.	Procure and/or Install five First Aid Kits throughout department each year	Ensure PPM required trainings are completed by employees
Focus	Ensure all	bridges are properly maintained to ensure the safety of the travelling public as well	as the employees.	Street	Ensure a Healthy Workspace	Increase Departmental Training

### Percentage of Striping added in the GIS database Percentage of Road Resurfacing projects added Percentage of Roadway Projects added in the Percentage of layers cleaned up in the GIS Number of people cross trained on GIS PERFORMANCE MEASURE Number of updates done quarterly in the GIS database GIS database database database and add 20% of road striping each year Create a separate tab for Roadway Projects in Create an Infrastructure Portal and update it Create a separate tab for Resurfacing Projects Create a separate tab for Striping in the GIS Clean up 20% of the layers in the GIS database the GIS database and add 20% of roadway in the GIS database and add 20% of road RELIABLE Conduct quarterly training resurfacing projects each year (Starting in FY 2024) projects each year OBJECTIVE quarterly each year

## RELIABLE

### FOCUS

### **OBJECTIVE**

Create a separate tab for Signals in the GIS database and add 20% of signals each year (Starting in FY 2024)

Create a separate tab for Streetlights in the GIS database and add 20% of streetlights each year (Starting in FY 2024)

Create a separate tab for Bridge Inspections in the GIS database and add 20% of bridge inspections each year (Starting in FY 2025)

Create a separate tab for As Builts in the GIS database and add 20% of as builts each year (Starting in FY 2026)

Create a separate tab for Stormwater in the GIS database and add 20% of stormwater each year

Respond to 311 reported incidents/deficiencies within 10 days

# PERFORMANCE MEASURE

Percentage of Signals added in the GIS database

Percentage of Streetlights added in the GIS database

Percentage of Bridge Inspections added in the GIS database

Percentage of As Builts added in the GIS database

Percentage of Stormwater added in the GIS database

Number of days to respond to 311 reported incidents/deficiencies

RELIABLE	IVE PERFORMANCE MEASURE	retiming projects per Number of corridor retiming projects conducted r	linear feet of drainage pipes cleaned in linear feet cleaned	drainage structures ed	Number of maintenance occurences ar	Sond Maintenance  goal - Six times a year	Percentage of the design contracts awarded within 10 selection
	OBJECTIVE	Conduct eight corridor retiming projects per year	Increase number of linear fe	Increase the number of drainage structures cleaned	Drainage Ditch Maintenance is conducted twice per year	Drainage Pond Maintenance Maintenance goal - Six times a y	Award 100% of the design contracts within 10 months of consultant selection

### Average number of days to complete initial review Percentage of public record requests processed study reviewed (first comment/approval) within boundary surveys, and legal descriptions and Percentage of total incorporated area traffic Days to generate first comments letters for Percentage of reviews of subdivision plats, Percentage of technical compliance first comment letters within 30 days or less sketches completed within 30 days PERFORMANCE MEASURE of utility permit applications 30 working days of receipt utility permit applications within 10 days of receipt EFFICIENT Complete reviews of subdivision plats, boundary study reviewed (first comment/approval) within Complete 90% of total incorporated area traffic Development) utility permit applications within letters for technical compliance within 30 days Generate a minimum of 95% of first comment Production) permit applications within 15 days surveys, and legal descriptions and sketches **Generate first comments letters for( Land** Complete the processing of (Traffic) public record requests within 10 days of receipt Complete reviews of utility (Roadway 30 working days within 30 days OBJECTIVE 60 days

PERFORMANCE MEASURE	Percentage of Right-Of-Way, Plats, and Development petitions reviewed within 10 Business days	Percentage of ERC reviews completed within 30 days	Number of employees recognized each quarter for exemplifying the departmental core values	Number of newsletters published each year	Number of annual events held
<b>EFFICIENT</b> OBJECTIVE	Review Right-Of-Way, Plats, and Development petitions within 10 Business Days (Traffic)	Complete Electronic Review Comments (ERC) reviews within 30 days (Traffic)	Recognize three employees each quarter for exemplifying the departmental core values	Publish an employee newsletter quarterly to promote a positive and cohesive staff	Hold an annual event for Department wide comraderie
FOCUS	Ensure an efficient review	process	Quarterly employee recognition based upon the core values	Quarterly newsletter	Excelerate

## **EFFICIENT**

### FOCUS

Improving
department
procedures
by creating
Standard
Operating
Procedures

Establish top area specifi metrics base Better Hiring
Process &
New
Employee

Increase the opportunity for professional

## OBJECTIVE

Create/revise two Standard Operating Procedures or Departmental/Divisional PPMs each quarter to streamline operations with a focus on paperless processes

Review and/or revise five objectives and performance measures for one division per year through flowchart/framework to help divisions create meaningful and attainable goals and provide accountability

Efficiently fill vacancies by creating New Employee Requisitions within three days of vacancy

Efficiently onboard new employees by sending a SIM request to ISS within three days of start date

Hold monthly Career Builder Events to promote Professional Development

# PERFORMANCE MEASURE

Number of Standard Operating Procedures or Departmental/Divisional PPMs created each quarter

Number of objectives and performance measures reviewed and/or revised

Number of days NER entered after vacancy

Number of days SIM requested after start date

Number of Career Builder Events held

