

The City of Lauderdale

Strives to Provide Quality Services that Measure Up



2005 Performance Measurement Report



Overview

Performance measures are used to gauge how well the City of Lauderhill achieves its objectives in providing quality services to the residents of Lauderhill. The City of Lauderhill's Mission Statement is the guiding principal for its collection and reporting of performance measures.

“To make the City of Lauderhill a secure, clean, and desirable place to live, work and visit by providing for a continually improving wide range of city services; to encourage a community that retains and promotes employment opportunities, economic growth and improved quality of life, where people of diverse cultural backgrounds and incomes peacefully interrelate.”

The elements in the mission statement can be organized into domains, areas of interest that will be used in this report to categorize the performance measures. Relevant domains that reflect concerns of the mission statement include Security, Community, Economy, Environment, and Equity and Efficiency.

The definitions of the domains are rather fluid as this is the first year the City has used them in the annual Performance Report. The purpose is to attempt to categorize measures into meaningful subgroups that may help the user to understand the City's progress towards certain objectives.

In its ongoing efforts to become more open and accountable and to strive to deliver services that are cost-effective and efficient, the City is using innovative tools to measure results, including business plans and benchmarking practices. The end result is to enhance the delivery of services to citizens, ensuring that they receive the best value of their tax-dollars.



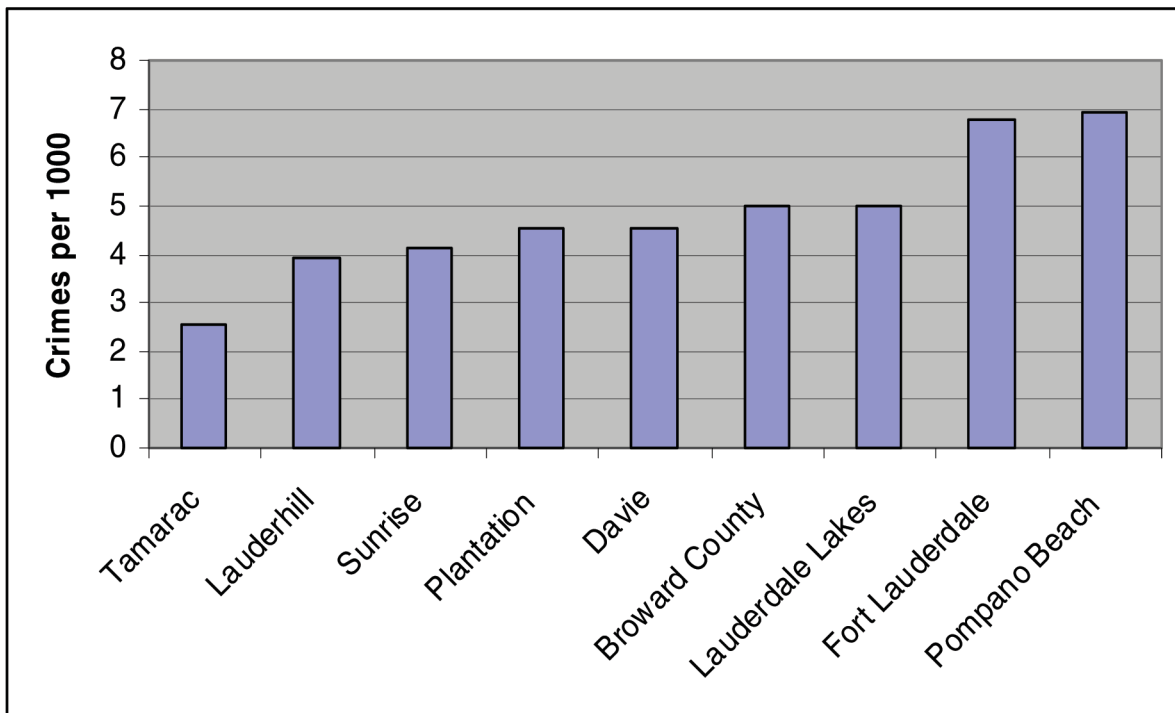
New Lauderhill Police Headquarters on Oakland Park Blvd.



SECURITY DOMAIN

The major measure of security for residents is the level of crime in their community. There are many possible quantifiable measures of crime and the community's success in responding to and mitigating crime but the most basic, presented below, is the number of crimes per 1000 population. Lauderhill ranks favorably relative to comparable cities in Broward County.

Police Department (Crimes per 1,000 by Comparison)



Response times to calls for service is a measure of how fast Police can respond to residents in need. The Lauderhill Police Department met its goals in 2005 for response times.

	Emergency Calls	Non-emergency Calls
Goal	1.5 minutes	6.5 minutes
Actual Average Response Time	1.4 minutes	6.46 minutes

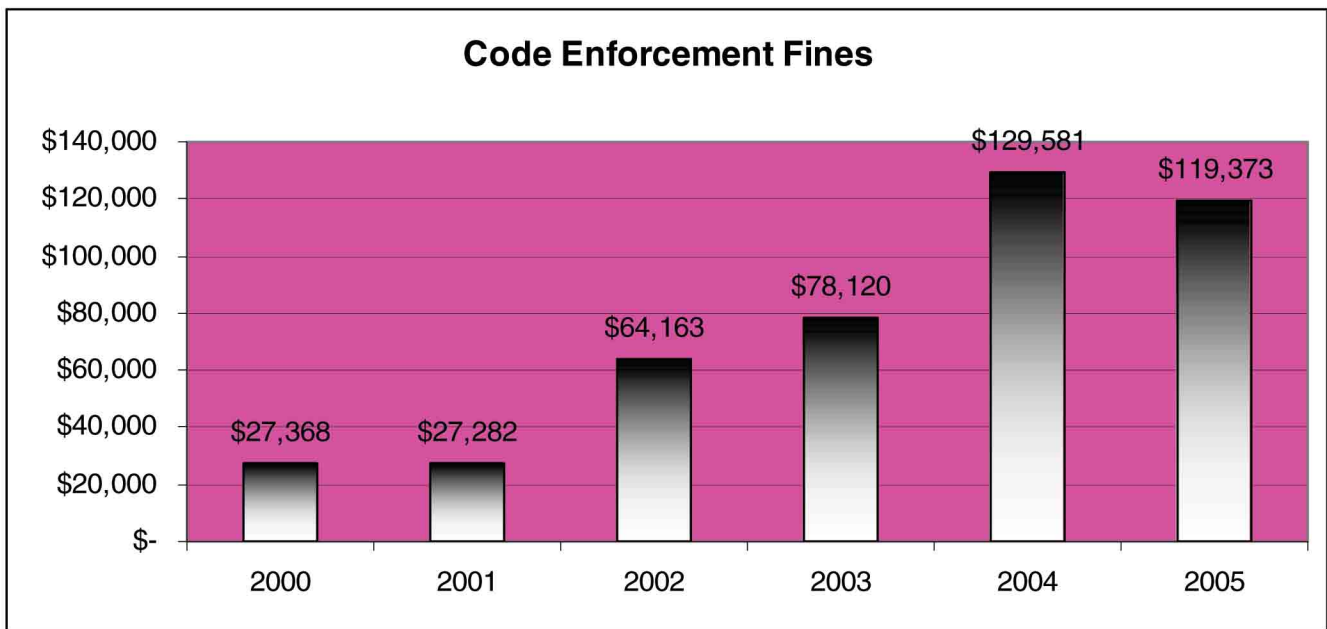


COMMUNITY DOMAIN

The Community Domain includes performance measures which are indicators of the quality of life in the community.

Code Compliance Revenues

In 2001, the City Commission and City Manager initiated an aggressive campaign of zero tolerance for code enforcement violations to improve the overall appearance of the City and bring unsightly and unsafe properties into compliance with the City ordinances. The trend of rapidly increasing code enforcement collections are an indication of the additional enforcement. The leveling off in 2005 may well indicate the effectiveness of the overall campaign to improve awareness of code infractions and encourage residents to avoid allowing violations to occur.



Code enforcement fines result when commercial and residential owners do not maintain their property



Parks and Leisure

The tables below measure the number of participants in Adult and Childrens Recreation Activities in 2005. Each contact represents one person participating one time in the listed activity. The City of Lauderhill offers and encourages a wide variety of recreational activities for its residents.

Adult Recreation Activities

Activities	Contacts		Activities	Contacts
African Dance	547		Netball	851
Basketball	5,637		Racquetball	5,111
Billiards	2,884		Roller Hockey	41
Cricket	1,227		Soccer	3,477
Golf	5,639		Swimming	2,465
Indoor Soccer	630		Tennis	3,113
Judo	1,360		Walking/Jogging	16,046
Kendo	670		Womens Softball	932
Mens Softball	592		Yoga	140
Nautilus	4,710		Total	60,864

Childrens Recreation Activities

Activities	Contacts		Activities	Contacts
Cricket	534		Swimming	26,519
Cross Country	233		Tae Kwon Do	2,289
Golf	1,287		Tennis	2,497
Judo	470		Track and Field	4,902
Kendo	224			
Roller Hockey	53		Total	38,984

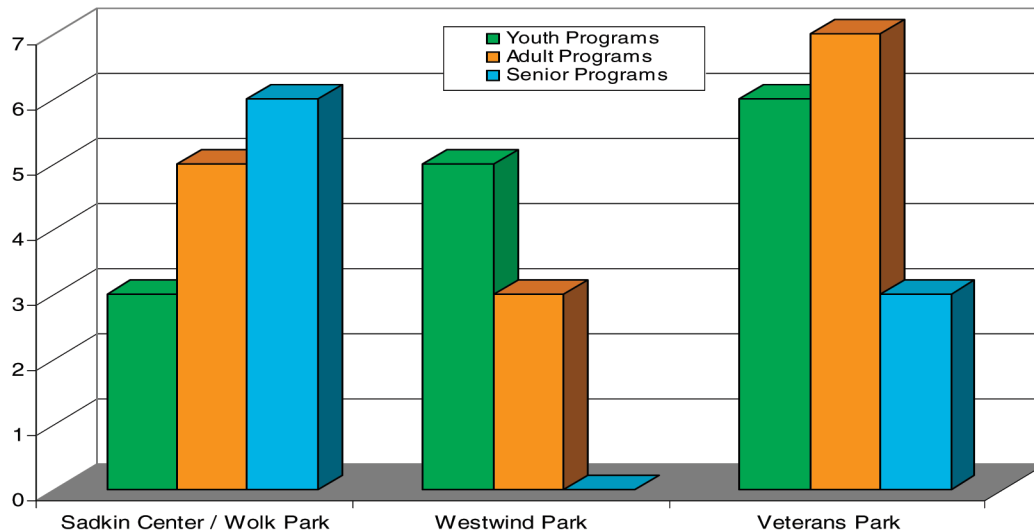
The Childrens table above reflects only programs operated by the City of Lauderhill. The Lauderhill Optimist Club operates extensive programs in tackle football, baseball, basketball, and softball which are significantly larger than the City programs in terms of participants. The City supplements the work of the Optimist Club by offering programs in a broader variety of activities and by maintaining the playing fields for the Optimist leagues.



Parks and Leisure Department Activities and Programs

The Parks and Recreation Department provides leisure and recreational services for the residents of Lauderhill. The Recreation Department operates three recreational facilities located in neighborhoods throughout the city. The staff plans diversified programs of activities to meet the athletic, cultural and recreational needs for all participants. In addition, the recreation staff is responsible for providing diversified community enrichment programs in recreation for the community.

Parks Department (Location of Offered Programs and Activities)



Playground at Veterans Park



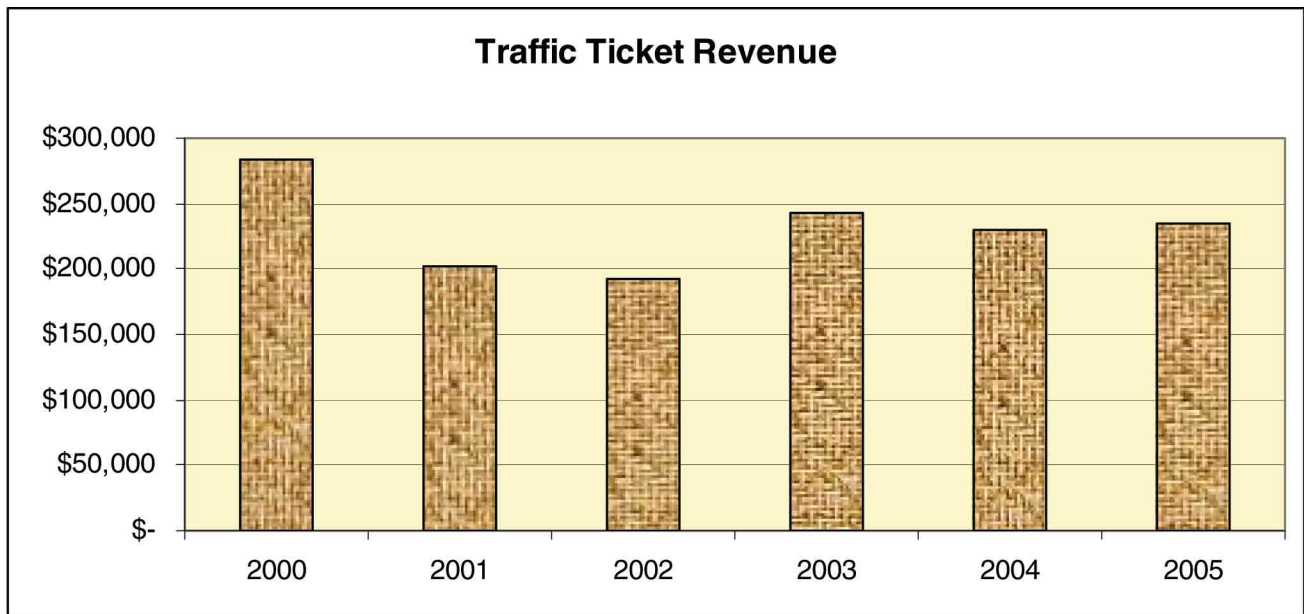
ECONOMY DOMAIN

The Economy Domain includes performance measures which reflect the general vitality of the City's economy, the health of the business community and real estate market, and the financial condition of the City government.

Parking & Speeding Tickets Five Year Comparison

Through the active enforcement of traffic laws, the Lauderhill Police Department works to reduce the loss of property and life loss resulting from dangerous driving. Traffic Enforcement includes arresting suspected drunk drivers and ticketing of individuals violating traffic ordinances. The Lauderhill Police Traffic Unit goal is to enforce traffic ordinances for the safety of drivers, pedestrians, and business owners.

This information is also relevant to the Safety Domain.



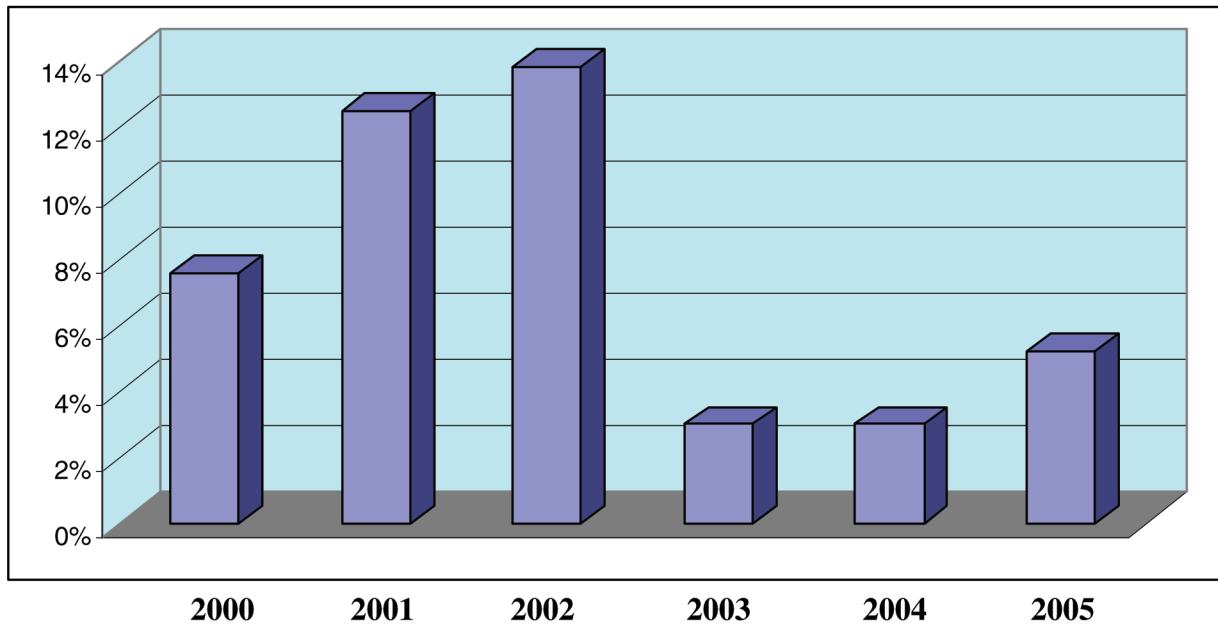
Revenue shown is derived from the Lauderhill Police issued speeding tickets and illegal parking tickets..



General Unreserved Fund Balances

Unreserved Fund Balance is defined as that portion of the fund balance that is available for spending or appropriation in the future. The GFOA (Government Finance Officers Association) recommends that governments maintain an unreserved fund balance between 5% and 15% of the General Fund operating budget. The size of a government's unreserved fund balance can affect its ability to withstand short-term financial emergencies.

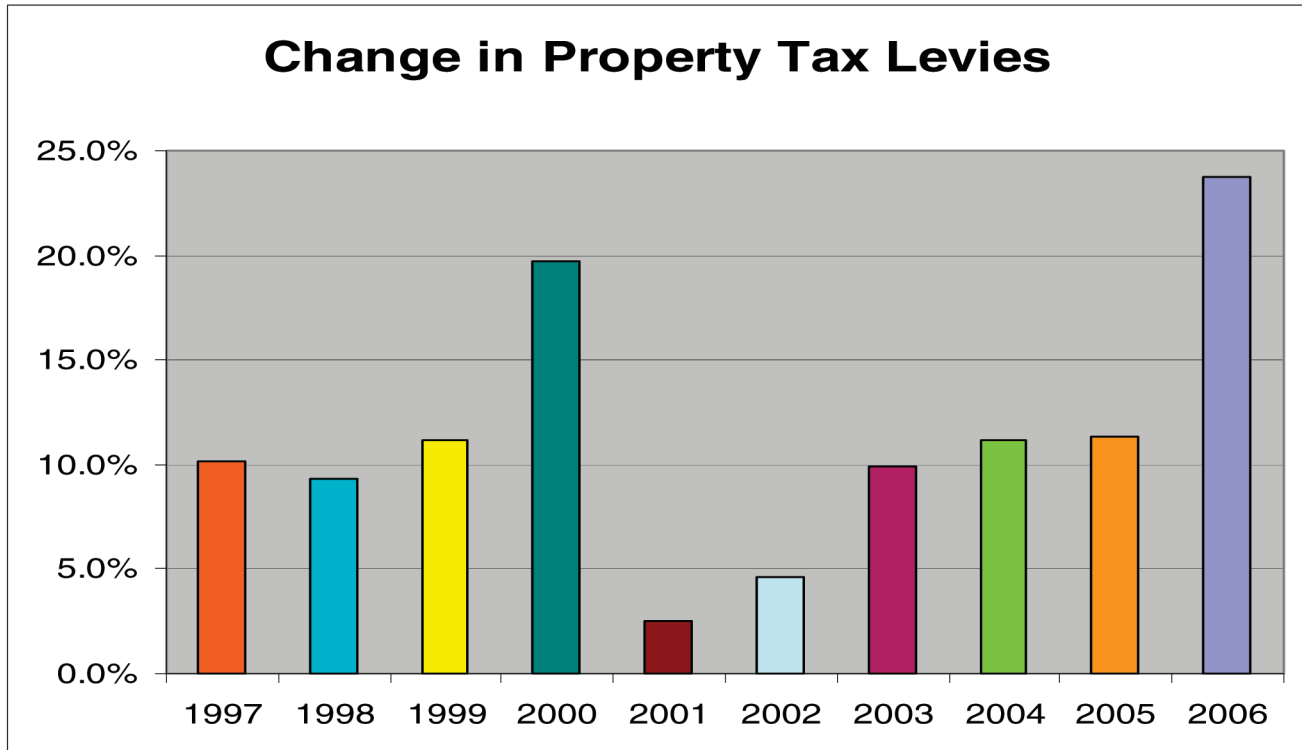
Unreserved General Operating Fund Balance As a Percentage of Annual Operating Budget



The purpose of this indicator is to measure the ability of a government to meet its short-term financial obligations and to fund unexpected contingency needs.



Assessed Value of Taxable Property in the City of Lauderhill



Fiscal Year	Property Tax Base	Property Tax Rate	Gross Total Tax Levied	Percent Increase Over Prior Year
1997	1,191,565,410	4.10	4,885,418	10.2%
1998	1,199,856,008	4.45	5,339,359	9.3%
1999	1,236,570,453	4.80	5,935,538	11.2%
2000	1,268,662,073	5.60	7,104,508	19.7%
2001	1,300,973,651	5.60	7,285,452	2.5%
2002	1,361,486,792	5.60	7,624,326	4.7%
2003	1,439,220,784	5.82	8,376,265	9.9%
2004	1,600,297,110	5.82	9,313,729	11.2%
2005	1,722,101,476	6.02	10,367,051	11.3%
2006	2,131,372,368	6.02	12,830,862	23.8%

The property tax base in Lauderhill has increased nearly 50% in the past three years, indicating the improved perception and attractiveness of the City as a place to live and adding significant tax revenues to the City's budget.

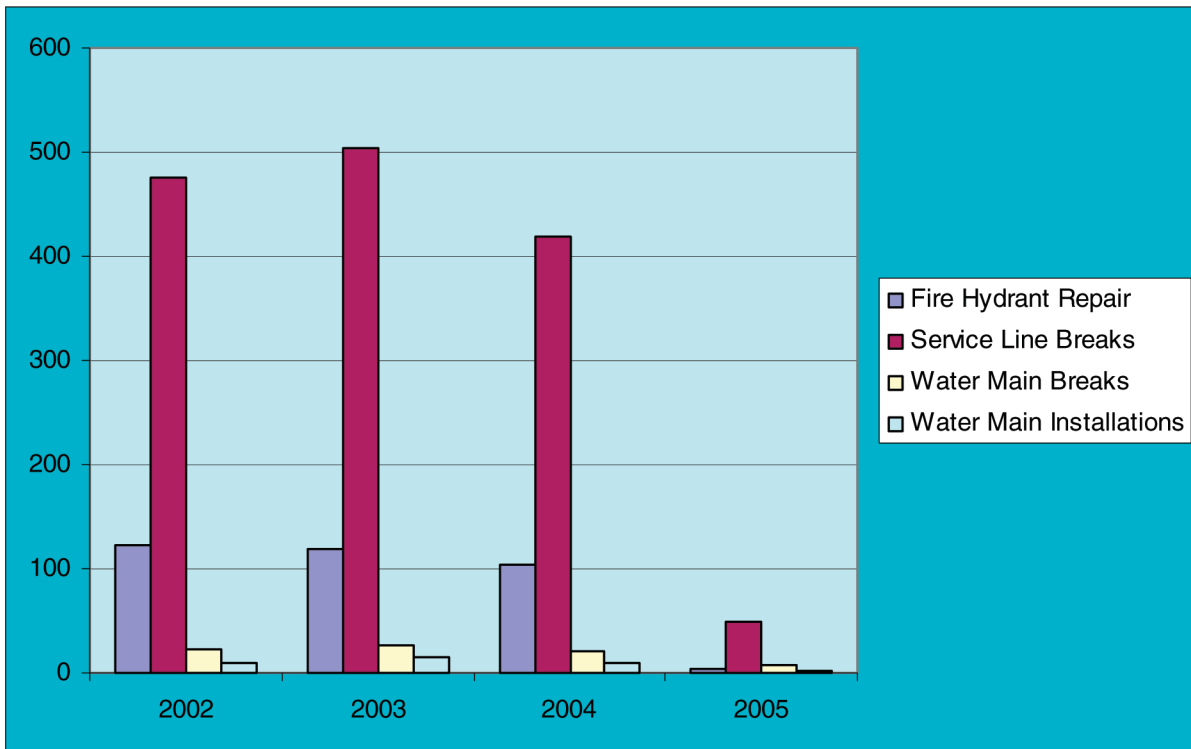


ENVIRONMENT DOMAIN

The Environment Domain includes performance measures which reflect the quality of the City’s physical environment, the built environment, environmental services, and City efforts to maintain and improve each.

Water Interruptions

Water interruptions measure incidents, planned and unplanned, which result in loss of water service to residents. Interruptions across all four measured causes were reduced significantly in 2005. Service lines, which are the water lines running from the water main in the street to individual houses or buildings, had historically accounted for the vast majority of unplanned breaks. In 2004, the City began a systematic program to replace old service lines, many of which were the original equipment installed by homebuilders 30-40 years ago. The replacement paid off significantly in 2005 as service line breaks decreased by 88%.



	2002	2003	2004	2005
Fire Hydrant Repair	122	118	104	3
Service Line Breaks	475	504	419	49
Water Main Breaks	23	27	21	7
Water Main Installations	10	16	9	1

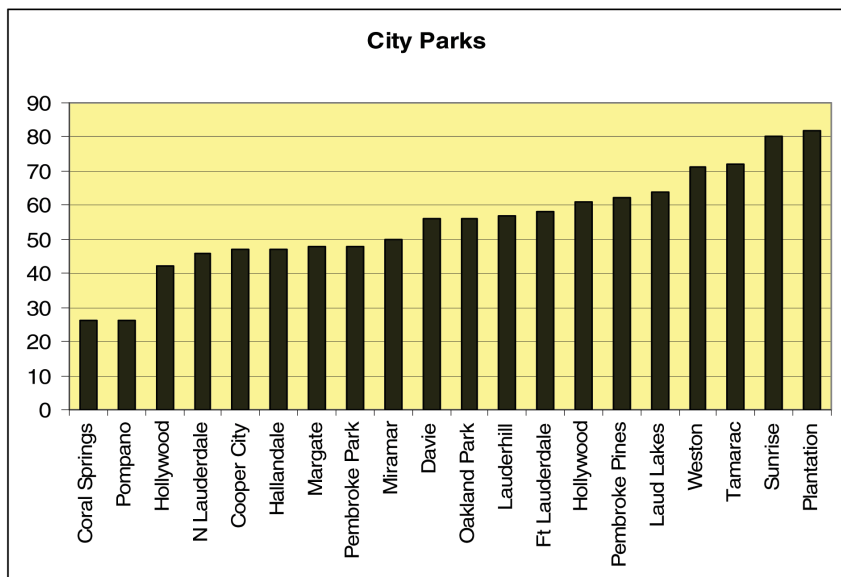
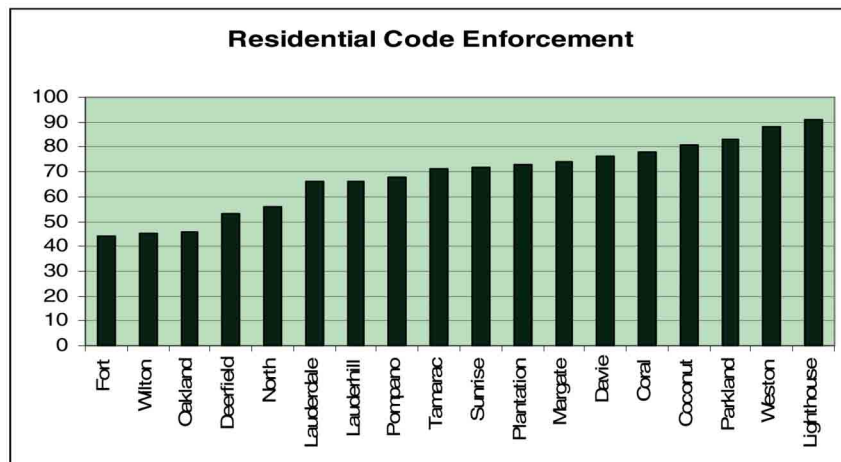


Trained Observer Ratings

The City of Lauderhill used Trained Observer Ratings (TOR) in 2005 to evaluate the condition of its residential structures and of its parks. TOR are conducted by residents who use a checklist to evaluate the condition of streets, houses, and parks. The residents are driven by City staff to randomly-selected streets and parks throughout Broward County and they rate the quality of the streets, houses, and parks on ten elements which are worth ten points each, yielding a total score between zero and one hundred.

The scores for all of the streets, houses, and parks within each City are then tabulated and presented in the tables below. Lauderhill generally scored at or around the median in each of the three categories. These ratings for any individual city should be considered with caution as the sample sizes for some cities were small, which introduces statistical error. However, the sample size for Lauderhill was sufficiently large and its general position near the median can be considered statistically accurate.

A major advantage of TOR is that it involves residents directly in the evaluation process and provides interaction with City staff. It also allows for comparative information as presented below.



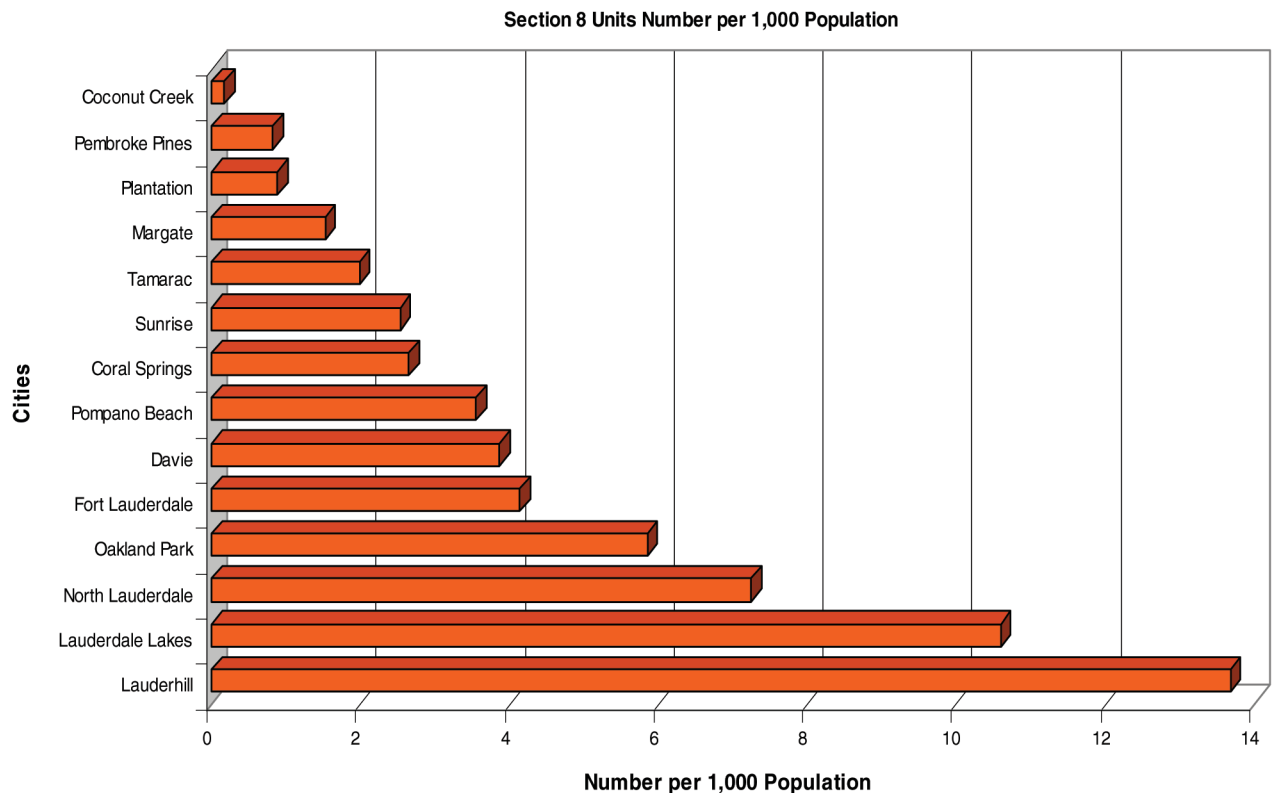


EQUITY AND EFFICIENCY DOMAIN

The Equity Domain includes measures which demonstrate equity, or consistent resources and opportunities, among residents both within the City and within the larger community.

Section 8 Units City Comparison

Section 8 is a federally funded housing subsidy program that provides low-income families the opportunity to choose and lease safe, decent and affordable privately owned rental housing. As shown below, Lauderhill has a disproportionate share of Section 8 housing within Broward County. The City has established its own Housing Authority to address the issue by more strictly enforcing the regulations attached to Section 8 vouchers and by acquiring and renovating properties which landlords do not properly maintain.



	Lauderhill	Lauderdale Lakes	North Lauderdale	Oakland Park	Fort Lauderdale	Davie	Pompano Beach	Coral Springs	Sunrise	Tamarac	Margate	Plantation	Pembroke Pines	Coconut Creek
Section 8 Units Number per 1,000 Population	13.68	10.59	7.24	5.85	4.13	3.86	3.55	2.64	2.53	1.98	1.52	0.88	0.82	0.17

The City's goal is to improve community quality of life and economic vitality.



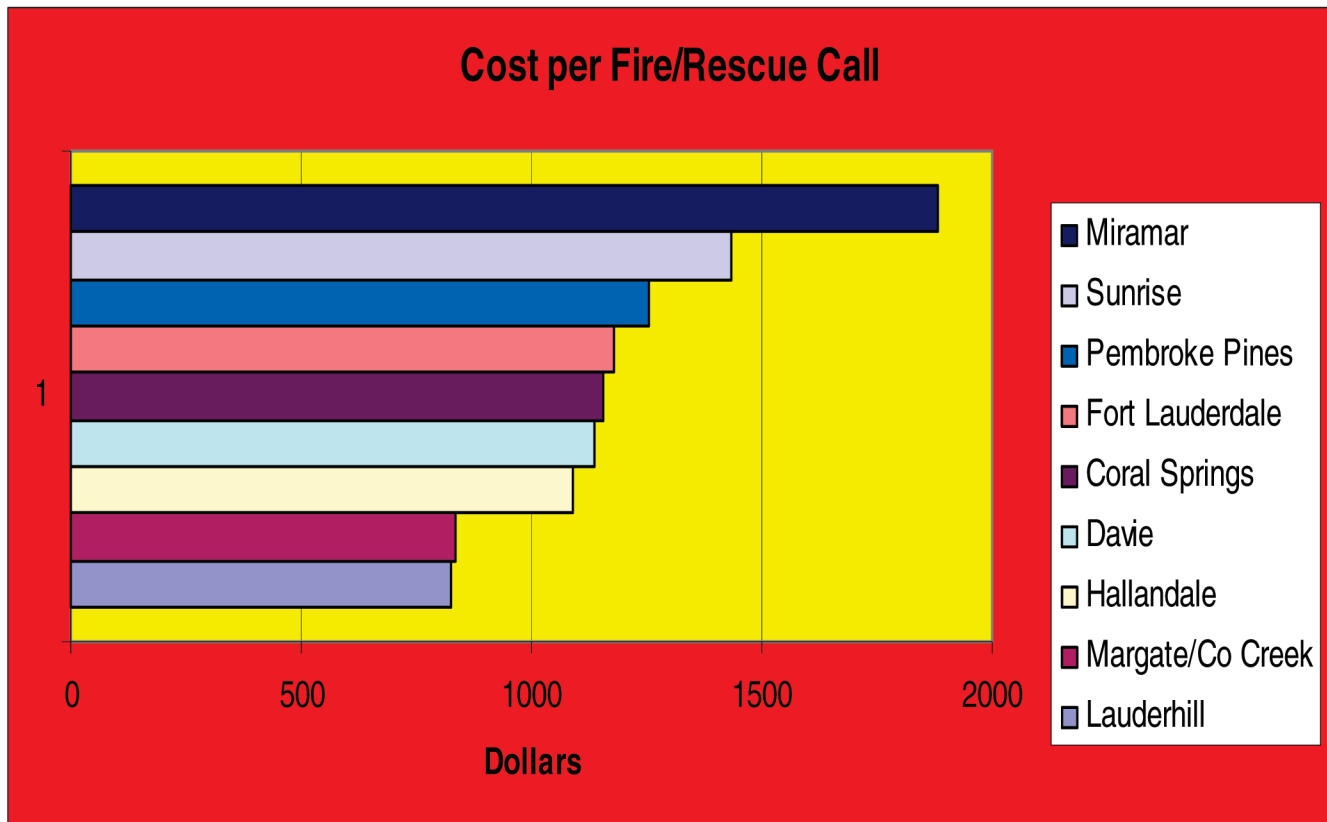
Fire Department Efficiency Measure by Comparison

The Lauderhill Fire Department's goal is to minimize the loss and property as a result of fire; to maintain a focus on fire safety in the community. The Fire/Rescue Emergency Team controls and extinguishes fires in the least possible amount of time and with the least possible loss of life or property damage, in addition, the Fire/Rescue Response Team provide emergency medical first response.

The measure below indicates that Lauderhill compares favorably with other Broward County cities in efficiently allocating resources to provide quality fire and rescue services.

Efficiency Measure

(Total Budget divided by Total Responses)



APPENDIX

Performance measurement *and why we use it.*

Performance Measurement is one of the tools used to assess how well an organization performs when providing goods and services. The central idea behind performance measurement is to identify gaps in information, weaknesses related to infrastructure and job skills, budgetary constraints, and ways and means of strengthening the municipal services. It involves determining the efficiency, efficacy, cost-effectiveness, and timeliness of services being provided by a municipal body keeping in view the existing constraints.

Performance Measurement:

- *Creates measures or indicators of the efficiency and effectiveness of public services;*
- *Produces information that municipalities can use to make decisions to improve local services;*
- *Strengthens municipal accountability to taxpayers;*
- *Monitors ongoing performance to assist in planning for the future of the communities;*
- *Evaluates past performance and allows municipalities to share best practices.*

Performance measurement is a management tool for continuously improving performance. These performance measurements can be used to evaluate services from year to year both on financial and non-financial basis.

Performance measures are meant to provide more complete information about the City's performance. Primarily, performance measures are concerned with the results of the services delivered by the government. Subsequently, they help to provide a basis for assessing the economy, efficiency, and effectiveness of those services.

Lauderhill's Performance Measurement Program has been greatly enhanced during the past three years because of a grant received from Sloan Foundation and administered by the National Center for Civic Innovation in New York. This report is a direct result of that grant.



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Richard J. Kaplan



Deputy Mayor
Dale V.C. Holness



Deputy Vice Mayor
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The City of Lauderhill

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