

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Satisfied customers - GSA</u>					
<u>Worker`s comp survey responses with satisfactory rating</u>	FY10 Q2	96 %	90 %	94 %	90 %
<u>Increase customer satisfaction with parking services</u>	FY10	94 %	80 %	n/a	n/a
<u>Customer Satisfaction Rating for Security Management Services</u>	FY09	89 %	90 %	n/a	n/a
<u>Request for Information Completion Time</u>	FY10 Q3	100 %	85 %	87 %	85 %
<u>Secret Shopper Score (GSA)</u>	Cal05	4.0	4.0	n/a	n/a
<u>Maintain Competitive Rates &amp; Efficient Services</u>					
<u>HE labor rates compared to private sector</u>	FY10-Semi-1	32 %	35 %	n/a	n/a
<u>LE labor rate compared to private sector</u>	FY10-Semi-1	26 %	25 %	n/a	n/a
<u>% Hours billed by individual technician as compared to his/her total hours at the shop</u>	FY10 Q3	95.0 %	95.0 %	96.4 %	95.0 %

2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Budget Implementation FY 09-10 (GSA)</u>					
<u>Meet Budget Targets (GSA)</u>					
<u>Expenditure: Total (GSA)</u>	FY10 Q3	\$60,313 K	\$88,200 K	\$170,590 K	\$264,602 K
<u>Revenue: Total (GSA)</u>	FY10 Q3	\$42,180 K	\$88,200 K	\$152,737 K	\$264,602 K
<u>Positions: Full-Time Filled (GSA)</u>	FY10 Q3	783	(753 - 837)	n/a	(n/a - n/a)
<u>Lower Capital Costs of Vehicle Replacements</u>					
<u>% LE vehicles retired at or above life cycle mileage requirement</u>	FY10 Q3	33.0 %	n/a	n/a	n/a
<u>Avg. miles of LE retired vehicles</u>	FY10 Q3	93,864.30 miles	100,000.00 miles	n/a	n/a

(ES8.1.6) Business Services Sound

Asset Management and Financial  
Investment Strategies

<u>Color Copy Production</u>	FY10 Q3	291,516 Copies	125,000 Copies	642,738 Copies	375,000 Copies
<u>Office Supply \$ Comparison: Mat. Mgt. VS. Office Depot</u>	FY10- Semi-1	\$170	\$207	n/a	n/a
<u>Revenue Returned to Departments from Surplus Property Sales</u>	FY09	\$2,240,631	n/a	n/a	n/a
<u>Contract Balances</u>	FY10 Q3	Yes	Yes	n/a	n/a

Manage GSA Buildings in most cost  
effective, competitive manner feasible

<u>Maintain total operating expenses per square foot at or below that of the private sector</u>	FY10	8.53	9.45	n/a	n/a
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**3.0 Internal**



<b>Name</b>	<b>As of Date</b>	<b>Actual</b>	<b>Business Plan Goal</b>	<b>FYTD Actual</b>	<b>FYTD Goal</b>
<u>Develop and Monitor Performance Standards for Production Employees - GSA</u>					
<u>% Time LE Performance is better than the Industry Standards</u>	FY10 Q3	61.0 %	50.0 %	n/a	n/a
<u>Reduce OverTime in both Heavy and Light Operations</u>	Jun 2010	\$5,845	n/a	\$123,605	n/a
<u>Number of Work Orders/Service Tickets, Per RSS Project Manager</u>	FY10 Q3	11 WO/ST	(n/a - n/a)	12 WO/ST	(n/a - n/a)
<u>Improve Efficiency of Design Construction Services</u>					
<u># of quarterly ongoing construction projects</u>	Jun 2010	204	n/a	n/a	n/a
<u># of construction managers</u>	Mar 2010	28	n/a	173	n/a
<u># of architects/engineers</u>	FY10 Q3	22	n/a	66	n/a
<u>Ratio of Returned Plans over Initial Submissions</u>	Jun 2010	0.0	1.0	n/a	n/a
<u># of plan submissions</u>	Jun 2010	2	(n/a - n/a)	34	(n/a - n/a)
<u># of plan submissions returned</u>	Jun 2010	0	n/a	25	n/a
<u>NSP Homes</u>					
<u>REO multi-family units acquired</u>	Jul 2010	421	25	421	250
<u>REO single family units acquired</u>	Jul 2010	1	n/a	n/a	n/a
<u>REO single family units rehabilitated</u>	Jul 2010	0	10	1	100
<u>REO single family units sold to qualified buyers</u>	Jul 2010	0	10	n/a	n/a

Increase percentage of equipment with valid Certificates of Operation

Percentage of regulated elevators with valid current Certificates of Operation

Jun 2010  73 % 73 %  63 % 61 %

(ES8.3.1) GSA-Accounting compliance with financial laws and generally accepted accounting principles

Number of business days after rollover to provide FAMIS information to divisions

Mar 2010  3 10 n/a n/a

Open Receivables Collected

FY10 Q3  27.00 % 20.00 %  92.00 % 60.00 %

Reduce aging of FPL accounts

FY10 Q3  1.13 % 25.00 %  15.13 % 75.00 %

Reduce Invoice Turnaround Time

FY10 Q3  88 % 93 % n/a n/a

Reduce the balance owed to FPL

FY10 Q3 \$229,357 n/a \$416,184 n/a

GSA - Accounts Payable Aging 45 Days

Jul 2010  91.65 % 85.00 %  93.50 % 85.00 %

(ES6-4.3) Provide well-maintained facilities

Square footage maintained per maintenance employee

FY10  90,834 55,500 n/a n/a

**4.0 Learning and Growth**



Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>(ES5-4) Workforce skills to support County priorities</u>					
<u>GSA Training/Seminars</u>	FY10 Q3	1,305	n/a	5,504	n/a
<u>Filled/Vacancy Report</u>					
<u>Temporary Positions (GSA)</u>	FY10 Q3	36	n/a	38	n/a
<u>Vacant Positions</u>	FY10 Q3	54	n/a	40	n/a

[Scorecard Exception Report](#) [Business Plan Reports](#)

**Scorecard Owners:** [Cabrera, Aimee](#) [Norris, Wendi](#) [Baptiste, Clayton](#) [Gutierrez, Ana](#)

**Linked Objects**

**Hide All**

**Child Scorecards**

Real Estate Development

**Owners**  
[Baptiste, Clayton](#)  
[Cabrera, Aimee](#) [Marin, Elva](#)  
[Salomon, Leland](#)

<u>Facilities and Utilities Management</u>		<u>Statfeld, Robin</u> <u>Cabrera, Aimee</u> <u>Hall, Jerry</u>
<u>Design and Construction Services</u>		<u>Cabrera, Aimee</u> <u>Castellanos, Ruth</u> <u>Jardine, Etta</u> <u>Perez, Jose</u>
<u>Fleet Management</u>		<u>Cabrera, Aimee</u> <u>Diaz, Olga</u> <u>Gutierrez, Ana</u> <u>Mishra, Richa</u> <u>Ortega, Rosa</u>
<u>Materials Management</u>		<u>Cabrera, Aimee</u> <u>Lesinski, Lou</u>
<u>Risk Management</u>		<u>Cabrera, Aimee</u> <u>Dunlop, Barbara</u> <u>Grace, Hazel</u> <u>Pascual, Marsha</u> <u>Seco, Lupe</u> <u>Valdes, Carrie</u>
<u>Administrative Services</u>		<u>Baptiste, Clayton</u> <u>Cabrera, Aimee</u> <u>Clark, Tekeia</u>

**Parent Scorecards**

	<b>Owners</b>
<u>County Manager's Scorecard</u>	<u>Burgess, George</u>

**Objectives**

	<b>Owners</b>
<u>(ES1.4.4) Satisfied customers - GSA</u>	<u>Cabrera, Aimee</u> <u>Gutierrez, Ana</u>
<u>Maintain Competitive Rates &amp; Efficient Services</u>	<u>Cabrera, Aimee</u> <u>Diaz, Olga</u> <u>Gutierrez, Ana</u> <u>Mishra, Richa</u> <u>Ortega, Rosa</u>
<u>Budget Implementation FY 09-10 (GSA)</u>	<u>Norris, Wendi</u>
<u>Meet Budget Targets (GSA)</u>	<u>Baptiste, Clayton</u> <u>Cabrera, Aimee</u>
<u>Lower Capital Costs of Vehicle Replacements</u>	<u>Cabrera, Aimee</u> <u>Dareff, Martin</u> <u>Diaz, Olga</u> <u>Gutierrez, Ana</u> <u>Mishra, Richa</u> <u>Ortega, Rosa</u>
<u>(ES8.1.6) Business Services Sound Asset Management and Financial Investment Strategies</u>	<u>Cabrera, Aimee</u> <u>Lesinski, Lou</u>
<u>Manage GSA Buildings in most cost effective, competitive manner feasible</u>	<u>Cabrera, Aimee</u> <u>Hall, Jerry</u> <u>Silva, Juan</u>
<u>Develop and Monitor Performance Standards for Production Employees -GSA</u>	
<u>Improve Efficiency of Design Construction Services</u>	<u>Cabrera, Aimee</u>
<u>NSP Homes</u>	<u>Cabrera, Aimee</u>
<u>Increase percentage of equipment with valid Certificates of Operation</u>	<u>Cabrera, Aimee</u> <u>Chavez, Mike</u> <u>Hall, Jerry</u>
<u>(ES8.3.1) GSA-Accounting compliance with financial laws and generally accepted accounting principles</u>	<u>Baptiste, Clayton</u> <u>Cabrera, Aimee</u>
<u>(ES6-4.3) Provide well-maintained facilities</u>	<u>Cabrera, Aimee</u> <u>Hall, Jerry</u> <u>Silva, Juan</u>
<u>(ES5-4) Workforce skills to support County priorities</u>	<u>Cabrera, Aimee</u>
<u>Filled/Vacancy Report</u>	<u>Baptiste, Clayton</u>

## Program Groups

	Type	As Of	\$	👤	✓	!	🎯	%	Status	Owners
<u>Mental Health Diversion Facility Implementation</u>		n/a						n/a	n/a	<u>Montoya, E. Carolina</u> <u>Fernandez, Omar</u>

## Initiatives

	Type	As Of	\$	👤	✓	!	🎯	%	Status	Owners
<u>GSA Enhanced Maintenance &amp; Repair (Sparkle) Program FY 09-10</u>		03/31/2010	▲	▲	▲		▲	50%	In Progress	<u>Silva, Juan</u> <u>Hall, Jerry</u> <u>Cabrera, Aimee</u> <u>Plummer, Thomas</u>
<u>Web Based Digital Store Front</u>		n/a						n/a	n/a	<u>Lesinski, Lou</u> <u>Cabrera, Aimee</u> <u>Schmuger, Steve</u>
<u>SPCC Wellness Center - Phase 2 - (Sortie)</u>		06/30/2010	▲					100%	Complete	<u>Jardine, Etta</u> <u>Perez, Jose</u> <u>Mauriz, Roberto</u> <u>Silva, Juan</u> <u>Hall, Jerry</u>
<u>County Vehicles, Transponder and Gas Card Usage</u>		09/30/2007	▲					100%	Complete	<u>Piper, Howard</u> <u>Devito, Eelyn</u> <u>Mishra, Richa</u>
<u>Children`s Courthouse</u>		06/30/2010	▲	▲	▲	▲	▲	100%	Complete	<u>Cabrera, Aimee</u> <u>Perez, Jose</u> <u>Jardine, Etta</u> <u>Mauriz, Roberto</u> <u>Contreras, Humberto</u>
<u>Development of Northside Property at 799 NW 81 ST</u>		07/31/2009	▲	▲				100%	Complete	<u>Cabrera, Aimee</u> <u>Perez, Jose</u> <u>Jardine, Etta</u> <u>Brown, Patrick</u>
<u>Landmark Facility</u>		03/31/2010						n/a	In Progress	<u>Cabrera, Aimee</u> <u>Salomon, Leland</u> <u>Perez, Jose</u> <u>Jardine, Etta</u> <u>Statfeld, Robin</u>
<u>Library Capital Plan</u>		06/30/2010	▲	■	▲	▲		25%	In Progress	<u>Cabrera, Aimee</u> <u>Perez, Jose</u> <u>Jardine, Etta</u> <u>Marrero, Asael</u>
<u>Lightspeed Building Development Project</u>		04/30/2010	▲	▲	▲	▲	▲	n/a	In Progress	<u>Cabrera, Aimee</u> <u>Hall, Jerry</u> <u>Perez, Jose</u> <u>Jardine, Etta</u> <u>Contreras, Humberto</u> <u>Mauriz, Roberto</u>
<u>New Car Get Ready Relocation</u>		09/30/2009						n/a	On Hold	<u>Gutierrez, Ana</u> <u>Hamilton, Mark</u> <u>Perez, Jose</u> <u>Jardine, Etta</u> <u>Ortega, Rosa</u> <u>Mishra, Richa</u>
<u>Overtown Transit Station Phase II</u>		12/31/2009	▼					100%	Complete	<u>Cabrera, Aimee</u> <u>Perez, Jose</u> <u>Salomon, Leland</u> <u>Jardine, Etta</u>

Redevelopment of Civic Center



06/30/2008

n/a Not Started

Statfeld, Robin  
Cabrera, Aimee  
Salomon, Leland  
Statfeld, Robin

**Processes**

There are no processes linked at this time.

**REFERENCE CENTER**

**Action Items**

Show Details

Due Date	Status	Action	Owners
No Action Items to Report			
	Open		Overdue

**Comments**

Author/Date	Comment	Show All
Nadia Rodriguez 08/24/2007	<p>Department wide objectives and key measures need to be developed. Will begin to track performance measures (i.e. turn-around time, rejected plans, workload).</p> <p>Positions- long-term temps through out the department.</p> <p>Internal communication needs to improve and be department-wide.</p> <p>Inventory defficiencies- no real system inplace to track equipment. Needs be looked at to make improvements.</p> <p>Significant savings through reduction in OT (light equipment). Currently, reducing OT in heavy equipment division. Hybrid vehicles are replacing sedans (not including police).</p> <p>Focus on Shop 3 (NW 58 St).</p>	<a href="#">Edit</a>

**External Links**



- [Completed GSA Initiatives](#)
- [Real Estate Development Projects](#)
- [Mental Health Coordinator](#)

**Attached Documents**



Last Updated Checked Out By

## Customer Perspective

Objective Name	Owner(s)
Satisfied customers - GSA	Aimee Cabrera Ana Gutierrez

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives
Enable County departments and their service partners to deliver quality customer service

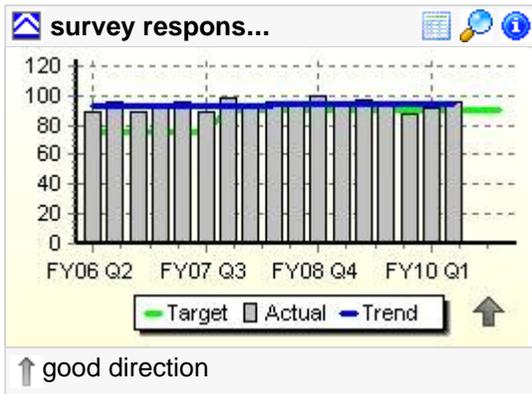
Parent Objectives
(ES1.4) Satisfied customers

Measure	Owner(s)
Worker`s comp survey responses with satisfactory rating  attain a 90% or higher satisfaction rating from workers' compensation claimants	Joan Marie Bruyntjens Aimee Cabrera Marsha Pascual Susana Ramirez Carrie Valdes

Performance				
Ind	Actual	Target	Variance	Date
	96 %	90 %	6 %	FY10 Q2

Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



**Measure** **Owner(s)**

Increase customer satisfaction with parking services

Clayton Baptiste Carlos Gutierrez Aimee Cabrera

This measure will track customer satisfaction with parking services and undertake corrective steps to continually increase the percentage of satisfied customers.

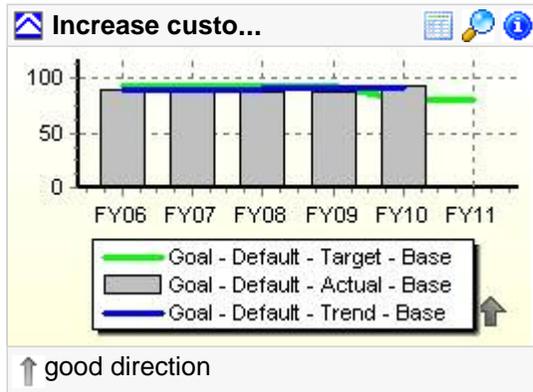
**Performance**

Ind	Actual	Target	Variance	Date
	94 %	80 %	14 %	FY10

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Customer Satisfaction Rating for Security Management Services

Dennys Gonzalez Jerry Hall Daniel Payne Aimee Cabrera

This measure will increase customer satisfaction with security guard services by developing a survey tool that will establish the benchmark for customer satisfaction. This measure will result in improved customer satisfaction with security services provided by GSA. Targeted surveys will be developed and conducted to measure client agency satisfaction with such factors as the performance of contract personnel and management, responsiveness of GSA Security Management to agency needs, professional support provided to agencies, adequacy of alarm systems, etc. Survey(s) data will be compiled and reported annually. Action plans to address deficiencies will be produced following survey(s).

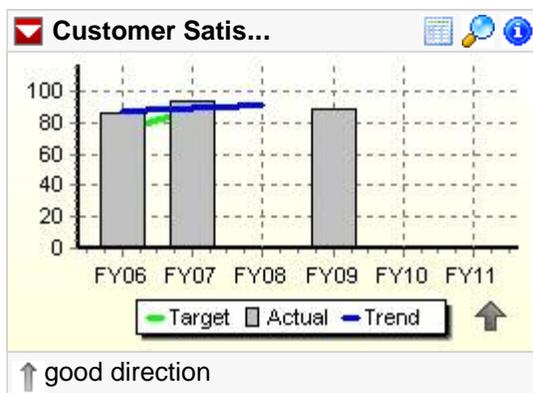
**Performance**

Ind	Actual	Target	Variance	Date
	89 %	90 %	(0) %	FY09

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	Customer Satisfaction Rating for GSA Contract Oversight & Investments	92 %	90 %	FY09
	Customer Satisfaction Rating for Security Alarm Services	84 %	88 %	FY09
	Customer Satisfaction Rating for the Security Operations Center (SOC)	92 %	91 %	FY09
	Percent of customers satisfied with the quality of service provided by contract security firms	71 %	70 %	FY09



**Measure** **Owner(s)**

Request for Information Completion Time

Aimee Cabrera

This measure will track the percentage of buckslips completed within 3 weeks and other requests for information

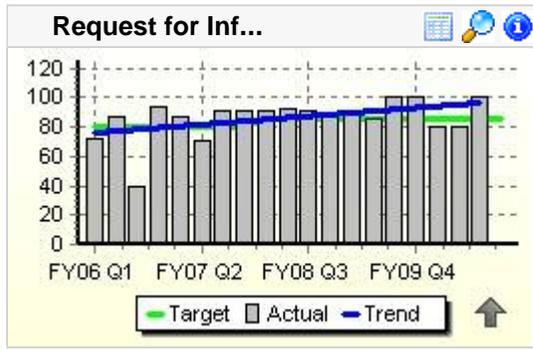
**Performance**

Ind	Actual	Target	Variance	Date
▲	100 %	85 %	15 %	FY10 Q3

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Secret Shopper Score (GSA)

Wendi Norris

This measures the satisfaction of secret shoppers with the department's services at its points of contact with the public. The goal of 4.0 on a 1.0 - 5.0 scale, 5.0 being best, is based on the 4 out of 5 goal stated in the Miami-Dade County Strategic Plan under Enabling Strategies (ES1).

**Performance**

Ind	Actual	Target	Variance	Date
▲	4.0	4.0	0.0	Cal05

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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Objective Name	Owner(s)
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Maintain Competitive Rates & Efficient Services

Aimee Cabrera Olga Diaz Ana Gutierrez Richa Mishra Rosa Ortega

This objective will include measures that will ensure that Fleet Management service rates and services are competitive in both the public and private sector.

Initiatives Linked To Objective	Owner(s)
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Add Aviation and Transit fueling sites to our monitoring network

Olga Diaz  
Ana Gutierrez  
Richa Mishra  
Rosa Ortega

Restructure PM Services

Olga Diaz  
Ana Gutierrez  
Richa Mishra  
Rosa Ortega

GrandParent Objectives
------------------------

Provide quality, sufficient and well-maintained County vehicles to County Departments

Parent Objectives
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(ES7.3) Cost-effective vehicles

Measure	Owner(s)
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HE labor rates compared to private sector

Rosa Ortega

The measure shows the percentage of difference in rates between FM heavy equipment vs. private sector

Performance
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Ind	Actual	Target	Variance	Date
▼	32 %	35 %	(3) %	FY10-Semi-1

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

LE labor rate compared to private sector

Rosa Ortega

This measure shows the percentage of difference in rates for FM light equipment vs. the private sector.

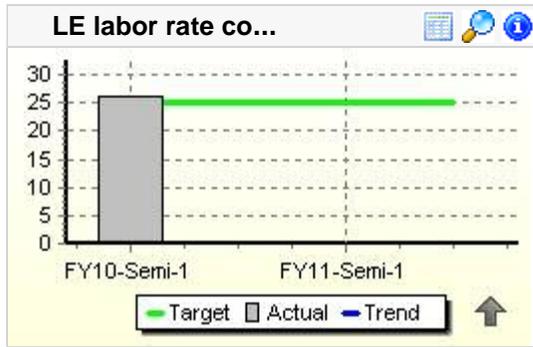
**Performance**

Ind	Actual	Target	Variance	Date
▲	26 %	25 %	1 %	FY10-Semi-1

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

% Hours billed by individual technician as compared to his/her total hours at the shop

Olga Diaz Ana Gutierrez Ron Kleintop Louis Kolb Richa Mishra  
Rosa Ortega Aimee Cabrera

Monitor Billable vs. Available Hours of production employees in Heavy and Light equipment.

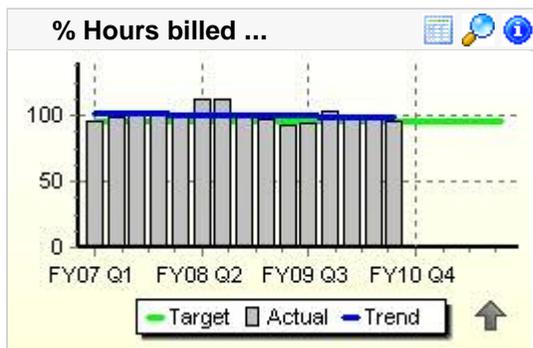
**Performance**

Ind	Actual	Target	Variance	Date
▲	95.0 %	95.0 %	0.0 %	FY10 Q3

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
▲	Heavy Equipment: Billable vs. Available Hours	95.0 %	95.0 %	FY10 Q3
▲	Light Equipment: Billable vs. Available Hours	95.0 %	95.0 %	FY10 Q3



# Financial Perspective

Objective Name	Owner(s)
Budget Implementation FY 09-10 (GSA)	Wendi Norris

Initiatives Linked To Objective	Owner(s)
Eliminate 2 positions in Administration (GSA-1)	Clayton Baptiste Wendi Norris
Eliminate 7 positions in Design Construction (GSA-2)	Etta Jardine Wendi Norris Jose Perez
Eliminate all screening at SPCC and use roving security in lobby and exterior in Facilities & Utilities Management (GSA-3)	Jerry Hall Wendi Norris Juan Silva
Eliminate 11 positions in Facilities & Utilities Management (GSA-4)	Jerry Hall Charlotte Horne Wendi Norris Juan Silva
Reduce work order operating expenses in Facilities & Utilities Management (GSA-5)	Jerry Hall Wendi Norris Juan Silva
Reduce maintenance and security expenses at Richmond Heights in Facilities & Utilities Management (GSA-6)	Jerry Hall Wendi Norris Juan Silva
Eliminate maintenance at St. Albans Daycare Center in Facilities & Utilities Management (GSA-7)	Jerry Hall Wendi Norris Juan Silva
Eliminate 1 position in Fleet Management (GSA-8)	Ana Gutierrez Richa Mishra Wendi Norris Rosa Ortega
Eliminate 4 positions in Real Estate Development (GSA-9)	Elva Marin Wendi Norris Leland Salomon Robin Statfeld
Eliminate 15 positions in Risk Management (GSA-10)	Aimee Cabrera Wendi Norris Marsha Pascual Susana Ramirez
Eliminate 8 positions in GSA facility maintenance (GSA-MAR-1)	Jerry Hall Wendi Norris

## GrandParent Objectives

## Parent Objectives

**Objective Name**

**Owner(s)**

Meet Budget Targets (GSA)

Clayton Baptiste Aimee Cabrera

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measure**

**Owner(s)**

Expenditure: Total (GSA)

Clayton Baptiste

**Performance**

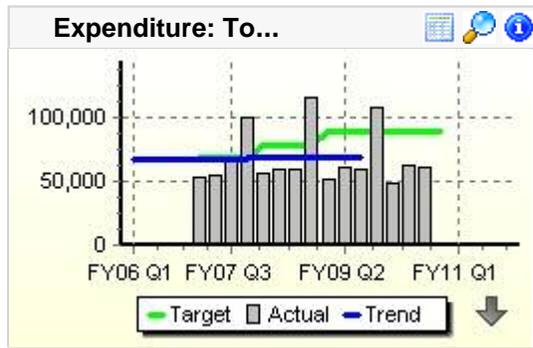
Ind	Actual	Target	Variance	Date
▲	\$60,313 K	\$88,200 K	\$27,887 K	FY10 Q3

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
▲	Expen: Capital (GSA)	\$878	\$2,589	FY10 Q3
▲	Expen: Non-Operating (GSA)	4,220	14,353	FY10 Q3
▲	Expen: Other Operating (GSA)	\$40,113	\$54,706	FY10 Q3
▲	Expen: Personnel (GSA)	\$15,102	\$16,552	FY10 Q3



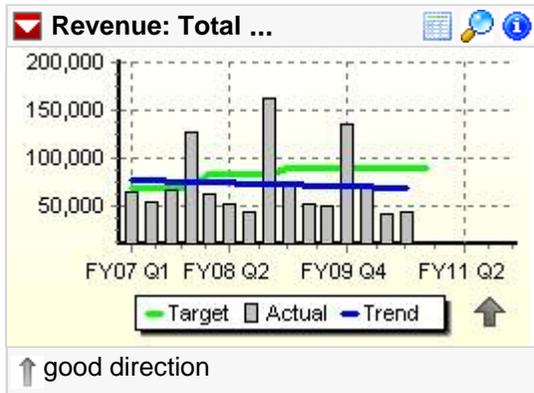
**Measure** **Owner(s)**

Revenue: Total (GSA)

Clayton Baptiste Aimee Cabrera

**Performance**

Ind	Actual	Target	Variance	Date
▼	\$42,180 K	\$88,200 K	\$(46,020) K	FY10 Q3



**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
▼	Revenue: Carryover (GSA)	\$0 K	\$6,698 K	FY10 Q3
▼	Revenue: Proprietary (GSA)	\$1,645 K	\$2,186 K	FY10 Q3
▼	Revenue: General Fund (GSA)	\$0 K	\$12,989 K	FY10 Q3
▲	Revenue: Federal (GSA)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: State (GSA)	\$0 K	\$0 K	FY10 Q3
▼	Revenue: Interagency/Intra-departmental (GSA)	\$40,535 K	\$66,327 K	FY10 Q3

**Measure** **Owner(s)**

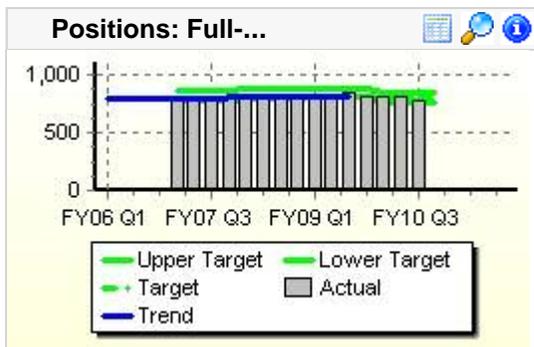
Positions: Full-Time Filled (GSA)

Clayton Baptiste Wendi Norris

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

**Performance**

Ind	Actual	Target	Variance	Date
▲	783	795	(12)	FY10 Q3



**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name**

**Owner(s)**

Lower Capital Costs of Vehicle Replacements      Aimee Cabrera   Martin Dareff   Olga Diaz   Ana Gutierrez   Richa Mishra   Rosa Ortega

**Initiatives Linked To Objective**

**Owner(s)**

Expansion and Monitoring of Vehicle Replacement Cycle

Aimee Cabrera  
Martin Dareff  
Olga Diaz  
Ana Gutierrez  
Richa Mishra  
Rosa Ortega

**GrandParent Objectives**

Provide quality, sufficient and well-maintained County vehicles to County Departments

**Parent Objectives**

(ES7.3) Cost-effective vehicles

**Measure**

**Owner(s)**

% LE vehicles retired at or above life cycle mileage requirement

Martin Dareff   Ana Gutierrez   Louis Kolb   Richa Mishra   Rosa Ortega  
Aimee Cabrera

This measure will monitor the percentage of LE vehicles that are retired at or above life cycle mileage requirement. The goal is to measure the effectiveness of the extension of the useful operating lifecycle to 100,000 miles.

**Performance**

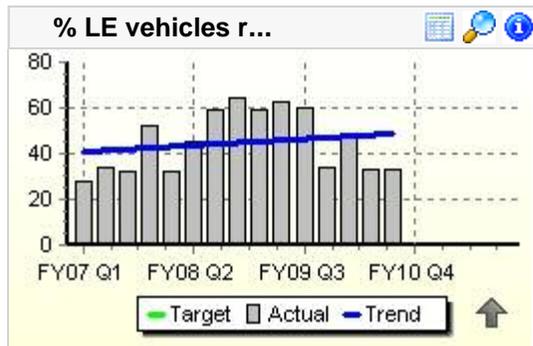
Ind	Actual	Target	Variance	Date
	33.0 %	n/a	n/a	FY10 Q3

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Avg. miles of LE retired vehicles

Martin Dareff Ana Gutierrez Louis Kolb Richa Mishra Rosa Ortega  
Aimee Cabrera

The goal is to have all vehicles retire at or above 100,000 miles. At times, this goal is not attainable because of body damage or repairs that would make fixing the vehicle less cost effective than retiring it and sending it to auction.

**Performance**

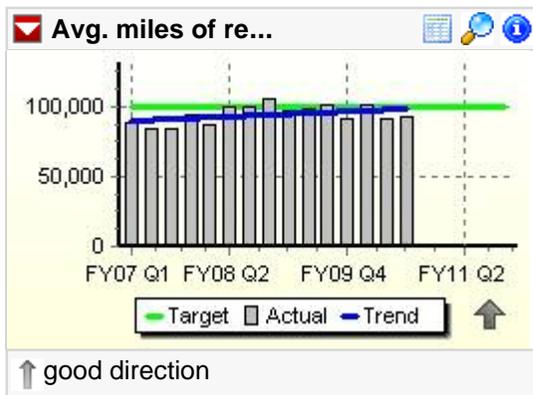
**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

**Ind Name Actual Target Date**

Ind	Actual	Target	Variance	Date
☑	93,864.30 miles	100,000.00 miles	(6,135.70) miles	FY10 Q3



**Objective Name**

**Owner(s)**

(ES8.1.6) Business Services Sound Asset Management and Financial Investment Strategies

Aimee Cabrera Lou Lesinski

This objective can be found in the Materials Management Scorecard.

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measure**

**Owner(s)**

Color Copy Production

Lou Lesinski Aimee Cabrera

This measure will track the production of color copies produced on a quarterly basis in The County Copy Center. As production increases the fixed cost per copy will decrease and provide a savings to The cost per color copy at Kinkos' is \$.65 while the price per copy we charge in order to cover our cost is \$.35. Total number of color impressions during FY/06 was 535,003. The cost savings over Kinkos was \$160,500.00.

**Performance**

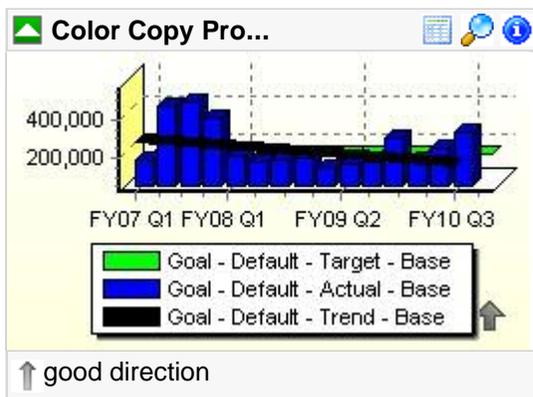
**Initiatives Linked To Measure**

**Owner(s)**

Ind	Actual	Target	Variance	Date
▲	291,516 Copies	125,000 Copies	166,516 Copies	FY10 Q3

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Office Supply \$ Comparison: Mat. Mgt. VS. Office Depot

Lou Lesinski Aimee Cabrera

This measure will report the results of a market basket survey which will be conducted in conjunction with the six-month spot market Office Supply Contract. We will report our fully loaded cost to our end users compared to the cost published in the Office Depot, U.S. Communities Pricing Contract. Twenty items will be selected for each six month period. These twenty items will be common, high use and typically referred to as "desk-top-consumables. The cost of the market baskets will be reported. PLEASE NOTE: In order to graph the results it was necessary to enter the cost of the Office Depot basket as the GOAL and the cost of the Materials Management basket at the ACTUAL.

**Performance**

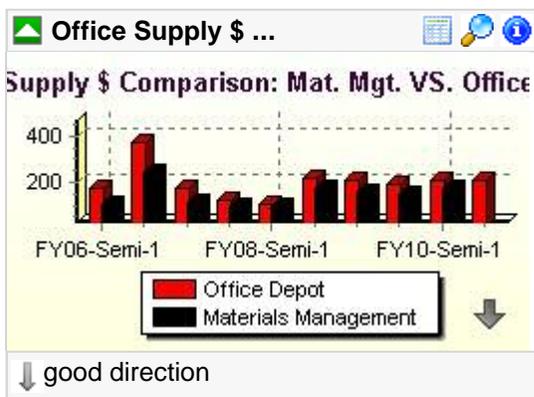
Ind	Actual	Target	Variance	Date
▲	\$170	\$207	\$37	FY10-Semi-1

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Revenue Returned to Departments from Surplus Property Sales

Lou Lesinski Aimee Cabrera

This measure will reflect the funds returned to Departments and Agencies from the sale of surplus property on an annual basis. There are several methods of disposal including internet auctions, live auctions, County Store sales, sealed bid sales and informal quotes. County Store staff are directly involved in all of these sales methods.

**Performance**

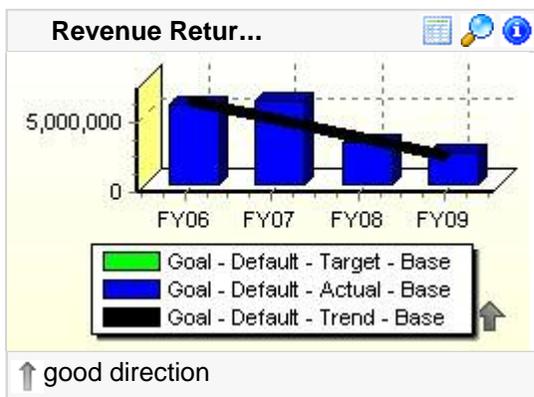
Ind	Actual	Target	Variance	Date
	\$2,240,631	n/a	n/a	FY09

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Contract Balances

Aimee Cabrera Dan Coughlin Lou Lesinski

This "measure" requires that all Materials Management vendor contracts be reviewed, at a minimum, on a quarterly basis for solvency.

**Performance**

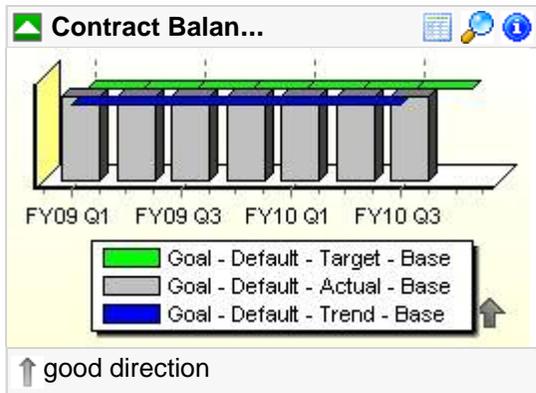
Ind	Actual	Target	Variance	Date
▲	Yes	Yes	n/a	FY10 Q3

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name**

**Owner(s)**

Manage GSA Buildings in most cost effective, competitive manner feasible

Aimee Cabrera Jerry Hall Juan Silva

**Initiatives Linked To Objective**

**Owner(s)**

Standardized Permit Application Package for GSA Buildings

Dennys Gonzalez  
Jerry Hall  
Thomas Plummer  
Juan Silva

**GrandParent Objectives**

**Parent Objectives**

**Measure**

**Owner(s)**

Maintain total operating expenses per square foot at or below that of the private sector

Jerry Hall Juan Silva Aimee Cabrera

This measure will compare the cost of operating GSA office buildings with the reported cost for private sector buildings as reported in the Annual Experience Exchange Report produced by the Building Owners and Managers Association (BOMA). The target will be to maintain GSA cost at or below the BOMA "Average" for Private Corporate Buildings. Measurement will occur once per year and be reported during the first quarter of each fiscal year.

**Performance**

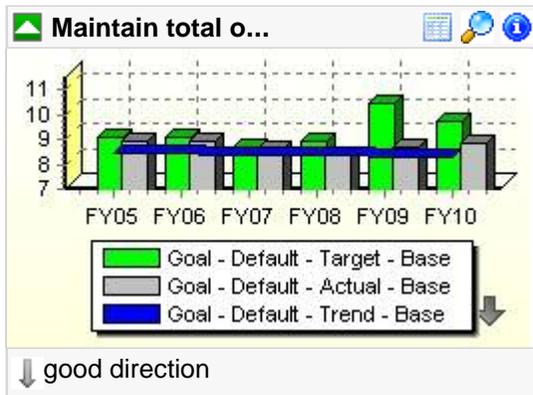
Ind	Actual	Target	Variance	Date
▲	8.53	9.45	0.92	FY10

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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## Internal Perspective

### Objective Name

Owner(s)

Develop and Monitor Performance Standards for Production Employees -GSA

### Initiatives Linked To Objective

Owner(s)

### GrandParent Objectives

### Parent Objectives

### Measure

Owner(s)

% Time LE Performance is better than the Industry Standards

Olga Diaz Ana Gutierrez Louis Kolb Richa Mishra Rosa Ortega Aimee Cabrera

Through this initiative we will monitor the performance of our Light Equipment production employees for certain repairs versus current industry standards. For FY 06/07, air conditioning, brakes, and suspension repairs will be monitored and compared to the Mitchell Book standards.

### Performance

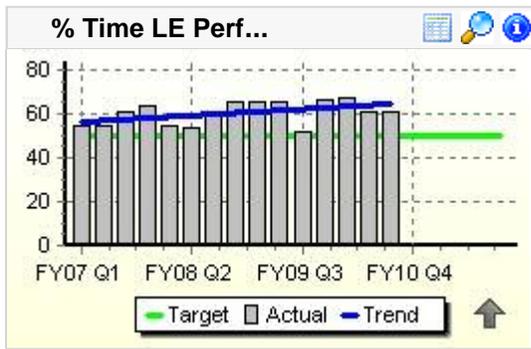
Ind	Actual	Target	Variance	Date
	61.0 %	50.0 %	11.0 %	FY10 Q3

### Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Reduce OverTime in both Heavy and Light Operations

Olga Diaz Ana Gutierrez Ron Kleintop Louis Kolb Richa Mishra  
Rosa Ortega

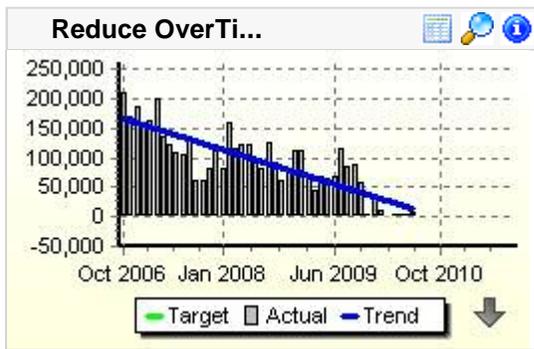
**Performance**

Ind	Actual	Target	Variance	Date
	\$5,845	n/a	n/a	Jun 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	Reduce OT in Light Operations	\$2,752	n/a	Jun 2010
	Reduce OT in Heavy Operations	\$3,093	n/a	Jun 2010



**Measure** **Owner(s)**

Number of Work Orders/Service Tickets, Per RSS Project Manager

Ruth Castellanos Spencer Errickson Etta Jardine Jose Perez  
Aimee Cabrera

This measure will track the number of work orders/service tickets assigned per RSS project manager.

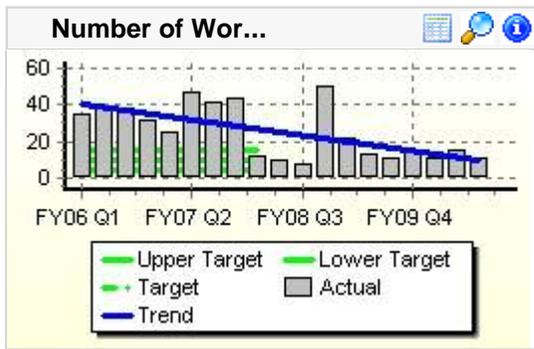
**Performance**

Ind	Actual	Target	Variance	Date
	11 WO/ST	n/a	n/a	FY10 Q3

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name****Owner(s)**

Improve Efficiency of Design Construction Services

Aimee Cabrera

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

# of quarterly ongoing construction projects

Etta Jardine Jose Perez

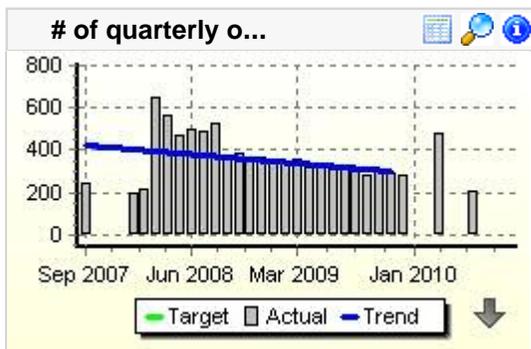
Quarterly number of active large-scale construction projects managed by all DCS Sections of GSA.

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
	204	n/a	n/a	Jun 2010

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure****Owner(s)**

# of construction managers

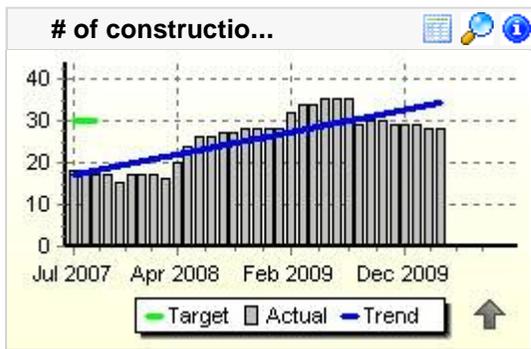
Patrick Brown Etta Jardine Jose Perez Aimee Cabrera

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
	28	n/a	n/a	Mar 2010

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure****Owner(s)**

# of architects/engineers

Etta Jardine Asael Marrero Jose Perez Aimee Cabrera

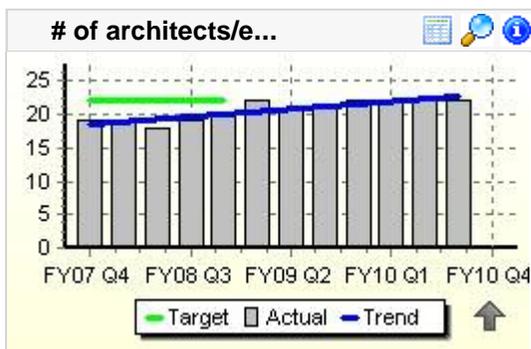
Current number of in house Architecture and Engineering staff.

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
	22	n/a	n/a	FY10 Q3

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Ratio of Returned Plans over Initial Submissions

Etta Jardine Asael Marrero Jose Perez

This measure tracks the ratio of plan submissions returned from the building department for omissions or comments. Plans submitted more than once and returned more than once will be counted individually.

**Performance**

Ind	Actual	Target	Variance	Date
▲	0.0	1.0	1.0	Jun 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	# of plan submissions	2	n/a	Jun 2010
	# of plan submissions returned	0	n/a	Jun 2010



**Measure**

**Owner(s)**

# of plan submissions

Etta Jardine Asael Marrero Jose Perez Aimee Cabrera

Number of times plans are submitted for review.

**Performance**

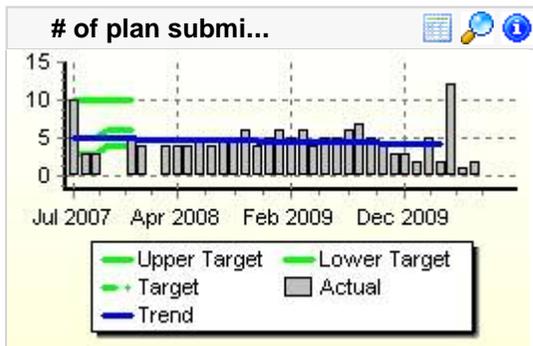
Ind	Actual	Target	Variance	Date
	2	n/a	n/a	Jun 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

# of plan submissions returned

Etta Jardine Asael Marrero Jose Perez Aimee Cabrera

**Performance**

Ind	Actual	Target	Variance	Date
	0	n/a	n/a	Jun 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name****Owner(s)**

NSP Homes

Aimee Cabrera

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

REO multi-family units acquired

Leland Salomon Robin Statfeld

The County was allocated \$21,571,480 to acquire and rehabilitate REO'd multi-family housing.

**Performance**

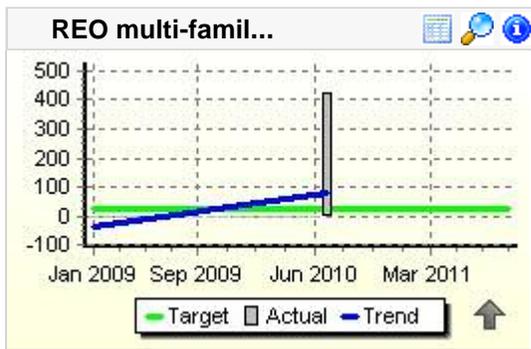
Ind	Actual	Target	Variance	Date
	421	25	396	Jul 2010

**Initiatives Linked To Measure****Owner(s)**

NSP Acquisition and Rehabilitation Pool

Leland Salomon  
Robin Statfeld**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

REO single family units acquired

Leland Salomon Robin Statfeld

The NSP allotted \$10,000,000 to purchase and rehab units that have been foreclosed on by the lender. These units must be resold as affordable housing to families making less than 120% of AMI.

**Performance**

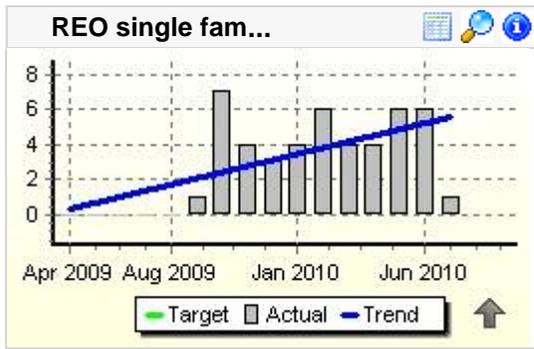
Ind	Actual	Target	Variance	Date
1		n/a	n/a	Jul 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

REO single family units rehabilitated

Leland Salomon Robin Statfeld

REO units that have been completely renovated and are ready to be sold.

**Performance**

Ind	Actual	Target	Variance	Date
❑	0	10	(10)	Jul 2010

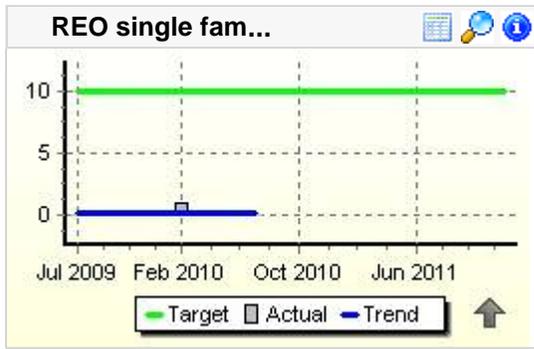
**Initiatives Linked To Measure**

**Owner(s)**

NSP Acquisition and Rehabilitation Pool	Leland Salomon Robin Statfeld
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**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure****Owner(s)**

REO single family units sold to qualified buyers

Leland Salomon Robin Statfeld

Units that have been acquired and rehabbed and are ready to be sold to qualified buyers

**Performance**

Ind	Actual	Target	Variance	Date
<input checked="" type="checkbox"/>	0	10	(10)	Jul 2010

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	NSP: Acquisition/Rehab of Foreclosed-Up Single Family Homes for Sale (51-80%)	1	n/a	Jun 2010
<input checked="" type="checkbox"/>	NSP: Acquisition/Rehab of Foreclosed-Up Single Family Homes for Sale (81-120%)	0	32	Jun 2010

**Objective Name**

**Owner(s)**

Increase percentage of equipment with valid Certificates of Operation

Aimee Cabrera Mike Chavez Jerry Hall

Increase percentage of regulated elevator equipment with valid Certificates of Operation, primarily by encouraging voluntary compliance with the State Elevator Code. Increase outreach to industry, provide easy access to services, implement appropriately graduated warnings and penalties for violations, and ensure consistent interpretation and application of enforcement practices.

**Initiatives Linked To Objective**

**Owner(s)**

Add online inspection report capability to Elevator Tracking System

Aimee Cabrera  
Mike Chavez  
Jerry Hall  
Jay Pons

**GrandParent Objectives**

**Parent Objectives**

Resident and business voluntary compliance with county codes

**Measure**

**Owner(s)**

Percentage of regulated elevators with valid current Certificates of Operation

Mike Chavez Jerry Hall Aimee Cabrera

This measure will track the percentage of elevators, escalators, and related equipment that have valid current Certificates of Operation. All such equipment in Miami-Dade County that is regulated by the Office of Elevator Safety is required to have a valid Certificate of Operation, which runs for a one-year period commencing August 1st of each year, ending July 31st of each year.

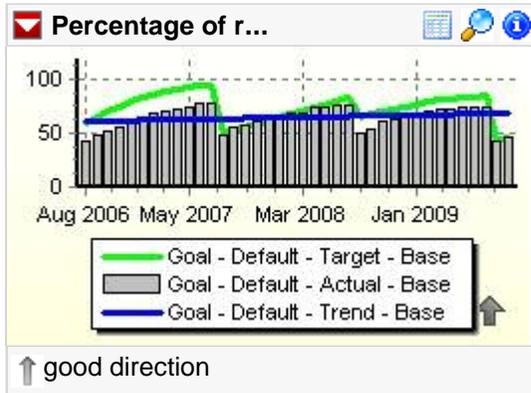
**Performance**

Ind	Actual	Target	Variance	Date
☑	73 %	73 %	(0) %	Jun 2010

**Initiatives Linked To Measure**

**Owner(s)**

Create full time enforcement unit to enhance elevator enforcement policies	Mike Chavez
Add online inspection report capability to Elevator Tracking System	Aimee Cabrera Mike Chavez Jerry Hall
Evaluate and improve upon current elevator enforcement policies	Aimee Cabrera Mike Chavez Jerry Hall
Develop and Implement Requirements for Programming upgrades to Elevator Tracking System	Aimee Cabrera Mike Chavez Jerry Hall
Strengthen delinquency reporting and collection processes	Aimee Cabrera Mike Chavez Jerry Hall



**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	Total elevator equipment requiring annual Certificates of Operation	10,087	n/a	Jun 2010
	Certificates of Operation issued for elevator equipment, Year-to-Date	7,354	n/a	Jun 2010

**Objective Name****Owner(s)**

(ES8.3.1) GSA-Accounting compliance with financial laws and generally accepted accounting principles

Clayton Baptiste  
Aimee Cabrera

This objective is linked with Administrative Services Scorecard

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Number of business days after rollover to provide FAMIS information to divisions

Clayton Baptiste Aimee Cabrera

This measure tracks the number of business days that FAMIS financial information is being provided to the divisions for review and appropriate corrective action. Timely information is critical, especially in tough economic times, for the assessment and correction of financial performance to ensure that budget targets are being met.

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
	3	10	(7)	Mar 2010

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Open Receivables Collected

Tekeia Clark Clayton Baptiste Aimee Cabrera

This measure reports on the percent of open receivables at the end of the prior fiscal year that was collected each quarter. At the end of the fiscal year, the total value of our accounts receivable is recorded. As collections are made each quarter, the amount collected is calculated as a percentage of the balance outstanding at the end of the prior fiscal year.

**Performance**

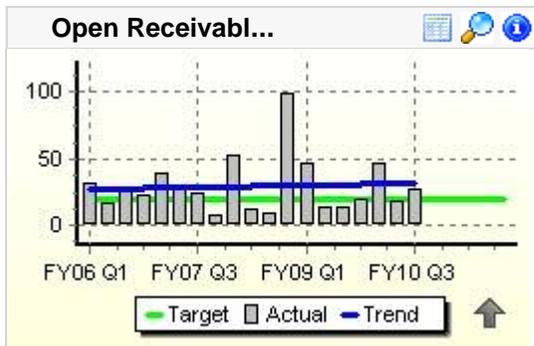
Ind	Actual	Target	Variance	Date
	27.00 %	20.00 %	7.00 %	FY10 Q3

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Reduce aging of FPL accounts

Clayton Baptiste Tekeia Clark Aimee Cabrera

This measure tracks the aging of FPL account balances and strives to reduce the level and percentage of balance that are more than 60 days old.

**Performance**

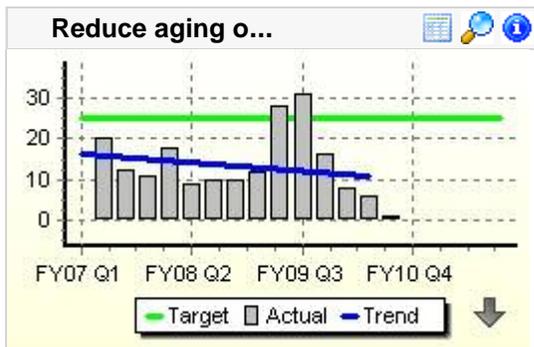
Ind	Actual	Target	Variance	Date
	1.13 %	25.00 %	23.87 %	FY10 Q3

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

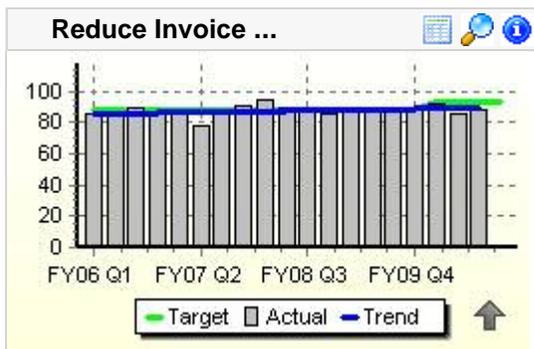
Reduce Invoice Turnaround Time

Clayton Baptiste Tekeia Clark Aimee Cabrera

This measure will reduce invoice turnaround time by paying 88% of invoices within 30 days from 85% in FY05.

**Performance**

Ind	Actual	Target	Variance	Date
■	88 %	93 %	(5) %	FY10 Q3



**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
▲	Average turnaround time per invoice processed	4	15	FY10 Q3
▲	Number of Invoices Processed	22,586	19,000	FY10 Q3

**Measure**

**Owner(s)**

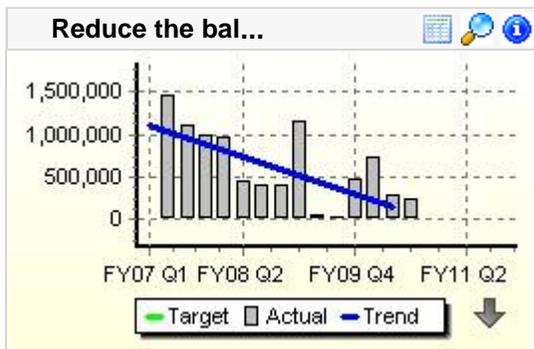
Reduce the balance owed to FPL

Clayton Baptiste Tekeia Clark Aimee Cabrera

This measure seeks to reduce the amount outstanding to FPL at the end of each quarter as compared to the previous quarter.

**Performance**

Ind	Actual	Target	Variance	Date
	\$229,357	n/a	n/a	FY10 Q3



**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

GSA - Accounts Payable Aging 45 Days

Adriana Hussein Salvador Rodriguez Wendi Norris

General Services Administration (GSA) - Timely Payment of Invoices paid within 45 Days

**Performance**

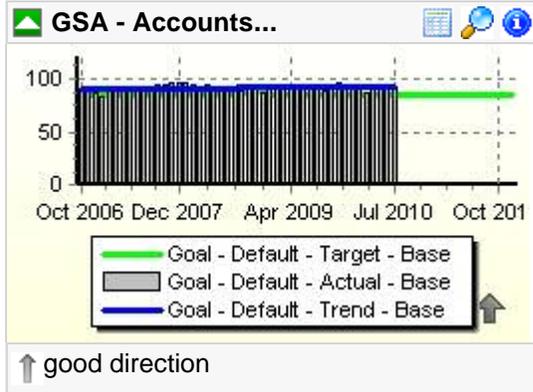
**Initiatives Linked To Measure**

**Owner(s)**

Ind	Actual	Target	Variance	Date
▲	91.65 %	85.00 %	6.65 %	Jul 2010

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name**

**Owner(s)**

(ES6-4.3) Provide well-maintained facilities

Aimee Cabrera Jerry Hall Juan Silva

This objective can be found in the Facilities and Utilities Management Scorecard.

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

Establish easily accessible, diverse and enjoyable programs, services, places and facilities to meet our community's unique and growing needs

Plan, construct and maintain well-designed County facilities in time to meet the needs of the Miami-Dade County

**Parent Objectives**

(RC1.1) Well-maintained, attractive and safe parks, libraries, museums, facilities, and public artwork (priority outcome)

(ES6.4) Well-maintained facilities

**Measure**

**Owner(s)**

Square footage maintained per maintenance employee

Jerry Hall Juan Silva Aimee Cabrera

This measure shows the ratio of square footage maintained per maintenance employee in GSA-managed buildings. Personnel include maintenance mechanics, maintenance repairer, painters, masons, HVAC mechanics and maintenance supervisors. The comparison is to the private sector figures as reported by the Building Owners and Managers Association (BOMA).

**Performance**

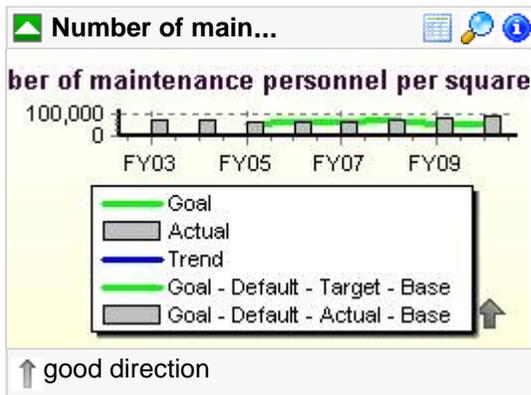
Ind	Actual	Target	Variance	Date
▲	90,834	55,500	35,334	FY10

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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# Learning and Growth Perspective

Objective Name	Owner(s)
(ES5-4) Workforce skills to support County priorities	Aimee Cabrera

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
------------------------

Parent Objectives
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Measure	Owner(s)
GSA Training/Seminars	Aimee Cabrera Wendi Norris

Performance				
Ind	Actual	Target	Variance	Date
	1,305	n/a	n/a	FY10 Q3

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



**Objective Name****Owner(s)**

Filled/Vacancy Report

Clayton Baptiste Aimee Cabrera

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Temporary Positions (GSA)

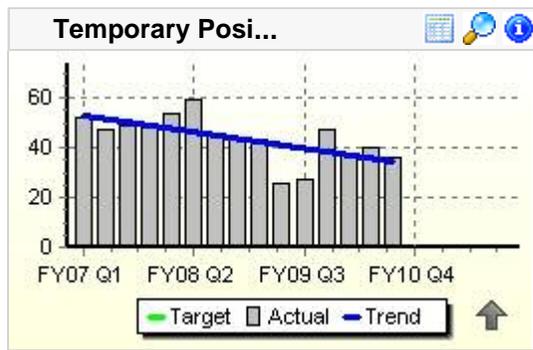
Clayton Baptiste Aimee Cabrera

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
	36	n/a	n/a	FY10 Q3

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Vacant Positions

Clayton Baptiste Aimee Cabrera

**Performance**

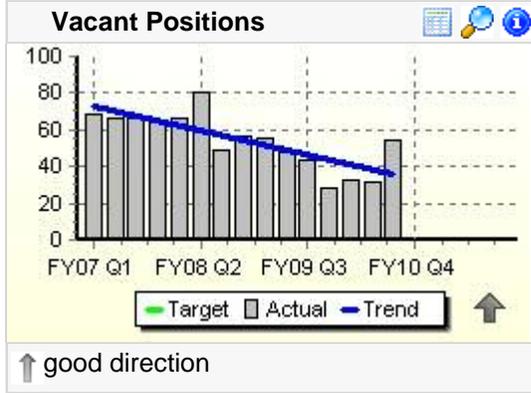
**Initiatives Linked To Measure**

**Owner(s)**

Ind	Actual	Target	Variance	Date
	54	n/a	n/a	FY10 Q3

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Initiatives Linked To Scorecard**

	Type	As Of	\$	🕒	✓	!	🎯	%	Status	Owners
<a href="#">GSA Enhanced Maintenance &amp; Repair (Sparkle) Program FY 09-10</a>		<a href="#">03/31/2010</a>	▲	▲	▲		▲	50%	In Progress	<a href="#">Silva, Juan</a> <a href="#">Hall, Jerry</a> <a href="#">Cabrera, Aimee</a> <a href="#">Plummer, Thomas</a>
<a href="#">Web Based Digital Store Front</a>		n/a						n/a	n/a	<a href="#">Lesinski, Lou</a> <a href="#">Cabrera, Aimee</a> <a href="#">Schmuger, Steve</a>
<a href="#">SPCC Wellness Center - Phase 2 - (Sortie)</a>		<a href="#">06/30/2010</a>	▲					100%	Complete	<a href="#">Jardine, Etta</a> <a href="#">Perez, Jose</a> <a href="#">Mauriz, Roberto</a> <a href="#">Silva, Juan</a> <a href="#">Hall, Jerry</a> <a href="#">Marrero, Asael</a>
<a href="#">County Vehicles, Transponder and Gas Card Usage</a>		<a href="#">09/30/2007</a>	▲					100%	Complete	<a href="#">Piper, Howard</a> <a href="#">Gonzalez-Cao, Vivian</a> <a href="#">Devito, Eelyn</a> <a href="#">Gutierrez, Ana</a> <a href="#">Ortega, Rosa</a> <a href="#">Mishra, Richa</a>
<a href="#">Children`s Courthouse</a>		<a href="#">06/30/2010</a>	▲	▲	▲	▲	▲	100%	Complete	<a href="#">Cabrera, Aimee</a> <a href="#">Perez, Jose</a> <a href="#">Jardine, Etta</a> <a href="#">Mauriz, Roberto</a> <a href="#">Contreras, Humberto</a>
<a href="#">Development of Northside Property at 799 NW 81 ST</a>		<a href="#">07/31/2009</a>	▲	▲				100%	Complete	<a href="#">Cabrera, Aimee</a> <a href="#">Perez, Jose</a> <a href="#">Santiago, Raymond</a> <a href="#">Edwards, Julie</a> <a href="#">Jardine, Etta</a> <a href="#">Loftus, James</a> <a href="#">Brown, Patrick</a>
<a href="#">Landmark Facility</a>		<a href="#">03/31/2010</a>						n/a	In Progress	<a href="#">Cabrera, Aimee</a> <a href="#">Salomon, Leland</a> <a href="#">Basu, Subrata</a> <a href="#">Perez, Jose</a> <a href="#">Jardine, Etta</a> <a href="#">Statfeld, Robin</a>
<a href="#">Library Capital Plan</a>		<a href="#">06/30/2010</a>	▲	■	▲	▲		25%	In Progress	<a href="#">Cabrera, Aimee</a> <a href="#">Perez, Jose</a> <a href="#">Jardine, Etta</a> <a href="#">Castellanos, Ruth</a> <a href="#">Stebbins, Robert</a> <a href="#">Marrero, Asael</a>
<a href="#">Lightspeed Building Development Project</a>		<a href="#">04/30/2010</a>	▲	▲	▲	▲	▲	n/a	In Progress	<a href="#">Cabrera, Aimee</a> <a href="#">Hall, Jerry</a> <a href="#">Perez, Jose</a> <a href="#">Jardine, Etta</a> <a href="#">Contreras, Humberto</a> <a href="#">Mauriz, Roberto</a>
<a href="#">New Car Get Ready Relocation</a>		<a href="#">09/30/2009</a>						n/a	On Hold	<a href="#">Gutierrez, Ana</a> <a href="#">Hamilton, Mark</a> <a href="#">Perez, Jose</a> <a href="#">Jardine, Etta</a> <a href="#">Ortega, Rosa</a> <a href="#">Mishra, Richa</a>
<a href="#">Overtown Transit Station Phase II</a>		<a href="#">12/31/2009</a>	▼					100%	Complete	<a href="#">Cabrera, Aimee</a> <a href="#">Perez, Jose</a> <a href="#">Salomon, Leland</a> <a href="#">Jardine, Etta</a> <a href="#">Statfeld, Robin</a>



**Open Action Items For Scorecard**

Due Date	Action	Status	Owner(s)
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