

FACILITIES MAINTENANCE

FUND NO. 671

ACCOUNT NO. 1119

DESCRIPTION

The Facilities Maintenance Division is responsible for the maintenance and sanitation of all City owned buildings and structures with the exception of Fire Stations.

MISSION

Provide quality preventive maintenance, daily sanitation and care, enabling all customers' full and safe use of each facility while maintaining a high standard of appearance for the same.

GOAL

- ◇ Provide a safe, clean, and comfortable environment at a competitive cost for all customers using City facilities.

OBJECTIVES

PERFORMANCE MEASUREMENTS/INDICATORS

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| 1. Provide excellent customer service to all clients. | Quarterly customer satisfaction surveys will continue throughout fiscal year 2004- with a satisfaction rate of 95%. |
| 2. Site inspections of all facilities to insure custodial and building services personnel are providing timely and quality service to all clients. | On-site inspections to be conducted monthly by Manager and Supervisor. |
| 3. Continue graffiti removal at City facilities and strip parks, working with Community Action Network (CAN), churches, and organizations in the neighborhood policing areas. | Maintain weekly graffiti program for park restrooms, strip parks, and City buildings. |

2003-2004 BUDGET HIGHLIGHTS

No significant changes in program direction, staffing, expenditures or revenues are anticipated during the fiscal year.