

PUBLIC WORKS OPERATIONS - ADMINISTRATION

FUND NO. 029

ACCOUNT NO. 1102

DESCRIPTION

The Public Works Operations - Administration Division assists and provides support to the Facilities Maintenance, Fleet Services, Refuse Services, Tax Services, Utilities, and Wastewater Treatment Divisions while providing continuous customer service to the general public.

MISSION

Provide and maintain excellent customer service through strategic planning, budgeting, management, and service support for the various divisions. Ensuring employee health and safety are maintained while providing quality customer service to both internal and external customers.

GOALS

- ◇ Establish a culture of superior customer service, for both internal and external customers.
- ◇ Continue to promote a safe working environment for the employees of the department.
- ◇ Improve cost efficiency to insure that customers receive the highest level of service at the lowest cost, when compared to other agencies, both public and private.

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OBJECTIVES

PERFORMANCE MEASUREMENTS/INDICATORS

1. Enhance customer relations.

Continue the use of media in publicizing various Public Works' programs.

Provide timely communication to customers during specific construction projects.

Continue educational presentations to service groups and schools regarding various mandated Public Works' programs.

Provide input to the city web site by developing and providing public service information regarding Public Works and its Operations.

Educate/coordinate new recycling program details with the general populace and Sunset Waste.

2. Aggressively promote safety in the work place.

Conduct general and specific safety training programs for all Public Works personnel - ongoing. Monitor and review both vehicle and personnel accidents with safety committees (monthly) to identify causes and lose prevention methods. Conduct and document on-site facility safety inspections (annually).

3. Collaborate with Engineering to identify areas where Public Works' Standards need revision.

Ongoing reduction in cost of repairs from improved standards.

4. Provide continuous training opportunities consistent with the needs of the work group.

Average 24-hours training per employee annually.

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| 5. Collaborate with the new GIS Coordinator and Engineering Department to develop and implement a citywide Geographic Information Systems Program. | Obtain new sub-meter Global Positioning System (GPS) equipment enabling the gathering of specific/strategic GIS coordinates. Program implementation - ongoing. |
| 6. Obtain GPS specified coordinates for various citywide infrastructures and create GIS Themes (Map Layers) for each type of real property coordinates obtained. | Using a temporary employee, obtain as many general public works coordinates as is possible within the first six months of FY 03-04. |

2002-2003 BUDGET HIGHLIGHTS

The development and implementation of Geographic Information System (G.I.S.) will provide an opportunity to enhance department efficiencies through the utilization of strategic technology.