

PUBLIC WORKS OPERATIONS - ADMINISTRATION

FUND NO. 029

ACCOUNT NO. 1102

DESCRIPTION

The Public Works Operations, Administration Division provides administrative support to the Facilities Maintenance, Fleet Services, Solid Waste, Tax Services, Utilities, and the Wastewater Treatment Divisions while providing responsive quality service to the general public.

MISSION

Provide and maintain excellent customer service through strategic planning, budgeting, administrative management, and service support for Public Works Operations. Ensure 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.
- ◇ Promote Geographical Information Systems (GIS) technology to enhance internal and external customer service needs.
- ◇ 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.
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 loss prevention methods. Conduct and document on-site facility safety inspections (annually). Establish worksite inspection team to evaluate workplace safety practices of crews in the field.
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 GIS Coordinator and Engineering Department to develop and implement a citywide GIS Program. | Continue PW infrastructure data collection program, as begun in FY 04/05.

Obtain GPS specified coordinates for various citywide infrastructures and create GIS Themes (Map Layers) for each type of real property coordinates obtained |
| 6. Explore technology driven, job cost accounting systems and customizable electronic work order applications that are GIS & HTE compatible. | Complete concept paper for enterprise solution software applications and arrange for on-site vendor demonstrations. |

2005-2006 BUDGET HIGHLIGHTS

A full-time, permanent position has been requested for an Account Clerk, due to growth in number of customer service request, construction of new business parks, housing projects, single family homes, and large-scale retail businesses, which result in additional work for staff. In addition, there are many state monitoring programs requiring various operations of water and wastewater.