Town of Mooresville
Public Services Department
Strategic Framework

Vision

To work as a cohesive team that effectively utilizes Town resources to meet the growing needs of the community.

Mission

To enhance the quality of life for the citizens of Mooresville by providing quality and dependable infrastructure and services that support the growing needs of the community.

Performance Measures

% of respondents feeling satisfied or very satisfied based on results from targeted Customer Survey	70%
% of responsiveness to citizen and/or board inquiries with in one day	85%
# of items or decisions deferred to the board because of incomplete work	2
feedback from the internal and external customer surveys	Improvement

Goals

Service Delivery
To provide positive, cost effective, and seamless service delivery.

Customer Service
To provide excellent customer service with honesty, integrity, and fairness.

Compliance
To maintain compliance with all relevant Federal, State, and Local regulatory agencies.

Infrastructure
To plan, develop, and maintain infrastructure necessary to serve the growing Mooresville community.

Employees
To attract, retain, educate, develop, and properly equip a cohesive team committed to customer service and safe and efficient operations.

Communication
To communicate accurately with citizens, Town management, Town Board, and employees, both proactively and responsively.

Strategies

1. Plan and evaluate the service delivery requirements of the growing Mooresville community.
2. Support the implementation of a work order system when the new software comes online.
3. Develop Public Services standard operating procedures.

4. Develop a centralized customer service function to support all Public Services functions and the Town as a whole.
5. Continue to build on customer service training.
6. Conduct focused Public Services internal and external customer survey and take appropriate action.

7. Understand all relevant regulations and evaluate and plan how they will be met over both the short and long terms.

8. Plan and execute the CIP and other projects with a longer-term view that will address the growth of the community.
9. Develop an operations and maintenance plan.
10. Complete planning process and begin construction of the new Operations Center.

11. Establish an employee recognition program.
12. Develop individual employee training plans and create a centralized information system for tracking employee needs and training accomplishments.
13. Continue to work with Human Resources to assure appropriate compensation and benefit levels.
14. Improve employees' work environment in terms of equipment, facilities and other tools.
15. Continue safety emphasis and support risk management safety initiative.
16. Begin work on succession planning.

15. Inform the public of Public Services' functions and contacts.
16. Inform the public of issues impacting citizens using technology and traditional communications methods.
17. Assure credibility and accuracy when communicating to citizens, Town management, the Town Board.