

Town of Mooresville Public Works Division Strategic Framework

Strategies

Vision

To improve services to support quality of life and growth through:

- Facilities
- Equipment
- People
- Communications

Mission

To consistently provide efficient and cost effective sanitation, street maintenance, fleet maintenance, and buildings and grounds services that enhance the quality of life in Mooresville.

Performance Measures

Overall	
% of citizens that favorably score the Public Works Divisions from citizen survey	
Compare Mooresville to the communities in the UNC School of Government PM Project	
Fleet Maintenance	
% of rolling stocks available per day	95%
% of work orders completed in 24 hours	85%
% of work orders that were preventative maintenance	60%
Buildings and Ground	
Acres maintained per full-time employee	?
% of areas mowed to schedule	80%
Complaints/Requests responded to in one day	95%
Complaints/Requests resolved in one day	95%
Streets	
% of streets segments (blocks) rated 85% or better	70%
% of reported potholes repaired within 48 hours	95%
% of utility cuts repaired in 5 days	90%
Sanitation	
Complaints/Requests responded to in one day	95%
Complaints/Requests resolved in one day	85%
Tons collected per full time employee	
Cost per ton collected	
Cubic yards collected	
Cost per yard collected	

Goals

Customer Service

To commit to higher excellence in customer service with courteous and timely response to issues.

1. Evaluate the level and quality of services annually to identify and implement potential improvements.
2. Support focused Public Services survey process and take appropriate action according to the results.
3. Finalize and implement sanitation routes to coordinate with growth supported by a comprehensive communications program.
4. Resolve customer complaints and issues in a timely manner.
5. Implement pilot curbside recycling program, when approved by Town Board.
6. Continue work on railroad crossings.
7. Consider “adopt-a-street” program.

Employees

To attract, retain, and develop a team of employees committed to service and safe and efficient operations.

8. Continue pay and classification studies to assure competitive compensation.
9. Attract and retain employees with appropriate equipment, facilities, training, professional organization affiliations, and other items that meet their needs for an enjoyable and safe work environment.
10. Use yearly employee evaluation process to enhance employee performance and personal accountability.
11. Enhance safety training and the development and enforcement of safety policies.

Efficiency

To operate an efficient department through appropriate equipment, facilities, work processes, and personal accountability.

12. Obtain most appropriate equipment and utilize efficient processes to perform each job.
13. Maintain current and future facilities and equipment to assure effective use and prolong useful life.
14. Help and support the new Public Services building project.
15. Work with Finance and IT to implement the new software with special emphasis on the new work order system.
16. Share equipment and people among functions.

Communication

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

12. Assure credibility and accuracy when communicating to the Board, client departments, and citizens and respond to inquiries in an accurate and timely manner.
13. Proactively inform citizens, employees, and Town management on key issues and respond to questions in a timely manner, with more effective use of technology.

Financial Performance

To develop and meet credible budgets that reflect expected future needs of the Town.

14. Prioritize needs as part of the budget process.
15. Shop equipment to obtain the most appropriate equipment at the best price and use specific standards for vehicles.
16. Document budget requirements with information to justify requests and expenditures.