



Innovation



Customer Focus



Accountability

Mission Statement: Provide high-quality maintenance and support services for all Dallas County facilities while delivering an exceptional customer experience.

Vision Statement: We aspire to be the model department for excellent service, continuous improvement, and where the full potential of each employee is realized.

Values Statement: Our values will serve as a compass for our actions as we fulfill the department's mission and vision: integrity, innovation, communication, accountability, respect, and encouragement.

Facilities Management



Strategic Plan FY 2017

Pulse of the County

Strategic Plan 2017

Goal 1: Become a Goal-Oriented Team

- 1.0: Development of strategic plan
- 1.1: Evaluation and input for strategic objectives
- 1.2: Establish goals, strategies, and actions
- 1.3: Strategic plan implementation
- 1.4: Deployment of Mission, Vision, Values
- 1.5: Promote Integrity and Trust within the department
- 1.6: Enhance department meeting structure

Goal 2: Promote Sound Governance and Fiscal Responsibility

- 2.0: Efficiency in fiscal management processes
- 2.1: Effective contract management
- 2.2: Fiscal accountability

Goal 3: Excellence in Customer Service

- 3.0: Listening to the customer
- 3.1: Ensuring customer satisfaction
- 3.2: Relationship management
- 3.3: Improvements to the work order system
- 3.4: Improve effectiveness of contract services
- 3.5: Improve garage operations
- 3.6: Improve parking garage operations

Goal 4: Set the Standard for Workforce Engagement and Development

- 4.0: Effective recruitment of employees
- 4.1: Ensure competitive compensation
- 4.2: Enhance evaluation and improvement system

- 4.3: Effective training and development opportunities
- 4.4: Management accountability

Goal 5: Ensure High Performing Operations

- 5.0: Promoting organizational excellence
- 5.1: Process improvement
- 5.2: Standard operating procedures and measurements
- 5.3: Promote innovation throughout the department
- 5.4: Accountable key management
- 5.5: Vehicle assessment
- 5.6: Assess staffing throughout the department
- 5.7: Environmental stewardship
- 5.8: Inventory and parts supply review
- 5.9: Establish a preventative maintenance program
- 5.10: Administration of Capital Improvement Program
- 5.11: Enhance space utilization of County facilities

Goal 6: Ensure Workplace Safety and Emergency Preparedness

- 6.0: Effective emergency preparedness
- 6.1: Enhance the workplace safety program
- 6.2: Continue program to address ADA issues
- 6.3: Develop a storage tank program
- 6.4: Expand quality control to all facilities

Goal 7: Effective Communication

- 7.0: Enhance branding opportunities
- 7.1: Catalyze team-focused culture
- 7.2: Effective recognition programs
- 7.3: Effective communication and transparency