



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: respect, integrity, innovation, encouragement, and accountability.

Facilities Management



Strategic Plan FY 2016

Pulse of the County

Strategic Plan 2016

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 Leadership, Sound Governance, and Fiscal Responsibility

- 2.0: Efficiency in fiscal management processes
- 2.1: Partnership and outsourcing effectiveness
- 2.2: Promote leadership accountability
- 2.3: Administration of department issues and opportunities
- 2.4: Develop a Capital Improvement Program
- 2.5: Enhance succession planning

Goal 3: Excellence in Customer Service

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

Goal 4: Set the Standard for Workforce Engagement and Development

- 4.0: Improve recruitment of employees
- 4.1: Ensure competitive compensation

- 4.2: Enhance performance appraisal system
- 4.3: Sustain and enhance recognition programs
- 4.4: Create learning and development opportunities
- 4.5: Enhance communication and transparency

Goal 5: Ensure High Performing Operations

- 5.0: Promoting organizational excellence
- 5.1: Process improvement
- 5.2: Standard operating procedures and measurements
- 5.3: Capacity for innovation
- 5.4: Accountable key management
- 5.5: Vehicle needs assessment
- 5.6: Personnel assessment for department
- 5.7: Environmental stewardship
- 5.8: Equipment inventory and replacement schedule
- 5.9: Inventory and parts supply review
- 5.10: Establish a preventative maintenance program
- 5.11: Development of a Master Facilities Plan
- 5.12: 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: Develop program to address ADA issues
- 6.3: Develop a storage tank program
- 6.4: Expand quality control to all facilities

Goal 7: Effective Communication and Branding

- 7.0: Enhance branding opportunities
- 7.1: Develop charitable community programs
- 7.2: Catalyze team-focused culture