



DEPARTMENT OF INTERNAL
SERVICES QUARTERLY REPORT

JUNE 11, 2024



REMINDER: WHAT DO WE DO?

We serve internal customers (our fellow departments) with Facilities Maintenance:

- Ensuring that all the buildings are maintained and cleaned
- Repairs and preventative maintenance work is done
- Capital projects are complete for our user departments
- Documentation!!!!!!
- Asset management



REMINDER: WHAT DO WE DO?

We serve internal customers (our fellow departments) with Central Shop:

- Ensuring that all vehicles are scheduled and delivered for PM
- Repair work is done
- Down time for the user department is minimized
- The shop is running as efficiently as possible with billed time



REMINDER: WHAT DO WE DO?

We serve internal customers (our fellow departments) with Information Technologies:

- The network/system is dependable and secure
- Hardware bought matches needs and is on an approved replacement schedule
- Help desk tickets are completed to satisfaction
- Website is liked and department needs are met—updates!
- Training and new software implementation



REMINDER: WHAT DO WE DO?

We serve internal customers (our fellow departments) with Engineering / GIS:

- Capital projects are planned and completed
- Lots of miscellaneous tasks—examples
 - Environmental analysis
 - Survey work for easements
- GIS maps and data management—examples:
 - Parade map
 - Fire hydrants



WHAT DOES SUCCESS LOOK LIKE FOR US?

- We have developed a draft document that answers:
 - Descriptions of what success looks like.
 - How do we measure success? Matches what's in budget but not limited to that.
 - How successful are we right now?
- Will be reviewing with Troy



UPCOMING DELIVERABLES:

- Survey Monkey to establish baseline on satisfaction levels
- Capital Projects Plan
- Facilities Management Plan
- Space needs analysis (working with DPW Engineering)
- Updated policies



A FEW HIGHLIGHTED ACCOMPLISHMENTS

- New hires: Facilities Superintendent and GIS Administrator. Hopefully new engineer this week
- New draft policies in IT and Facilities
- Analysis of GIS capabilities including meetings with users.
New maps
- IT plans and strategies to improve service
- Service attitude established



Future quarterly reports:

1. Updates on goals and metrics—especially strategic plans and qualitative accomplishments
2. IT presentation on network security
3. Capital projects update and schedule
4. GIS work and projects
5. Central Shop billing discussion
6. Other things you want to see from us?