



**FOCUS AREA: GROWTH & INFRASTRUCTURE**

**A. MAINTAIN GENERAL SERVICES EFFICIENCY AND RESPONSE TIMES**

a. METRICS:

- i. PERCENTAGE OF WORK ORDERS COMPLETED WITHIN SEVEN DAYS (>75%)
- ii. PERCENTAGE OF ALL SCHEDULED PREVENTITIVE MAINTENANCE COMPLETED WITHIN 30 DAYS OR LESS. (100%)
- iii. PERCENTAGE OF COMPLETED WORK ORDERS THAT RECEIVED A SATISFACTORY RATING. (>80%)
- iv. PERCENTAGE OF AFTER-HOURS WORK ORDERS THAT ARE RESPONDED TO WITH-IN FIVE (5) MINUTES OF DISPATCH. (>95%)

**B. IMPROVE ACCOUNTABILITY AND FISCAL OUTCOME**

a. METRICS:

- i. MAINTAIN ALL GENERAL SERVICES BUDGETS THROUGH TRANSFERS AND/OR AMENDMENTS TO AVOID DEFICITS. (100%)
- ii. AUDIT GENERAL SERVICES CONTRACTS AND COUNTY REAL PROPERTY LEASE AGREEMENTS TO ENSURE THEY ARE CURRENT EACH FISCAL YEAR. (100%)
- iii. PROCESS ALL GENERAL SERVICES INVOICES IN A TIMELY MANNER TO AVOID ANY PAST DUE PENALTIES. (< 5)

**C. ENHANCE EMPLOYEE GROWTH AND SAFETY**

a. METRICS:

- i. INCREASE THE NUMBER OF TRAINING AND/OR CONTINUOUS EDUCATION HOURS FOR GENERAL SERVICES STAFF. (100 HRS)
- ii. NUMBER OF DAYS PER QUARTER WITH NO LOST WORK DAYS DUE TO ON-THE-JOB INJURIES. (> 75 DAYS)
- iii. IMPROVE INJURY REPORTING NOTIFICATION THROUGH EMPLOYEE ACCESS FOR GENERAL SERVICES STAFF. (< 8 HRS)

**D. PRIORITIZE PROJECTS THROUGH A CAPITAL IMPROVEMENT PLAN**

a. METRICS:

- i. REVIEW, SCORE AND UPDATE CAPITAL PROJECTS EACH FISCAL YEAR ALONG WITH FIVE (5) YEAR HORIZON. (100%)





## Davie County Government – General Services

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- E. DEVELOP AND MAINTAIN COUNTY WIDE FLEET MANAGEMENT SYSTEM AND STAGING PLAN**
  - a. METRICS:
    - i. AUDIT AND IMPLEMENT NEXT STEPS IN COUNTY STAGING PLAN. (100%)
    - ii. ANALYZE AGILE FLEET DATA FOR HEALTH AND HUMAN SERVICES (HHS) FLEET MANAGEMENT SYSTEM. (MILEAGE,USAGE,MAINTENANCE: 100%)
    - iii. ANALYZE HHS FLEET DATA TO PROVIDE A COST BENEFIT ANALYSIS FOR EXTENDING FLEET MANAGEMENT COUNTY-WIDE. (100%)
- F. ENHANCE PROCUREMENT ADVERTISEMENT, SOLICITATIONS AND SURPLUS PROCESSES**
  - a. METRICS:
    - i. INCREASE THE NUMBER OF VENDOR REGISTRY PARTICIPANTS EACH FISCAL YEAR. ( > 100 )
    - ii. INCREASE GOVERNMENT DEALS AND PERSONAL PROPERTY <\$30,000 LISTINGS FOR SURPLUS ITEMS EACH FISCAL YEAR. ( > \$5,000)
    - iii. INCREASE FLEET VEHICLE SALES / AUCTION REVENUES. ( > \$50,000)
    - iv. DEVELOP AND IMPLEMENT A NEW COUNTY PROCUREMENT POLICY. (100%)
    - v. DEVELOP A LASERFICHE FORM TO BE USED COUNTY WIDE FOR ALL SOLICITATIONS. (100%)
    - vi. IMPLEMENTATION OF THE COUNTY-WIDE SOLICITATION FORM (100%)
- G. SUPERVISION AND COMPLETION OF CAPITAL PROJECTS**
  - a. METRICS:
    - i. DAVIE COUNTY DETENTION CENTER.
    - ii. SPACE STUDY STAGING PROJECTS FOR CURRENT FISCAL YEARS.
    - iii. ASSIST AND MANAGE CAPITAL OUTLAY CONSTRUCTION PROJECTS FOR OTHER DEPARTMENTS AS FUNDED.
    - iv. DEVELOP A LASERFICHE FORM TO BE USED COUNTY-WIDE FOR ALL DEPARTMENTS CAPITAL OUTLAY CONSTRUCTION PROJECTS.
    - v. IMPLEMENTATION OF A COUNTY-WIDE CAPITAL OUTLAY CONSTRUCTION FORM.
- H. IMPROVE PROFESSION DEVELOPMENT AND TRAINING NEEDS OF STAFF**
  - a. METRICS:
    - i. EXPAND PROFESSIONAL DEVELOPMENT AS A PROJECT MANAGER.
- I. ENHANCE EMPLOYEE WELLNESS**
  - a. METRICS:
    - i. PERCENT OF EMPLOYEES AND SPOUSES COVERED BY COUNTY INSURANCE WHO ARE COMPLIANT WITH COMPLETING A HEALTH RISK ASSESSMENT.

