



TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

FACILITIES MAINTENANCE

OVERVIEW

The Facilities Maintenance Department supports City Departments by managing over 125 facilities and providing maintenance, renovations, and routine services. It uses a cost-effective shared model of in-house and contract staffing to ensure well-maintained facilities. The Fleet Division oversees maintenance for over 1,000 vehicles, including heavy equipment.

FY 26/27

HIGH-QUALITY INFRASTRUCTURE AND FACILITIES

- **Maintain Assets:** Maintenance of the City's vital assets, critical to the safety, health, and wellbeing of the City. Provide preventative maintenance and continue to address deferred maintenance.
- **Sustainability:** Improve energy efficiency of facilities through central HVAC controls and lighting upgrade programs.

In 2024, 81% of employees rated maintenance and repair services positively (higher than the national benchmark). -National Research Center Employee Survey.



In 2024, 72% of employees rated fleet maintenance services overall positively, which is higher than the national benchmark. -National Research Center Employee Survey.



HIGH-PERFORMING GOVERNMENT ORGANIZATION

- **Improve operations:** Reduce City Department's vehicle and equipment down-time through improvements in maintenance operations. Improve efficiency of purchasing, selling and outfitting fleet and equipment.
- **Improve Communication:** Better internal and external communication.
- **Expand Training and Certifications:** Develop, support, mentor, and retain a qualified well-trained team prioritizing safety.
- **Enhance Customer Service:** Through training and technology.
- **Upgrade Equipment:** To maximize efficiency and reliability.
- **Increase Efficiency:** Strive to improve efficiency and timeliness of completing work order requests, repairs, maintenance and grow employees including cross-training.



In 2024, 81% of employees rated facilities management services overall positively, which is higher than the national benchmark.
-National Employee Survey.