



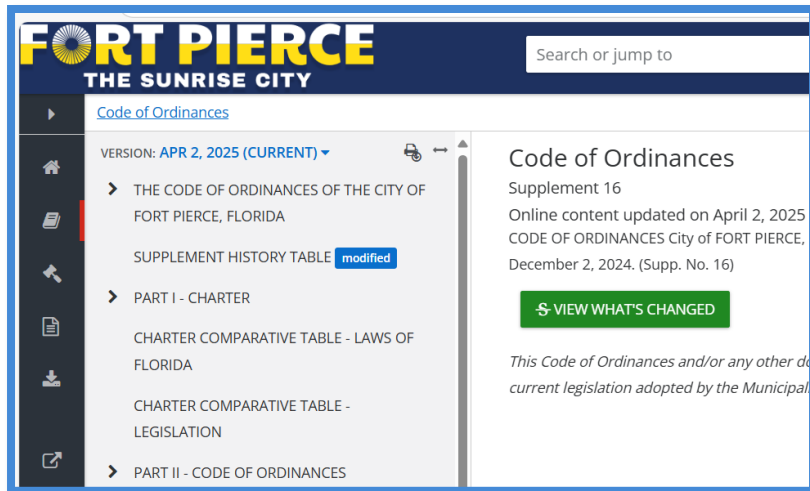
Beautify Our Community





Key Initiatives

Policy / Quality Objective



Operational Efficiency



Performance





Policy / Quality Objective

Code Revisions

- Code revisions will focus on cleaning up the City's Code by removing conflicting language and adding language that is beneficial to the Department and the City as a whole.

Department Policies

- Policies should maximize efficiency, quality, and responsiveness.

Service Schedule

- Schedules should meet the demands of the quality objective.



Quality Objective Utilizing SMART Philosophy

Specific - All the objectives should be clearly defined to ensure that every team member is on the same page.

Measurable - Any objective that you identify should be measurable in terms of size or degree it may impact.

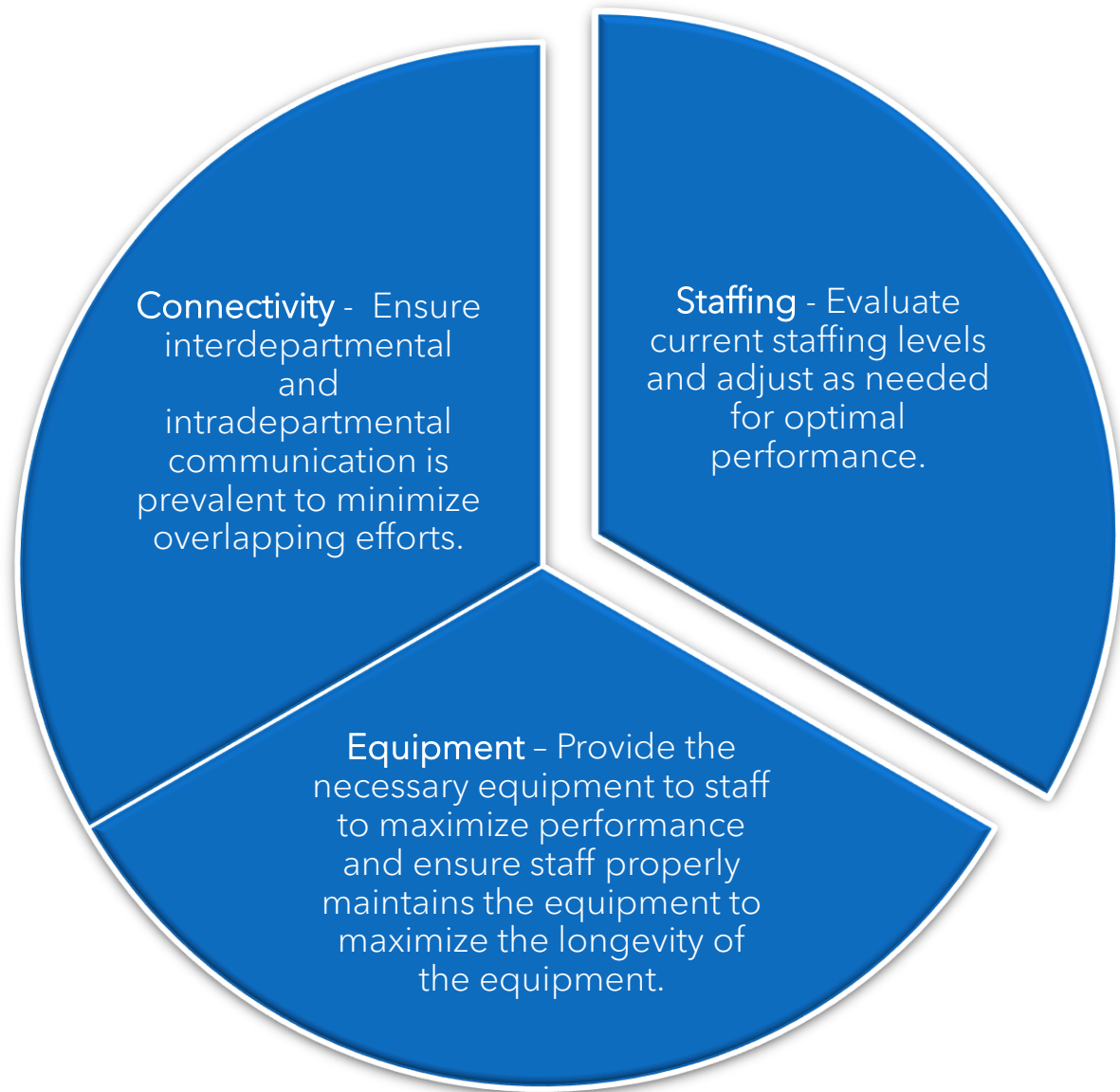
Attainable - The objectives you set should be within the organization's capacity. There should be proper measures and methodologies established to meet the quality objectives.

Relevant - Relevancy is also an important factor to be considered when it comes to setting quality objective. They, rather, should be aligned with the strategic goals of the organization in terms of meeting statutory or customer requirements.

Time-Oriented - Every objective should be time-bound. There should be a proper mechanism to access the time within which an objective can be met.



Operational Efficiency





Performance



Job Knowledge

The knowledge an employee must have to perform a task.



Training

Providing the knowledge an employee needs to perform the task.



Oversight

Providing staff with quality supervision and guidance.



Quality Control

Ensuring the quality objective is met by team leaders reviewing their team's daily reports and/or maintenance routes.



Upcoming Changes in the Department for FY/25 and FY/26

Service Team Creation

- A two-man team that focuses on cleanliness in the most visible areas of the City

Dispatchers

- Service-oriented professionals with logistical expertise that utilize technology to maximize efficiency

Less Bureaucracy

- Streamline customer service requests and complaints

Proactivity

- Utilize service schedules, implement frequent inspections, and encourage staff to report issues that affect the Dept.



Community Outreach

Continuation of community participation and education initiatives:

- Keep Fort Pierce Beautiful
 - Adopt-A-Road
 - Great American Cleanup
 - Quarterly Community Cleanups
 - "Our City. Our Responsibility" Education Campaign



Questions or
Comments?