



**CITY OF BURLINGTON
DEPARTMENT OF PUBLIC WORKS**

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DIRECTOR OF PUBLIC WORKS

MISSION STATEMENT:

We steward Burlington's infrastructure and environment by delivering efficient, effective and equitable public services

DEPARTMENTAL GOALS:

- Goal #1: Operational Excellence
- Goal #2: Exemplary Customer Service
- Goal #3: Culture of Innovation

DRAFT COMMISSION FY'14 – FY'15 WORKPLAN:

Goal #1: Operational Excellence

- Objective 1-A: Finalize Commission workplan for FY'14 – FY'15
- Objective 1-B: Establish department-wide key performance indicators
- Objective 1-C: Develop sustainable capital plans for at least one asset group
- Objective 1-D: Oversee development of an annual performance report

Goal #2: Exemplary Customer Service

- Objective 2-A: Establish key performance indicators for customer service
- Objective 2-B: Ensure high degree of public access to the Commission and its work

Goal #3: Forge a Culture of Innovation

- Objective 3-A: Partner with staff in vetting and advancing new ways of delivering our services
- Objective 3-B: Offer each Commissioner an opportunity to learn about policy and governance issues related to our mission
- Objective 3-C: Implement downtown parking pilot projects
- Objective 3-D: Vet and advance adoption of new transportation design guides

Approved by the Public Works Commission on 3-19-14

Non-Discrimination

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.