

CITY OF MINNEAPOLIS

Public Works Department

2015 – 2019 Business Plan

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Values

- Commitment to excellence in public service.
- Development of collaborative partnerships that lead to a safe, clean, and beautiful urban environment.
- Open, honest communication and engagement with employees and stakeholders to meet needs and expectations.
- Treatment of all persons with respect, trust, and dignity.
- Commitment to employee safety, development, and well-being.
- Celebration of our success and achievements.

Department Vision

- To provide excellent urban infrastructure and services for Minneapolis.

Department Mission

- To be effective stewards of the public infrastructure and provide valued city services that contribute to public safety, economic vitality and neighborhood livability in Minneapolis.



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Public Works Department Goals

Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness.

All people have access to high-quality and convenient transportation options which connect every corner of the City.

The City's infrastructure is managed and improved for current and future needs.

Public Works operations and services are efficient, effective, sustainable, results driven, and customer focused.

Public Works Department

2015 - 2019 Business Plan

Public
Works
Department
Goals

Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness.

Department
Goal
1

Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness.

Department
Objective
a

Recruit

Attract and hire high-quality employees that reflect the values and goals of the City of Minneapolis.

Department
Tactic
1,2,3

Create a presence in community, educational, and professional networks.

Create and nurture a reputation that is attractive to potential employees from all cultural backgrounds.

Support intern, trainee, and apprenticeship programs.

Department
Goal
1

Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness.

Department
Objective
b

Develop and Retain

Value employees by supporting their development and empowering them to improve the organization.

Department
Tactic
1,2

Use workforce development opportunities to improve skills and engage employees.

Invest in employee communication and recognition.

Department
Goal
1

Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness.

Department
Objective
c

Safety

Employees work safely.

Department
Tactic
1,2,3

Create and foster a safety culture by investing time and resources into employee safety initiatives.

Comply with federal and state safety regulations.

Apply a culture of continuous improvement to employee safety.

Public Works Department

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Public
Works
Department
Goals

All people have access to high-quality and convenient transportation options which connect every corner of the City.

Department
Goal
2

All people have access to high-quality and convenient transportation options which connect every corner of the City.

Department
Objective
a

Plan

A multi-modal system that enhances accessibility, safety, livability, and economic vitality.

Department
Tactic
1,2,3,4

Invest in transportation network and modal plans to create a multi-modal transportation vision and framework.

Build and maintain strong partnerships with CPED.

Engage the community in a timely, appropriate, and effective manner.

Integrate equity tools into the planning process.

Department
Goal
2

All people have access to high-quality and convenient transportation options which connect every corner of the City.

Department
Objective
b

Program

A multi-modal system that enhances accessibility, safety, livability, and economic vitality.

Department
Tactic
1,2,3,4

Create a long-term capital program based on adopted plans for all travel modes.

Maximize the capital program by effectively managing revenue sources and spending appropriated resources.

Maximize outside funding options.

Integrate equity tools into the programming process.

Department
Goal
2

All people have access to high-quality and convenient transportation options which connect every corner of the City.

Department
Objective
c

Design and Construct

A multi-modal system that enhances accessibility, safety, livability, and economic vitality.

Department
Tactic
1,2,3

Design infrastructure that supports multi-modal transportation in an urban environment.

Design infrastructure that meets or surpasses appropriate industry standards for safety and security.

Engage the community in a timely, appropriate, and effective manner.

Department
Goal
2

All people have access to high-quality and convenient transportation options which connect every corner of the City.

Department
Objective
d

Maintain

A multi-modal system that enhances accessibility, safety, livability, and economic vitality.

Department
Tactic
1,2,3

Continually improve maintenance methods to meet service levels at lowest lifecycle costs.

Place a priority on system preservation during the budget process.

Implement strategies to maintain infrastructure for the different modes in the system.

Department
Goal
2

All people have access to high-quality and convenient transportation options which connect every corner of the City.

Department
Objective
e

Partner

Effective partner agency relationships at the local, regional, state, and national levels.

Department
Tactic
1,2,3

Be an active and engaged partner in local and regional transportation discussions.

Ensure Minneapolis has a participatory role in transportation organizations and project teams.

Engage with the community to deliver city transportation goals.

Public Works Department

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Public
Works
Department
Goals

The City's infrastructure is managed and improved for current and future needs.

Department
Goal
3

The City's infrastructure is managed and improved for current and future needs.

Department
Objective
a

Plan

Make asset lifecycle decisions and optimize investment and reinvestment.

Department
Tactic
1,2,3

Create a Capital Improvement Program that includes timely investment in preventative maintenance, recondition, rehabilitation, and replacement of infrastructure.

Create business line strategic plans to establish long-term vision as well as tactical action items .

Engage the community in a timely, appropriate, and effective manner.

Department
Goal
3

The City's infrastructure is managed and improved for current and future needs.

Department
Objective
b

Program

Manage short-term and long-term finances through proactive financial planning.

Department
Tactic
1,2,3,4

Create a long-term capital program based on adopted plans.

Maximize the capital program by effectively managing revenue sources and spending appropriated resources.

Research and evaluate additional funding options.

Set stable utility rates that are based on long-term financial plans.

Department
Goal
3

The City's infrastructure is managed and improved for current and future needs.

Department
Objective
c

Design and Construct

Infrastructure that meets policy objectives and accepted professional standards.

Department
Tactic
1,2,3,4

Ensure quality construction including, but not limited to, construction practices and materials.

Design infrastructure that meets or surpasses appropriate industry standards for safety and security.

Accommodate climate change resiliency in infrastructure design.

Engage the community in a timely, appropriate, and effective manner.

Department
Goal
3

The City's infrastructure is managed and improved for current and future needs.

Department
Objective
d

Maintain

Transportation and utility infrastructure.

Department
Tactic
1,2,3

Select maintenance methods that lead to reliable and available assets that meet service levels at the lowest lifecycle cost.

Adopt leading practices in asset management and continually improve maintenance methods to meet service levels at lowest lifecycle costs.

Prioritize system preservation during budget process.

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Public
Works
Department
Goals

Public Works operations and services are efficient, effective, sustainable, results driven, and customer focused.

Department
Goal
4

Public Works operations and services are efficient, effective, sustainable, results driven, and customer focused.

Department
Objective
a

Customer Service

High-quality customer service, goods, and services to internal and external customers.

Department
Tactic
1,2,3,4

Provide first class customer interactions.

All employees embody the spirit of public service.

Enterprise funds are national leaders in quality of goods and services.

Integrate education into operations to improve customer experiences.

Department
Goal
4

Public Works operations and services are efficient, effective, sustainable, results driven, and customer focused.

Department
Objective
b

Financial Management

Financially stable and cost effective department.

Department
Tactic
1,2,3,4

Ensure timely and accurate financial information that allows for informed decision making at all levels of the organization.

Properly align expenditures and revenue sources.

Lead improvements in financial tracking and forecasting within the enterprise.

Set stable utility rates based on long-term financial planning.

Department
Goal
4

Public Works operations and services are efficient, effective, sustainable, results driven, and customer focused.

Department
Objective
c

Partnerships

Strengthen and expand working relationships for effective operations and added capabilities.

Department
Tactic
1,2,3,4, 5

Work as a team within the department and the city enterprise.

Be an innovation leader within the city.

Public Works is an active and productive partner in citywide initiatives.

Capital projects are efficiently and effectively coordinated within Public Works and with other City departments.

Partner with the community to improve operations and the quality of services.

Department
Goal
4

Public Works operations and services are efficient, effective, sustainable, results driven, and customer focused.

Department
Objective
d

Technology

Improve efficiency of operations and enable data driven decision making.

Department
Tactic
1,2,3

Improve technology tools and systems to allow employees to identify operational improvements.

Embrace the use of data to improve operations.

Use technology to deliver better customer service.

Department
Goal
4

Public Works operations and services are efficient, effective, sustainable, results driven, and customer focused.

Department
Objective
e

Sustainability & Resiliency

Support city goals by incorporating sustainable practices into our business decisions.

Department
Tactic
1,2,3,4

Understand and communicate lifecycle costs of new infrastructure.

Public Works is the enterprise leader for improving the environmental impact of the city's fleet.

Public Works is the enterprise leader on promoting reduction, reuse, and recycling of waste in the city.

Utilize climate friendly practices.