

# GOVERNMENT CENTER

## MISSION STATEMENT:

The Mission of the Government Center is to maintain the aesthetic appeal of the building that leaves a lasting impression and enhances the customer's experience in a safe and healthy environment.

## CORE FUNCTIONS:

- 1) Coordinate Building Services
- 2) Coordinate Service Request System
- 3) Maintain the Integrity of the Facility

2013 - 2014 WORK PLAN

**CORE FUNCTION: #1 Coordinate Building Services**

**Action:**

- Execute opening and closing procedures for the facility
- Adjust door timers to accommodate business operating hours for City of Cedar Hill and the CHISD employees and for public and private meetings
- Ensure policies and procedures regarding the building shared and common spaces are enacted and followed
- Conduct scheduled maintenance and ensure building cleanliness

**Activity Measurement:**

- Ensure that doors are open for appropriate hours of business 100% of the time
- Manage access card system to ensure building security 100% of the time
- Clean all hallways and lobby daily
- Clean all rooms/offices daily
- Clean all restrooms and remove trash daily
- Collect recycling items weekly
- Clean all outside areas weekly
- Mop and dust mop all floors daily
- Vacuum all carpeted areas daily
- Set up meeting rooms for events and ensure 100% accuracy
- Maintain 72 degree set point for HVAC during business hours 100% of the time

**Meets City Council's Premier Statements:**

Cedar Hill is Safe.  
Cedar Hill is Clean.

**CORE FUNCTION: #2 Coordinate Service Request System**

**Action:**

- To provide the highest quality customer service in the most cost-efficient and effective manner
- Strive to provide responsive customer service that exceeds expectations
- Monitor all vendor activities while at Government Center for quality, completeness and safety

**Activity Measurement:**

- Respond to service requests within a 24 hour period 100% of the time
- Perform minor service requests within two business days

**CORE FUNCTION: #3 Maintain the Integrity of the Facility**

**Action:**

- Complete visual inspections of facility and equipment
- Ensure that the mechanical, electrical, and lighting is maintained and operating properly for business
- Inspect water heaters for proper temperatures and water usage
- Maintain the preventive maintenance schedule

**Activity Measurement:**

- Ensure all inspection requirements for the facility are completed with 100% accuracy
- Check HVAC (Heating, ventilation and air conditioning) system daily for a comfortable business environment
- Change HVAC filters monthly
- Change water filters semi-annually
- Wash all building windows bi-annually
- Conduct carpet cleaning bi-annually
- Ensure all system maintenance of the building's systems are performed as required/recommended by manufacturer 100% of the time

**Meets City Council's Premier Statements:**

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Cedar Hill is Clean.

**SUMMARY  
GOVERNMENT CENTER**

<b>EXPENDITURES</b>	<b>ACTUAL FY 11-12</b>	<b>BUDGET FY 12-13</b>	<b>ESTIMATED FY 12-13</b>	<b>BUDGET FY 13-14</b>
Personnel	\$ 231,808	\$ 170,320	\$ 218,530	\$ 186,525
Supplies	20,262	26,800	18,050	29,300
Maintenance	66,210	65,700	66,700	66,700
Services	56,860	70,245	103,295	63,245
Utilities	269,544	282,350	286,500	288,800
Sundry	5,456	10,050	5,550	9,550
<b>TOTAL Department Budget</b>	<b>\$ 650,140</b>	<b>\$ 625,465</b>	<b>\$ 698,625</b>	<b>\$ 644,120</b>

<b>STAFFING</b>	<b>ACTUAL FY 11-12</b>	<b>BUDGET FY 12-13</b>	<b>ESTIMATED FY 12-13</b>	<b>BUDGET FY 13-14</b>
Facilities Manager	1.00	1.00	1.00	1.00
Building Maintenance Worker	1.00	1.00	1.00	1.00
Building Attendants (Part-Time)	2.39	0.50	0.50	0.50
<b>TOTAL Department Staff</b>	<b>4.39</b>	<b>2.50</b>	<b>2.50</b>	<b>2.50</b>

<b>PERFORMAMANCE INDICATORS</b>	<b>ACTUAL FY 11-12</b>	<b>BUDGET FY 12-13</b>	<b>ESTIMATED FY 12-13</b>	<b>BUDGET FY 13-14</b>
Work orders submitted	600	725	700	725
Work orders responded within 24 hours	99%	99%	99%	99%