

90-Day Public Works Strengthening Plan

HB

Operational stability, transparency, and measurable service results.

Strengthening core operations, modernizing workflows, and delivering transparent performance within 90 days.

Stabilize Operations

Reduce downtime, restore standard work

- Audit SOPs across water, wastewater, stormwater, lighting, facilities, fleet, sanitation.
- Audit org charts and training readiness across all divisions.

Launch KPI Dashboard

Track progress in real time

- Live KPI dashboard and monthly performance cadence by Day 45.
- Deliver concise bi-weekly updates with visual KPIs.

Improve Coordination

Cut ROW delays, align field crews

- ROW permit + plan review SLAs; construction coordination.
- Institutionalize cross-department schedule visible to all crews.

Advance Asset System

Digitize work orders, clear backlog

- CMMS adoption + backlog reduction via targeted PM.
- GIS integration for work order mapping and routing.

Publish Work Program

Commit to measurable FY goals

- Annual work program with clear goals and metrics.

- Set next-quarter roadmap with measurable targets.

Quick View KPIs

KPI	Target	Status
Response time ↓	15% ▼	⚙️ In progress
KPI dashboard	Live Day 45 ▲	✓
Fleet availability ↑	10% ▲	⚙️
Citizen update cadence	Weekly ▲	✓

Impact Snapshot

Metric	Baseline	90-Day Target	Result (to date)
Work-order backlog	480	≤ 250	266 (-45%)
Fleet availability	82%	≥ 90%	89%
Resident response time	2h 15m	≤ 1h 30m	1h 35m



[View Live Dashboard → Scan Me](#)

Scan for live metrics & FY work program.

Day 0

30

60

90