

OPERATIONS DEPARTMENT

Priority Statement:

The Operations Department is committed to ensuring the safety, functionality, and efficiency of all facilities and infrastructure. By prioritizing health and safety, asset preservation, and reliable customer service, we create environments where stakeholders can learn, work, and thrive.

Picture of Success:

A culture of collaboration, safety, and continuous improvement exists in which stakeholders trust and rely on the Operations Department. The focus is to help the entire organization operate smoothly by providing efficient services through transportation, nutrition, technology, maintenance, and custodial services.

Goals & Metrics:

GOAL #1: ENSURE SAFE AND HEALTHY OPERATIONS OF ALL STAKEHOLDERS

- Using SY2026 data the operations department will establish a baseline from which the number of workers' compensation claims related to operations (transportation, maintenance, nutrition, technology, custodial) issues will decrease each year.
- Using SY2026 data the operations department will establish a baseline from which the number of stakeholder injuries, including student, staff, and visitors, related to operations issues (transportation, maintenance, nutrition, technology, custodial) issues will decrease each year.
- The scores on operation inspections including transportation, nutrition, maintenance, custodial and technology inspections will increase each year.

GOAL #2: ENSURE THAT OPERATIONAL NEEDS ARE HANDLED IN A PROACTIVE AND TIMELY MANNER

- Using SY2026 data the operations department will establish a baseline from which the percentage of non-emergency work orders responded to and resolved within 7 business days throughout the fiscal year will increase.
- The operation department will achieve a 95% on-time completion rate for scheduled preventative maintenance tasks each quarter.

GOAL #3: MEET THE NEEDS OF ALL STAKEHOLDERS IN A MANNER WHICH BUILDS RESPECT AND TRUST

- The Operations Department will increase customer satisfaction scores related to maintenance, nutrition, transportation, technology and custodial services to at least 85% on post-service surveys.