

# Department of Administrative Services



# Who is DAS:

## VISION

*A highly engaged workforce provides operational excellence and superior customer service while working to **achieve racial equity**.*

## MISSION

*We plan, develop, build, and manage the technical, operational, and physical infrastructure of Milwaukee County to **deliver great public service**.*



# The Department of Administrative Services (DAS) role in meet community needs

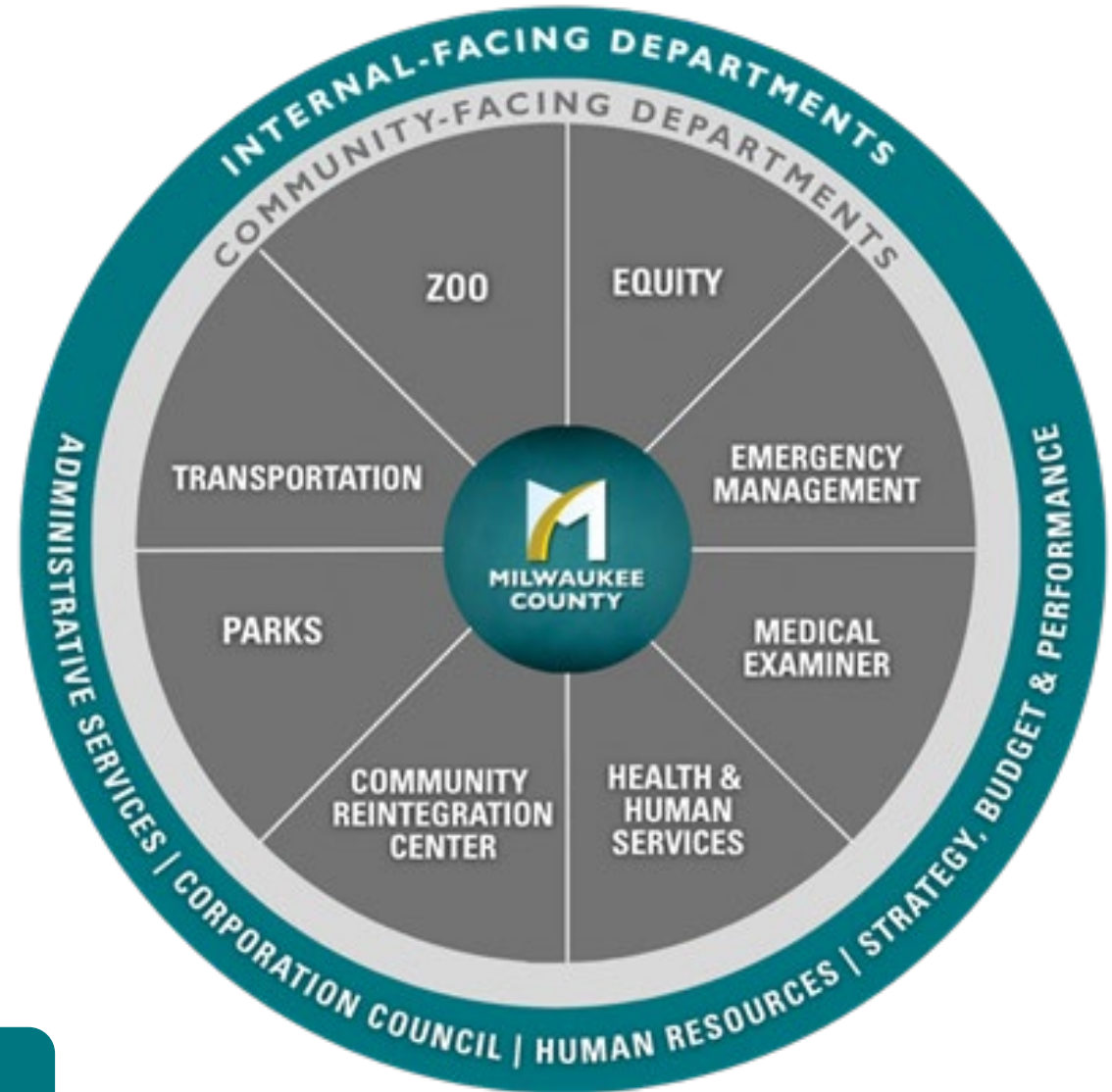
*DAS is a capacity builder!*

*Together, Internal & Community Facing Departments provide a layering of support to meet community needs*

INCLUSION

INFLUENCE

INTEGRITY



# DAS Objectives

## Engaged Workforce

Develop an engaged workforce that is representative of Milwaukee County at all levels

## Operational Excellence

Driven by key performance indicators consistently improve performance

## Customer Service

Build trusted relationships so we can exceed customer expectations

## Racial Equity

Build a culture that promotes diversity, equity, and inclusion and applies an equity lens to our work

# DAS Strategic Planning



MVV



Objectives



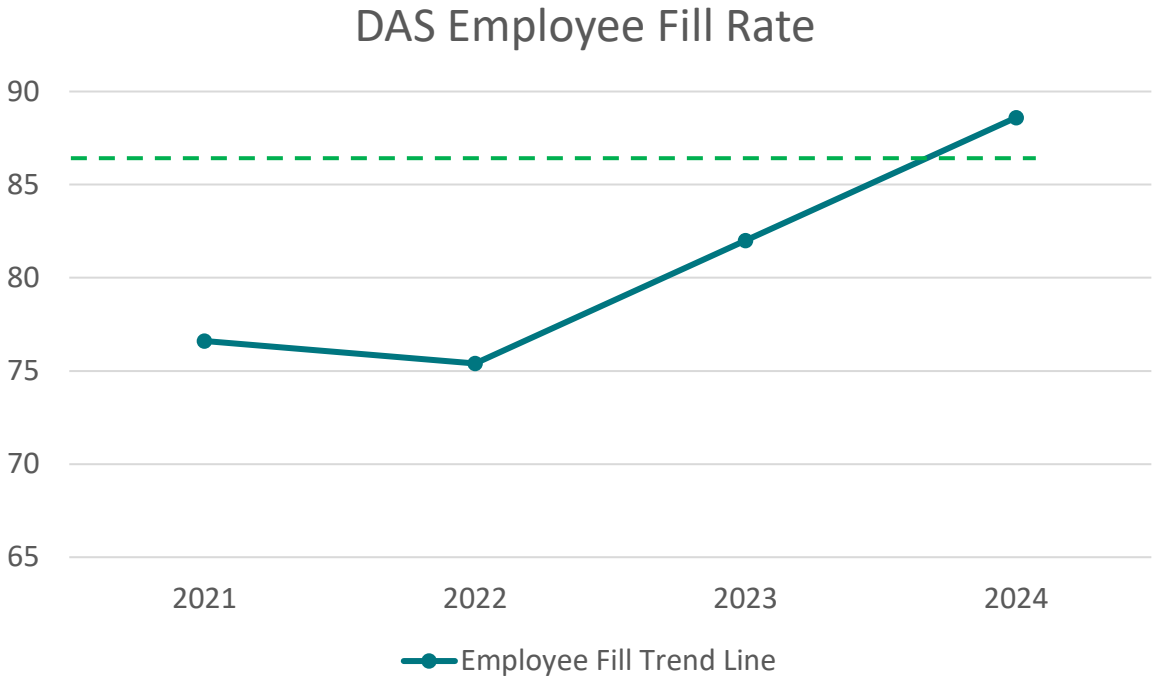
Goals



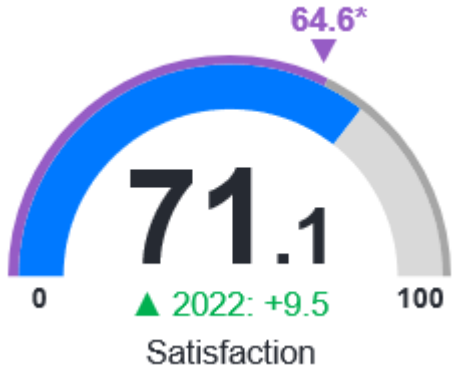
Implement  
ation

# DAS In-Action: Position Fill Rate

Focus Area	Goal 1	We will know we're successful when...
Engaged Workforce	Achieve a position fill rate of 87.5% across the Department	Position fill rate $\geq$ 87.5%



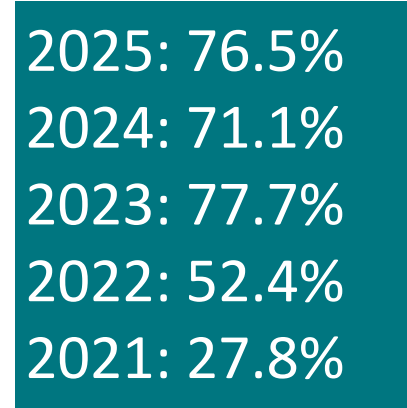
- 2025: 93.6%
- 2024: 88.6%
- 2023: 82.0%
- 2022: 75.4%
- 2021: 76.6%



# In-Action: Key Performance Indicators

Focus Area	Goal 2	We will know we're successful when...
Operational Excellence	Percentage of operational KPIs with positive progress from prior year to yearend 2024	The number of KPIs with positive progress exceeds 80%

- **Central Business Office Budget Forecasting:** at mid-year employees were asked to forecast year end client budgets. When checked at year-end, they were 98.8% accurate, a modest dip from 2024 when projections were 99.4% accurate.
- **Facilities - Sustainability:**
  - Implementation of rooftop solar on the new Marcia P. Coggs Building
- **Economic Development:** Drive a cultural sustainable strategy for cultural institutions
  - Marcus Center for the Performing Arts
  - Charles Allis and Villa Terrace
  - Wil-O-Ways
  - Trimborn Farms
- **DAS & SBP:** Approved or revised 29 AMOPs
- **Procurement:** Spent over \$1M with TBEs through the Purchase Card program



# In-Action: Employee Goal Setting

Focus Area	Goal 3	We will know we're successful when...
Engaged Workforce	Percentage of employees with professional development goals	100% of DAS employees have a professional development goal in the HR system



2021	2022	2023	2024	2025
N/A	36%	42%	65%	79%



# In-Action: Career Development

Focus Area	Goal 4	We will know we're successful when...
Engaged Workforce	Percentage of position filled through internal promotion.	We see employees growing and developing their careers within Milwaukee County.



2021	2022	2023	2024	2025
9%	9.2%	7.1%	7.5%	12.5%



# In-Action: Serving Customers

Focus Area	Goal 5	We will know we're successful when...
Customer Service	Increase in customer satisfaction as documented through anonymous survey results	Greater than 70% of customer service response suggested we are exceeding expectations



2021	2022	2023	2024	2025
N/A	N/A	N/A	82.4%	85.7%



How was your service today?  
[Click here to take a brief survey.](#)



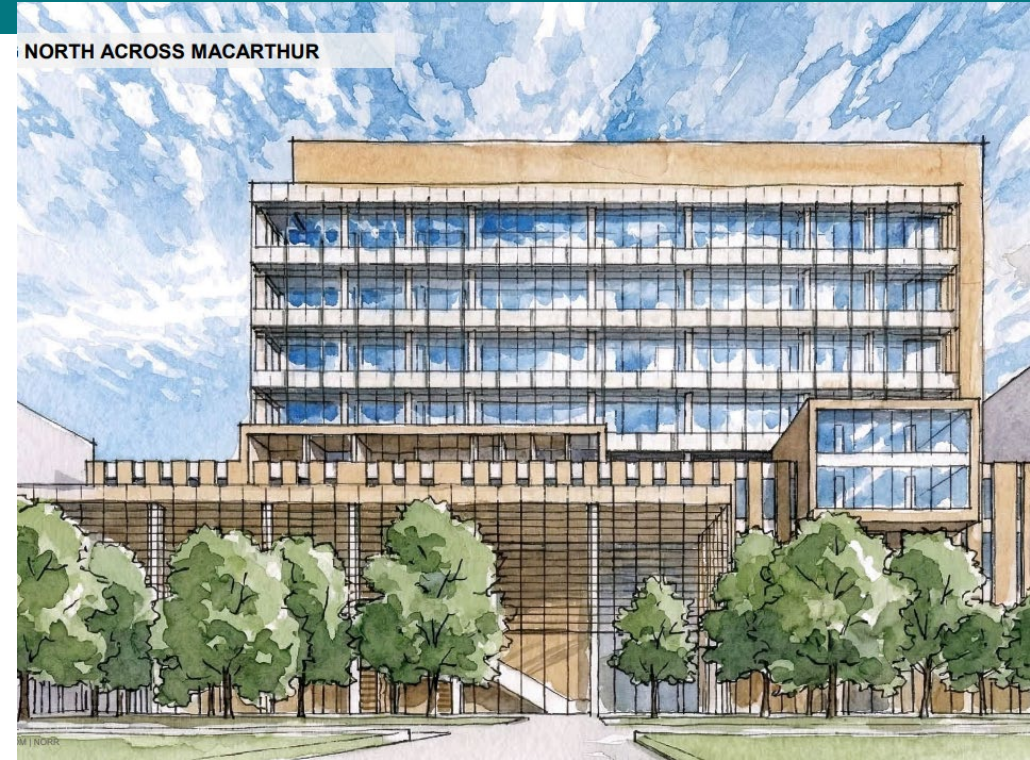
# Enablers of Success

- Milwaukee County's clear MVV
- Investing in our people!
- Feedback, support, and collaboration with other departments
- Clear KPIs move us from *“what's not working”* to *“what do we need to do to fix it”*
- ARPA investments & staff resources



# Challenges to Success

- Capital budget backlog
- Financial resources
- Culture change continues to be a work in progress
  - Lack of resources for investment
  - Compensation
  - A push to look “*upstream*”



# Looking ahead to 2026 and beyond

- Investing in Justice: Criminal Courthouse Project
- Climate Action 2050
- Procure2Pay, Ordinance Changes
- Courthouse Security
- Economic Development: Building Bridges Program
- Administrative Procedures
- TBE/DBE Regulatory Environment
- Facility Transitions
  - Coggs DHHS & 1220 W. Vliet
  - FSPM (leaving 633 and selling the old ME building)
  - Senior Centers and Wil-O-Ways
  - Cultural Strategy Execution



# Questions?





**MILWAUKEE  
COUNTY**