

City Manager Goals

June 27, 2017

1. Improve recruitment and retention of employees
 - a. Less than 7.5% vacancies organization-wide by May 1st 2018
 - b. Conduct exit interviews and provide reports to council quarterly beginning immediately
 - c. Decrease turnover rate by 15% by May 1st 2018 from rate from May 1, 2016 to April 30, 2017
 - d. Hire Assistant City Manager or reorganize duties by June 1st 2017
 - e. Complete compensation study and report to council by October 1st 2017
 - f. Implement employee recognition program
2. Improve/maintain public safety
 - a. Reduce response times of Fire/Police/EMS by May 1st 2018
 - b. Maintain ISO 1
3. Improve communications
 - a. Produce quarterly city matters in digital or paper form by May 1st 2018 with a goal to increase to monthly the next year.
 - b. Set structure and goals for CVB by October 1st 2017
 - c. Improve Channel 16 meeting volume and overall content
 - d. Update website more frequently and make more user-friendly by May 1st 2018
4. Gather more citizen input
 - a. Conduct envisioning (strategic planning) workshop by May 1st 2018
 - b. Host a minimum of 3 “town hall” type outreach events by May 1st 2018
 - c. Encourage senior level staff to participate in at least one community/civic organizations/events per year Lions, Rotary, Chamber, HOA Alliance, etc.
5. Implement new processes
 - a. Complete and implement development/planning portal by May 1st 2018
 - b. Develop and implement vendor scorecards, include stricter performance standards in contracts particularly in regards to punctuality by May 1st 2018
 - c. Update future land-use plan by May 1st 2018
 - d. Update economic development policy with clearly defined investments by May 1st 2018
6. Continue pursuing future water and funding solutions
 - a. Develop multiple solutions for 20-25 million more gallons of water per day by May 1st 2018
 - b. Hire grant writer by December 31st 2017
7. Capital improvement projects
 - a. Develop plan to reach 80% on-time and under-budget CIP completion by November 1st 2017.
 - b. Increase 2017 project investment by 10% over 2016
8. Present budget that keeps the city at the effective tax rate
9. Create metrics for each item and provide report to council by August 1st 2017