



Legislation Text

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CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the 2018 City goals

DEPARTMENT: City Manager's Office

SUBMITTED BY: Doug Krieger, City Manager

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

Well-established goals create a common vision for the City Council and all of City staff. As directors manage each of their departments, clear goals help connect daily work with the strategic priorities of the organization. In addition, by sharing our priorities publicly, the community is given an opportunity to learn about our areas of focus and how we want to improve.

DISCUSSION:

The City Council set the strategic vision when it adopted the Ends Policies. These policies guide actions through establishing values, setting goals, and determining priorities for the organization. We demonstrate support for the Ends Policies when we not only see progress toward achieving a goal but also organizational alignment with that goal. Further support is shown when we communicate actions with our employees and reinforce them as a high priority. The Financial Principles and the goals around reducing debt and increasing reserves are examples of a priority widely shared across the community and the organization. This goal is considered by staff and the City Council in all financial decision-making. Progress has been consistently measured and communicated since their inception.

The following ten goals are recommended for approval:

Financial Stability- *Naperville will be financially stable and maintain a AAA bond rating.*

1. In order to provide services that ensure a high quality of life for our residents through fiscal management and financial stability, the City will actively seek to reduce its debt by 25% in the next eight years.
2. In order to provide services that ensure a high quality of life for our residents through fiscal management and financial stability, the City will actively seek to increase its reserves to 25% in the next eight years.

Public Safety- Naperville will deliver highly responsive emergency services to provide for a safe community.

1. In order to maintain response times and reduce ongoing costs of service delivery, the City will evaluate fire station coverage areas and potential consolidation in 2018.
2. In order to reduce recidivism among the mental health community, the Police Department will certify 20 percent of officers and designated staff in Crisis Intervention Training (CIT) and the Fire Department will provide basic CIT to 90 percent of all members by 2019.
3. In order to reduce recidivism among the mental health community, the CIT will provide follow-up care to at least 75 percent of identified individuals within 30 days.

High Performing Government - Naperville will provide reliable, efficient and high-quality services.

1. In order to increase customer convenience, the City will provide or enhance the following online services by the end of 2019:
 - o Electronic payment options
 - o Building permits/inspections
 - o Service requests
 - o Registrations/licenses
2. In order to increase citizen engagement and transparency, the City will increase the number of datasets released to the open data portal by 15 datasets annually.
3. In order to maximize the value of the City's existing investment in communications infrastructure, the City will establish strategic policies for the use, potential lease, trade and sale of fiber assets.

Economic Development - Naperville will be the location of choice for businesses.

1. In order to improve the vibrancy and increase retail sales tax, the City will actively seek to fill vacant spaces at Ogden Mall, Iroquois, Mall and the northwest corner of Ogden Avenue and Naper Boulevard.
2. In order to improve the vibrancy and increase retail sales tax, the City will increase overall occupancies at Riverbrook Plaza and Wheatland Crossings by 10 percent over the next three years.

Tracking progress

The City Manager will hold regularly scheduled internal Performance Management meetings with the responsible departments to discuss goal metrics, progress, and trajectory. Meeting frequency will be goal dependent. If interested, up to two City Council members can be included in each of these meetings. Meeting minutes for these progress meetings would then be shared with the City Council members and the public.

Communication

Once approved, the goals and their progress will be shared through the City website, newsletter, and other community engagement opportunities as appropriate. By communicating these goals and their status, the community will have the opportunity to learn about our priorities and how we want to improve. In addition, by sharing these goals across the organization, there will be greater visibility into how the daily work of the employees aligns with the overall strategic direction of the organization.

FISCAL IMPACT:

N/A