

REQUEST FOR OFFER | HIGH PERFORMING GOVERNMENT

DATA DRIVEN DECISION MAKING PROCESSES

The City must make decisions driven by data to provide the most effective services to tax payers. Over the next year, the City should take steps to better collect, manage, and analyze existing data sets. This data should also be made freely available to the public in a user friendly, electronic format (not .pdf or printed copies) to ensure maximum transparency and accountability.

PROVIDING OUTSTANDING CUSTOMER FOCUSED SERVICES

High performing organizations are relentlessly focused on providing outstanding customer service. All City services should be designed with the user at the forefront – policies, schedules, and regulations should be changed if the result will increase customer service without compromising organizational values. Divisions within government should work to provide services in a one-stop-shop, to avoid duplication and remove barriers to citizens. A high performing government will provide multiple platforms for citizen feedback of each service delivered and respond to feedback quickly.

EXCEPTIONAL TALENT MANAGEMENT

To operate at peak efficiency and effectiveness, the City must recruit and retain the best employees for each and every position. Every person hired into City Hall should have a clear understanding of job responsibilities, opportunities for growth, and organizational values. The City should encourage and provide incentives for employees to stay healthy to limit costs associated with medical care, and ensure a positive, motivated workforce.

EXCEPTIONAL RESOURCE MANAGEMENT

For government to perform core services effectively, the organization must be fiscally sound and responsible. Effective management of City resources is critical to maintaining a high level of service. Employees must understand the importance of resource management and have the proper training to maintain City equipment properly. The City should manage all assets responsibly in order to maximize efficiency and ensure long term fiscal health. Any dollar wasted is a dollar not spent towards achieving community priorities. Therefore, steps must be taken to eliminate any waste, fraud or abuse of government assets.

Desired Outcomes:

- Increase health of City workers
- Decrease number of sick days taken
- Increase employees accessing professional development
- Maintain City's current bond rating
- Increase citizen satisfaction with services

Overall budget proposals are encouraged to include:

- Clear & measurable goals
- Multi-agency and/or multi-department collaboration
- Mechanisms for citizen involvement & feedback
- Sustainable practices
- Research/Evidence based best practices

Budget Strategies:

- Provide access to services in more user friendly formats including online, over the phone, through SMS text, social media, and in person
- Develop a resource guide for potential job advertisements to recruit a more diverse and qualified pool of candidates
- Work with community organizations to develop and execute an open government plan to open more city government data
- Streamline existing software systems to minimize glitches and limit required maintenance.
- Promote employee health
- Ensure long term fiscal health through multi-year planning
- Reduce energy consumption
- Expose employees to strategies and ideas from the public and private sector to improve City government.
- Effectively manage all inventory and assets
- Provide mechanisms for city employees to report waste, fraud and abuse. Thoroughly investigate all claims and provide appropriate steps to remedy the situation.