

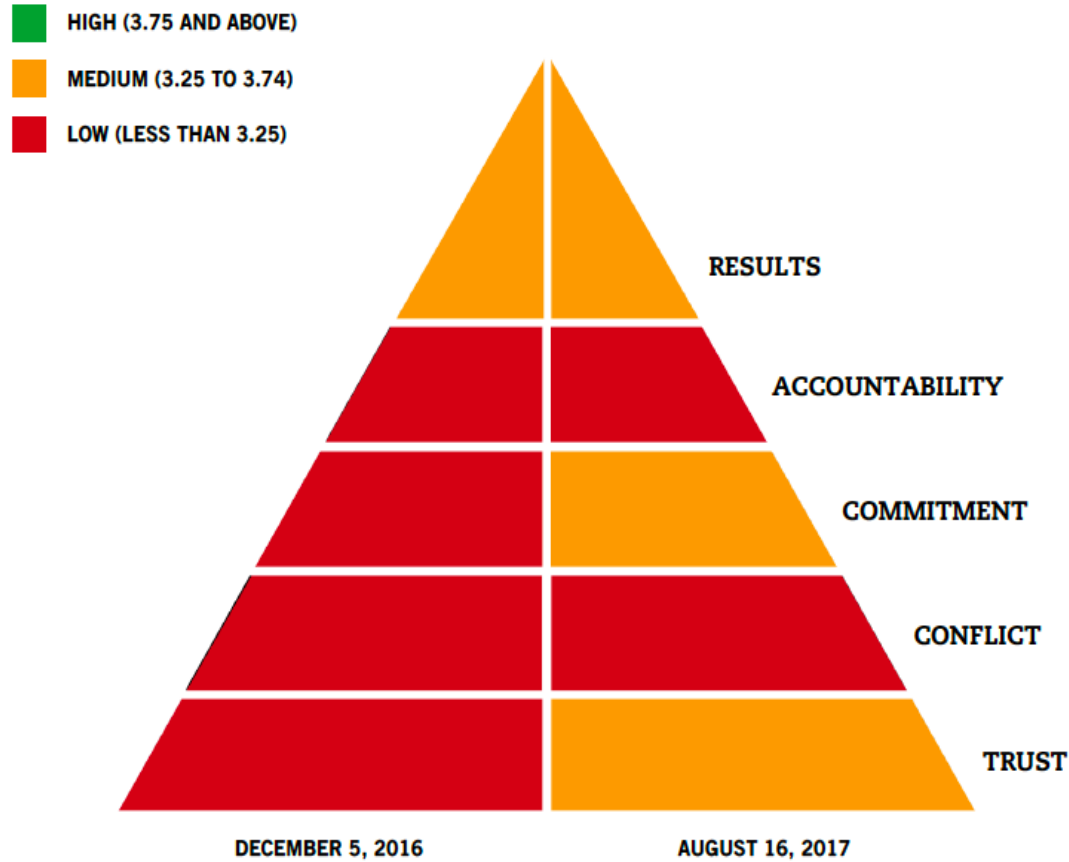
Playbook for Success

City Manager roll out

October 18, 2017



August 2017



Core Purpose

Why do we exist?

Making Lives Better



Core Values

How do we behave

- Helpful
- Kind
- Professional



Business Definition

What do we do?

We provide city services for
public benefit



Strategic Anchors

How will we succeed?

- Responsive
- Innovative
- Caring



Thematic Goal

What is most important, right now

Higher Level of Trust with
Council by December 31, 2017



Defining Objectives

Communicate

- Responsive
- Anticipate questions
- prioritize the workload

Transparency & Sincerity

- renew and use the city manager report

Council Report

- clean communication (no errors)
- standards for department reports

Presentations

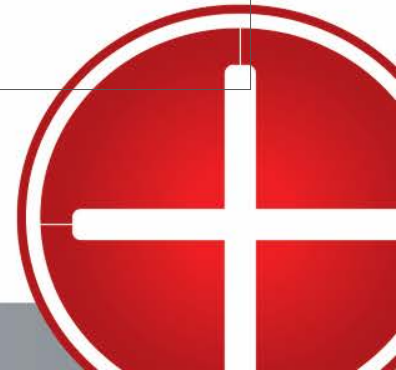
- confidence, prepared and anticipate
- listen better to questions

Budget

- request tightly tied to council goals
- tighten explanations
- path of the money
- realistic revenue projections

City Manager

- conversation with council regarding trust and expectations



Standard Operating Objectives

**No
Drama**

**Employee
Morale**

**Fiscal
Processes**

**Economic
Development Pipeline**

**Revenue
Projections**

**Public
Safety**

