

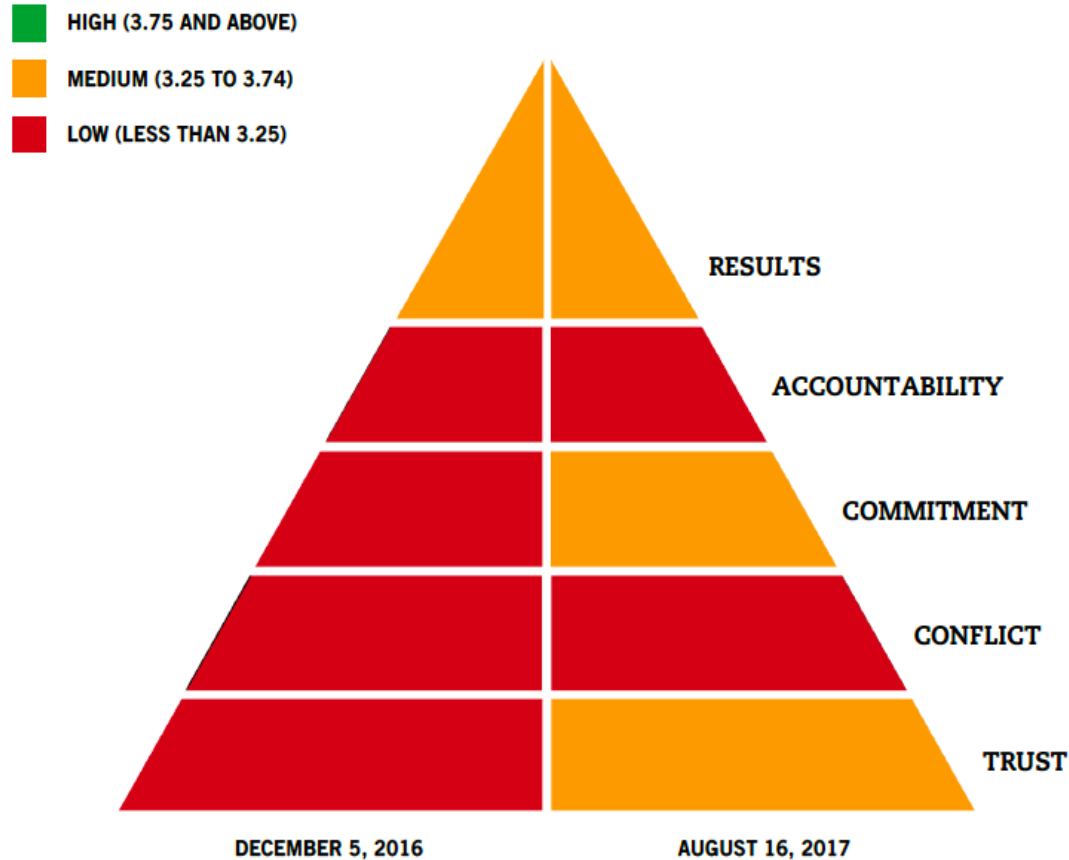
Playbook for Success

City Manager Roll Out To Employees

October 18, 2017



December 2016 vs 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

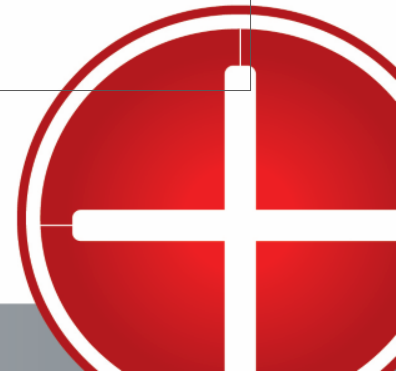
- confidence, prepared and anticipate
- listen better to questions

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**





