



City of Lathrup Village
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Goals & Performance Measures
Fiscal Year 2026/2027

Transparent, Open & Honest Government		
<i>This value reflects our first and most important responsibility. We maintain an organizational reputation for openness, honesty, and integrity.</i>		
Goal/Action		2025/2026 Progress
<ul style="list-style-type: none"> • Improve communications with residents and local businesses 	Use all possible media to communicate events, meetings, and updates promptly. Develop a clear and concise timeline for when items need to be turned in for the media, and be consistent with the timing of posting.	City will be rolling out SMS (text) updates to go with the app over the next couple of months. City Created Communications & Engagement Committee.
<ul style="list-style-type: none"> • Adopt a Communication Plan 	Have a City Communication Plan formally adopted before July 31, 2026.	Created Communications & Engagement Committee to finalize plan recommendation.
<ul style="list-style-type: none"> • Develop effective document management and paperless processes 	Develop processes and policies that allow residents to conduct business online and make payments with ease.	The city created the ability for residents to receive their water bills electronically. City added the use of the Zeffy payment system for City events.
<ul style="list-style-type: none"> • Improve website/mobile app design to make information more easily accessible 	Continually update website pages to meet residents' needs. Conduct a full review of all website pages for accuracy and relevance.	City conducted updates with Aptegy

<ul style="list-style-type: none"> Do more Town Halls 	Conduct one (1) Town Hall quarterly on a specific topic.	Hosted at least 6 Town Halls in 2025 (Finance Town Halls for the Headlee Override ballot question).
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Dedication to Service		
<p><i>Our primary duty is to the people we serve. We are accessible, responsive, consistent, and understanding. We provide assistance beyond our customers' expectations, and we find effective solutions to problems that are brought to our attention.</i></p> <p style="text-align: center;">Goal/Action</p>		<p style="text-align: center;">2025/2026Progress</p>
<ul style="list-style-type: none"> Improve operations through upgrades in technology 	Develop processes and policies that allow residents to conduct business online and make payments with ease.	<p>The city created the ability for residents to receive their water bills electronically.</p> <p>City added the use of the Zeffy payment system for City events.</p>
<ul style="list-style-type: none"> Maintain robust and attractive business corridors 	<p>The Code Enforcer and DDA Director conduct a business inventory quarterly, not only to provide feedback for improvement but also to increase business relationships.</p> <p>Code Enforcer shall walk every business property at least once per year to ensure code compliance.</p> <p>Utilize Oakland County & Main Street resources to their potential.</p>	<p>An ongoing list of business inventory is being added and uploaded to a map located on the DDA page on the website.</p> <p>Achieved recertification status for the Redevelopment Ready Communities program.</p> <p>Granted entry into Recast Leaders Cohort program.</p> <p>Created liaison position with the Lathrup Village Chamber of Commerce.</p>
<ul style="list-style-type: none"> Promote a safe and secure community 	The Police Chief and/or designee will attend one community event (outside of Police events) per year	Chief Zang attended the LVMF and other events.

	and attend a City Council meeting quarterly.	Chief Zang and former Chief McKee attended multiple City Council meetings.
<ul style="list-style-type: none"> Promote a clean and vibrant community 	<p>Continue to utilize Code Enforcement patrols throughout the City to enhance the quality of life for all businesses and residents.</p> <p>Need to put some kind of metric here—something such as every street reviewed at least once per year by Code Enforcer or the like.</p>	
<ul style="list-style-type: none"> Develop and prioritize improvements to parks and playgrounds 	We will ensure that our parks and playgrounds are clean and safe. When financially available, upgrades will be done.	Applied for and awarded grants to improve the park system.
<ul style="list-style-type: none"> Increase Recreational Offerings 	<p>Utilize the Parks and Recreation Committee and City staffing to hold recreational events for members of the entire community.</p> <p>The Council will evaluate during the budget process the creation of a Part-Time Recreation Coordinator position.</p>	<p>Held the Lathrup Village Music Festival.</p> <p>Added resident-taught educational series.</p> <p>Conducted Food Truck Fridays and a host of other recreational events (Breakfast with the Bunny, Winterfest, etc.).</p> <p>A proposal was made to the DDA (and tabled) to obtain funding for city staff hours to assist the Recreation Committee. To be discussed further by the DDA.</p>
<ul style="list-style-type: none"> Improve quality of life for residents of all ages 	We will respond to residents professionally, respectfully, and promptly. Even if we do not have the answer immediately, we will return phone calls, emails, and messages within two (2) business days.	How do we measure without a CRM solution?
<ul style="list-style-type: none"> Provide a maximum of one (1) workday initial response to See Click Fix reports with an additional 	Residents will be updated regularly until their inquiry is completed. The City Council will be updated with	City See Click Fix operations have been modified so that staff members receive input. Staff then have the ability to provide feedback directly in the See Click Fix program.

response every three (3) business days until the issue is resolved	open issues from See Click Fix consistently.	
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Fiscal Responsibility		
<i>Proper use of community resources in a public trust, which we continually guard. In the management of this trust, we must avoid even the appearance of impropriety. In our management of public funds, we will strive for the greatest possible efficiency and effectiveness.</i>		
Goal/Action		2025/2026Progress
<ul style="list-style-type: none"> Fiscal Reviews 	Improve oversight of both revenues and expenditures throughout all funds.	<p>Monthly financial reports are included in the council packet.</p> <p>Approved bi-yearly budget amendments.</p> <p>Conducted at least 6 Financial Town Halls.</p>
<ul style="list-style-type: none"> Contracts 	Create a formal list of all City contracts to be reviewed during the budget process.	List created.
<ul style="list-style-type: none"> Maintain and evaluate current infrastructure to make improvements when necessary 		<p>HAWK Signals Installed</p> <p>Alleyways Reconstructed</p> <p>EB 11 Mile Road Resurfaced (Southfield Rd to on ramp)</p> <p>San Jose Siren Activated Gate Installed</p> <p>Installation of dead-end manholes</p> <p>Watermain Replacement (Ramsgate/Middlesex/Arrowhead)</p>
<ul style="list-style-type: none"> Support economic vitality to attract and retain local businesses 		

Personal Honesty and Integrity		
<i>Each of us demonstrates the highest standards of personal integrity and honesty in public activities to inspire confidence and trust in government.</i>		

Goal/Action		2025/2026Progress
<ul style="list-style-type: none"> Code of Ethics and Council Procedures document provided to all newly elected/appointed Council and Board members 		Council members were provided with these documents at the first meeting after the election.
<ul style="list-style-type: none"> All members of appointed and elected boards will come to meetings prepared to conduct business 		
<ul style="list-style-type: none"> Respond by agreed-upon deadlines 	Clear Expectations of due dates and assignments will be communicated. Reminders will be sent 24 hours before the due date	
<ul style="list-style-type: none"> All staff and members of the appointed and elected boards will be as timely as possible with their arrival to meetings unless they have communicated otherwise. 		

Excellence		
<p><i>We continually pursue excellence by being creative and professional, taking risks, showing initiative, and being committed to our team. In this pursuit, we support continuing education and training for all team members.</i></p>		
Goal/Action		2025/2026Progress
<ul style="list-style-type: none"> All staff and members of appointed and elected boards will participate in training that will increase knowledge and help the City progress 	All members of the City Council will attend at least one (1) government training session per year.	<p>Bruce & Jalen attended the MML Conference.</p> <p>John Sousanis attended the MML course for newly elected officials</p> <p>Jason & Kelly attended the <i>From Conflict to Conversation</i> course.</p>
<ul style="list-style-type: none"> Subscribe/read journals, organizations, and periodicals (e.g., Inside 208, Bridge, MML magazine, etc.) 		<ul style="list-style-type: none">
<ul style="list-style-type: none"> All staff and members of appointed and elected boards will be proactive and take initiatives to improve community relations (i.e., residents, businesses, and surrounding communities) 		<ul style="list-style-type: none">

Teamwork		
<i>We are a team that emphasizes high levels of trust, cooperation, and commitment to excellent communication within the organization. We encourage employees to exercise independent judgment in meeting customer needs through professional behavior that is consistent with our values.</i>		
Goal/Action		2025/2026Progress
<ul style="list-style-type: none"> We will work by the “golden rule” when it comes to interacting with staff, residents, and the general community 	<ul style="list-style-type: none"> City Council will provide public acknowledgment of their perceived “golden rule” excellence The City will create a digital organizational feedback form to be reviewed biannually. 	A feedback form has been created and located on the City website.
<ul style="list-style-type: none"> Staff will provide professional development and team development opportunities biannually 		

A Humane and Diverse Organization		
<i>We are a humane organization that honors diversity and protects individual rights. Open communication, respect for others, compassion, and a sense of humor contribute to our positive working environment. We make every attempt for every employee to reach their full potential. We value the cultural and social diversity that is reflected in our community, and we welcome the changes and new perspectives that this diversity brings us.</i>		
Goal/Action		2025/2026Progress
<ul style="list-style-type: none"> Appointments to boards and commissions: 	Reflective of the cultural and social diversity of the community.	Appointments to the Communication & Engagement Committee reflect the diversity of the community.
<ul style="list-style-type: none"> We will provide cultural events for the community during holidays and for general celebrations. 		The City and Recreation Committee has hosted several events, such as Winterfest, Breakfast with the Bunny, etc.

<ul style="list-style-type: none"> We will respect all people regardless of their ethnicity, race, age, sexual orientation, or preference. 	
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Other Goal/Action	2025/2026Progress
<ul style="list-style-type: none"> Continue best practices in maintaining city grounds, parks, and entrances. 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Staff will create, at a minimum, two (2) educational videos per year. 	<ul style="list-style-type: none"> Finance Review Committee; PILOT Town Hall; Business Spotlights
<ul style="list-style-type: none"> Identify cross-functional opportunities (e.g., police officers & Code Enforcement) 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> The City Staff will conduct 360 evaluations annually 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> City Council will create an updated City Administrator Evaluation Form 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Create a Vision/Mission Statement that covers all the Committees/Boards 	<ul style="list-style-type: none">

Progress
<ul style="list-style-type: none"> The City Council will review its goals at least quarterly.