



**City of Lathrup Village**  
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**Goals & Performance Measures**  
**Fiscal Year 2025/2026**

<b>Transparent, Open &amp; Honest Government</b>	
<i>This value reflects our first and most important responsibility. We maintain an organizational reputation for openness, honesty, and integrity.</i>	
<ul style="list-style-type: none"><li>• Improve communications with residents and local businesses</li></ul>	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.
<ul style="list-style-type: none"><li>• Create a Formal Communication Plan</li></ul>	Have a City Communication Plan formally adopted before July 31, 2025.
<ul style="list-style-type: none"><li>• Develop effective document management and paperless processes</li></ul>	Develop processes and policies that allow residents to conduct business online and make payments with ease.
<ul style="list-style-type: none"><li>• Improve website/mobile app design to make information more easily accessible</li></ul>	Continually update website pages to meet residents' needs.
<ul style="list-style-type: none"><li>• Do more Town Halls</li></ul>	Conduct one (1) Town Hall quarterly on a specific topic.

<b>Dedication to Service</b>	
<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>	
<ul style="list-style-type: none"><li>• Improve operations through upgrades in technology</li></ul>	Develop processes and policies that allow residents to conduct business online and make payments with ease.
<ul style="list-style-type: none"><li>• Maintain robust and attractive business corridors</li></ul>	The Code Enforcer and DDA Director conduct a business inventory quarterly, not only to provide feedback for improvement but also to increase business relationships.  Utilize Oakland County & Main Street resources to their potential.
<ul style="list-style-type: none"><li>• Promote a safe and secure community</li></ul>	The Police Chief and/or designee will attend one community event (outside of Police events) per year and attend a City Council meeting quarterly.
<ul style="list-style-type: none"><li>• Promote a clean and vibrant community</li></ul>	Continue to utilize Code Enforcement patrols throughout the City to enhance the quality of life for all businesses and residents.

<ul style="list-style-type: none"> <li>• Develop and prioritize improvements to parks and playgrounds</li> </ul>	We will ensure that our parks and playgrounds are clean and safe. When financially available, upgrades will be done.
<ul style="list-style-type: none"> <li>• Increase Recreational Offerings</li> </ul>	<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>
<ul style="list-style-type: none"> <li>• Improve quality of life for residents of all ages</li> </ul>	We will respond to residents professionally and respectfully in a timely manner. Even if we do not have the answer immediately, we will return phone calls, emails, and messages within two (2) business days.
<ul style="list-style-type: none"> <li>• Provide a maximum of one (1) workday initial response to See Click Fix reports with an additional response every three (3) business days until the issue is resolved</li> </ul>	Residents will be updated regularly until their inquiry is completed. The City Council will be updated with open issues from See Click Fix bi-weekly consistently.

<b>Fiscal Responsibility</b>	
<p><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></p>	
• Fiscal Reviews	Improve oversight of both revenues and expenditures throughout all funds.
• Contracts	Create a formal list of all City contracts to be reviewed during the budget process.
• Support economic vitality to attract and retain local businesses	
• Maintain and evaluate current infrastructure to make improvements when necessary.	

<b>Personal Honesty and Integrity</b>	
<p><i>Each of us demonstrates the highest standards of personal integrity and honesty in public activities to inspire confidence and trust in government.</i></p>	
• Code of Ethics provided to all newly elected/appointed Council and Board members	
• All members of appointed and elected boards will come to meetings prepared to conduct business	
• 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
• 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

*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.*

<ul style="list-style-type: none"> <li>• All staff and members of appointed and elected boards will participate in training that will increase knowledge and help the City progress</li> <li>• Subscribe/read journals, organizations, and periodicals (e.g., Inside 208, Bridge, MML magazine, etc.)</li> <li>• 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)</li> </ul>	<p>All members of the City Council will attend at minimum one (1) government training session per year.</p>
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### Teamwork

*We are a team that emphasizes high levels of trust, cooperation, and commitment to excellent communication with the organization. We encourage employees to exercise independent judgment in meeting customer needs through professional behavior that is consistent with our values.*

<ul style="list-style-type: none"> <li>• Staff will provide professional development and team development opportunities bi-annually</li> <li>• We will work by the “golden rule” when it comes to interacting with staff, residents, and the general community</li> </ul>	<ul style="list-style-type: none"> <li>• City Council will provide public acknowledgment of their perceived “golden rule” excellence</li> <li>• The City will create a digital organizational feedback form to be reviewed bi-annually.</li> </ul>
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### A Humane and Diverse Organization

*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.*

<ul style="list-style-type: none"> <li>• Appointments to boards and commissions:</li> <li>• We will provide cultural events for the community during holidays and for general celebrations.</li> <li>• We will respect all people regardless of their ethnicity, race, age, sexual orientation, and preference.</li> </ul>	<p>Reflective of the cultural and social diversity of the community.</p>
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### Other

<ul style="list-style-type: none"> <li>• Continue best practices in maintaining city grounds, parks, and entrances.</li> <li>• Staff will create, at minimum, two (2) educational videos per year.</li> <li>• Identify cross-functional opportunities (e.g., police officers &amp; Code Enforcement)</li> <li>• The City Staff will conduct 360 evaluations annually</li> <li>• City Council will create an updated City Administrator Evaluation Form</li> </ul>
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