

CITY COUNCIL	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
Provide high quality public services and infrastructure that meet the needs of local residents. Value and build a desirable and vibrant community for residents, businesses, and visitors.	<ul style="list-style-type: none">• Number of Regular Meetings• Number of Special Meetings• Number of Zoning Board of Appeals Meetings• Number of Town Halls• Number of Ordinances Adopted• Number of Resolutions Adopted• Number of Proclamations Presented• Number of Subscribers to eNewsletter• Number of Users of City's Facebook Page• Joint Meetings with Southfield Public Schools• Joint Meetings with Planning Commission• Joint Meetings with DDA

COMMUNITY & ECONOMIC DEVELOPMENT – PLANNING & ZONING	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
The overall objective for Planning & Zoning division is continuously evaluate our development processes with eye towards streamlining our land development requirements, and taking on projects and activities which improve the quality of life for residents.	<ul style="list-style-type: none"> • Adopt Comprehensive Plan and implementation of action strategies. • Evaluate and adopt revisions to the zoning ordinance in accordance with the Comprehensive Plan recommendations • Adopt sign ordinance revisions • Implement non-motorized transportation plan including wayfinding signage • Implement City Council goals related to cannabis uses • More effectively utilize BS & A software to improve workflow and project tracking in CEDD, and integrate efforts with other departments. • Obtain recertification of the city's Redevelopment Ready Certification utilizing updated MEDC metrics. • Work with Tree Committee to establish standards, inventory, and regular maintenance plan

STREET PAVING BOND PROJECTS	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
Street Paving Projects - To rehabilitate portions of the local road system that are in degraded condition and to improve the function of the storm ditch system over a 3-year period. This three-year project would begin in the spring/summer of 2021 is funded by a taxpayer authorized \$5.8 million bond.	<ul style="list-style-type: none"> • Provide monthly reports on status of projects • Work with City Engineer to update notices and information for residents via website, social media, mailings, etc. • Track progress and invoices • Develop and implement the project plan for any Special Assessment District's – notices, public hearings, etc.

CAPITAL IMPROVEMENT BOND PROJECTS	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
Water & Sewer Projects - To rehabilitate the City's various water, sewer and lead related infrastructure issues. Comply with state mandates for verification of water service line materials and the removal/replacement of lead & galvanized water service lines.	<ul style="list-style-type: none"> • Provide monthly reports on status of projects • Work with City Engineer to update notices and information for residents via website, social media, mailings, etc. • Track progress and invoices

DOWNTOWN DEVELOPMENT AUTHORITY	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>The overall objective for the Downtown Development Authority, which facilitates the economic development activities of the city, is to maintain and improve the City’s commercial tax base and business-mix by implementing initiatives to support business growth and retention, marketing the City as a distinctive and welcoming place to do business, and implementing placemaking and streetscaping improvements.</p>	
	<ul style="list-style-type: none"> • Refine and streamline Commercial Landlord and Business licensing procedures. Develop a how-to guide/checklist for business and property owners. Draft ordinance amendments to Commercial Landlord and Business license language to better align with modern language and best practices. • Increase Business and Property Owner engagement by hosting monthly events. <ul style="list-style-type: none"> ○ Additional performance metric: track attendance/participation to calculate effectiveness of DDA presence and benefits received by businesses • Increase volunteer-base by way of new/expanded opportunities for involvement <ul style="list-style-type: none"> ○ Additional performance metric: track & calculate valuation of volunteer hours • Enhance social media outreach <ul style="list-style-type: none"> ○ Additional performance metric: calculate post engagements/outreach, increased number of “followers”, e-newsletter clicks • Distribution of grant funds including relief, façade, sign, etc. • Promote placemaking and implement streetscaping enhancements <ul style="list-style-type: none"> ○ Additional performance metric: identify building rehabs, new signage • Increase number of new businesses

SPECIAL PROJECTS	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
Produce communications for city residents and businesses	
	<ul style="list-style-type: none"> • Produce weekly eNewsletters • Produce quarterly Your Town Magazine • Produce periodic print and video updates for DDA/businesses • Assist with updates on website

POLICE DEPARTMENT	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>The Lathrup Village Police Department is committed to professional excellence in providing public safety services for the City in the form of police patrol, criminal investigations, crime prevention, and community relations. The Lathrup Village Police Department is dedicated to being a regional and national leader among police departments by hiring talented and professional officers and civilian staff, demonstrating the highest standards of performance, best practices in policing, and accountability, and reflecting the values of the supportive city it serves.</p> <p>The Lathrup Village Police Department takes a proactive role in promoting agency and officer integrity by assessing our police-citizen interactions, providing valuable officer training programs and taking the steps to remain a transparent agency. Department members strive to adhere to four core values:</p> <ul style="list-style-type: none"> • Integrity • Professionalism • Fairness • Compassion 	<ul style="list-style-type: none"> • Continue with PowerDMS and Taser contracts • Purchase of a new patrol vehicle to replace an older unit • Purchase Guardian Tracking software for early intervention for employees • Purchase Police One Academy subscription for virtual training classes • Focus on hiring qualified police candidates preferable with experience by enticing them with lateral pay incentive • Enroll in the Accreditation program through MACP (July 2021) • Purchase portable radios to be compatible with the new county wide radio system • <u>Recruit and hire candidates that reflect the diversity of the community</u> • <u>Monthly updates on Transparency Dashboard of: calls for service; citations; and arrests</u> • <u>Monthly report to City Council of:</u> <ul style="list-style-type: none"> ○ <u>Activity</u> ○ <u>Alarm Summary</u> ○ <u>Radar Traffic/Speed Readings</u> ○ <u>Officer Ticket Activity</u> • <u>Work with Architect on completion of dept. space study</u> • <u>Host at least 2 community education/engagement events</u> • <u>Provide City Administrator monthly report on accomplishments:</u> <ul style="list-style-type: none"> ○ <u>Community outreach projects, including fundraisers</u> ○ <u>Public education</u> ○ <u>Meetings/trainings of Command Staff</u>

PARKS AND RECREATION	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>There are three main goals for the Parks & Recreation department for budget year 2021-22.</p> <ol style="list-style-type: none"> 1. Provide a well-rounded variety of programming available to all Lathrup Village residents. 2. Build a sense of community by providing opportunities for Villagers to interact positively with each other and with the City. 3. Continue to remain flexible and meet the changing needs of the community amid pandemic conditions. 	<p>PROGRAMMING</p> <ul style="list-style-type: none"> ○ Offer at least three classes, events, trips or special programs per month providing opportunities for youth, adults and seniors ○ Engage 20 percent more households from under-represented neighborhoods in recreational programming ○ Host at least one event or activity at each neighborhood park <p>COMMUNITY BUILDING</p> <ul style="list-style-type: none"> ○ Partner with at least one community group for each major Lathrup Village event ○ Host at least four community park cleanups ○ Host at least one community service project

BUILDINGS & GROUNDS	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>There are three main goals for the Building and Grounds department for budget year 2021-22.</p> <ol style="list-style-type: none"> 1. Improve cleanliness and safety of the Municipal Building for residents, visitors and employees by tracking custodial work and safety incidents, and by soliciting feedback from building users. 2. Track facility maintenance requests, responses to requests, emergency repairs and project status. 3. Collect information on the state of the Municipal Building through inspections and system reviews. 	<p>CLEAN AND SAFE ENVIRONMENT</p> <ul style="list-style-type: none"> ○ Less than 3 safety incidents per year ○ Pass semi-annual kitchen inspections without any corrective items ○ System in place to solicit feedback from building users <p>TRACKING SYSTEMS</p> <ul style="list-style-type: none"> ○ System in place to track facility maintenance requests, emergency repairs and projects ○ 90% response rate to facility maintenance requests within 24 hours <p>BUILDING REVIEW</p> <ul style="list-style-type: none"> ○ General building inspection complete ○ Inspections/reviews completed for major building systems: roof, HVAC, windows, elevator, water system & plumbing, IT and security

BUILDING DEPARTMENT	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>Code Enforcement - objective is to make sure an appealing, and safe community by encouraging engagement in the code development process. Remain vigilant in maintaining the appearance of residential and commercial areas by correcting violations of municipal codes and land use requirements. Treat residents with respect and empathy.</p> <p>Goals:</p> <ol style="list-style-type: none"> 1. Code enforcement goal is to have all LV residents comply with Cities ordinances. 2. Ensure responsive to community needs are met. 3. Respond to resident's needs, questions in a timely, and proactive manner. 	<ul style="list-style-type: none"> • Key performance measure - providing timely review and services <ul style="list-style-type: none"> ○ Identify best practices, ex. 48 hours for non-emergencies. ○ Then establish baseline for Year 1 • Measure between BS&A -vs- SeeClickFix. • Measure the satisfaction of residents with code enforcement. <ul style="list-style-type: none"> ○ Develop and disseminate a survey tool ○ Provide report • Produce monthly report of inspections with status for Council and DDA • Provide articles for quarterly Your Town publication • Provide articles/reminders at least 6 times a year for eNewsletter • Respond to posts on See, Click, Fix within 1 business date; and update until file is closed
BUILDING DEPARTMENT	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>Permits, Inspections, Licenses (Business, Landlord, Rental)</p> <p>The primary responsibility of the Building Department is to monitor and enforce all building codes to protect the health, safety, and welfare of the community. The Building Department issues permits and inspects all new construction, alterations, additions to existing structures, and commercial building changes in occupancy. The Building Department also inspects all businesses located within the City.</p>	<ul style="list-style-type: none"> • Provide monthly report of all permits issued • Provide monthly report of all inspections • Provide monthly report of licenses issued • Establish baseline for timeframes from applications to time that permits/licenses being issued <ul style="list-style-type: none"> ○ Identify best practices; measure activity for Year 1 • Establish and implement plan to inspect all businesses annually or bi-annually • Measure compliance with business licenses, landlord licenses and rental licenses • Update rental building file. Implement rental inspections – annual inspections

CLERK / ELECTIONS	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>Elections - Conduct elections in accordance with State of Michigan election law, receive certification from County Board of Canvassers and audits by State of Michigan Bureau of Elections.</p> <p>FOIA - Receive, route and provide response documents for FOIA (Freedom of Information Act) requests.</p> <p>Clerk – Record and post minutes for City Council and Planning Commission, including public hearings and notices.</p>	<ul style="list-style-type: none">• Recruit and train elector workers for each precinct• Maintain current safety standards for election worksites• Maintain separate folder and post on website:<ul style="list-style-type: none">○ Resolutions○ Proclamations○ Ordinances○ Public Notices○ Minutes (City Council and Planning Commission – on Municode Meetings)

FINANCE DEPARTMENT	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
Finance/Budget – promote financial stability, department-wide financial stewardship, and achieve operational excellence.	<ul style="list-style-type: none"> • Produce monthly financial reports for City Council • Invest all cash in conformance with the adopted Investment Policy and provide quarterly investment report for City Council • Establish and monitor Bond Funds and Projects; issue timely payments • Timely payment of invoices • Monthly bank reconciliations of all accounts by 15th of next month • Timely tax proceeds disbursements to other governmental entities • Update Chart of Accounts in accordance with State requirements • Address any outstanding audit findings/comments <ul style="list-style-type: none"> ○ Obtain unqualified independent audit opinion • Reduce number of water billing complaints and billing adjustments
Human Resources – hire, train, and retain an agile, skilled, effective, and diverse workforce; Innovative and inclusive workplace; Sustainable culture of engagement and superior performance.	<ul style="list-style-type: none"> • Provide training and cross-training for staff on BS&A and Point & Pay • Produce New Employee Orientation Packet

DEPARTMENT OF PUBLIC SERVICES (DPS) – LATHRUP SERVICES	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>Improve the overall image of the City and for the collection and disposal of leaves in Spring/Fall, municipal solid waste, and recyclables. Provide high quality maintenance and repairs of our parks, trees, sidewalks.</p> <p>Through contracts with SOCCRA– provide for the collection and disposal of yard waste and refuse collection and disposal. And, with City of Ferndale – storage of yard waste</p>	<ul style="list-style-type: none"> • Meet weekly with City Administrator and review the projected weekly job assignments/work orders with the City Administrator. • Maintain an inventory of such materials within the DPS yard. When it is time to order such materials, the Service Provider shall obtain permission from the City Administrator or designee. • CATCH BASIN MAINTENANCE – inspect annually; cleaning between April – November <ul style="list-style-type: none"> ○ Inspect all 500 over 5 years ○ Use vactor truck to remove all solids and liquids • Complete and submit Monthly Storm Water Pollution Prevention Plan (SWPPP) Good Housekeeping Maintenance Site Inspection form • Provide compost to residents • Respond to posts on See, Click, Fix within 1 business date; and update until file is closed • Update Water Service Line Material when checking, replacing water meters. • Minor repairs/pruning of trees when possible. • Maintenance of DPS vehicles and equipment – Monthly Report • Identify and correct Cross-Connection at DPS Garage

LVTV	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
Provide high quality recordings, productions and re-broadcasts as LVTV Operations Manager.	Provide services and produce monthly and annual report: REGULAR PROGRAMMING <ul style="list-style-type: none">• Council Meetings, Planning Commission, DDA, Special/Joint/Town Hall SPECIAL PROGRAMMING <ul style="list-style-type: none">• Video Snaps, News/Events, Public Service Announcements MISC. ADDITIONAL SERVICES PROVIDED

CITY ADMINISTRATOR	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
Provide for the efficient administration of all administrative departments of the city government.;	<ul style="list-style-type: none">• Recommend budget and amendments; maintain balanced budget• Monitor Monthly Water Lose Reports• Review New Vendors List Monthly• Produce monthly City Administrator reports for council packets• Monthly meetings with staff• Conduct annual performance evaluations of all department heads and direct reports• Review annual self-evaluations of performance evaluations of all employees

CITY ATTORNEY	
GOALS/OBJECTIVES	PERFORMANCE MEASURES
<p>Legal Advise - Provide writing advise any officer or department head of the city in matters relating to his official duties when so requested and shall file with the Clerk a copy of all written opinions given by him.</p> <p>Prosecution - prosecute such ordinance violations and he shall conduct for the city such cases in court and before other legally constituted tribunals as the Council may request. He shall file with the Clerk copies of such records and files</p> <p>Ordinances & Contracts - The Attorney shall prepare or review all ordinances, contracts, bonds and other written instruments which are submitted to him by the Council and shall promptly give his opinion as to the legality thereof.</p> <p>Legal / Legislative Updates - The Attorney shall call to the attention of the Council all matters of law, and changes or developments therein, affecting the city.</p>	<ul style="list-style-type: none"> • Provide written feedback withing 5 business days of request • Provide reports on tax appeals and status • Provide draft of ordinances within 30 days • Prosecutions – provide a monthly report of closed cases/files: <ul style="list-style-type: none"> ○ Charge(s) ○ Case/Ticket # ○ Offense & Date ○ Disposition (ex. Pled guilty, dismissed)