



**City of Lathrup Village**  
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**Goals & Performance Measures**  
**Fiscal Year 2024/2025**

<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>	Develop the process of what information should be communicated, who should receive that information, when that information should be delivered, where communication will be shared, and how those communications will be analyzed.
<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>	Online payments are easily conducted, checking for available rentals (i.e. community room, meeting place, gazebo), proactive alerts for happenings throughout the City
<ul style="list-style-type: none"> <li>• Do more Town Halls</li> </ul>	Conduct as many in-person meetings as possible that the general public can attend. Provide quarterly open houses with Council Members and City Administrator.

<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 customer's 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>	Code enforcer and City Administrator conduct business inventory quarterly not only to provide feedback for improvement but also to increase business relationships.
<ul style="list-style-type: none"> <li>• Promote a safe and secure community</li> </ul>	Continue to patrol the City, engaging with the residents and assisting when a resident is in need.

<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 available financial upgrades will be done.
<ul style="list-style-type: none"> <li>Increase Recreational Offerings</li> </ul>	Utilize the Parks and Recreation Committee and City staffing to hold recreational events for members of the entire community.
<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 48 hours.
<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>	
<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 greater possible efficiency and effectiveness.</i>	
<ul style="list-style-type: none"> <li>Fiscal Reviews</li> </ul>	Improve oversight of both revenues and expenditures throughout all funds.
<ul style="list-style-type: none"> <li>Employee Time Off</li> </ul>	All vacation days, personal days, and sick days will be communicated to the employee's direct supervisor and recorded properly in a time management system.
<ul style="list-style-type: none"> <li>Contracts</li> </ul>	Contracts will be reviewed annually, and RFPs will be submitted when appropriate for new contractual services. All business conducted with the City will have a written agreement and/or contract in place.
<ul style="list-style-type: none"> <li>Support economic vitality to attract and retain local businesses</li> <li>Maintain and evaluate current infrastructure to make improvements when necessary.</li> </ul>	

<b>Personal Honesty and Integrity</b>	
<i>Each of us demonstrates the highest standards of personal integrity and honesty in public activities to inspire confidence and trust in government.</i>	
<ul style="list-style-type: none"> <li>Update Council Rules and Procedures</li> <li>Code of Ethics provided to all newly elected/appointed Council and Board members</li> <li>All members of appointed and elected boards will come to meetings prepared to conduct business</li> </ul>	
<ul style="list-style-type: none"> <li>Respond by agreed-upon deadlines</li> </ul>	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 appointed and elected boards will be as timely as possible with their arrival to meetings unless they have communicated otherwise.

<b>Excellence</b>	
<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>	
<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> </ul>	Register and participate in training offered by MML and other organizations.
<ul style="list-style-type: none"> <li>• Subscribe/read journals, organizations, and periodicals (e.g. Inside 208, Bridge, MML magazine, etc.)</li> </ul>	
<ul style="list-style-type: none"> <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>	

<b>Teamwork</b>	
<i>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.</i>	
<ul style="list-style-type: none"> <li>• We will provide professional development and team development opportunities bi-annually</li> </ul>	
<ul style="list-style-type: none"> <li>• We will work by the “golden rule” when it comes to interacting with staff, residents, and the general community</li> </ul>	

<b>A Humane and Diverse Organization</b>	
<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 cultural and social diversity that is reflected in our community, and we welcome the changes and new perspectives that this diversity brings us.</i>	
<ul style="list-style-type: none"> <li>• Appointments to boards and commissions:</li> </ul>	Reflective of the cultural and social diversity of the community.
<ul style="list-style-type: none"> <li>• We will provide cultural events for the community during holidays and for general celebrations.</li> </ul>	
<ul style="list-style-type: none"> <li>• We will respect all people regardless of their ethnicity, race, age, sexual orientation, and preference.</li> </ul>	

<b>Other</b>	
<ul style="list-style-type: none"> <li>• Continue best practices in maintaining city grounds, parks, and entrances.</li> </ul>	
<ul style="list-style-type: none"> <li>• Code enforcement classes (e.g. how do I maintain my ditch &amp; culvert).</li> </ul>	
<ul style="list-style-type: none"> <li>• Identify cross-functional opportunities (e.g. police officers &amp; Code Enforcement)</li> </ul>	