

City of Novi, MI Citywide Strategic Plan Project Staff Interview Guide

Purpose: Initial conversations to capture staff member pertinent thoughts regarding what makes the City of Novi distinctive as a community; what the City does well, what can be improved, and how it can become an even stronger and more dynamic City in the coming years.

- 1) Tell me about yourself and your role within the City of Novi.
- 2) What makes you proud to work for the City of Novi? What do you think makes other staff proud to work here?
- 3) Name a few things that the City of Novi government does well. Be specific.
- 4) Name a few things that the City of Novi can do better. How can your area of the City help in these efforts? Be specific.
- 5) What are the biggest obstacles facing you in your role right now? What do you think you can directors can do to better support you in that?
- 6) What resources, including staffing, capacity, and/or technology would your department need to start addressing the issues, emerging trends, and community needs?
- 7) If you and your department could accomplish one thing over the next three years, what would that be? What about over the next five years?
- 8) If you could share one thing with the City Council, what would it be? If you could share one thing with your department directors?
- 9) What do you think are the biggest concerns of community members? (Examples might be traffic, taxes, development, etc.) How do you think the City of Novi can and should address these?
- 10) How do you define “quality of life” for the community? That can mean different things to different people. What does it mean to you, and what can the City do to improve on the

existing quality of life here?

- 11) Based on what we have discussed, what do you think are the highest priorities for the City to focus on in the next two to five years? What about for you as an employee?
- 12) Is there anything else we haven't discussed that you believe is important for consideration in developing the City of Novi's strategic plan?