

City of Novi, MI Citywide Strategic Plan Project Department Director Interview Guide

Purpose: Initial conversations to capture department director's pertinent thoughts regarding what makes the City of Novi distinctive as a community; what the City of Novi 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 department within the City of Novi.
- 2) What makes you proud to work for the City of Novi? What do you think makes your 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 the City of Novi be more effective and more efficient? How can your area of the City help in these efforts? Be specific.
- 5) What are the biggest obstacles facing your staff right now? What do you think you can do to support staff in that regard?
- 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 about your department or the City of Novi at large, what would it be?
- 9) In an ideal world, what does the City of Novi look and feel like five years from now?
- 10) What are the biggest obstacles or challenges facing the City of Novi right now? How do you think the City of Novi can and should address these?

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- 11) Based on what we have discussed, what do you think are the highest priorities for the City of Novi to focus on in the next two to five years?
- 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?