

COUNCIL RETREAT FEBRUARY 19, 2015 GOALS

Public Safety

- Improve public safety services
 - Create and Implement a Strategic Plan
 - Get Police technology up & running and provide periodic assessment
 - Ensure Technology is sustainable
 - Evaluate the Alarm System
 - Develop a Public Safety Committee
 - Increase communication regarding crime & prevention
 - Quarterly outreach on public safety

Resort Development

- Manage resort industry and development such that it maintains the PV Brand & financial health
 - Process the 5 Star development proposal in a timely manner
 - Inform Council and community about changes and schedule
 - Improve resort outreach and accessibility to residents
 - Recognize resort employee contributions to resort & PV vitality

Finances

- Develop a long term sustainable budget
 - Address Police pension funding requirements
 - Ensure financial health without compromising Town values
 - Determine and address expenditure limitation law
 - Identify funding mechanism for CIP
 - Coordinate procurement activities

Capital Improvement Program (CIP)

- Develop and advance a CIP
 - Maintain, repair, and add critical infrastructure in the Town
 - Include visual improvements as components of capital projects
 - Identify and dedicate sustainable funding over the long term to capital projects
 - Identify and prioritize projects

Storm Water

- Identify the scope, scale and possible solutions to recurring storm drainage issues
 - Develop an educational program to increase awareness of issues and individual responsibilities
 - Participate in regional and PV specific studies that identify the scope of flooding issues
 - Define Town's role in storm water management (financially & legally)
 - Define an action plan

Quality of Life

- Maintain and Improve the Paradise Valley Quality of Life
 - Identifying defining characteristics in tangible criteria
 - Manage growth responsibly
 - Explore using Citizen survey to measure satisfaction trends
 - Identify mechanisms to obtain feedback

Technology

- Utilize technology throughout the organization to deliver quality services in an economic and efficient manner
 - Develop & Implement an IT Strategic Plan
 - Implement an organizational wide GIS product
 - Provide sufficient staff and resources to support & maintain technology
 - Use technology to increase access to government records
 - Consider a technology advisory board

Engagement/Transparency

- Increase public engagement & transparency
 - Emphasize transparency in process
 - Go beyond the minimums required by law
 - Implement tools to increase resident engagement
 - Open meeting training and compliance
 - Encourage volunteer opportunities

Customer Service

- Assess and improve customer service
 - Perform customer service assessment
 - Develop action plan based on assessment
 - Develop performance metrics
 - Develop departmental and town-wide strategic plan

Staffing

- Provide adequate staffing to deliver expected quality services
 - Provide competitive compensation and benefits to attract the required talent to deliver services
 - Evaluate additional staffing requests/requirements necessary to provide quality services
 - Explore volunteer, internship, & contract labor opportunities prior to new positions.

PV Brand

- Protect & enhance the PV brand in all decisions
 - Protect & improve visually significant corridors and ROW's
 - Preserve & enhance those characteristics that make it a desirable place to live
 - Identify opportunities to enhance color in our views
 - Manage and promote the brand
 - Protect property values
 - Define the PV brand

Collaboration

- Strengthen internal and external collaboration
 - Work together effectively as a team to address Town's present & future needs
 - Cultivate strong relationships with Scottsdale, Phoenix, Board of Supervisors, and Flood Control District
 - Strengthen relationship with the State Legislature
 - Periodic review of committees and boards

Non-motorized Circulation

- Improve non-motorized mobility of our Town
 - Develop a pedestrian/bicycle Master Plan
 - Identify missing linkage to improve pedestrian/bicycle connectivity
 - Develop linkages through and around resorts