
Council Meeting Date: December 3, 2001

Agenda Item: 6(c)

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

<p>AGENDA TITLE: Municipal Services Inventory and Analysis DEPARTMENT: City Manager's Office PRESENTED BY: Eric C. Swansen, Senior Management Analyst</p>
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PROBLEM/ISSUE STATEMENT: The City does not have a comprehensive overview of what services it should be providing to the community or the City's role in providing existing services.

BACKGROUND: This project is in the City's Council's 2000-2001 Work Plan, as Council Goal #2 to determine what role the City should fulfill in providing services to the public using a Strategic Plan. Staff has completed and attached a broad inventory and preliminary analysis regarding the variety of services the City may consider providing. The draft Municipal Services Inventory is presented as Attachment A for your Council's information and discussion.

NEXT STEPS: Staff is recommending that this draft inventory be refined based upon information developed from the upcoming citizen satisfaction survey to obtain a statistically valid analysis of how Shoreline residents view the services provided. Once completed, this survey would be presented in an upcoming Council Workshop to share the survey results and information obtained.

Staff has identified five specific areas of concern or "gaps" (outlined in Attachment B) that will be the subject of more intense survey work. Staff would like to pose specific questions to survey respondents to gauge how they view how well these services are currently provided, determine whether or not they would like to see the service improved, and gauge whether they would be willing to pay to make these improvements.

Staff would also like to devote time at an upcoming retreat to obtain another element needed to construct a strategic plan for the City. The City's mission, vision and critical success factors will need to be better defined to create a foundation upon which to build a strategic plan.

FINANCIAL IMPACT: There is no immediate financial impact to developing this inventory. This inventory is an overview that suggests what the City's role should be, but does not define how the service should be provided.

RECOMMENDATION

No action is required. Staff would like to review the draft inventory with your Council and discuss its contents. Staff is also seeking consensus support to refine the City's mission, core principles and critical success factors at an upcoming retreat.

Approved By: City Manager *KTB*