



## City of Shoreline Organizational Goals & Action steps 3-5 Year (2015-2019)

1. **Delivery of Public Services:** Continue to make Shoreline a desirable place to live and invest by providing public services that are valued by our community.
  - ✓ Establish an organizational standard for process documentation and a strategy to document key organizational processes
  - ✓ Develop a framework for process review and improvement and integrate into the organizational culture.
  - ✓ Make strategic technology investments that enhance our ability to deliver public services.
  - ✓ Establish key performance indicators used to evaluate effectiveness and guide resource allocation decisions.
  
2. **Organizational Strength:** Enhance the effectiveness of our organization through development of employee skills and knowledge.
  - ✓ Provide development opportunities for supervisors, managers and directors that align with key supervisor competencies.
  - ✓ Refine the City's performance evaluation system to include a focus on responsibilities and feedback related to service delivery.
  - ✓ Align employee development plans to meet long-term organizational needs and support these training opportunities.
  
3. **Fiscal Sustainability:** Secure and sustain long-term financial sustainability to ensure delivery of public services to our community.
  - ✓ Engage key stakeholders to advance the seven key strategies adopted in the 10 Year Financial Sustainability Plan
  - ✓ Explore biennial budget and performance based budget implementation.
  
4. **Achieve Council Goals:** Complete action steps included in the adopted City Council Goals.
  - ✓ Establish city-wide workplans that identify project manager, timelines, and cross-functional work teams needed to accomplish Council Goal action steps.