

Riverton City's 2011 Strategic Plan And Supporting Quantifiable Department Goals To be completed by December 31, 2011

Priority: Economic Development – Facilitate Balanced Economic Development with an emphasis on:

1. Development of the Western Commercial District (WCD)

Economic Development

- a. Identify likely development patterns and scenarios for the WCD in light of new economic conditions by July 31, 2011
- b. Target square footage per year or by 2020 for commercial space, regional retail, and grade A office space upon completion of General Plan update by October 31, 2011
- c. Develop detailed plan for the Western Commercial District
 - a. Meet with major property owners to develop commercial design framework for WCD by November 30, 2011
 - b. Develop promotion / containment strategies for most likely development patterns
- d. Maintain protective vigilance for WCD and prevent any development that compromises long-term WCD objectives

2. Development of regional entertainment and dining

Economic Development

- a. One new sit-down dining establishment per year for next three years
- b. One family entertainment venue developed within three years (movie theater, bowling, etc.)

3. Completion of General Plan update by September 30, 2011

Priority: Community – Maintain the Riverton Sense of Community

1. Preserve valued traditions (pancake breakfast, Easter egg hunt, Santa visit, etc.)

Parks & Recreation

- a. Number of participants per event
 - Staff will keep a participation count for each Community sponsored event
- b. Percent satisfaction with event
 - Staff will determine % of change in participation against previous year's events
- c. Department will sponsor three programs with Riverton High School

2. Enhance outreach

- a. Number of households (or % of households) with direct outreach contact

Recorder's Office

- Reconfigure the Recorder's portion of the City website with information and timely updates regarding City Council Meetings, elections, ordinances, forms and applications by April 1, 2011
- Provide on-going Twitter information regarding 2011 municipal election dates

Public Works

- Hold public open houses for 13400 S 4000 W to 4570 W By March 1, 2011
- Meet with a member of each citizen household regarding the effect of City construction projects along their frontage for the following projects:
 - WCD 13400 S 4000 W to 4570 W by December 31, 2011
 - 3600 W 11800 S to 12600 S Phase II by July 1, 2011
 - 13200 S Redwood Rd to 1300 W Phase II by March 1, 2011
 - Water Park Road 13160 S to 13680 S by July 1, 2011
 - Relocate signal and improve intersection 13400 S 2700 W by August 1, 2011
- Modify and update website to provide more information to public regarding construction project progress by April 30, 2011
- Proposed purchase of two electronic message boards for traffic control and information purposes by April 1, 2011
- Create a web-based mapping system for public use by December 31, 2011

Administration

- b. Citizen & Public Opinion Survey to gauge improvement and identify issues as directed by City Council
 - Citizen Survey completed and presented to Council before December 31, 2011

3. Deliver personalized service to citizens/developers/employees

- a. Departments establish and adhere to customer service standards

Recorder's Office

- Provide "Cemetery Information Services" at the cemetery on Memorial Day
- Distribute voter registration information at Riverton High School to eligible 18 year old students for two days during lunch hours and at Parent Teacher Conferences before May 31, 2011
- Provide a "Voter Registration/Election Information" booth at "What's Up in Riverton"

Utility Billing

- Phone messages left by 4:00 p.m. will be returned the same day
- Provide welcome packets to all new residents of the City and post welcome packet on website by March 1, 2011
- Update garbage & recycling calendars and post on City's website by March 1, 2011

Human Resources (HR)

- 2011 Job Position Updates
- Complete Salary Survey
- Conduct bi-annual Performance Evaluations based on quantifiable goals
- Employee Benefits - Ensure the City is providing competitive benefits at the best price

- Communicate with employees any changes to their benefits
- Provide Quarterly Fit For Life Programs for Employees
- Present Employee Policy Handbook to Council for approval by March 2011

Water Department

- Publish Consumer Confidence Report in July
- Continue providing water conservation tips to the public at least four times during 2011 calendar year

4. Manage software to track Citizens' comments / complaints

Administration

- Acquire and implement new complaint tracking software by April 1, 2011
- Respond to complaints in an average of four business days with an average resolution time of ten days
- Increase customer awareness regarding customer service tracking software by issuing quarterly reminders in the newsletter

5. Enhance the beauty of the City

- a. Develop downtown beautification plan by September 30, 2011 in conjunction with the General Plan update
- b. Downtown RDA redevelopment and beautification
 - 25% of downtown RDA project area's open acreage developed each year
 - Plan downtown Civic Center by 2012

Planning & Zoning

- Complete landscaping design around the "rock" on 2700 W by June 30, 2011

Parks & Recreation

- Present alternatives to City Council for undeveloped cemetery property by April 1, 2011
- Organize a Citizens' Park Committee by March 31, 2011
- Complete recommendations from Citizens' Park Committee for Main Park programming by June 30, 2011
- Present potential funding mechanism for Main Park to the Council for their approval by April 1, 2011
- Present a preliminary design and budget for Park Haven open space by April 1, 2011
- Propose alternatives for future use of old Senior Center by April 1, 2011

Priority: Infrastructure and Transportation Enhancement

1. Improve capability of the City to manage and utilize culinary water supply including communication with the public

Water Department

- Excavate pilot Hole for Green Well and complete production well by July 2011

- High Tank design completed by July 2011
 - Install 1000 data-logger meter registers by December 2011
 - Replace \$378,000 worth of hydrants as part of the 5-yr hydrant change out plan by December 2011
- 2. Improve capability of the City to manage and utilize secondary water supply including communication with the public**
- Water Department
- Complete environmental study for effluent reuse by July 2011
 - Construct secondary pump station at 3200 W 11800 S by August 2011
- 3. Develop plans for Public Works (PW) Facility to accommodate City at buildout**
- PW / Engineering Department
- Present design and financing options for Public Works and Animal Control Facilities by April 1, 2011
- 4. Develop the Mountain View Corridor by securing regional and local highway systems and developing transit infrastructure – multi-year (10 yrs) project**
- Public Works / Road Construction
- Issue encroachment permits, project oversight, and inspection for Mountain View Project within the Riverton ROW by December 31, 2011
 - Obtain Betterment Agreement for sledding hill by April 30, 2011
- 5. Improve Infrastructure throughout the City including cross-City connectivity**
- Water Department
- Complete pipe upgrade at 13520 S 2080 W by June 30, 2011
- Road Construction & Right of Way (ROW) Acquisition
- WCD - complete environmental document 13400 S 4000 W to 4570 W by March 30, 2011
 - WCD - select consultant and complete design of 13400 S 4000 W to 4570 W by December 31, 2011
 - Complete construction of 3600 W 11800 S to 12600 S Phase II by October 15, 2011
 - Complete construction of 13200 S Redwood Rd to 1300 W Phase II by July 1, 2011
 - Complete construction of Water Park Road 13160 S to 13680 S by October 15, 2011
 - Relocate Signal and Improve Intersection 13400 S 2700 W by December 31, 2011
 - Work with South Jordan to complete construction of sidewalk, curb, and gutter on the west side of 1300 W at the Riverton / South Jordan boundary by December 31, 2011
- Additional Right of Way applications
- Obtain remainder of ROW including the purchase of construction easements on 13400 S from 4000 W to the boundary of the Mountain View Project by December 31, 2011
 - Working through the Attorney's office obtain ROW to complete the intersection improvements at 2700 W and 13400 S by August 15, 2011
 - Complete ROW acquisition for 13600 W Phase II Project by July 1, 2011
 - Complete ROW acquisition for 13200 S Phase II Project by March 1, 2011
 - Obtain ROW to construct 2nd permanent entrance out of Western Springs Subdivision

- Apply for ROW Preservation money to purchase 22 ft of ROW for 4150 W from 12600 S to Riverton Blvd by December 31, 2011

Public Works / Road Maintenance

- Crack seal 95 streets by June 1, 2011
- Slurry seal 80 streets by August 1, 2011
- Full-depth recycling and 3-inch asphalt overlay one street by August 1, 2011
- Micro-surface 7 streets by August 1, 2011
- Grind down trip hazards and replace curb, gutter, and sidewalk in survey area #42 (13050 S 1830 W) and survey area #13 (Matthews Way/Sirmingo Way) by December 31, 2011
- Re-stripe 235,000 linear feet of roadway by November 1, 2011

Public Works / Street Lighting

- Replace all City Cobra Head street lights with new LED heads by September 1, 2011
- Develop a 5-year CIP plan for street light replacement and construction by December 31, 2011
- Replace street light Christmas lights with LED bulbs by October 15, 2011

Public Works / Signals and Traffic Speed Control

- Relocate signal at the Southeast corner of the intersection of 13400 S 2700 W by December 31, 2011
- Develop a speed control strategy and budget requirements by April 1, 2011
- Develop a neighborhood speed control program by December 31, 2011
- Determine location and place one permanent speed warning sign by December 31, 2011

6. Implement Stormwater Treatment System as required by the Environmental Protection Agency (EPA)

Public Works / Stormwater

- Help initiate two Eagle Scout projects relating to stormwater education and outreach by December 31, 2011
- Train staff and contractors about stormwater awareness and regulations before December 31, 2011
- Complete design for Western Springs stormwater pond by December 31, 2011
- Prepare and file new Municipal Separate Storm Sewer Systems (MS4) Permit Notice of Intent by March 15, 2011
- Prepare and file new MS4 Permit by April 15, 2011
- Prepare and file new Riverton City Stormwater Management Plan (SWMP) by May 1, 2011
- Upgrade and reconstruct storm drainage facilities 2295 W 12770 S by December 31, 2011
- Complete modeling and study for the Foothills area by June 2011
- Present alternatives regarding acquisition of Rose Creek Park and Foothills Park by March 1, 2011
- Construct new outfall structures in Rose Creek Park pond by August 1, 2011

- Complete stormwater audit with the State Division of Water Quality by September 1, 2011

Priority: Public Safety - Improve the City's Capability to Respond to and Manage Emergencies

1. Integrate the many existing emergency plans that exist today into a single City emergency response plan

Administration

- Riverton City to integrate Unified Fire Authority (UFA) emergency response plan with Riverton City response plan by December 2011
- Upper and Middle Management will become National Incident Management Systems (NIMS) in levels 100, 200, 700, & 800 series trained by December 31, 2011
- 50% Staff will be trained in the Incident Command System (ICS) levels 100, 200, & 700 training series by December 31, 2011
- Newly Elected Official will be trained in the ICS level G-402 training by December 31, 2011
- Complete Emergency Operations Center (EOC) Communication Center concurrently with construction of new fire station including upgrades in computer and communications equipment by December 31, 2011

Finance

- Create separate budget category in the General Fund for Emergency Preparedness

Public Works

- Develop outline of Standard Operating Procedures for the Public Works Department by December 31, 2011

Water

- Propose for budget approval a portable backup generator for Water Facility

2. Enhance public safety by continuing to assess the best mechanisms for providing police to the City

Administration

- Present Unified Police Department (UPD) recommendations for staffing requirements by April 1, 2011

3. Implement comprehensive communications plan

- Complete comprehensive review of public safety communications capabilities including full utilization of reverse 911 systems by April 1, 2011
 - Propose budget by April 1, 2011

4. Encourage employees as well as community to be personally prepared for emergencies

Recreation

- Provide employees with 72-hour kits for their office or vehicle
- Host 10 emergency preparedness seminars for the Citizen Corps Committee
- Create a Continuity of Operations Plan (COOP) for City by September 30, 2011

Priority: Revenue/Funding – Ensure Economic Viability of the City through 2018

1. Develop and communicate long-term revenue strategy

- Complete annual review of impact fees for all six of the City's impact fee systems (Parks & Open Space, Public Safety, Storm Drain, Transportation, Culinary Water, and Secondary Water)

Administration / Finance

- Complete update to Secondary Water Capital Facilities Plan (CFP) and Impact Fee Analysis by September 2011

Parks & Recreation

- Complete Park Inventory Assessment to include timeframes for replacement of park amenities by June 30, 2011

5. Improve communications between Council, Staff, and Community regarding budget & financial reports

Administration / Finance

- Publish Annual Report Card
- Establish incentive program to encourage, evaluate, and implement processes that improve customer service and efficiency

Finance Department

- Staff to deliver monthly variance report to Council
- Present Fund Balance Policy for all Enterprise Funds to Council by March 31, 2011
- Complete monthly internal audits of commercial utility rates

Priority: Safety and Risk Management – Create and Develop Risk Management and Safety Protocol for all City Operations

1. Initiate programs to implement and monitor Safety and Risk Management

Attorney's Office

- Create field safety audit checklists for each type of City facility (park, pump station, public building, etc)
 - Conduct field safety audits every 90 days beginning April 1, 2011

- Track & monitor Work Related Injury and Illness recordable rate throughout the year.
 - Improve Injury and Illness recordable rate by 10% in the year 2011
- Brief safety tips or discussions to be given at every City meeting including regular departmental staff meetings
- Comply with requirements for the Utah Local Governments Trust safety grant and apply for funds by December 31, 2011
- Complete City wide review of Personal Protective Equipment (PPE) needed for each department by June 1, 2011
- Complete City audit of fall protection needed for work on City buildings by June 1, 2011

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