

Riverton City's 2012 Strategic Plan And Supporting Quantifiable Department Goals To be completed by December 31, 2012

In February, the Riverton City Council approved the 2012 Strategic Plan. The Strategic Plan has been implemented as the instrument used by the Mayor and Council in prioritizing resources and guiding the budget process for the past several years. Quantifiable goals have been established so that progress can be measured and reported.

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 November 30, 2012
- 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, 2012
- c. Develop detailed plan for the Western Commercial District
 - i. Meet with major property owners to develop commercial design framework for WCD by November 30, 2012
 - ii. 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

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

3. Completion of General Plan update by October 30, 2012

4. Develop revitalization strategy for downtown including appropriate residential and commercial development

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
- Department will sponsor three programs with Riverton High School

2. Enhance outreach

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

Public Works

- Assist UDOT with Public Hearing for Continuous Flow Intersection (CFI) by March 2012
- Meet with property owners regarding the following City construction projects:
 - 3600 W Phase III, 1800 S to 12600 S by July 1, 2012
 - 1300 West Phase II Approx 11900 S to 12000 S by December 1, 2012
- Update website to provide information to public regarding construction projects by December 31, 2012
- Purchase additional SQL Licenses and bring web-based mapping system on line for public use by December 31, 2012

Administration

- a. Citizen & Public Opinion Survey to gauge improvement and identify issues as directed by City Council
 - Citizen Survey completed and presented to Council by December 31, 2012

3. Deliver personalized service to citizens/developers/employees

- a. Departments establish and adhere to customer service standards

Utility Billing

- Update Welcome Packet by March 1, 2012
- Update garbage & recycling calendars and post on City's website by March 1, 2012

Human Resources (HR)

- Update 2012 positions and employee census
- Complete Salary Survey
- Conduct bi-annual performance evaluations based on quantifiable goals
- Communicate with employees any changes to their benefits
- Provide Quarterly Fit For Life Programs for Employees

Water Department

- Continue providing water conservation tips to the public at least four times during 2012 calendar year
- Publish Consumer Confidence Report in July

4. Manage software to track Citizens' comments / complaints

Administration

- 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

- Develop downtown beautification plan by October 31, 2012 in conjunction with the General Plan update
- Downtown RDA redevelopment and beautification
 - 25% of downtown RDA project area's open acreage developed each year

Parks & Recreation

- Complete cemetery expansion by September 30, 2012
- Engage Citizens' Park Committee for Main Park by August 31, 2012
- Present potential funding mechanism for Main Park to City Council for their approval by November 2012
- Propose alternatives for future use of old Senior Center by July 1, 2012
- Explore alternatives for acquisition, design, and funding for remnant piece of property located near Mt. View Corridor and 4800 W that would incorporate the current Foothills Park

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

- Complete SCADA management system upgrade by July 31, 2012
- Complete production well (Green Well) by May 31, 2012
- Design Green Well pump station by December 31, 2012
- Improve security at Water Facility
 - Installation of security system by July 2012
 - Enclose truck building by October 2012
- Complete study on current water rights by August 31, 2012

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

Water Department

- Construct secondary pump station at 3200 W 11800 S by August 31, 2012

3. Develop plans for Public Works (PW) Facility to accommodate City at buildout

PW / Engineering Department

- Construct Public Works Facility at 12550 S 4150 W By December 31, 2012

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 November 15, 2012
- Work with UDOT for an early opening of Mountain View between 12600 S and 13400 S to relieve traffic congestion during the reconstruction of 13400 S By June 1, 2012

5. Improve Infrastructure throughout the City including cross-City connectivity

Water Department

- Complete hydrant change-out project by December 31, 2012
- Complete third year of 5-year meter change-out project by December 31, 2012

Road Construction & Right of Way (ROW) Acquisition

- WCD – Construct 13400 S 4000 W to 4570 W by March 30, 2012
- WCD –facilitate with UDOT regarding the construction of a Continuous Flow Intersection (CFI) at Bangarter and 13400 S by December 31, 2012
- Complete construction of 3600 W 11800 S to 12600 S Phase III by October 15, 2012
- Complete design of 1300 W Phase II approx 11900 S to 12000 S by December 1, 2012
- Relocate signal and improve intersection 13400 S 2700 W by December 31, 2012

Additional Right of Way applications

- Complete ROW acquisition for 3600 W Phase III by May 1, 2012
- Apply for ROW Preservation money to purchase 22 ft of ROW for 4500 W from 13400 S to 13800 S by December 31, 2012

Public Works / Road Maintenance

- Crack seal 73 streets by June 30, 2012
- Slurry seal 64 streets by August 1, 2012
- 2-inch asphalt overlay 6 streets by August 1, 2012
- Chip Seal 3 streets by September 1, 2012
- Grind down trip hazards and replace curb, gutter, and sidewalk in area of Laurel Chase Drive by December 31, 2012
- Re-stripe 125,000 linear ft of roadway; 150 arrows and letters; 12,000 ft of cross walks; and the painting of 50 speed bumps by November 1, 2011
- Construct 5,000 sq ft sidewalk; 1,000 ft of curb and gutter; reconstruct 5 handicap ramps by October 31, 2012
- Construct a truck mounted portable concrete washout container by April 30, 2012
- Construct a truck mounted concrete saw and equipment lift by April 30, 2012

Public Works / Street Lighting

- Replace 110 cobra head street lights with LED heads by September 1, 2012
- Repaint street lights on 13400 S and 12600 S by June 30, 2012
- Update five year plan by April 30, 2012
- Review and update specifications, vendor requirements, and installation guidelines for City street lights by September 2012
- Install 10 additional street lights on 3600 W between 12600 S and 11800 S by December 31, 2012

- Install additional street lights on 2700 W between 11800 S and 13400 S by December 31, 2012

Public Works / Signals and Traffic Speed Control

- Relocate signal at the southeast corner of 13400 S 2700 W by December 31, 2012
- Install electronic speed control signs:
 - Two signs on 13200 S Redwood Rd to 1300 W by July 1, 2012
 - One sign on Swenson Farms Dr near the park by July 1, 2012
- Conduct five neighborhood speed studies by December 31, 2012

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

Public Works / Stormwater

- Provide instruction for two Eagle Scout projects relating to stormwater education and outreach by December 31, 2012
- Train staff and contractors about stormwater awareness and regulations before December 31, 2012
- Upgrade and reconstruct storm drainage facilities 2295 W 12770 S Riverton Village Park by December 31, 2011
- Complete construction of 3600 W detention pond by July 1, 2012
- Complete stormwater audit with the State Division of Water Quality by October 1, 2012

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

- Participate in the 2012 Shakeout with a senior staff table top exercise
- Train staff on employees' roles during and following a City emergency
- Integrate Unified Fire Authority (UFA) emergency response plan with Riverton City response plan by December 31, 2012
- 50% Staff will be trained in the Incident Command System (ICS) levels 100, 200, & 700 training series by December 31, 2012
- Complete Emergency Operations Center (EOC) Communication Center concurrently with construction of new fire station including upgrades in computer and communications equipment by December 31, 2012

Public Works

- Develop outline of Standard Operating Procedures for each Division of the Public Works Department by December 31, 2012

- Develop short and long-range fleet replacement and maintenance plans by December 31, 2012

Water

- Purchase small enclosed trailer for emergency supplies and equipment by November 2012
- Purchase water storage tank on trailer to provide portable water by December 31, 2012
- Establish assessment priority routes and locations in the event of an emergency by December 31, 2012
- Participate in mock emergency exercises with Jordan Valley Water Conservancy District in July 2012
- Form communication lines with other municipal water agencies for emergency aid requests if needed by December 31, 2012

2. Implement comprehensive communications plan

- Update comprehensive review and budget of public safety communications capabilities including full utilization of reverse 911 systems by April 1, 2012

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

Recreation

- Create a Continuity of Operations Plan (COOP) for City by December 31, 2012

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 Impact Fee Analysis by June 31, 2012

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

Administration / Finance

- Publish Annual Report Card
- Each department to analyze one process using the Value Stream Map flowchart model

Finance Department

- Deliver monthly variance report to Council
- Deliver quarterly interim financial reports to Elected Officials and Senior Staff
- Complete monthly internal audits of fee schedules and/or 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

- Continue field safety audits for City facilities (park, pump station, public building, etc)
 - Conduct field safety audits every 90 days beginning April 1, 2012
- Track & monitor Work Related Injury and Illness recordable rate throughout the year
 - Maintain Injury and Illness recordable rate during 2012
- 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, 2012
- Complete City wide assessment of whether respirators are required in any City work assignments, and if so, determine what respirators are needed to protect the health of City workers by June 1, 2012