



# City of Mount Vernon Department Goals 2017

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## Fire Department Goals 2017

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**Goal 1** – Implement technologies that improve efficiencies and effectiveness of fire personnel

**Critical Tasks:**

- Host quarterly trainings to increase staff efficiencies on existing computer programs and systems; i.e. Google Documents and Sheets, Telestaff, Microsoft Suite, RMS
- Review/purchase a software program that can improve reporting or access to needed data
- Redesign of department website to be a dynamic source of information available for the public
- Identify technology opportunities that can improve organizational communication and employee training:

**Goal 2** – Ensure that all personnel are achieving minimum training standards and advanced training opportunities are provided for career development

**Critical Tasks:**

- Retain a level of 100% completion on all mandated training
- Maintain 100% EMT certification or Paramedic certification
- List initial and ongoing training needed by employees to perform successfully in their jobs
- Identify sources of training and education identified in the task above that are available internally and externally
- Provide quarterly development opportunities for company officers

- Conduct three training classes and one exercise for Emergency Operations Center staff
- Identify pre-requisite training required for each promotional position
- Develop opportunities for personnel to attend pre-requisite training

**Goal 3** – Increase outside agency engagement and coordination

**Critical Tasks:**

- Participate in regionalized hazardous materials, technical rescue and swift-water rescue meetings
- Identify similar programs and services provided by neighboring and other emergency response agencies
- Identify service delivery options for each program
- Complete a cost/benefit analysis for each service or program
- Select preferred delivery methodology from the identified options for each program
- Work with regional partners to develop a plan for specialty response
- Develop an implementation plan to achieve the outcome
- Invite regional partners to participate in EOC training and exercise

## Library Goals 2017

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### **Goal 1** – Progress toward building a new library

#### **Critical Tasks:**

- Continue to work with City Council and Library Foundation on joint meetings and joint efforts to bring a new library to Mount Vernon
- Work with Library Foundation on at least one “the current and future library” presentation per quarter to a local organization
- Grow the supporter base for a new library, *including helping the Foundation at least double its membership*

### **Goal 2** – Improve functionality and look of the Mount Vernon City Library webpage and other online access points

#### **Critical Tasks:**

- Assign a committee to work on overall look and functionality of library web site
- Committee members will update content at least once a week
- Committee members will monitor Facebook page on a daily basis and post new material at least twice a week.

### **Goal 3** – Emphasize high quality Service and Service Delivery

#### **Critical Tasks:**

- *All staff members will familiarize themselves with the new Horizon upgrade software to better help patrons access the full range of new and enhanced offerings*
- Continue to provide quality Early Learning programming, research and implement at least one new EL program added in 2017
- Continue to provide quality STEM/STEAM programming, research and implement at least one new STEM/STEAM program added in 2017
- Apply for at least two additional grant funded opportunities
- Staff teams will visit at least one exemplary service outlet to learn about work flow, facility layout and customer service best practices, and implement at least one service improvement based on what was learned.
- Open at least one off-site book return site and monitor usage/staff workload required
- Analyze user experience both in library and online, and come up with three improvements

**Goal 4** — Maximize collaboration with other resources in Skagit County

**Critical Tasks:**

- Continue highly successful Skagit Reads collaboration with other community partners
- Continue collaborations with Skagit Valley College, with at least two joint or partnered projects with SVC staff or programs
- Collaborate more fully with specific targeted agencies

## Development Services Goals 2017

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**Goal 1** – Incorporate direction from adopted Comprehensive Plan into City codes

**Goal 2** — Historic Downtown Redevelopment Plan

**Goal 3** — Kincaid/South Subarea Plan Adoption

**Goal 4** — Develop and enact the fastest permit center in the State

## Enrichment Services Goals 2017

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**Goal 1** – Re-emphasize training and achieve the highest level of professional growth for employees.

**Goal 2** — Provide well-defined expectations regarding the Quality of Life concept and clear connections from the larger picture down to the personal level.

**Goal 3** — Develop Enrichment Services program model, making it clearly defined and implemented

## Finance Goals 2017

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**Goal 1** – Preparing for the main City financial processes

- 2016 closing
- audit
- CAFR
- 2018 budget.

**Goal 2** — Look at City taking more control of banking through a banking RFP

**Goal 3** — Doing more to move away from manual systems and integrate with EDEN to automate functions



## Human Resources Goals 2017

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### **Goal 1** – Recruitment

- Getting positions posted and turned around quickly
- Updating job descriptions

### **Goal 2** — Conducting quarterly training

### **Goal 3** — Updating Employee Handbook

- Cell phone policy
- Comp time

## Information Services Goals 2017

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**Goal 1** – City website upgrade

- Make the website more mobile-friendly.

**Goal 2** — Network firewall security

**Goal 3** — Complete fiber policy and utility structure

## Legal Department Goals 2017

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**Goal 1** – Defend the City against litigation

**Goal 2** — Successful implementation of downtown projects

**Goal 3** — Timely and responsible work on the development regulations, policy issues, etc.

## Public Works Goals 2017

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**Goal 1** – Flood prevention/Phase 3 completion

**Goal 2** — Traffic Improvements

- College Way widening at I-5
- College Way & 30<sup>th</sup> signal
- College Way & Riverside improvements

**Goal 3** — Aggressively implement the voter approved transportation tax

- Overlay program
- Other transportation improvements

## Police Goals 2017

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**Please find the 2015-2019 Police Department Strategic Plan  
Located at:**

<http://www.mountvernonwa.gov/ArchiveCenter/ViewFile/Item/509>

**Please find the 2015 Police Department Annual Report Located  
at:**

<http://www.mountvernonwa.gov/ArchiveCenter/ViewFile/Item/508>

