



City of South Jordan
State of Utah

FISCAL YEAR
2019-2020

Strategic Plan, Goals & Objectives

www.sjc.utah.gov



Vision Statement

We are a family oriented community, founded upon principles of accountability, integrity, industry and innovation with an unwillingness to compromise in securing a sustainable environment for future generations taxes, fees and charges

Mission Statement

South Jordan City provides service oriented, responsible government, consistent with the communities' values, priorities and expectations for a high quality of life, enhancing the City's health, providing professional and innovative services and managing the City's resources, while planning for the future.

Core Service Values

Integrity

"We do the right thing, even when no one is looking"

Service

"We listen, understand and deliver"

Professionalism

"We are committed to be the best"

Communication

"We are respectful and collaborative"

Excellence

"We continue to raise the bar on our performance"

Strategic Priorities

Balanced Regulatory Environment

South Jordan City establishes and implements clear and effective regulations to protect the health, safety and welfare of the community.

Civic Development

South Jordan City plans, constructs, and maintains reliable public facilities that align with community needs.

Desirable Amenities & Open Space

South Jordan City promotes a strong sense of place by providing parks, trails, open space, and a variety of cultural and recreational opportunities.

Economic Development

South Jordan City promotes economic development by facilitating efforts with employers and developers to increase the City's tax base for a sustainable future.

Engaged Community

South Jordan City promotes an engaged and informed community through a variety of effective methods to inform, educate, and connect with its residents.

Fiscally Responsible Governance

South Jordan City provides fiscally efficient and effective governance through best practices, innovation, program evaluation, competitive pay, professionalism, and continuous improvement.

Safe Community

South Jordan City promotes a strong safety culture for the entire community and its employees.

Sustainable Growth

South Jordan City promotes a sustainable community by planning for growth while aligning its resources.

Goals & Objectives

Administrative Services

Communications

- 1. Increase the number of email subscribers by 25% by June 2020.
- ENGAGED COMMUNITY
- 2. Create and launch a bi-weekly e-newsletter by October of 2019.
- ENGAGED COMMUNITY
- 3. Develop and complete Census 2020 Communication Plan by June of 2020.
- ENGAGED COMMUNITY
- 4. Develop and launch new intranet platform by August of 2019.
- ENGAGED COMMUNITY

Courts

- 1. Dispose of 90% of cases within 90 days of first court appearance by June 2020.
- BALANCED REGULATORY ENVIRONMENT

Events & Arts

- 1. Complete an Arts Master Plan by December 2019.
- DESIRABLE AMENITIES AND OPEN SPACE

Facilities

- 1. Complete a comprehensive inventory audit of the mechanical equipment as well as furnishings, fixtures and equipment at the Public Safety Building by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

Fitness & Aquatics Center

- 1. Review, evaluate and make recommendations to improve recreation programs being offered at Fitness Center during FY2019-20.
- DESIRABLE AMENITIES AND OPEN SPACE

Gale Center

- 1. Evaluate and create a plan for future museum exhibit updates, specifically reviewing the Merit Medical display, by June 2020.
- DESIRABLE AMENITIES AND OPEN SPACE

Information Center

- 1. Answer 90% of all calls within three rings each month.
- ENGAGED COMMUNITY
- 2. Develop a plan that will ensure continual updates the "Knowledge Base" by December 2019.
- FISCALLY RESPONSIBLE GOVERNANCE
- 3. Conduct customer service trainings with agents at least once a quarter during FY2019-2020.

- ENGAGED COMMUNITY

Information Technology

- 1. Design and implement a state of the art audio and video system in the new city council chamber by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE
- 2. Increase the network capacity between City buildings and City Hall by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

Mulligans

- 1. Open remodeled food service area and generate a profitable food operation by the of the 2019 season.
- DESIRABLE AMENITIES AND OPEN SPACE
- 2. Improve the quality of the miniature golf course by dedicating at least 12 full-time hours per week to maintenance and repairs and conducting weekly staff walk-throughs during the peak months of May-August.
- DESIRABLE AMENITIES AND OPEN SPACE

Parks

- 1. Complete the construction of Highland Park - Phase II by June 2020.
- DESIRABLE AMENITIES AND OPEN SPACE

Recreation

- 1. Create and implement a facility use policy, including their respective use fees, that for recreation and leisure facilities by December 2019.
- FISCALLY RESPONSIBLE GOVERNANCE
- 2. Develop key performance indicators for current recreation programs and implement them into a standard reporting format by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

Risk & Emergency Management

- 1. Maintain an e-mod better than 0.90 by April 2020.
- SAFE COMMUNITY
- 2. Conduct a quarterly risk management meeting with the Leadership Team to encourage a culture of risk management and accountability among employees.
- SAFE COMMUNITY
- 3. Maintain an URMMA annual inspection score of 90% or higher by June 2020.
- SAFE COMMUNITY

Senior Programs

- 1. Improve partnership relations during FY2019-20 with Salt Lake County Aging Services by designating a City employee representative to participate in and report back from regularly

2. scheduled programming and nutrition trainings.

- DESIRABLE AMENITIES AND OPEN SPACE

Assistant City Manager

Assistant City Manager

- 1. Conduct 2 session of the Effective Supervisory and Leadership Skills course during FY2019-20.
- FISCALLY RESPONSIBLE GOVERNANCE

City Attorney's Office

City Attorney's Office

- 1. Continue to develop attorney knowledge base through four (4) specific topic-based trainings during fiscal year FY2019-20.
- FISCALLY RESPONSIBLE GOVERNANCE

City Manager

City Manager

- 1. Conduct a strategic planning session with elected officials and leadership after 2019 election.
- FISCALLY RESPONSIBLE GOVERNANCE

Strategic Services

- 1. Align City's overall strategic initiatives, goals and objectives with the goals and objectives identified in the updated General Plan by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

City Recorder

City Recorder

- 1. Prepare, monitor and update information for the 2019 Municipal Election by November 2019.
- FISCALLY RESPONSIBLE GOVERNANCE
- 2. Receive and process all GRAMA requests within statutory guidelines.
- FISCALLY RESPONSIBLE GOVERNANCE
- 3. Prepare agendas, packets and meeting minutes in accordance to statutory requirements for the Planning Commission, City Council, Redevelopment Agency and other assigned City committees.
- FISCALLY RESPONSIBLE GOVERNANCE

Development Services

Building

- 1. Complete all Buildings' portions of plan reviews within 2 weeks.
- BALANCED REGULATORY ENVIRONMENT
- 2. Complete 90% of requested building inspections within 24 hours.
- SUSTAINABLE GROWTH

Engineering

- 1. Develop and implement effective social media plans for all FY 2020 construction projects.
- ENGAGED COMMUNITY
- 2. Develop a GIS layer to inventory telecommunication infrastructure within the City's right-of-way by June 2020.
- CIVIC DEVELOPMENT
- 3. Respond within 30 days to traffic issues identified during monthly Traffic Committee and appropriately resolve using principles of engineering, enforcement, and especially education.
- SAFE COMMUNITY

Economic Development

Economic Development

- 1. Complete an Area Plan by June 2020 for the development and/or redevelopment of Redwood Road.
- ECONOMIC DEVELOPMENT
- 2. Complete an Area Plan by June 2020 for the development and/or redevelopment of area west of RiverPark.
- ECONOMIC DEVELOPMENT
- 3. Establish partnership(s) by June 2020 to provide workforce housing opportunities, utilizing RDA housing funds, within the community for individuals such as public employees (e.g. Jordan School District, South Jordan City and other public employees) who work in or around South Jordan.
- ECONOMIC DEVELOPMENT

Finance

Finance

- 1. Implement CAFR builder software by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE
- 2. Increase accounts payable ACH/EFT payments participation rate to 40% of all regular vendors by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE
- 3. Increase utility billing e-Billing participation rate to 30% of all accounts by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE
- 4. Implement new online payment portal for utility billing by December 2019.
- FISCALLY RESPONSIBLE GOVERNANCE
- 5. Upgrade Munis system by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

Fire

Fire

- 1. Participate in and ensure program efficiency, while balancing costs, the design of Station 64 by September 2019.
- CIVIC DEVELOPMENT

- 2. Review, evaluate and make recommendations to the Inter-facility Transport program by January 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

Human Resources

Human Resources

- 1. Streamline and improve onboarding process for new City employees, to include more involvement and cooperation with City departments by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE
- 2. Provide four (4) supervisory and general employee trainings throughout the year.
- FISCALLY RESPONSIBLE GOVERNANCE

Planning

Planning

- 1. Present to the City Council a final draft of the updated General Plan by December 2019.
- SUSTAINABLE GROWTH
- 2. Present to the City Council by June 2020 a proposed priority list, including implementation timelines, of City Code changes necessary to implement the updated General Plan.
- BALANCED REGULATORY GOVERNMENT

Police

Police

- 1. Assign patrol officers to individual beats within the city to ensure they are physically on every street within their beat 4 times during the year.
- SAFE COMMUNITY
- 2. Address traffic issues with the newly established traffic unit by organizing a monthly enforcement blitz. The blitz approach uses data as well as resident complaints to address current traffic-related issues through enforcement and education in hopes of changing dangerous driving behaviors.
- SAFE COMMUNITY
- 3. Effectively use social media platforms on a quarterly basis to educate citizens on a variety of community safety topics (e.g. safety, crime prevention, victimization, police operations familiarization, etc.) in an effort to prevent and reduce crime.
- ENGAGED COMMUNITY

Animal Control

- 1. Increase adoption rates of feral cats by 10% by June 2020.
- SAFE COMMUNITY

Public Works

Streets

- 1. Develop and implement a sidewalk condition survey that effectively assesses and mitigates trip hazards by June 2020.

- SAFE COMMUNITY

Water

- 1. Develop and implement a water meter testing and replacement initiative by June 2020 that will identify, measure and establish procedures to capture lost water revenue.
- FISCALLY RESPONSIBLE GOVERNANCE

Storm Water

- 1. Develop and implement a storm water infrastructure management plan that establish objective criteria for pipe condition inspections by June 2020.
- CIVIC DEVELOPMENT

Street Lighting

- 1. Develop a plan and initiate implementation of streetlight replacement program for all Rocky Mountain Power owned streetlights by June 2020.
- CIVIC DEVELOPMENT

Sanitation

- 1. Review, evaluate and implement recommendations related to meeting the needs of auxiliary services provided by the City's garbage and recycle service by June 2020.
- SUSTAINABLE GROWTH

Fleet

- 1. Review, evaluate and implement recommendations for the parts inventory and management practices by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

Cemetery

- 1. Complete cemetery expansion project by June 2020.
- DESIRABLE AMENITIES AND OPEN SPACE

Public Works Admin/Operations Support

- 1. Achieve re-accreditation for the Public Works Department from American Public Works Association by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE
- 2. Effectively implement new work and asset management software by June 2020.
- FISCALLY RESPONSIBLE GOVERNANCE

Strategic Plan, Goals & Objectives Scorecard

Administrative Services

Communications

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4
- 4. Q1 Q2 Q3 Q4

Courts

- 1. Q1 Q2 Q3 Q4

Fitness & Aquatics Center

- 1. Q1 Q2 Q3 Q4

Gale Center

- 1. Q1 Q2 Q3 Q4

Information Center

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4

Information Technology

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Mulligans

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Parks

- 1. Q1 Q2 Q3 Q4

Recreation

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Risk & Emergency Management

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4

Senior Programs

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Assistant City Manager

Assistant City Manager

- 1. Q1 Q2 Q3 Q4

City Attorney's Office

City Attorney's Office

- 1. Q1 Q2 Q3 Q4

City Manager

City Manager

- 1. Q1 Q2 Q3 Q4

Strategic Services

- 1. Q1 Q2 Q3 Q4

City Recorder

City Recorder

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4

Development Services

Building

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Engineering

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4

Economic Development

Economic Development

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4

Finance

Finance

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4
- 4. Q1 Q2 Q3 Q4
- 5. Q1 Q2 Q3 Q4

Fire

Fire

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Human Resources

Human Resources

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Planning

Planning

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4

Police

Police

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4
- 3. Q1 Q2 Q3 Q4

Animal Control

- 1. Q1 Q2 Q3 Q4

Public Works

Streets

- 1. Q1 Q2 Q3 Q4

Water

- 1. Q1 Q2 Q3 Q4

Storm Water

- 1. Q1 Q2 Q3 Q4

Street Lighting

- 1. Q1 Q2 Q3 Q4

Sanitation

- 1. Q1 Q2 Q3 Q4

Fleet

- 1. Q1 Q2 Q3 Q4

Cemetery

- 1. Q1 Q2 Q3 Q4

Public Works Admin/Operations Support

- 1. Q1 Q2 Q3 Q4
- 2. Q1 Q2 Q3 Q4