

RESPONSIBLE GOVERNMENT

*I WANT A CITY GOVERNMENT THAT IS RESPONSIBLE AND
RESPONSIVE TO ITS RESIDENTS AND BUSINESSES*

REQUEST FOR OFFERS

TEAM MEMBERS

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DASHBOARD INDICATORS

Indicator 1: Percent of community responding positively regarding satisfaction with City services.

Measure Description: A measure used to provide information on the level of community satisfaction to specific government-provided services.

Importance: Satisfaction with services is a useful benchmark of a citizen's overall experience in Redmond and is a broad reflection of how they feel about living in Redmond.

Indicator 2: Trend in Redmond's Price of Government.

Measure Description: The sum of all taxes, fees and other revenues collected by all sectors of city government, divided by the aggregate personal income of City residents.

Importance: Allows the City to monitor the level of resources available to provide City services and the band within which residents are willing to pay for those services.

Indicator 3: The City's Bond Rating.

Measure Description: Reflects the City's ability to meet or exceed the highest nationally-recognized fiscal policy benchmarks as determined by bond rating agencies.

Importance: Measure of prudent financial management practices, maintenance of an open and transparent government and indicator of system integrity.

INTRODUCTION/SUMMARY OF CAUSE & EFFECT MAP

While each of the following four factors may stand alone, they are all indispensable for achieving a responsible and responsive government.

Factor 1: Fiscal Responsibility

The City has a responsibility to manage the resources provided by our citizens in a fiscally conservative, sustainable and transparent manner. This factor has a high impact on our residents and businesses. The City's budget should plan and allow for forecasting and stabilization of future revenues and expenditures, economic fluctuations, and management of community assets.

Factor 2: Quality Service

Reliable, responsive and approachable staff committed to customer service is a priority and City value. Through proactive and innovation approaches, knowledgeable staff is empowered to meet or exceed community expectations. Quality services are realized through effective and efficient systems which are operated by staff committed to providing timely and appropriate responses to the community.

Factor 3: Effective & Accountable Leadership

All leaders must be accountable to their team, the organization and ultimately the community to deliver appropriate results within their area of responsibility. Effective leaders seek to provide vision, knowledge and opportunities for the professional development of staff. Leaders in a high performing organization support an environment for staff to share experience and expertise. Effective and Accountable Leadership is essential to support the results our community desires.

Factor 4: Community Connections

A connected community is inclusive of all its residents, businesses, partners and visitors. Trust in government is earned through the open, transparent and timely sharing of information. Active communication and dialogue support the involvement of community and allows for the sharing of ideas and opinions. How we are performing as a municipality is reflected through multiple avenues of feedback. Community Connections are an integral part of responsible and responsive government.

PURCHASING STRATEGIES

Budget offers can be written directly to any one of these strategies in order to support the ultimate outcome of a responsible and responsive government. However, our Team believes offers that draw connections between all these strategies will have the highest impact.

WE ARE LOOKING FOR OFFERS THAT:

Strategy 1: Support Fiscal Responsibility through Quality Service and Effective & Accountable Leadership factors.

Offers should demonstrate good stewardship, transparent budgeting practices, compliance with city policies and/or mandates. When possible, offers should include ways to leverage resources through matching grants, other outside funding sources, or consolidation of existing efforts. Any mandates or changes in government laws must be clearly defined within the offer.

Our customers are important; the quality of their experience will define their perception or view of the organization as a whole. In order to improve or enhance customer service it is first important to consider who we serve, offers should define the customer.

Leadership at all levels is fundamental to developing a responsible government and allows for a high performing organization to thrive. Offers which demonstrate leadership methods which help the organization to advance the execution of the City's mission, vision, and support the City's values of Commitment to Service, Integrity and Accountability will be favored.

Strategy 2: Support Community Connections through open, two way dialog.

Our Team believes strong community connections support two important concepts.

First, connections create opportunities for residents and businesses to inform the City of community concerns or needs. Second, the City is able to keep the community informed of decisions, municipal performance and service issues.

Offers which demonstrate increased efficiency and effectiveness in the above two concepts will be favored.

Strategy 3: Support collaboration and efficiency.

Responsible and responsive government seeks to leverage resources inside and outside its boundaries. Offers should include cross-departmental, regional collaboration when possible.

In order to meet the expectations of the community, our Team believes that City departments must work together and collaborate with other governments in the region as well as the private sector. Offers that consider opportunities to build internal cooperation or involve regional and community based organizations and initiatives will be favored.

NOTES/PRACTICES/SUPPORTING EVIDENCE

1. EMC Research. (2015, January). City of Redmond Citizen Telephone Survey Results.
2. EMC Research. (2014, February). City of Redmond Citizen Telephone Survey Results.
3. 2015-2016 Budgeting by Priorities Request For Offers – Responsible Government.
4. 2013-2014 Budgeting by Priorities Request For Offers – Responsible Government.
5. 2011-2012 Budgeting by Priorities Request For Offers – Responsible Government.
6. 2009-2010 Budgeting by Priorities Request For Offers – Responsible Government.
7. Dashboard Measures Final_7.31.12.
8. Redmond LRFS 2011 Approved by Council.
9. Economic Development Recommendations.
10. Dashboard Presentation Final.

Fiscal Responsibility

- Strategic Financial Plans
- Sustainable Resources
 - Good Stewardship
 - Transparency

Community Connections

- Approachable & Open
- Education & Outreach
- Continually Engaged
- Inclusive Dialogue

RESPONSIBLE GOVERNMENT

I want a City Government that is responsible and responsive to its residents and businesses

Effective & Accountable Leadership

- Professional & Supportive
 - Collaborative
 - Clear Vision
 - Integrity

Quality Service

- Innovative & Proactive
- Effective & Efficient
 - Accessible
 - Reliable