

CITY OF DURHAM CROSSWALK DEPARTMENT GOALS, OBJECTIVES & STRATEGIES TO CITY GOALS

During its Budget and Policy Planning Retreats in February 2010, the City Council re-affirmed its eight over-arching goals. These goals are discussed in Section II of the budget document.

City department budget pages list departmental goals, objectives and strategies that are tracked and managed at the department level in support of City Council goals.

Departmental goals, objectives and strategies in support of these Council goals are outlined in the crosswalk produced below. The reference noting which Council goals the departmental goals support is as follows (see reference word in parentheses):

Goal: All Durham citizens are safe. (SAFE)

Goal: Every citizen in Durham has access to adequate, safe and affordable housing. (HOUSING)

Goal: Durham enjoys a prosperous economy. (ECONOMY)

Goal: Durham citizens enjoy a healthy environment. (ENVIRONMENT)

Goal: Durham citizens enjoy sustainable, thriving neighborhoods with efficient & well-maintained infrastructure. (INFRASTRUCTURE)

Goal: Durham citizens enjoy a city rich in aesthetic beauty. (AESTHETIC)

Goal: Durham citizens enjoy a vibrant city that embraces and promotes its cultural diversity and heritage. (HERITAGE)

Goal: Durham citizens enjoy an efficient and accountable City government. (ACCOUNTABLE)

Goal Crosswalk FY-11

Department	Departmental Goal	Budget Page	Council Goals							
			Safe	Housing	Economy	Environment	Infrastructure	Aesthetic	Heritage	Accountable
Finance	Strengthen financial accountability	IX-6								
Finance	Accurate financial information	IX-6								
Finance	Collect delinquent payments	IX-7								
Finance	Purchase services best price	IX-7								
Finance	Cost effective liquidity management	IX-7								
Water Management	Sufficient quantities of high quality water	VIII-53								
Water Management	Effective wastewater treatment	VIII-54								
Water Management	Provide maintenance and repair of components	VIII-55								
Water Management	Provide accurate Water & Sewer bills to customers	VIII-55								
Fleet Management	Efficient and reliable vehicles and equipment	IX-32								
Fleet Management	Uninterrupted radio communications	IX-32								
Budget	Ensure City's financial health	VI-31								
Budget	Improve decision making	VI-32								
Budget	Provide timely and accurate reporting	VI-32								
Human Resources	Good employee recruitment	IX-23								
Human Resources	Develop employees	IX-23								
Human Resources	Retain good employees	IX-24								
Audit	Implement Audit strategic plan	VI-20								
Planning	Involve public in planning process	VIII-5								
Planning	Enforce development ordinance	VIII-6								
Planning	Efficient development review	VIII-6								
Inspections	Building code compliance	VIII-10								
Inspections	Accurate & prompt plan review	VIII-10								
Inspections	Timely response to customer requests	VIII-10								
OEWD	Prosperous economy	VI-27								
Technology Solutions	Provide quality computer support	IX-27								
Technology Solutions	Effective system & database management	IX-27								
Technology Solutions	Quality customer service to GIS customers	IX-27								
Technology Solutions	Access to internet applications	IX-27								
City Clerk	Effective communication between Council & Departments	VI-11								
City Clerk	Execute contracts in a timely manner	VI-11								
City Clerk	Citizenry aware of public meetings	VI-11								
City Clerk	Enhance customer service through video streaming	VI-12								

Goal Crosswalk FY-11

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			Safe	Housing	Economy	Environment	Infrastructure	Aesthetic	Heritage	Accountable		
City Clerk	Support written discourse of City Council	VI-12										
Community Development	Increase affordable housing in the city	VII-16										
Community Development	Reduce public health impact of lead	VII-17										
Community Development	Rehabilitate owner-occupied housing units	VII-17										
Neighborhood Improvement Services	Enforce Minimum Housing Code	VII-22										
Neighborhood Improvement Services	Decrease # of junked vehicles in the city	VII-22										
Neighborhood Improvement Services	Decrease # of weedy lots in the city	VII-23										
Neighborhood Improvement Services	Citizens enjoy a city rich in aesthetic beauty	VII-23										
Neighborhood Improvement Services	Improve property value	VII-23										
Solid Waste	Citizens enjoy an efficient & accountable City government	VII-28										
Public Works	Provide safe & well maintained city streets	VII-40										
Public Works	Improve drainage & water quality	VII-41										
Public Works	Provide for a safe and effective expansion of the city's infrastructure	VII-41										
Public Works	Keep streets, sidewalks, and bus stops clean	VII-41										
Public Works	Citizens enjoy a healthy environment	VII-41										
Transportation	Plan & oversee public transportation services	VII-46										
Transportation	Ensure safe, reliable, & customer friendly taxi service	VII-47										
Transportation	Efficiently operate traffic signal system	VIII-47										
Transportation	Maintain pavement markings	VIII-47										
Transportation	Efficient street lighting	VIII-47										
Transportation	Efficient public transportation	VIII-47										
Transportation	Increase collections of parking citations	VIII-48										
Transportation	Increase street parking revenues	VIII-48										

Goal Crosswalk FY-11

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			Safe	Housing	Economy	Environment	Infrastructure	Aesthetic	Heritage	Accountable	
CMO	Provide effective, professional management and leadership that serves as the foundation for the overall success of the City organization. To ensure that departmental work plans are supportive of the City Council goals	VI-16									
CMO	Inform and educate employees and the public about City of Durham services and events through effective communication strategies	VI-17									
CMO	Improve customer service for the City of Durham, its employees and communities through improved communication and data collection processing	VI-17									
EOEA	Continue the implementation of the Equal Business Opportunity Program (EBOP)	VI-35									
General Services	Provide business services to internal and external customers to ensure timely processing and payment of procurement documents	IX-12									
General Services	Provide the City of Durham with attractive, functional, and well-maintained facilities, parks, civic spaces, and cemeteries	IX-12									
General Services	Manage projects involving the acquisition, sale, or lease of City-owned property	IX-13									
General Services	Provide efficient & cost saving management of City-owned rental property	IX-13									
General Services	Provide efficient and cost effective project management	IX-13									
General Services	Durham citizens enjoy a City rich in aesthetic beauty	IX-13									
Human Relations	Improve the quality of life by ensuring the availability of and access to fair housing for every resident	IX-17									
Human Relations	Provide a neutral, impartial process to mediate	IX-17									
Human Relations	Enhance the Durham residents' understanding of diversity relating to race and cultural relations by planning and conducting community-based programs and disseminating information	IX-17									

Goal Crosswalk FY-11

Department	Departmental Goal	Budget Page	Council Goals										
			Safe	Housing	Economy	Environment	Infrastructure	Aesthetic	Heritage	Accountable			
Human Relations	Enhance Durham’s Hispanic/Latino residents’ understanding of diversity relating to race and cultural relations by planning and conducting community-based programs and disseminating information, and to increase knowledge of their rights in the areas of employment, public accommodations and Fair Housing	IX-18											
Human Relations	Provide education and training to employees, citizens and housing industry representatives about specific civil rights law issues	IX-18											
Parks & Rec	Provide responsive and accessible recreation programs	VIII-34											
Parks & Rec	Provide opportunities for the community to utilize recreation facilities to host events	VIII-35											
Police	Abate crime by reducing the number of violent crimes and property crimes	VII-6											
Police	Improve the perception of safety in the City	V11-7											
Fire	Provide the citizens of Durham with well-trained emergency medical services personnel	VII-13											
Fire	Confine structure fires to the room of origin 45% of the time	VII-13											
Fire	Combat arson fires through effective investigation, cooperation with other agencies, and the incorporation of citizen participation leading to the arrest and conviction of arson related criminals	VII-13											
Fire	Ensure Citizens are safe from fires	VII-14											
Emergency Communications	Provide timely emergency call processing for citizens and emergency service providers	VII-17											
Emergency Communications	Maintain a highly accurate 911 database	VII-17											
Emergency Communications	Deliver accurate medical instructions during EMS 911 calls	VII-17											
Emergency Communications	Develop methods which retain high quality employees	VII-18											