

Independence for All STRATEGIC PLAN 2022 - 2026



Purpose Statement:

Our quality neighborhoods, 21st century jobs, growing economy, safe, family-friendly community, and cultural diversity makes Independence, Missouri a nationally recognized city with a unique history and sense of place.

Our Mission:

Transforming our community through engagement, innovation, and sustainable services.

	Goals	Objectives
CUSTOMER-FOCUSED	Improve customer service and communication	<ul style="list-style-type: none"> Improve customer experience and service Communicate more effectively internally and externally
FINANCIALLY SUSTAINABLE	Ensure City finances are stable and sustainable	<ul style="list-style-type: none"> Control long-term costs Increase efficient use of financial and human resources Improve long-range financial planning and decision-making
QUALITY	Achieve livability, choice, access, health and safety through a quality built environment	<ul style="list-style-type: none"> Reduce blight Improve visual appearance Improve public infrastructure and facilities Reduce crime and disorder Increase perception of safety Enhance public health Stabilize and revitalize neighborhoods
ECONOMY	Increase economic prosperity of the community	<ul style="list-style-type: none"> Attract and retain quality employers Grow business and industry



Independence for All STRATEGIC PLAN 2017-2021

Values

How we use resources:

Responsible – We practice fiscal responsibility. We carefully plan for and spend our resources in appropriate, cost-effective ways.

Sustainable – We manage our resources wisely, using only what we need to meet the current needs of our citizens while also keeping in mind the needs of future generations.

Services are:

Quality – We provide safe, sustainable, and well-maintained public facilities and municipal services to residents and visitors.

Reliable – We protect public health and the environment by providing consistent, reliable, and efficient city services.

Solutions are found through:

Collaboration – We get more work done when we work across departments and partner with the community.

Open communication – We are clear with our ideas and decisions. We aim to build respect and trust, resolve our differences, and create a positive environment.

Our attitude is:

Congenial – We maintain a positive attitude and atmosphere because we treat everyone with respect and fairness.

Empathetic – We are able to step into someone else's shoes, listen, and understand another point of view.

Engaging – We actively engage our citizens to ensure that community concerns and aspirations are consistently understood and considered.

Responsive – We always respond to citizen concerns in a timely and efficient manner.

Trustworthy – Our promises instill trust in our actions and decisions.

Decision making:

Accountable – We accept responsibility for our actions. Our decisions have a real impact on the community and we follow our words with actions.

Credible – We employ experienced and qualified staff. We use trusted sources and our decisions are based on balanced and objective information.

Innovative – We don't shy away from new ideas. We think of creative ways to work together. Our open thinking helps us accomplish our goals.

Ethical – We make equitable, fair and just decisions because that's the right thing to do.

Transparent – We are open and honest with our decisions and supporting data.

Visionary – We make smart, long-term decisions that consider future needs.

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INDEPENDENCE

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Public Utilities Advisory Board Executive Meeting Agenda

February 16, 2023

2:30 PM, Independence Utilities Center 17221 E. 23rd St. So. - Canceled

- I. ROLL CALL**
- II. PRESENTATIONS**
- III. REPORTS**
- IV. DISCUSSION**
- V. ACTION ITEMS**
- VI. UPCOMING ITEMS**
- VII. ADJOURNMENT**