

NOTES  
Mayor Swisstack's Transition Team  
**Administrative Team Meeting**

Friday, April 11, 2008  
3:00 p.m. – RRRCC Conference Room

Debbi Moore opened the meeting by reviewing last week's meeting notes. Eight of the ten team members were present. Four residents attended. No changes to April 2nd meeting notes were made. Common thread throughout all team meetings is lack of communication at all levels. Information is not filtering up/down/out to the public through city hall and Governing Body.

Four items were noted as needing improvement:

- Lack of values, mission, vision
- Quality journey
- 2020 Plan – should it be updated or redone?
- Lack of customer service

First draft of top priority:

*A clear process should be established for valuing citizens & employees and to communicate purpose of the vision and mission of our City.*

Suggestions/Comments:

- Have a “report card” at each City Council meeting. City Manager should present report at each City Council meeting {Mgr. doesn't always have one}; workshops, mini press conferences can aid communication
- Boards and commissions are underutilized. Because they are often not a part of the process it's hard to get volunteers to serve. If boards and commissions were higher visibility would more people be willing to serve?
- Consistency & positive communication must occur first then quality work can begin --be aggressive, listen and engage people; city lacking processes; random quality service creates random participation and apathy
- Are department heads at City Hall in the right place?
- Is a new program good idea for new administration?
- Timing is essential and checks and balances are needed to evaluate performance.
- Lack of employee morale is due to employees not knowing the “mission” and lack of communications.

- Are principles of quality management clear? Employees hear rumors, not facts.
- Mission should be identified and communicated.
- The following were noted as possible flaws with the City Charter: Mayor not being able to vote unless to break a tie and City Manager being able to create departments at will
- Good public service starts within city hall; involve employees, let them know what is expected of them. Public encounters city employees on a daily basis {i.e. police officers, maintenance workers, etc.} every employee should reflect good customer service
- City Manager speaks with, reviews and terminates city employees and Governing Body cannot interfere. How can Mayor motivate/communicate mission to employees if not able to “interfere”?
- Systemic changes are needed and attitudes produce success. It doesn’t matter who’s in charge if mission is clearly stated. Will survive multiple administrations.
- 5 essentials every resident wants – water, sewer, police, fire/rescue, streets – if these are provided everything else should fall into place
- City government is a service provider. Is it adding value to the quality of life for residents?

**Public comment:**

- ongoing system, consistency, stay focused
- finding out what’s going on at city hall is complicated; need public support; residents don’t know what’s going on which causes apathy
- communication and community both have a U and an I in them, need to work as a team and there is no U nor I in team
- information from city hall is available in the paper and online but not all citizens want to look for it. “You can lead a horse to water but can’t make it drink”
- City Hall needs to be brave and tell residents the good and bad of what’s happening in the city; attending these team meetings has been informative; beware of former elected officials serving on boards and commissions as they may have their own agendas

**Communications**

- respect
- mission
- core values
- philosophy
- consistency

**Governing Body & Mayor**

- Administration
- Staff
- Community

**Next meeting:** Friday, April 18<sup>th</sup> at 3:00 p.m. at RRRCC offices