



Operations

VISION: To Improve the economic and social well being of all the citizens of Mooresville

MISSION: To enhance the quality of life of the citizens of Mooresville by providing valued government services and directing well planned growth and development.

Goals

To serve the citizens of Mooresville in a responsive, efficient, and friendly manner.

Strategies

1. Conduct annual citizen survey to understand citizen' needs and expectations, to measure their satisfaction, to identify improvement opportunities, and to emphasize the importance of the quality of citizen service
2. Develop department budgets and performance measures and operate Town departments accordingly
3. Utilize the chain of command within Town government.
4. Lead collaboration with other public and private sector organizations to accomplish projects and goals of mutual benefit
5. Expand role as regional utility services provider
6. Review, maintain, update, and exercise the emergency management response program
7. Focus resources to assure that Mooresville remains a safe community
8. Conduct periodic staff surveys and respond to the results

DEPARTMENTAL INFLUENCES

Administration & Finance Department

- ◆ Manage the Town's debt and bond issuance and monitor and control interest expense.
- ◆ Share equipment, best practices, tools, etc. with other departments to enhance overall Town efficiency.
- ◆ Solicit other department's feedback and input on all key Finance & Administration processes that impact them.

Human Resources

- ◆ Advertise job openings in timely manner.
- ◆ Work with individual department managers in the Town to develop a training plan for employees.

Planning

- ◆ Improve communications within and external to the department.
- ◆ Continue to develop open lines of communication in a manner that respects the Town's chain of command.

Engineering

- ◆ Maintain open channels of communication with internal and external stakeholders.

Fire

- ◆ Redevelop the emergency management operations plan.

Library

- ◆ Maintain the accuracy of circulation records of collection material.

Utilities

- ◆ Provide trainings, cross-training, and continuing education to maintain certifications, understand changing regulations and technology, and enhance the quality of work.

VALUE STATEMENT: We are professionals who are accountable to our citizens, serving them as a cohesive team committed to honesty, integrity and fairness.

PRIME FOCUS: We serve our citizens

Objectives

To improve on the 2006 Net Promoter Score of 3.5

Risk Management Department

- ◆ Involve all Town employees in the safety process and consistently communicate the importance of safety.
- ◆ Meet or exceed all applicable safety, health and security regulations.

Police

- ◆ Continue efforts to assure that sufficient staff are on duty at peak times and work with Human Resources to resolve issues of overtime, holiday schedules, etc.
- ◆ Keep up to date with technology and equipment.

Public Services

- ◆ Assure credibility and accuracy when communicating to citizens, Town management, and the Board.

Public Works

- ◆ Evaluate the level and quality of services at least semi-annually to identify and implement potential improvements.
- ◆ Attract and retain employees with appropriate equipment, training, and other items that meet their needs for an enjoyable work environment.

Parks and Recreation

- ◆ Maintain and improve current communication as staff expands.

Golf

- ◆ Communicate with and evaluate employees in a timely manner to

Buildings and Grounds

- ◆ Share equipment and people among Buildings and Grounds.