

RESPONSIBLE GOVERNMENT

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

REQUEST FOR OFFERS

TEAM MEMBERS

Team Member: Adam O’Sullivan
Team Member: Cathryn Laird
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Team Member: Jeff Hagen

Team Member: Jill Smith
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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 resident’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 OUTCOMES MAP

Offers submitted to the Responsible Government priority should support one or more of the outcomes listed below. Outcomes illustrate **what** contributes to creating a responsible government, and the

supporting bullet points indicate **why** each outcome is important. Your work may support any of the outcomes; they are all indispensable in creating a responsible government.

Outcome 1: A Learning and Service Culture

- Provides the best possible customer service
- Streamlines to build capacity, increase efficiency and decrease cost
- Focuses on the needs of the customer
- Continually strives to improve by supporting an Innovative and collaborative environment

Outcome 2: A Customer-Focused Organization

- Builds trust and support
- Meets expectations of residents
- Engages our residents
- City organization exists to serve customers

Outcome 3: A Healthy Financial Condition

- Demonstrates that the City is well-managed
- Supports economic resiliency
- Provides the ability to acquire outside funding to assist in achieving desired outcomes

Outcome 4: Service Delivery that Leverages Technology and Innovation

- Keeps pace with evolving technology
- Allows City to stay aligned with tech savvy customers
- Provides more efficient customer service
- Improves transparency of services and performance

OBJECTIVES

The following objectives advise offer writers on **how** the City strives to reach the outcomes listed above. Budget offers can be written to any of these objectives, as well as other objectives not listed, which improve the City’s ability to reach the ultimate outcome of a responsible government.

WE ARE LOOKING FOR OFFERS THAT:

Objective 1: Use the long-term financial strategy to guide the City in fiscal matters

Objective 2: Improve service delivery through the organizational excellence, innovation, customer service, and educational programs

Objective 3: Invest in technology and innovative programs that keep pace with the changing needs of a future Redmond

Objective 4: Leverage City financial resources with matching grants and partnerships

Objective 5: Continue to develop strategies that advance the City towards its goals, mission, vision and values

Responsible Government

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