

# 2018 DEPARTMENTAL GOALS



LANSDALE  
LIFE IN MOTION

# establishing **SMART** goals

## SPECIFIC

Clearly define what you want to accomplish with simplistic language.

## MEASURABLE

Allow for tangible evidence that a goal has been accomplished.

## ATTAINABLE

Assure that resources are available to meet the goal.

## RELEVANT

Goals should align with the overall mission of the Borough.





## TIME-BOUND

Define specific delivery dates and/or schedule for completion.




# MISSION STATEMENT

To provide our residents and businesses with the highest quality of living by promoting public safety, maintaining infrastructure, fostering education and providing recreational opportunities while offering quality customer service through the practice of fiscally responsible and transparent governance.





# POLICE

	April 2018	July 2018	September 2018	December 2018	Borough Mission
Hire an Accreditation Manager to complete the accreditation process					<ul style="list-style-type: none"> <li>Practice transparent governance</li> </ul>
Appoint and train new DARE Officer					<ul style="list-style-type: none"> <li>Foster education</li> </ul>
Obtain citizen feedback to create and hold purposeful community listening forums					<ul style="list-style-type: none"> <li>Offer quality customer service</li> </ul>
Host a mass casualty and critical incident drill with several regional forces					<ul style="list-style-type: none"> <li>Promote public safety</li> </ul>





# CUSTOMER SERVICE

	March 2018	December 2018	Borough Mission
Develop Standard Operating Procedures for job functions			<ul style="list-style-type: none"> <li>• Offer quality customer service</li> </ul>
Provide customer service and team building training Borough-wide			<ul style="list-style-type: none"> <li>• Offer quality customer service</li> </ul>
Review Performance Management goals with staff quarterly			<ul style="list-style-type: none"> <li>• Foster education</li> </ul>




# INFORMATION TECHNOLOGY

	April 2018	August 2018	October 2018	Borough Mission
Develop cost savings plan through vendor analysis				<ul style="list-style-type: none"> <li>• Demonstrate fiscal responsibility</li> </ul>
Explore revenue opportunities with Borough owned Fiber				<ul style="list-style-type: none"> <li>• Demonstrate fiscal responsibility</li> </ul>
Incorporate GIS into Police activity mapping				<ul style="list-style-type: none"> <li>• Promote public safety</li> </ul>
Roll out Borough-wide technology training for staff				<ul style="list-style-type: none"> <li>• Foster education</li> </ul>

# LIBRARY




	January 2018	February 2018	May 2018	November 2018	Borough Mission
Implement enhanced donor recognition plan					<ul style="list-style-type: none"> <li>Demonstrate fiscal responsibility</li> </ul>
Update staff policy and procedures manual					<ul style="list-style-type: none"> <li>Offer quality customer service</li> </ul>
Increase customer interaction through various channels					<ul style="list-style-type: none"> <li>Offer quality customer service</li> </ul>
Create <i>This is My Library</i> for children with special needs					<ul style="list-style-type: none"> <li>Foster education</li> </ul>

# FACILITIES




	July 2018	October 2018	Borough Mission
Develop a comprehensive Facilities Maintenance Plan			<ul style="list-style-type: none"> <li>Maintain infrastructure</li> </ul>
Produce identification and building access cards for Police Department			<ul style="list-style-type: none"> <li>Demonstrate fiscal responsibility</li> </ul>
Integrate GIS into existing maintenance plans			<ul style="list-style-type: none"> <li>Maintain infrastructure</li> </ul>







# WASTEWATER TREATMENT PLANT

	July 2018	October 2018	November 2018	Borough Mission
Evaluate alternative equipment options for DEP permit approvals				<ul style="list-style-type: none"> <li>Maintain infrastructure</li> </ul>
Complete first phase of Fire and Security system replacement				<ul style="list-style-type: none"> <li>Promote public safety</li> </ul>
Purchase portable pump for water tank maintenance and emergency pumping				<ul style="list-style-type: none"> <li>Maintain infrastructure</li> </ul>





# ELECTRIC

	January 2018	February 2018	October 2018	Borough Mission
Implement staff developed safety procedures to maintain an accident free workplace				<ul style="list-style-type: none"> <li>Promote public safety</li> </ul>
Roll out Fleet Management tracking program				<ul style="list-style-type: none"> <li>Demonstrate fiscal responsibility</li> </ul>
Complete the LED street light replacement program				<ul style="list-style-type: none"> <li>Maintain infrastructure</li> </ul>






# PUBLIC WORKS

	April 2018	October 2018	December 2018	Borough Mission
Train staff on GIS sign maintenance mapping program				<ul style="list-style-type: none"> <li>Maintain infrastructure</li> </ul>
Perform traffic sign compliance review				<ul style="list-style-type: none"> <li>Promote public safety</li> </ul>
Provide staff training on all safety regulations of job performance				<ul style="list-style-type: none"> <li>Offer quality customer service</li> </ul>
Develop a public awareness program regarding MS4 program				<ul style="list-style-type: none"> <li>Foster education</li> </ul>





# PARKS & RECREATION

	May 2018	June 2018	September 2018	October 2018	Borough Mission
Expand RecDesk functions for resident use					<ul style="list-style-type: none"> <li>Offer quality customer service</li> </ul>
Work with consulting teams on major projects affecting recreation including the Skatepark and Liberty Bell Trail construction					<ul style="list-style-type: none"> <li>Provide highest quality of living</li> </ul>
Develop manual for all department sponsored events					<ul style="list-style-type: none"> <li>Provide recreational opportunities</li> </ul>
Update Department Maintenance Manual to incorporate aquatic facilities					<ul style="list-style-type: none"> <li>Maintain infrastructure</li> </ul>




# COMMUNITY DEVELOPMENT

	April 2018	June 2018	October 2018	Borough Mission
Complete the Borough's Comprehensive Plan and SaLDO				<ul style="list-style-type: none"> <li>Promote public safety</li> </ul>
Participate in quarterly safety guideline and technique trainings for Field Inspectors				<ul style="list-style-type: none"> <li>Offer quality customer service</li> </ul>
Hold solar energy workshops to educate residents on possibilities				<ul style="list-style-type: none"> <li>Foster education</li> </ul>
Digitize all permit applications				<ul style="list-style-type: none"> <li>Demonstrate fiscal responsibility</li> </ul>

# HUMAN RESOURCES

	January 2018	May 2018	October 2018	Borough Mission
Implement the Performance Management System across all departments				<ul style="list-style-type: none"> <li>• Offer quality customer service</li> </ul>
Develop a Borough-wide employee social media policy				<ul style="list-style-type: none"> <li>• Foster education</li> </ul>
Complete the Personnel Policy Manual				<ul style="list-style-type: none"> <li>• Offer quality customer service</li> </ul>
Roll out the comprehensive Non-Union Compensation Policy				<ul style="list-style-type: none"> <li>• Demonstrate fiscal responsibility</li> </ul>

# FINANCE

	January 2018	April 2018	December 2018	Borough Mission
Provide quarterly capital spending reports				<ul style="list-style-type: none"> <li>• Demonstrate fiscal responsibility</li> </ul>
Include current financial reports on Borough website				<ul style="list-style-type: none"> <li>• Demonstrate transparent governance</li> </ul>
Implement accounting system for Borough Parking Authority				<ul style="list-style-type: none"> <li>• Demonstrate fiscal responsibility</li> </ul>