

# Setting the Standard for Excellence in Public Service

## Community Focus Areas

Active Lifestyle • Diversity • Downtown • Economic Viability • Public Safety • Utility Services • Transportation



## Organizational Scorecard



*Putting Strategy  
into Action*

## City Council Priorities

Citizens feel and are safe in person and property.

Meet financial challenges of the future with priority-based decision-making focused on long-term strategies.

Pursue environmental stewardship.

Pursue economic viability with a measurable focus on business recruitment, retention, and expansion.

Deliver high-quality customer service.

Develop and implement a strategy for a sustainable street preservation program.

Improve mobility, including multi-modal transportation solutions.

Complete a Community Center and continue a community arts program.

Optimize resources through collaboration and partnerships to reduce costs and improve services.

Continue to implement Envision Olathe plan.

Reduce infiltration and inflow in our utility services system.

## Organizational Objectives

### Customer

Promote Community Health, Safety & Welfare

Improve Mobility

Provide Excellent Customer Service

Enhance and Maintain a Sense of Community

Promote & Preserve Cultural and Ethnic Diversity

Improve/Preserve Parks, Open Space, Historic Sites & Recreation Opportunities

Safeguard our Environment and Natural Resources

### Financial

Maintain/Improve Infrastructure and Facilities

Promote Financial Health and Economic Vitality

Maintain/Improve Bond Rating

Promote Quality Job Growth and Expand Tax Base

### Business Processes

Challenge Existing Business Practices Through Innovation

Promote Stakeholder Engagement

Address Priorities Through Sustainable Business Practices

### Employee Learning & Growth

Promote a Culture of Leadership & Innovation

Enhance Employee Engagement, Satisfaction & Well-being

Recruit, Develop & Retain Employees Committed to Excellence