

Excellence through Skill Set in the New Normal

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WELLINGTON



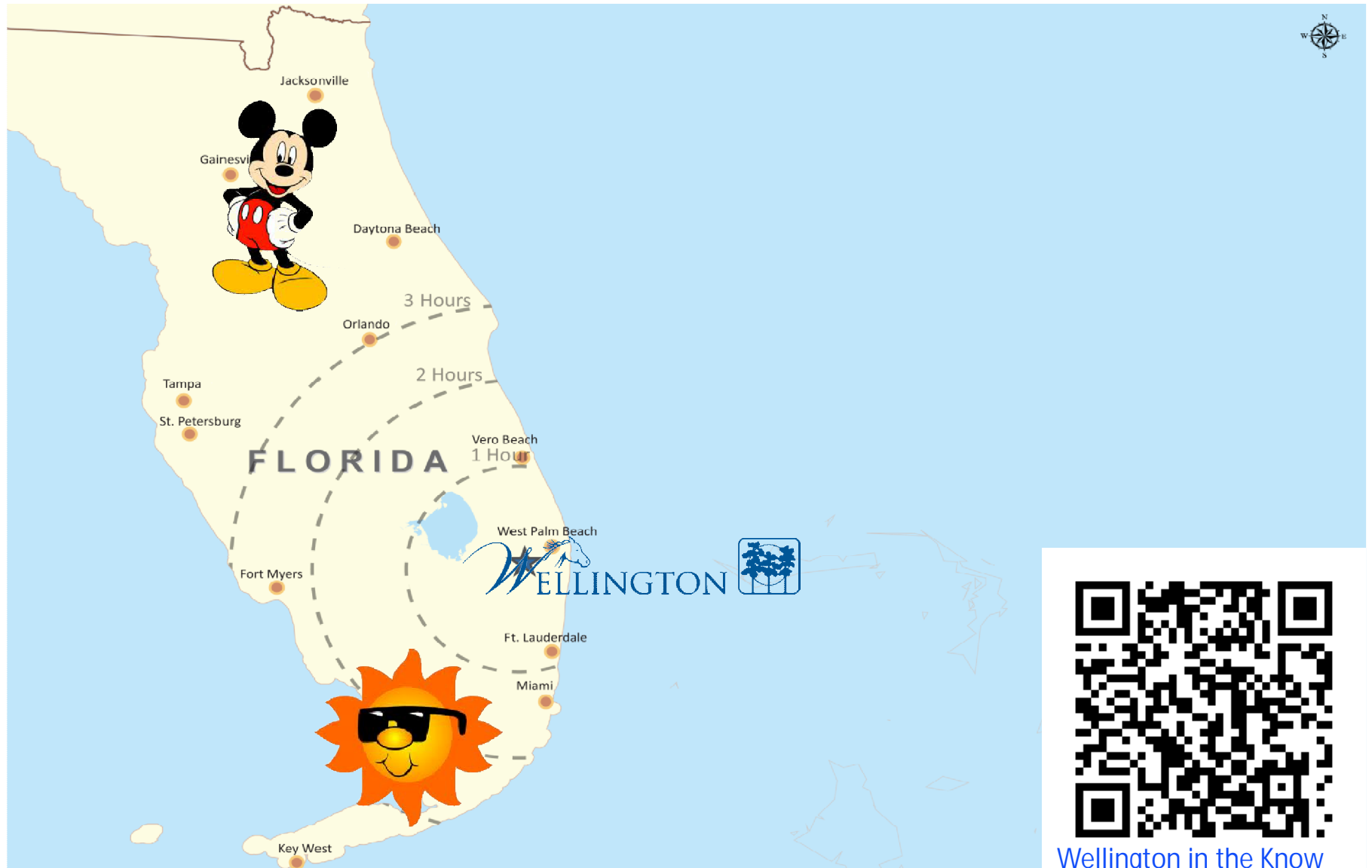
“Top 100 Best Places to Live 2010”

- Money Magazine

**Willing to Stake Our Future
On Doing Something Different**

ICMA

Location



Wellington in the Know

ICMA

Our New Normal

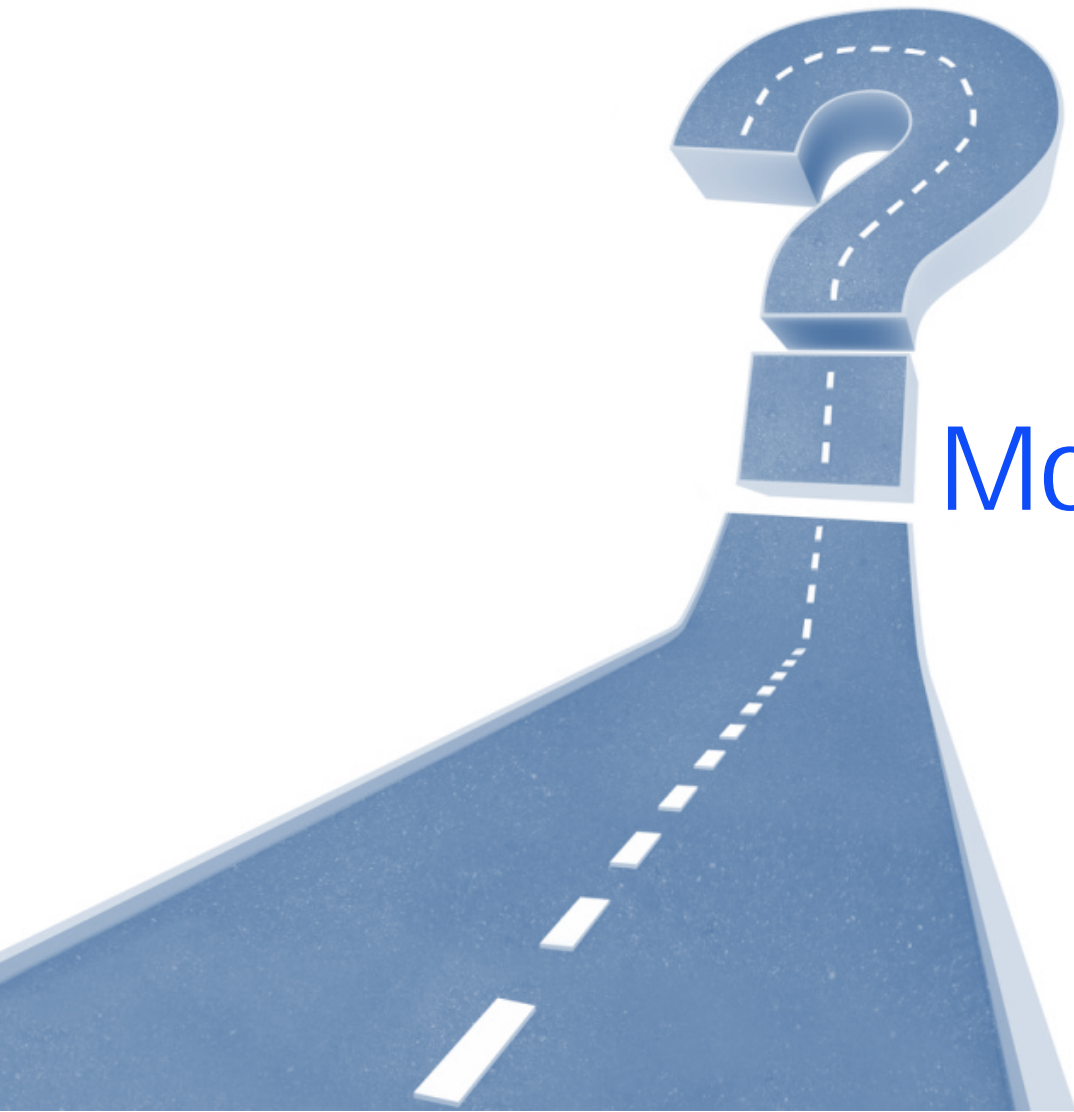


- Annual budget reduced \$120 Million to \$73.4 Million past 5 years
- Reduced staff by 1/3
- 50% Reduction in Property Values (\$3 Billion ↓)
- One of highest foreclosure rates in Palm Beach County (10% of homes)
- Legislative reform from taxes to pensions....and more to come!
- Inspector General Oversight
- No end to unfunded mandates
- Increased demands for service



Budget Challenge

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More Uncertainty!!

The Challenge

Reinvest
Inspire
Change



Fewer
Resources



Realign
Priorities

Business Service Hierarchy

Funding Priority

4

Community Add-ons

Leisure & Culture
Community
Beautification
Community Events &
Festivals

3

Quality of Life Services

Security and Safety
Parks & Recreation Facilities
Trails: Multi-purpose & Equestrian
Regulating for Community Benefit

2

Choice Core Businesses

Land Use & Development Regulation
Emergency Management
Environmental Protection

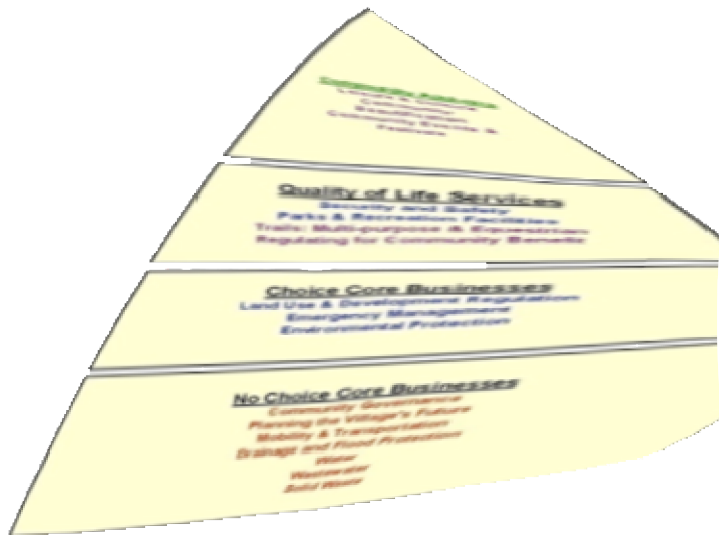
1

No Choice Core Businesses

Community Governance
Planning the Village's Future
Mobility & Transportation
Drainage and Flood Protection
Water
Wastewater
Solid Waste



Business Model Worksheet



**F
O
C
U
S**



Refocused our strategy and goals



Great Neighborhoods

Great Schools

Great Parks

... Let Us Show You!

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The 4 Question Test



- Does it foster a family friendly environment?
- Does it promote safe neighborhoods?
- Does it enhance the value of our community?
- Is it the RIGHT thing to do?

The Bottom Line



Provide Services Residents Want,
Need and are Willing to Pay for



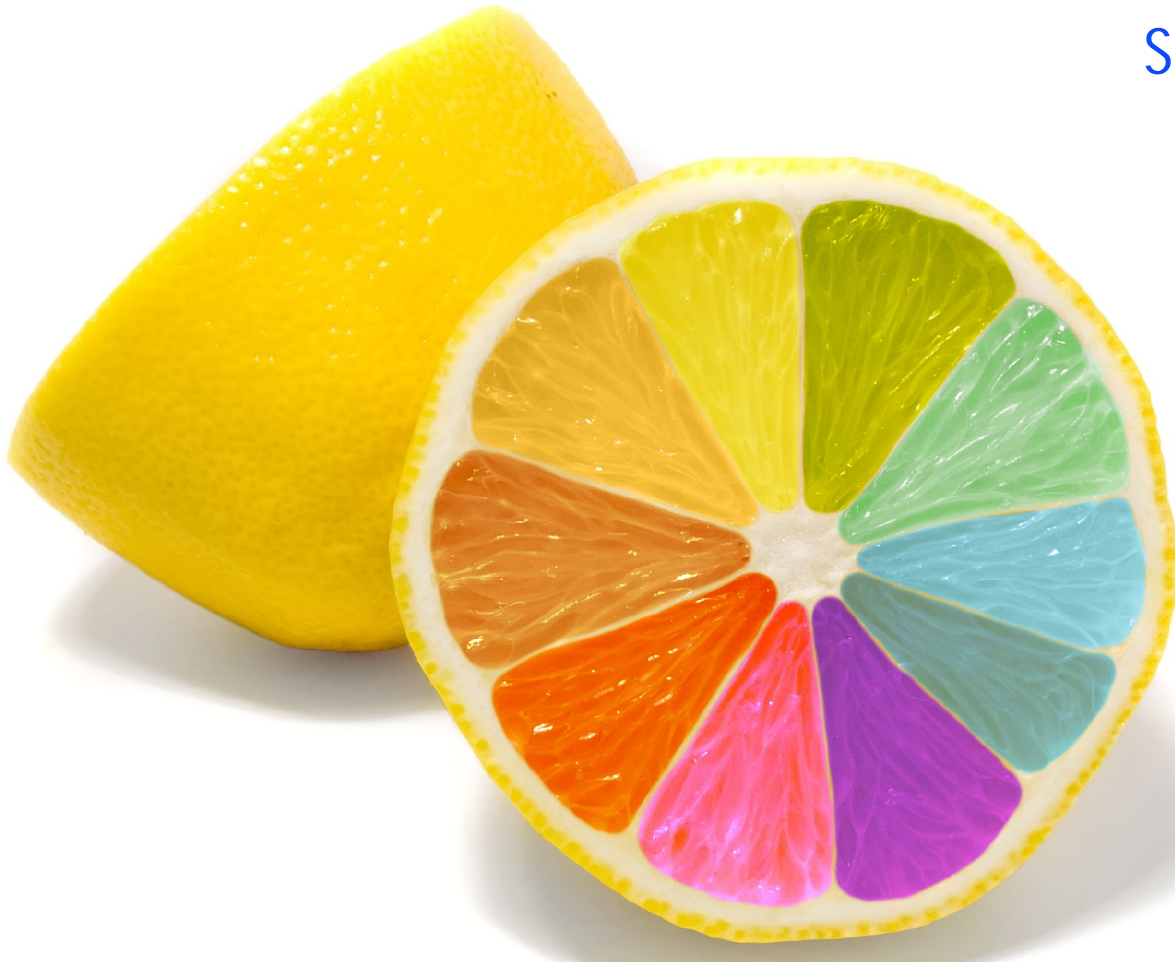
The real problem for any government ... is to control the civil servants. They will all explain why it is quite impossible to do things other than the way they are currently done.

- Milton Friedman, U.S. winner of the Nobel Prize in Economics

Typical Government Model



Think Differently



Shift Service Model

Redirect Funding

Engage Citizens

Reinvest in the community

Build Partnerships

Retrain and Realign Staff



Doing the things we do now
and doing them better, cheaper
and faster will take us so far.
But it will not take us far
enough. We're going to have to
do new things in new ways.

- Peter Bonfield, British C.E.O. of British Telecom

Skill Sets in the New Normal

- Wellington 2060 Group
- Community Services
- Targeted Capital Spending
- Safe Neighborhoods
- IT and Communications
- Succession Planning and Training

Safe Neighborhoods





Safe Neighborhoods

Communications

Public Works

Capital

Advocates

Volunteers

IT

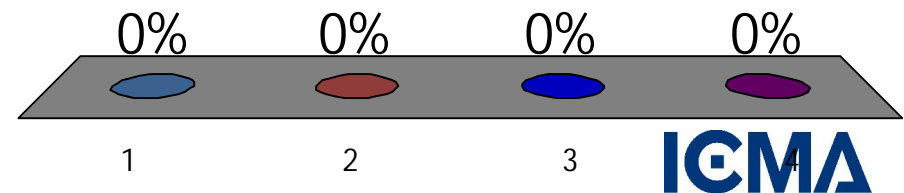
Code

Parks &
Recreation

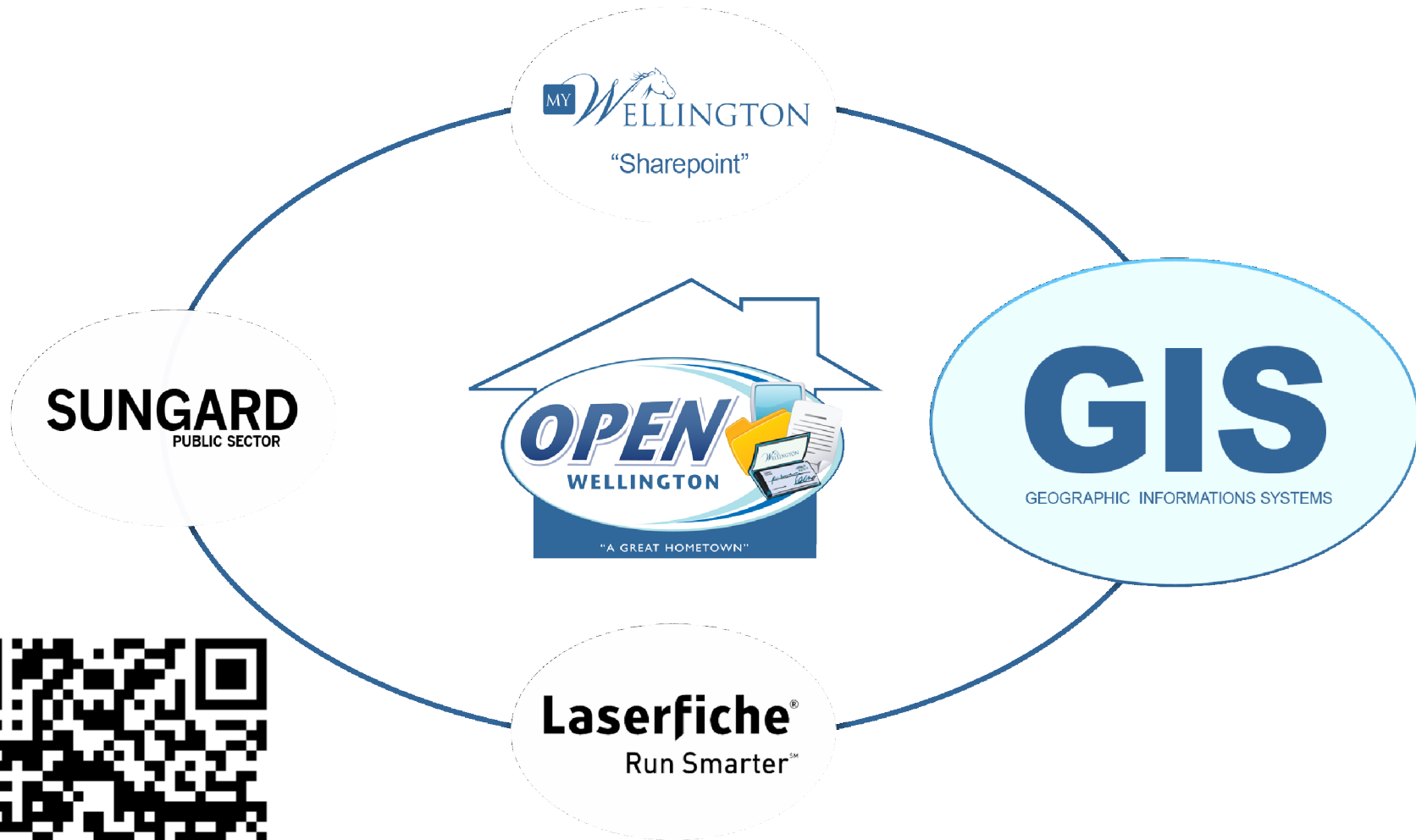
Law
Enforcement

Have you addressed transparency?

1. Yes, we're an open book
2. Yes, on limited basis
3. Not at all



Transparent



Open Wellington

Web Based

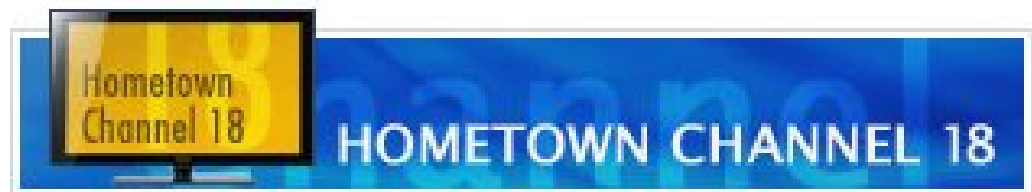
E- Services

The screenshot shows the Wellington website interface. At the top, there is a navigation bar with links for Home, FAQ's, and Contact Us. Below this is a search bar and a main menu with categories: HOME, NEWS, E-SERVICES, I WANT TO, COMMUNITY, BUSINESS, GOVERNMENT, DEPARTMENTS, and DOWNLOADS. The E-SERVICES menu is highlighted with an orange circle, and an orange arrow points from the 'E- Services' text above to this menu. The E-SERVICES menu includes items such as BrowseAlohd, Building Permits, Business Licenses, Business Tax Receipts, Citizens Action Center, Downloads, E-Bill, Email Updates, Employment Application, GIS Maps, Online Forms, Online Plan Review, Open Wellington, Pay Your Parking Ticket, Pay Your Water Bill, Phone Directory, Planning & Zoning, Recreational Registration, Webcasting, Webisodes, and Update Records. Below the menu is a grid of service icons for JOBS, PARKS & RECREATION, YOUR MONEY, E-SERVICES, MAPS & DATA, EVENTS, OPEN WELLINGTON, PUBLIC NOTICES, and EMERGENCY MANAGEMENT. The page also features a weather widget, a date and time display, and several content blocks for Wellington Community, Wellington Information, and Wellington E-Services. A footer section contains Press Releases, Events, and a Welcome to Wellington message.

Engaging & More Responsive



Web QA



Internally Connected



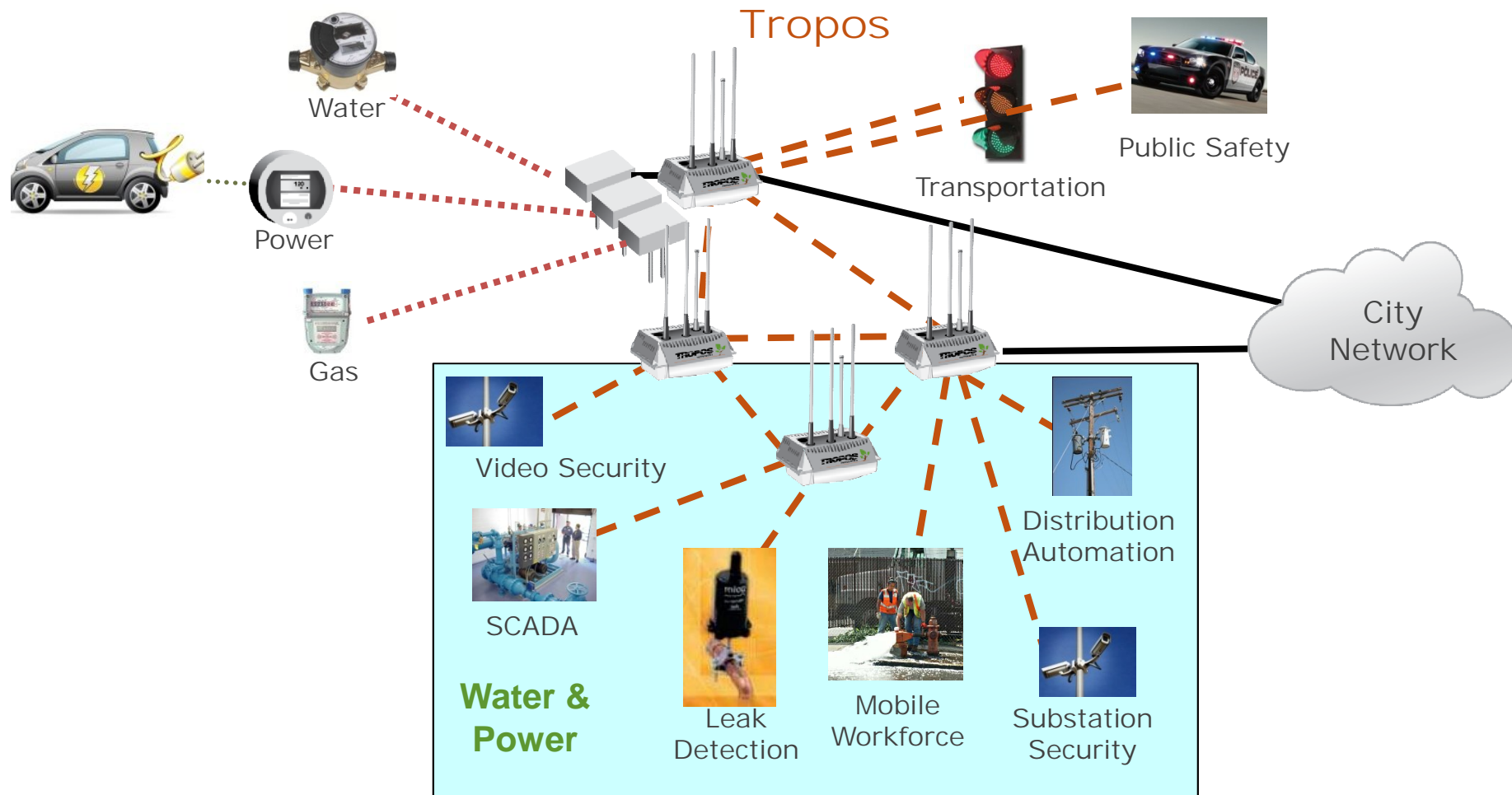
Mobile



GIS Maps

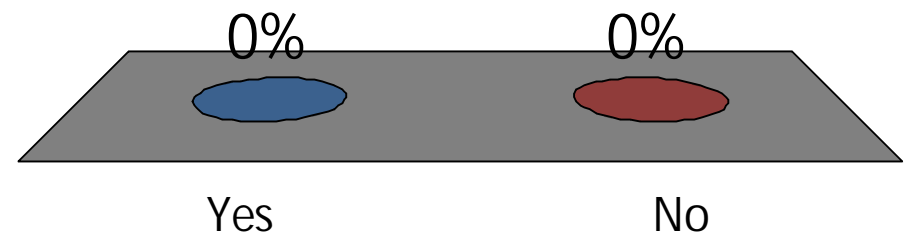


Wireless



Are You Getting the Most from your Technology?

1. Yes
2. No





In times of change... learners inherit the earth; while the learned find themselves beautifully equipped to deal with a world that no longer exists.

- Eric Hoffer, Author

Academies of Wellington

Leadership
Academy

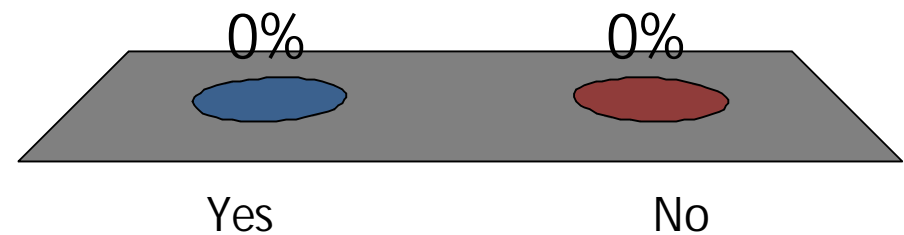
Wellington Experience

Practical Application Series

Technology Series

Are you Training for the Future?

1. Yes
2. No



Questions/Comments?

Thank You!



For more information
please visit our website



www.wellingtonfl.gov

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