



**A CULTURE OF PERFORMANCE EXCELLENCE
AND THE BALDRIGE JOURNEY**



ICMA
99TH ANNUAL CONFERENCE
BOSTON
NEW ENGLAND 
September 22-25, 2013

DARIN ATTEBERRY
FORT COLLINS CITY MANAGER



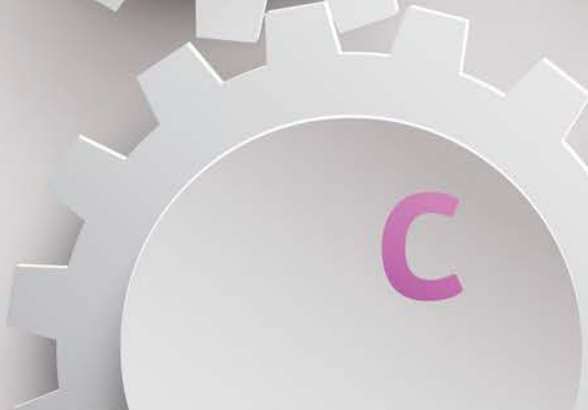
THE JOURNEY



LESSONS LEARNED



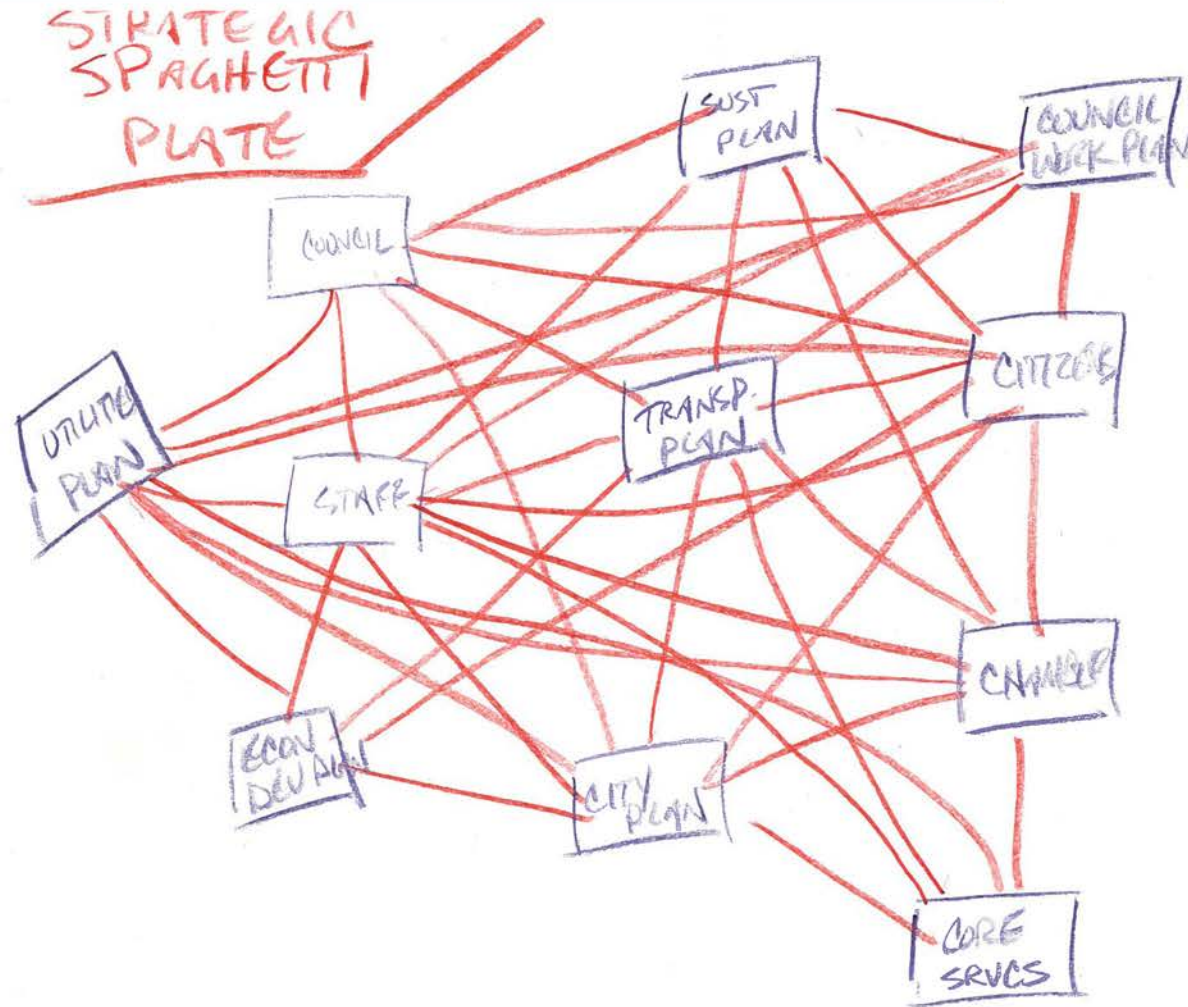
LESSONS LEARNED



OUR STRATEGY



OUR STRATEGY



OUR STRATEGY



OUR STRATEGY

VOICE OF THE COMMUNITY CITY COUNCIL & BOARDS/ COMMISSIONS



Key Outcomes	Strategic Objectives	Initiatives
 Neighborhood Livability	Provide a high quality built environment and support quality, diverse neighborhoods Provide diverse cultural and recreational amenities	
 Culture & Recreation	Provide diverse cultural and recreational amenities	
 Economic Health	Promote a healthy, sustainable economy reflecting community values	
 Environmental Health	Promote, protect and enhance a healthy & sustainable environment	
 High Performing Government	Deliver an efficient, innovative, transparent, effective and collaborative city government	
 Safe Community	Provide a safe place to live, work, learn and play	
 Transportation	Provide for safe and reliable multi-modal travel to, from and throughout the City	

Department and Individual Goals

THE 20 MILE MARCH

VISION
To provide world-class municipal services through operational excellence and a culture of innovation.

MISSION
Exceptional service for an exceptional community.

VALUES

- OUTSTANDING SERVICE
- INNOVATION AND CREATIVITY
- RESPECT
- INTEGRITY
- INITIATIVE
- COLLABORATION AND TEAMWORK
- STEWARDSHIP

City of Fort Collins
INDIVIDUAL GOALS

ORGANIZATIONAL PRIORITIES:

- Provide exceptional customer service.
- Create a safe workplace.
- Continually improve.

Stay Informed
INFO TO HELP YOUR CUSTOMERS

Community Dashboard
A quarterly snapshot of the community's progress in attaining key goals. fcgov.com/metrics

Citizen Survey
A report card that lets residents rate quality of life and their satisfaction with community amenities and local government. fcgov.com/citizensurvey

OpenBook
A searchable database disclosing all City expenditures. fcgov.com/openbook

Financial Reports
Find information on the general fund, sales tax, income statements, and the annual financial report. fcgov.com/finance

Budgeting for Outcomes
How the City funds community programs and services. fcgov.com/bfo

City Manager's Monthly Report
A summary of current issues, capital projects, build and more. fcgov.com/citymanager

Topic-Based Newsletter Subscriptions
Subscribe to the topics that interest you! fcgov.com/subscription

Access Fort Collins
Submit your questions, comments and the City anytime, anywhere. fcgov.com

City of Fort Collins

Stay Involved
EMPLOYEE INFORMATION JUST FOR YOU

Employee Emergency Hotline 970-416-2519

CityNet
City employee intranet, with news, announcements, videos and employee directory. citynet.fcgov.com

Fort Shorts
Monthly employee newsletter. citynet.fcgov.com/fortshorts

Employee Blog
Engage in conversation with other employees about topics of interest to you. citynet.fcgov.com/blog

Thank You Board
Post a Thank You to share your appreciation for your colleagues. citynet.fcgov.com/thankyou

Media Summary
Subscribe to receive a nightly message with a review of the day's media contacts. citynet.fcgov.com/cpio/media-email-subscription.php

Employee Committee
A team of employees that addresses issues important to City staff, and fosters communication, connections and morale. citynet.fcgov.com/employeecommittee

Talent|Reward
Learning and performance management tool. Take a class, set your goals, and more. fcgov.ehr.com















Issues & Answers
Quarterly live discussion with the City Manager and other staff about issues of importance to employees.

City of Fort Collins



THE 20 MILE MARCH

Outcomes and Measures (last updated: Aug-9-2013)

Outcome	Q2 2013 Results ?
 Community and Neighborhood Livability Fort Collins provides a high quality built environment and supports quality, diverse neighborhoods.	
 Culture and Recreation Fort Collins provides diverse cultural and recreational amenities.	
 Economic Health Fort Collins has a healthy, sustainable economy, reflecting community values.	
 Environmental Health Fort Collins promotes, protects and enhances a healthy and sustainable environment.	
 High Performing Government Fort Collins exemplifies an efficient, innovative, transparent, effective and collaborative city government.	
 Safe Community Fort Collins provides a safe place to live, work, learn and play.	
 Transportation Fort Collins provides safe and reliable multi-modal travel to, from, and throughout the City.	

WHAT'S NEXT?

