

## **Animal Services Center**

### *Goals and Objectives:*

- Increase the live release rate by 5% (this is a lofty goal – 2-3 is normal a huge improvement).
- Decrease intakes of dogs and cats by 500 animals.

[View Shelter Statistics](#)

## **Aviation**

### *Goals and Objectives:*

- Continue Tallahassee International Airport's commitment to the development of successful air service partnerships to increase the availability of flight options.
- Tallahassee International Airport seeks to create public-private partnerships that will maximize long-term revenues for both parties and generate economic benefit to the City and the Florida Big Bend region through development of approximately 500 acres of aeronautical and non-aeronautical land.
- Airport Capital Program:
  - Complete Airport Master Plan.
  - Begin design and development of the Rental Car Quick-Turnaround Facility and Parking Garage.
  - Issue RFP for the design of the Federal Inspection Station (FIS).
  - Begin design of the reconstruction of Runway 18/36.

[View Airport Tracking History](#)

[View Passenger 4<sup>th</sup> Quarter Report](#)

## **Community Beautification and Waste Management**

### *Goals and Objectives:*

- Provide cost effective residential and commercial solid waste collection services.
- Enhance employee and citizen safety by minimizing preventable accidents.
- Ensure commercial accounts are billed according to the bill segment.
- Develop and maintain tree inventory and maintenance.
- Increase focus on customer service, satisfaction and improved communication.
- Maintain city landscaped rights-of way and medians in good condition.

[View Fiscal Year 2017 Performance Measures](#)

## **Electric Utility**

### *Goals and Objectives:*

- Safety: Electric is committed to providing a safe work environment for electric employees and customers.
- Customer Service/Reliability: Electric is committed to delivering reliable, high quality services that exceed customers' expectations.

- Cost/Value: Electric is dedicated to delivering cost effective service to our customers.
- Regulatory: Electric is committed to complying with all applicable environmental and reliability regulations and requirements.
- Employee Excellence: Electric is committed to providing a workplace where employees are valued, trusted and expected to perform their duties in a professional and business-like manner.

[View 10 Year Site Plan](#)

## **Fire**

### *Goals and Objectives:*

- Fully implement an extensive health and wellness program for department personnel.
- Implement a fire safety educational program with Leon County Schools.
- Implement a sponsorship program for Fire Standards program.
- Complete the purchase of emergency response replacement vehicles.
- Add three additional Inspectors

[View Fire FY17Q4 Performance Measures Report](#)

## **Growth Management**

### *Goals and Objectives:*

- Reduce development review time for private sector projects.
- Change the role of staff in the development review process from regulators to facilitators.
- Protect our quality of life, and improve customer service.
- To provide exceptional service to our customers.

[View New Construction Permit Reports](#)

## **Office of Economic Vitality**

### *Goals and Objectives:*

- A new collaborative economic development program of work that stimulates economic expansion in the city/county across all unique opportunities for growth, specifically across six key economic development Initiatives.
- To better position and promote Tallahassee-Leon County as a business generator, an ideal location to start and grow a business. Associated strategies are recommended to develop a business brand for the community and to communicate its benefits to key audiences.

- Better identify, understand and marshal all available assets, organizations and resources towards common economic growth objectives and to outline a model that encourages collaboration among the many entities impacting the economic development.
- The need for transparent and accountable allocation of resources, setting aside funds for shifting market needs and unanticipated opportunities for growth as well as prudent investments that expand and sustain the ecosystem.

[View the Data Center](#)

[View the 2017 Q4 Economic Dashboard](#)

## **Police**

### *Goals and Objectives:*

- Recruit and hire enough applicants to reduce number of sworn vacancies to less than 15 positions
- Complete Request For Proposals for new TPD headquarters.
- Reduce the number of crimes committed in the City, with an emphasis placed on violent crimes.

[TOPS \(Tallahassee Online Police Statistics\)](#)

[View the Police October UCR](#)

## **Star Metro**

### *Goals and Objectives:*

- StarMetro is coordinating with Blueprint 2000 and other departments to prioritize the public transportation projects in the Sales Tax list. One of the priority projects, the South City Transfer Center, is identified as an important project to improve mobility options for South City residents.
- Other priority projects for FY 2017 included the installation of Braille Placards to assist our visually impaired community. The City of Tallahassee is proud to be the first in the nation to fully deploy this technology on all stops along its fixed-route system. Currently, we are also working in technology enhancements that include Ticket Vending Machines, Mobile Fare app, and improvements to our real-time notification apps Find My Bus, and TransLoc Rider.
- StarMetro is also evaluating and identifying modifications to the fixed route system via on-the-bus surveys, web surveys, social media, and community meetings. These interactions provide important information on how customers feel about the system and identify areas for improvement.
- As of October 2017, StarMetro is now combining efforts with Customer Operations and has a strategic goal to deliver service level and customer service improvements to our citizens. Employees are benefitting from extensive customer service training and department efficiencies that will enhance our overall performance.

[View StarMetro FY17 Performance Measures](#)

## **Underground Utilities and Public Infrastructure**

### *Goals & Objectives:*

#### Gas

- To provide safe, clean, uninterrupted natural gas fuel to our customers.
- To educate potential customers about the many benefits that natural gas has to offer.

#### Water

- To provide an uninterrupted supply of safe, clean drinking water to our customers to in an environmentally sustainable manner.

#### Sewer

- To treat wastewater to a standard that exceeds federal and state requirements, in a manner that is safe and sustainable, and provides uninterrupted service to our customers.

#### Stormwater

- To invest in program and long-term capital projects that control flooding and provides treatment for stormwater runoff in an environmentally sound manner.

#### Public Infrastructure

- To manage and invest in the City's roads, streets and sidewalks through planning, pavement management systems and sound maintenance programs. To address infrastructure needs citywide and provide planning and engineering for necessary capital improvements over time.

[View UUPI Performance Measures and Charts](#)