

Strategic Plan for Team Flagstaff

www.flagstaff.az.gov/strategic-plan



Forward from City Manager

I once heard a saying that “healthy things grow and growing things change.” I like to think of our City of Flagstaff organization as a healthy thing that will inevitably change. How we deal with that change, how we lead through it, will both challenge and define us as we move forward together into the future. Having a Strategic Plan is one way to help assure that we can step boldly into the unknown and navigate a correct course through the obstacles and opportunities that certainly lie ahead and that, ultimately, will guide us to a common destination.

This Strategic Plan is the culmination of many months of participation and input from employees throughout Team Flagstaff. I believe that this is the best way to achieve buy-in by those who will use this Plan as a tool to help guide them in their daily service to our community. We truly do come together to make our city better and each of us has an important role to play. As city employees, we can make a difference in the lives of our citizens and leave a positive impression on the many visitors who come to share in those things that make us uniquely Flagstaff.

The City Council provides us with goals that help us fulfil our mission to protect and enhance the quality of life of our citizens. These goals, along with input from city employees are like two streams that come together to form a strong current that has, in turn, manifested in the development of our Strategic Plan. This is a living document that will continue to influence and be influenced by our employees, City Council, and the Flagstaff community as needs and priorities change in the years to come.

Josh Copley
City Manager

How will the Strategic Plan be used?

- Performance measures will be identified and tracked for all Strategic Priorities and Goals.
 - Divisions will develop strategic objectives that are aligned with the Strategic Plan.
 - The Strategic Plan will help guide budget and policy decisions.
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Who is Team Flagstaff?

Mission

To protect and enhance the quality of life of its citizens

Vision

The City of Flagstaff is a safe, diverse, vibrant, and innovative community with a unique character and high quality of life. The City fosters and supports a balance of economic, environmental, educational, and cultural opportunities.



What does Team Flagstaff Value?

Teamwork

Accountability

Communication

Quality

Leadership

Strategic priority #1: **Provide exceptional service**

1. Serve as ambassadors for the Flagstaff community
2. Serve the public through quality internal and external customer service.
3. Foster clear and consistent communication.
4. Provide employees tools, training and support.
5. Demonstrate respect, equity and strong ethics.

Strategic priority #2: **Invest in our people**

1. Ensure effective resources for employees.
2. Provide competitive compensation.
3. Empower employees to make the City better.
4. Maintain and enhance a safe and positive organizational culture.

Strategic priority #3: **Foster a resilient and economically prosperous city**

1. Enhance the organization's fiscal stability and resourcefulness.
2. Deliver outstanding services through a healthy environment, resources and infrastructure.
3. Support sustainable economic development and its practices.
4. Promote policies that reflect a positive and safe community.
5. Continue to enhance community outreach and engagement.

Strategic priority #4: **Work in partnership to enhance a safe and livable community**

1. Foster a safe, healthy, equitable and accessible community.
2. Cultivate community partnerships through civic engagement and participation.
3. Facilitate and encourage diversity.
4. Promote high quality of life through consistent standards, rules and regulations.