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# OUR MISSION:

Build the foundation for economic prosperity, improved health and enhanced quality of life for our community.

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# OUR VISION:

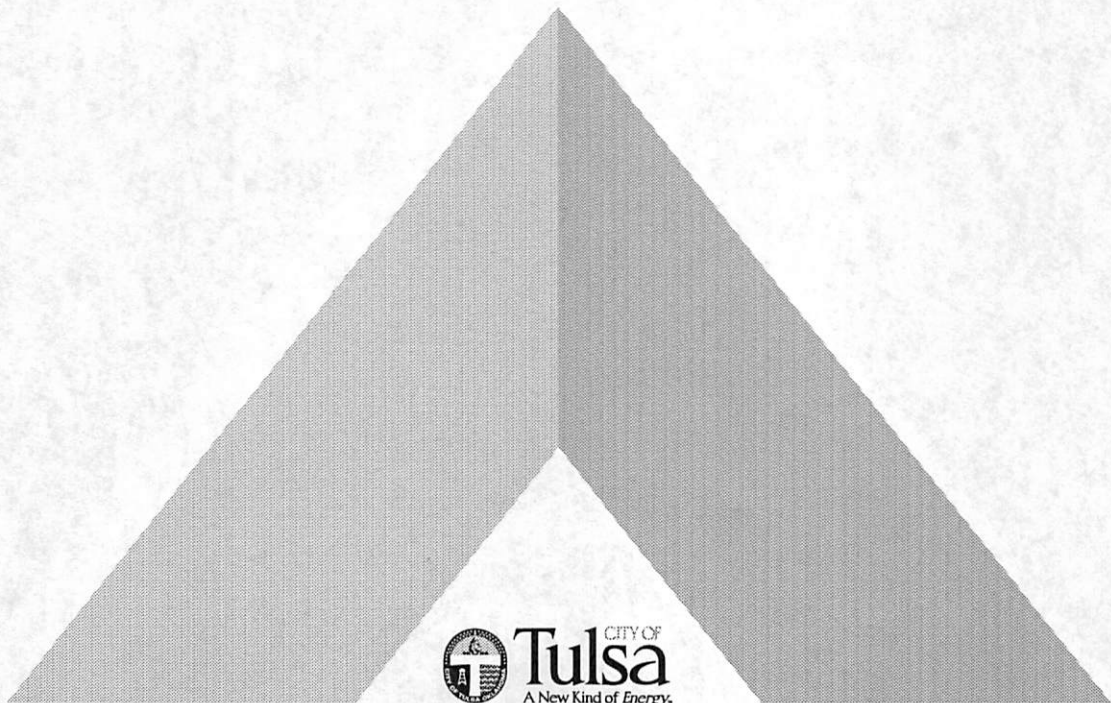
Tulsa will be a globally competitive, world-class city.

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# OUR VALUES:

**Committed Teamwork** – We work **together** toward common goals.

**High Expectations** – We expect **excellence** in our work, our organization and the city we are building.



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CITY OF  
**Tulsa**  
A New Kind of Energy.



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Office of Performance,  
Strategy and Innovation

**The AIM Plan**

# **CONNECTING PEOPLE, PROCESSES AND PURPOSE**



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## ➤ **OUR MISSION**

Why do we exist as an organization?

Build the foundation for **ECONOMIC PROSPERITY,**  
**IMPROVED HEALTH** and enhanced **QUALITY OF LIFE**  
for our community

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## ➤ **OUR VISION**

**What does success look like?**

To be a **GLOBALLY COMPETITIVE, WORLD-CLASS** city

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## ➤ OUR VALUES

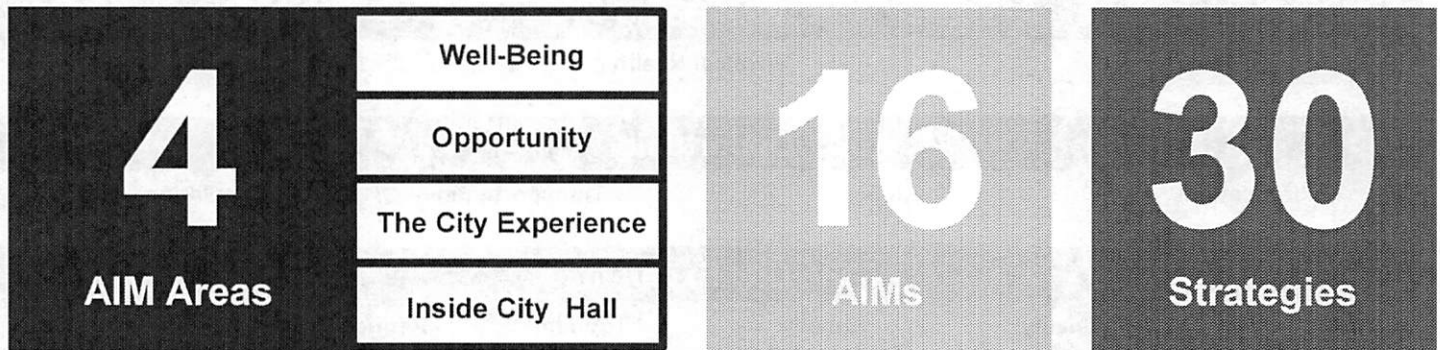
### COMMITTED TEAMWORK

- We work together toward common goals.

### HIGH EXPECTATIONS

- We expect excellence in our work, our organization and the city we are building

## ► STRATEGIC PLAN FRAMEWORK





## > 16 AIMS (GOALS)

Well-Being					
Resiliency		Physical Health		Mental Health	
Opportunity					
Education		Jobs	Transportation		Population Growth
The City Experience					
Traffic Safety	Quality Entertainment Options	Quality Transportation Network	Tourism	Reduce Violent Crime	Quality Core Services
Inside City Hall					
Positive Morale		Deliver World-Class Services		Continuous Improvement	

## ➤ WELL-BEING

Physical Health

### Strategy 6B – Increase walkability and bikeability of Tulsa

<b>Action:</b>	Prioritize restriping and maintenance projects that will increase pavement condition, walkability and bikeability
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<b>Metric:</b>	10 recommendations to improve bike and pedestrian safety implemented annually
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<b>Responsible Department:</b>	Streets and Stormwater
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<b>City's Role:</b>	<b>Lead</b>	Collaborate	Support
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## OPPORTUNITY

[Add Jobs](#)

### Strategy 2A – Provide a development framework that promotes clear and predictable processes

<b>Action:</b>	Issue permits and conduct inspections for private development customers within established timeframes
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<b>Metric:</b>	90% of commercial building permits reviewed in 35 days or less
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<b>Responsible Department:</b>	Planning and Development
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<b>City's Role:</b>	<div>Lead</div>	Collaborate	Support
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# ➤ THE CITY EXPERIENCE

Reduce Violent Crime

## Strategy 9C – Improve Neighborhood Conditions

**Action:** Utilize citations and mediation to encourage quicker code compliance

**Metric:** 85% of violations voluntarily brought into compliance

**Responsible Department:** Working in Neighborhoods

**City's Role:** **Lead** Collaborate Support

## ➤ **INSIDE CITY HALL**

Positive Morale

### **Strategy 14B – Provide ways for employees to stay engaged by giving feedback and sharing satisfaction regularly**

**Action:** Fully implement Planning and Performance Review (PPR) process to provide more opportunities for job coaching, career development and collaboration.

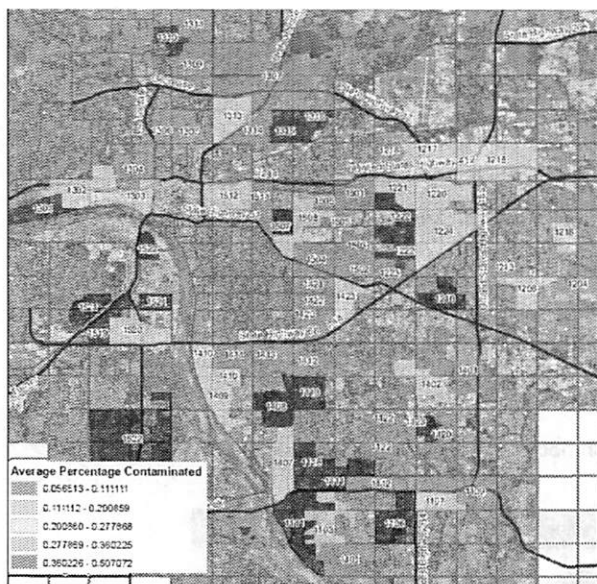
**Metric:** 90% of employees with a completed PPR in the new format by 9/31/18

**Responsible Department:** Human Resources

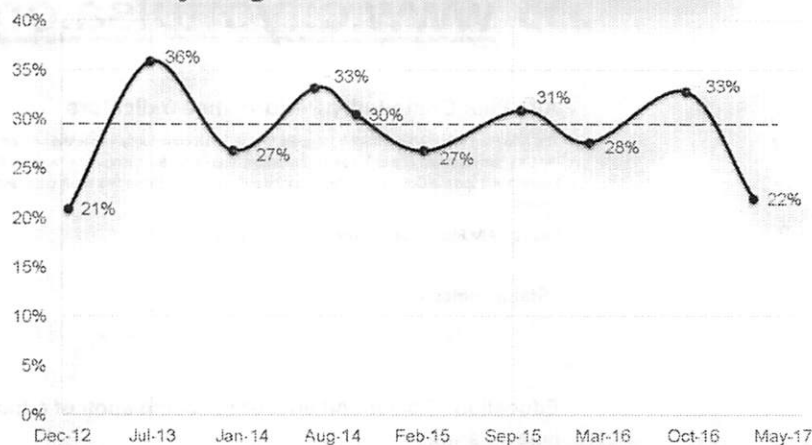
**City's Role:** **Lead** Collaborate Support



# ➤ MEASURING SUCCESS – TULSTAT



Recycling Contamination Rate 2013-2017



# ➤ HOW CAN I TRACK PROGRESS?

➤➤➤ [www.cityoftulsa.org/dashboards](http://www.cityoftulsa.org/dashboards) <<<

## AIM Plan Community Performance Indicators

The AIM Plan establishes 16 AIMS or goals for the Tulsa community where the services provided by the City of Tulsa will have an impact. For each AIM, the City has identified strategies and measurable actions for executing our strategies and achieving our community-wide AIMS. Elected Officials and Senior Leaders will use the Community Performance Indicators and Strategies to allocate resources and measure whether our work is having the intended impact.

Read the AIM Plan (create pdf link to final document)

### Status Indicators

🟢 - Positive Status

🟡 - Neutral Status

🔴 - Negative Status

### Education - Foster and encourage completion of education necessary to succeed in a skilled labor market

High School Graduation



Bachelor's Degree Attainment



AIM

# ➤ HOW DOES MY WORK CONNECT?

