

**TOWN OF DAVIE**  
**OFFICE OF THE TOWN ADMINISTRATOR**

**MEMORANDUM**

**TO: Mayor and Town Council**

**FROM: Thomas J. Willi, Town Administrator**

**DATE: February 6, 2002**

**RE: Town Administrator Goals**

The following organizational goals were recently agreed upon by the Town Council at the Town Administrators goal setting session held on January 28, 2002;

**Strategic Plan Implementation:** Department strategic plans will be implemented to improve customer relations, professionalism of staff and communications between departments, administration and Council members.

**Project/Complaint Automated Tracking System:** Purchase and implement software to automate process of tracking Town projects, resident complaints and requests for information. Product to be user-friendly provides reporting functions and is Web based.

**Increase Town Employee Diversity:** Perform a review of present hiring practices with the intent of increasing the Town's level of minority employees. Review present workforce statistical data and graph changes in workforce diversity.

**Publish Operating Budget Manual:** Promulgate budget booklet for general distribution. Using graphics, tables and text explain Town programs and their present levels of funding and expenditure. Include proposed improvements contained within the Capital Improvement Program.

**Improve Customer Service:** Through the use of increased training, production of a customer service manual for employees and exit surveys for users of Town services, improve the level of customer service to all stakeholders (Council, residents, departments, contractors, etc.).

**Improve Communication with Council:** Improve communication channels with Council members through increased monthly reporting, access to Town information and responsiveness to Council concerns.

It is understood that these goals shall be substantially attained within a six month period from the evaluation date of the Town Administrator which occurred December 20, 2001.

**Recommendation:** Officially adopt the above detailed goals including any comments or suggestions that Council may wish to include.

**TOWN ADMINISTRATOR'S APPROVAL**

\_\_\_\_Approved\_\_\_\_Denied\_\_\_\_Hold for Discussion

Comments:

---

---

---

---