

## **EXECUTIVE SUMMARY**

Established in 1960, the City Coordinator serves as the chief administrative officer for the City of Minneapolis and oversees the following departments:

- Business Information Services (BIS)
- Communications
- Finance
- Human Resources (HR)
- Intergovernmental Relations (IGR)
- Operations & Regulatory Services (Licenses & Inspections)
- Minneapolis Emergency Communications (MECC)
- Minneapolis Convention Center (MCC)

### **Mission & Primary Businesses**

The mission of the City Coordinator's Office is to provide leadership, direction and accountability in establishing City policy and priorities and to continually improve the management systems, regulatory services, convention center and emergency communications of the City.

Primary businesses include:

- *Policy Development and Implementation:* The City Coordinator acts as a policy advisor to the Mayor and City Council and ensures that project implementation is accountable and consistent with Mayor and Council direction. The City Coordinator serves as staff to the Mayor's Executive Committee which reviews policy issues, the performance of Department Heads, and provides direction for labor negotiations.
- *Management Oversight:* The City Coordinator oversees the City's management departments, regulatory services, Minneapolis Convention Center and Emergency Communications Center to ensure cost-effective, high-quality service and public accountability.

### **Alignment with City Goals**

Strong management support is crucial to the delivery of quality City services by helping departments manage and plan their budgets, develop a diverse and qualified workforce, inform and engage the community, and provide information and analysis for informed decision making. In this respect, the **City Coordinator's Office directly impacts each City goal and expectation.** Specifically, as the supervisor of the management departments, the City

Coordinator is directly responsible for the following City goal: Strengthen City government management and enhance community engagement.

## **Key Trends & Challenges**

The City Coordinator conducted an environmental scan to determine the trends and challenges that will most significantly impact the department over the next five years. The scan encompassed four activities:

- 1) a macro review of current demographic and economic trends;
- 2) an internal analysis of the City's budgetary issues;
- 3) a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis with the Assistant City Coordinators to assess the department's internal strengths and weaknesses; and
- 4) interviews with key department heads to gauge the customers' perceptions about the department.

## **Performance Measures**

Key department performance measures include:

- % of residents who rate Minneapolis government as 'very good' or 'good' at effectively planning for the future
- % of residents who rate Minneapolis government as 'very good' or 'good' at providing value for tax dollars
- Women and people of color in City workforce as compared to city resident workforce
- % of Department Heads who receive a work plan and annual performance review
- % customer departments expressing satisfaction with the services provided by BIS, Communications, Finance, Human Resources and IGR

## **Key Initiatives**

Special projects arise annually and are dictated by political and community trends. For this reason, key projects and initiatives are difficult to predict and plan for. Over the next five-years, however, key management initiatives have been identified and include the following:

- Continue guiding the City through financial planning (Finance)

- Implementation and quality control of the One-Stop-Shop (Regulatory Services)
- Monitoring of Unisys contract and continuous improvement of technology services (BIS)
- Diversifying the workforce (Human Resources)
- Implementation of the 311/Common Contact Center (BIS and MECC)
- Systematizing the consolidation of the communication function (Communications)

Based on the results of the SWOT analysis, one key initiative that the Coordinator's Office will lead is the improvement of internal customer service. Integrating the City's management systems to improve efficiencies to respond to customer needs is a major goal of the business plan.

### **Other Models of Providing Service**

The City of Minneapolis is a municipal corporation governed by a Mayor-Council form of government (weak Mayor – strong Council). The Mayor and 13 full-time Council members from individual wards are elected to terms of four years. As required by Charter, the Mayor is responsible for preparing an annual operating and capital budget recommendation for Council consideration. As Chair of the Executive Committee, the Mayor is also responsible for nominating Department Heads. The City Council has authority to approve/disapprove the Mayor's budget and appointments by the Executive Committee.

There are several workable forms of local government. Typical types of local governments in the U.S. include:

**Strong Mayor.** Under the strong mayor form, the mayor is responsible for the operation of all administrative agencies and departments within the city.

**Mayor/Council.** Under this form, administrative as well as legislative authority is the ultimate responsibility of the council. The mayor's power in a mayor/council form is no greater than that a council member.

**Council/Manager.** In the council-manager form of government, the council is the governing body of the city elected by the public, and the manager is hired by council to carry out the policies it establishes.

### **Department Resources**

This business plan contains information regarding the Coordinator's Office financial, workforce, technology and space plans. Currently, the Coordinator's workforce is composed of 49.9% women and 26.5% people of color.