

CITY OF LINCOLN PARK
CERTIFIED COPY OF RESOLUTION # 05-44

REGULAR MEETING OF THE MAYOR AND COUNCIL OF THE CITY OF LINCOLN PARK, WAYNE COUNTY, MICHIGAN, HELD IN THE COUNCIL CHAMBERS OF THE MUNICIPAL BUILDING.

UNDER THE DATE OF: January 31, 2005

MOVED BY Councilman Vaslo SUPPORTED BY Councilman DiSanto

WHEREAS, It is the intent of the Mayor and City Council to utilize the recommendations of the City Manager and improve the operations of the City Government in all service programs and,

WHEREAS, The City Manager has recommended statements of standards of operations to implement changes in service provision to the residents of the City of Lincoln Park

NOW THEREFORE BE IT RESOLVED, that the following *ORGANIZATIONAL SERVICE STANDARDS* BE ADOPTED

- 1. Continuous resident service improvement.** All Departments will be required to develop programs with the goal of continually improving government customer service/
- 2. Service Tracking Flow Chart.** Each department will develop a flow chart of the decision process with time frames included for each program and function, especially permits, licenses and board or commission approvals.
- 3. Benchmark principals and practices.** Lincoln Park City Government will benchmark its practices against other organizations, both public and private, by
- 4. Departmental and administrative performance reviews.** Annual reports on performance will be provided to the elected officials and the public.
- 5. Develop "how-to" information.** Each department will prepare easily understood, step by step brochures or web forms explaining how to obtain various licenses, permits, appeals and appearances at board or commission meetings.
- 6. Continuous improvement with technology.** Improve and expand the use of e-mail, web site public information and establish the reality of the 24 hour virtual city hall for services.
- 7. State/County/Federal and Local coordination.** The City of Lincoln Park will be an active participant in all regional, State and Federal joint service programs that can benefit the residents of Lincoln Park. The city will be active and assertive in monitoring and addressing State Government activity that effects our city government.
- 8. Labor-Management Conferences.** The employee elected officers of each collective bargaining association will be asked to regularly meet with City Management for the sole purpose of improving service program quality with employee development.
- 9. Satisfaction Following Service.** All forms of constructive feedback on City services will be implemented. Quality Service data analysis from all feedback forms will be regularly presented to the Mayor and City Council.

Progress and status reports shall be made at least annually to the Mayor and City Council by the City Manager.

I, **DONNA BREEDING**, duly authorized City Clerk of the City of Lincoln Park, do hereby certify that the above is a true copy of a Resolution adopted by the City Council at a Regular Meeting held under the date of:

Donna Breeding, CMC
City Clerk